

Tenant Satisfaction Measures

Low-cost rental script and questions

Good morning/afternoon/evening. Please can I speak to <customer name>?

My name is and I am calling from M·E·L Research, an independent research agency, on behalf of Yorkshire Housing.

As part of their commitment to service improvement, Yorkshire Housing has asked M·E·L Research to carry out this independent survey to find out what you think about the services you receive from them.

This survey will be used to calculate annual Tenant Satisfaction Measures (TSMs) to be published by Yorkshire Housing.

As a thank you for your time, all respondents who take part in this survey will be entered into a quarterly prize draw with a chance to win £50 love to shop voucher.

Also more importantly, this is your opportunity to say what you think they're getting right and where you think they need to improve.

This survey will only take around 10 minutes to complete.

Also just to let you know, this survey will be conducted following the Code of Conduct of the Market Research Society. You can change your mind on taking part at any point during the survey. The information you provide in this survey will be used for research purposes and any personal information will only ever be shared with Yorkshire Housing with your express permission.

If needed: If you would like a copy of our privacy notice emailed to you, I can do that now if you provide me with your email address.

Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Yorkshire Housing?

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

NOTE FOR PUBLICATION: Q2-Q5 inclusive were not asked to low-cost homeownership customers.

Q2. Has Yorkshire Housing carried out a repair to your home in the last 12 months?

- Yes
- No

IF Q2=1

Q3. How satisfied or dissatisfied are you with the overall repairs service from Yorkshire Housing over the last 12 months?

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

IF Q2=1

Q4. 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

Q5. How satisfied or dissatisfied are you that Yorkshire Housing provides a home that is well maintained?

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

Q6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Yorkshire Housing provides a home that is safe?

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

Where Q6 = 4/5

Q6b. Could you please tell us in detail why you are dissatisfied that Yorkshire Housing provides a home that is safe?

O/E - Verbatim

Q7. How satisfied or dissatisfied are you that Yorkshire Housing listens to your views and acts upon them?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable (Exclude from sample base)

Where Q7 = 4/5

Q7b. Could you please tell us in detail why you are not satisfied that Yorkshire Housing listens to your views and acts upon them?

O/E - Verbatim

Q8. How satisfied or dissatisfied are you that Yorkshire Housing keeps you informed about things that matter to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

Where Q8 = 4/5

Q8b. Could you please tell us in detail why you are not satisfied that Yorkshire Housing keeps you informed about things that matter to you?

O/E - Verbatim

Q9. To what extent do you agree or disagree with the following “Yorkshire Housing treats me fairly and with respect”?

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

Where Q9 = 4/5

Q9b. Could you please tell us in detail why you disagree with the statement, “Yorkshire Housing treats me fairly and with respect”?

O/E - Verbatim

Q10. Have you made a complaint to Yorkshire Housing in the last 12 months?

- Yes
- No

Where Q10 = 1

Q11. How satisfied or dissatisfied are you with Yorkshire Housing approach to complaints handling?

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

Q12. Do you live in a building with communal areas, either inside or outside, that Yorkshire Housing is responsible for maintaining?

- Yes
- No
- Don't know

Where Q12 = 1

Q13. How satisfied or dissatisfied are you that Yorkshire Housing keeps these communal areas clean and well maintained?

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

Where Q13 = 4/5

Q13b. Could you please tell us in detail why you are dissatisfied with Yorkshire Housing's maintenance of communal spaces?

O/E - Verbatim

Q14. How satisfied or dissatisfied are you that Yorkshire Housing makes a positive contribution to your neighbourhood?

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

Where Q14 = 4/5

Q14b. Could you please tell us in detail why you are dissatisfied with the contribution Yorkshire Housing makes to your neighbourhood?

O/E - Verbatim

Q15. How satisfied or dissatisfied are you with Yorkshire Housing's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

Where Q15 = 4/5

Q15b. Could you please tell us in detail why you are dissatisfied Yorkshire Housing's approach to handling anti-social behaviour?

O/E - Verbatim

Thank you for your time. Your feedback is extremely valuable to Yorkshire Housing and will help improve the services they provide.

If you would like more information about who we are and how we use the information provided, please see our privacy policy at: melresearch.co.uk/page/privacypolicy