

SYHA - Tenant Satisfaction Measures Survey

Introductory script

Hello, my name is (name) calling from Viewpoint on behalf of South Yorkshire Housing Association.

I'm calling today as I would like to ask you a few quick questions about the services you receive from SYHA.

Anything you tell me will be used to help improve the services they provide to you and calculate the annual Tenant Satisfaction Measures to be published by SYHA, as required by the Regulator of Social Housing.

The questions will take 5 to 10 minutes. Is now a convenient time?

Thank you. This interview will be carried out in accordance with the Market Research Society's Code of Conduct and we record calls for training purposes, is that alright with you?

Thank you. Most of the questions are rated on a 5 point scale – Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied and very dissatisfied.

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

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

Q2 Has South Yorkshire Housing Association 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 South Yorkshire Housing Association 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 South Yorkshire Housing Association 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 South Yorkshire Housing Association provides a home that is safe?

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

Q5 How satisfied or dissatisfied are you that South Yorkshire Housing Association 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 South Yorkshire Housing Association 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: "South Yorkshire Housing Association 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 South Yorkshire Housing Association in the last 12 months?
- Yes
 - No
- Q8a** How satisfied or dissatisfied are you with South Yorkshire Housing Association 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 South Yorkshire Housing Association is responsible for maintaining?
- Yes
 - No
 - Don't know
- Q9a** How satisfied or dissatisfied are you that South Yorkshire Housing Association keeps these communal areas clean and well maintained?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
- Q10** How satisfied or dissatisfied are you that South Yorkshire Housing Association 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 South Yorkshire Housing Association's approach to handling anti-social behaviour?

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

Q12 Is there anything else you would like to share with SYHA?

Q13 Finally, are you happy for SYHA to contact you about any of the answers you have given?

- Yes
- No

Closing script

Thank you very much, that's the end of my questions. This information will be extremely useful for SYHA. Goodbye.