


## 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](mailto:info@serviceinsights.co.uk)

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

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**Q1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stevenage Borough Council Housing Services?

Very satisfied    Fairly satisfied    Neither satisfied nor dissatisfied    Fairly dissatisfied    Very 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?

Very satisfied    Fairly satisfied    Neither satisfied nor dissatisfied    Fairly dissatisfied    Very dissatisfied

**Q2b** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied    Fairly satisfied    Neither satisfied nor dissatisfied    Fairly dissatisfied    Very dissatisfied

**Q3** How satisfied or dissatisfied are you that Stevenage Borough Council Housing Services provides a home that is well maintained?

Very satisfied    Fairly satisfied    Neither satisfied nor dissatisfied    Fairly dissatisfied    Very dissatisfied

**Q4** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Stevenage Borough Council Housing Services provides a home that is safe?

Very satisfied    Fairly satisfied    Neither satisfied nor dissatisfied    Fairly dissatisfied    Very dissatisfied    Not applicable / don't know

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**Q5** How satisfied or dissatisfied are you that Stevenage Borough Council Housing Services listens to your views and acts upon them?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know

**Q6** How satisfied or dissatisfied are you that Stevenage Borough Council Housing Services keeps you informed about things that matter to you?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know

**Q7** To what extent do you agree or disagree with the following: "Stevenage Borough Council Housing Services treats me fairly and with respect"?

Strongly agree      Agree      Neither agree nor disagree      Disagree      Strongly disagree      Not applicable / don't know

**Q8** Have you made a complaint to Stevenage Borough Council Housing Services in the last 12 months?

Yes

No

**Q8a** How satisfied or dissatisfied are you with Stevenage Borough Council Housing Services approach to complaints handling?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied

**Q9** Do you live in a building with communal areas, either inside or outside, that Stevenage Borough Council Housing Services is responsible for maintaining?

Yes      No      Don't know

**Q9a** How satisfied or dissatisfied are you that Stevenage Borough Council Housing Services keeps these communal areas clean and well maintained?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied

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Q10 How satisfied or dissatisfied are you that Stevenage Borough Council Housing Services makes a positive contribution to your neighbourhood?

- Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know
- 

Q11 How satisfied or dissatisfied are you with Stevenage Borough Council Housing Services approach to handling anti-social behaviour?

- Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know
- 

### Additional question

Q12 Stevenage Borough Council believes it's really important to involve residents in their decision making regarding their home and services provided. Would you be interested in finding out about opportunities to get involved to influence decisions made on homes and the services provided?

- Yes  
 No  
 Unsure / Don't know

Q13 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: Permissions and Confidentiality

Q14 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


Q14a Are you happy for Stevenage Borough Council Housing Services to contact you about anything you have raised in this survey?

- Yes  
 No

**Please press 'Submit' to send us your answers. Thank you.**

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

Figure 56: Example TSM survey, February 2024



**Stevenage**  
BOROUGH COUNCIL

**Tenant Satisfaction Measures Survey, February 2024 (Telephone Survey)**

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stevenage Borough Council Housing Services?

Very satisfied    Fairly satisfied    Neither satisfied nor dissatisfied    Fairly dissatisfied    Very 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?

Very satisfied    Fairly satisfied    Neither satisfied nor dissatisfied    Fairly dissatisfied    Very dissatisfied

Q2b How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied    Fairly satisfied    Neither satisfied nor dissatisfied    Fairly dissatisfied    Very dissatisfied

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Q3 How satisfied or dissatisfied are you that Stevenage Borough Council Housing Services provides a home that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Stevenage Borough Council Housing Services provides a home that is safe?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5 How satisfied or dissatisfied are you that Stevenage Borough Council Housing Services listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6 How satisfied or dissatisfied are you that Stevenage Borough Council Housing Services keeps you informed about things that matter to you?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7 To what extent do you agree or disagree with the following: "Stevenage Borough Council Housing Services treats me fairly and with respect"?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable / don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8 Have you made a complaint to Stevenage Borough Council Housing Services in the last 12 months?

Yes  
 No

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Q8a How satisfied or dissatisfied are you with Stevenage Borough Council Housing Services approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8b If you could improve one thing in Stevenage Borough Council Housing Services complaints handling service, what would it be?

Q9 Do you live in a building with communal areas, either inside or outside, that Stevenage Borough Council Housing Services is responsible for maintaining?

Yes	No	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9a How satisfied or dissatisfied are you that Stevenage Borough Council Housing Services keeps these communal areas clean and well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10 How satisfied or dissatisfied are you that Stevenage Borough Council Housing Services makes a positive contribution to your neighbourhood?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11 How satisfied or dissatisfied are you with Stevenage Borough Council Housing Services approach to handling anti-social behaviour?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**\*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.***