## Appendix 3: Tenant Satisfaction Measures questionnaire - Online survey example, September 2023

Figure 55: Example TSM survey, September 2023



#### **Tenant Satisfaction Measures Survey, September 2023**

Stevenage Borough Council Housing Service have asked an independent research company, Service Insights Ltd (working with Housemark), to collect feedback from their tenants on their perceptions of the services and properties they provide. Your feedback will help improve the services delivered by Stevenage Borough Council Housing Services to you. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by Stevenage Borough Council Housing Services, as required by the Regulator of Social Housing.

The survey should take about **10 minutes** to complete.

Your survey responses remain completely anonymous to Stevenage Borough Council Housing Services unless you give permission to identify yourself at the end of the survey. Your feedback will be used for research purposes only in line with the Council's privacy notice which can be seen online {https://www.stevenage.gov.uk/about-the-council/access-to-information/privacy-notices) or provided upon request.

Please complete the survey by **5.00pm Friday 15th September 2023.** Should you have any queries or need assistance, please contact the lead researcher Dr Simon Williams, Service Insights Ltd, Freephone 0800 193 1174 or email info@serviceinsights.co.uk

Note: Automatic question routing was applied throughout the online survey.

Q1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stevenage Borough Council Housing Services?
	Neither satisfied nor Fairly Very Very satisfied Fairly satisfied dissatisfied dissatisfied dissatisfied
Q1a	Please briefly tell us why you gave that score?
Q2	Has Stevenage Borough Council Housing Services carried out a repair to your home in the last 12 months?
	○ Yes ○ No
Q2a	How satisfied or dissatisfied are you with the overall repairs service from Stevenage Borough Council Housing Services over the last 12 months?
	Neither satisfied nor Fairly Very Very satisfied Fairly satisfied dissatisfied dissatisfied dissatisfied
Q2b	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
	Neither satisfied nor Fairly Very Very satisfied Fairly satisfied dissatisfied dissatisfied
	0 0 0 0 0
Q3	How satisfied or dissatisfied are you that Stevenage Borough Council Housing Services provides a home that is well maintained?
	Neither satisfied nor Fairly Very Very satisfied Fairly satisfied dissatisfied dissatisfied dissatisfied
Q4	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied
Q, T	are you that Stevenage Borough Council Housing Services provides a home that is safe?
	Neither Not Very Fairly satisfied nor Fairly Very applicable / satisfied satisfied dissatisfied dissatisfied don't know

Q5	How satisfied to your views a			at Stevenage	e Borough	Council Housing Services listens
	Very satisfied s	Fairly satis	either fied nor Fairly atisfied dissatisfi		Not applicable / don't know	
Q6	How satisfied you informed a				e Borough	Council Housing Services keeps
	Very satisfied s	Fairly satis	either fied nor Fairly atisfied dissatisfi	Very ed dissatisfied	Not applicable / don't know	
	$\circ$	0	0 0	$\circ$	0	
Q7	To what extend Housing Servi					tevenage Borough Council
	Strongly agree	agr	either ee nor agree Disagre	Strongly disagree	Not applicable / don't know	
	$\circ$	0	0 0	$\circ$	$\circ$	
Q8	Have you mad months?	de a compla	int to Stevena	ge Borough	Council H	ousing Services in the last 12
	O Yes					
Q8a	How satisfied approach to co			th Stevenag	e Borough	Council Housing Services
	app. 0 a 0		Neither			
	Very satisfied	Fairly satisfied	satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
	0	0	0	0	0	
Q9	Do you live in Borough Cour					r outside, that Stevenage ing?
	Yes		No	Don'	t know	
	0		0	(	0	
Q9a	How satisfied or dissatisfied are you that Stevenage Borough Council Housing Services keeps these communal areas clean and well maintained?					Council Housing Services keeps
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
	0	0	0	0	0	

Q10	How satisfied or makes a positive					uncil Housing	Services
		Neither satisfied nor isfied dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know		
	0 (	0	0	0	0		
Q11	How satisfied or approach to han				Borough Co	uncil Housing	Services
	,	Neither satisfied nor isfied dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know		
	0 (	0 0	0	0	0		
		,	\ddition	al auge	tion		
		,	Addition	ai ques	tion		
Q12	Stevenage Boro making regardin about opportunit provided?	ng their home an	d services	provided.	Would you b	e interested i	n finding out
	Yes						
	○ No						
	O Unsure / Don't	t know					
			NE 1521 21 21			NA.2 122733	
Q13	3 Please confirm your preferred contact details, and a representative from Stevenage Borough Council will be in touch in the next 4 to 6 weeks.						
	*	Important: P	ermissi	ons and	d Confider	itiality	
Q14	Stevenage Boro individual answer attributed to you	ers in this survey	. Would y	ou be hap	py for your in	dividual respo	nses to be
	Yes						
	O No						
Q14a	Are you happy to anything you ha			ouncil Hou	sing Services	to contact yo	ou about
	O Yes						
	○ No						
Ple	ease press	'Submit'	to sen	d us y	our ans	wers. Th	ank you.

# Appendix 4: Tenant Satisfaction Measures questionnaire – Telephone survey example, February 2024

Figure 56: Example TSM survey, February 2024

Te	enant Satisfaction Me	BORO	<b>Vena</b> UGH CO urvey, Fe	UNCIL	l (Telephone Survey)
Q1	Taking everything into acc by Stevenage Borough Co				ou with the service provided
	Very satisfied Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
	0 0	0	$\circ$	$\circ$	
Q1a	Please briefly tell us why y	ou gave tha	it score?		
Q2	Has Stevenage Borough (last 12 months?	Council Hou	sing Service	es carried out a	repair to your home in the
	○ Yes ○ No				
Q2a	How satisfied or dissatisfied Council Housing Services				ce from Stevenage Borough
	Very satisfied Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
	O O				
Q2b	How satisfied or dissatisfied after you reported it?	ed are you w	vith the time	taken to compl	ete your most recent repair
	Very satisfied Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
	0 0	0	$\circ$	0	

Q3	How satisfie provides a h				Stevenag	e Borough	Council Housing Services
			Nei	ther			
	Very satisfied	d Fairly sat		ed nor tisfied dis	Fairly ssatisfied	Very dissatisfied	
	0	0			0	0	
Q4	Thinking aboare you that	out the co Stevena	ondition of ge Borougl	the prope n Council	rty or build Housing §	ding you liv Services pr	re in, how satisfied or dissatisfied rovides a home that is safe?
	1.6300		Neither		17	Not	
	Very satisfied	Fairly satisfied	satisfied nor dissatisfied		Very dissatisfied	applicable / don't know	
	0	0	0	0	0	0	
Q5	How satisfie to your view				Stevenag	e Borough	Council Housing Services listens
	Mana	Faido	Neither	F-12.	1/	Not	
	Very satisfied	Fairly satisfied	satisfied nor dissatisfied		Very dissatisfied	applicable / don't know	
	0	$\circ$	0	0	0	0	
Q6	How satisfie					e Borough	Council Housing Services keeps
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied		Very dissatisfied	Not applicable / don't know	
	0	$\circ$	0	0	$\circ$	$\circ$	
Q7	To what exte						stevenage Borough Council
	Ctrongly		Neither		Ctrongly	Not applicable /	
	Strongly agree	Agree	agree nor disagree	Disagree	Strongly disagree	don't know	
	0	0	0	0	0	0	
Q8	Have you m months?	ade a coi	mplaint to s	Stevenage	e Borough	Council H	lousing Services in the last 12
	O Yes						
	O No						

Q8a		d or dissatisfie complaints ha		h Stevenage	e Borough	Council Housing Services
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
	0	$\circ$	$\circ$	$\circ$	$\circ$	
Q8b		mprove one t		nage Boroug	gh Council	Housing Services complaints
Q9		n a building w uncil Housing				r outside, that Stevenage ing?
	Yes	3	No	Don't	know	
	0	)	0	(	$\supset$	
Q9a	How satisfied these commo	d or dissatisfie unal areas cle	ed are you tha an and well n	nt Stevenage naintained?	Borough	Council Housing Services keeps
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
	0	0	0	$\circ$	0	
Q10		d or dissatisfic itive contribut				Council Housing Services
	Very satisfied	Fairly satisf	ther led nor Fairly tisfied dissatisfie	Very ed dissatisfied	Not applicable / don't know	
	$\circ$	0	0	$\circ$	$\circ$	
Q11		d or dissatisfie handling anti-			e Borough	Council Housing Services
	Very satisfied	Fairly satisf	ther led nor Fairly tisfied dissatisfie	Very ed dissatisfied	Not applicable / don't know	
	0	0 (	0	0	0	

	*Important: Permissions and Confidentiality
Q12	Stevenage Borough Council Housing Services would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to Stevenage Borough Council Housing Services?  Yes  No
Q12a	Are you happy for Stevenage Borough Council Housing Services to contact you about anything you have raised in this survey?  Yes  No
	Thank you.