

## Tenant Satisfaction Measures questions

### September 2024

Hi, I'm [name] and I work for PA Housing.

Did you get the letter and text to say that I was coming today? [Great news] or [Oh, I'm sorry you didn't get it].

The reason I'm here is that we're carrying out a doorstep survey of all our residents. I don't need to come in, but do you have 10 minutes for me to ask you a few questions about what you think of PA Housing? [Great] or [OK, not to worry]

The questions have been set by the Government and they're called the Tenant Satisfaction Measures and will be used by them to see how all housing associations are performing across the country. You can find out more information on our website.

While I work for PA Housing, all your answers will be recorded, stored and analysed by an independent research agency called M.E.L Research. M.E.L will ensure the survey results are interpreted fairly. The information you provide in this survey will be used for research purposes.

If you would like more detail about M.E.L Research and how they protect the data they collect please visit: <https://melresearch.co.uk/privacy-policy/>

**Can I confirm you're happy to go ahead with the survey?**

- Yes
- No

Please write resident name:

Please write the property reference below:

Please select a patch number from the list below:

*This will be used to help make sure we can understand how views in different communities differ.*

### Question 1.

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

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

If **dissatisfied**, could you please tell us why you are dissatisfied?

If **satisfied**, could you please tell us why you are satisfied?

### Question 2.

Has PA Housing carried out a repair to your home in the last 12 months?

- Yes
- No

### Question 3.

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

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

### Question 4.

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

### Question 5a.

How satisfied or dissatisfied are you that PA Housing provides a home that is well maintained?

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

### Question 5b.

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

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

### Question 6.

How satisfied or dissatisfied are you that PA Housing 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

### Question 7.

How satisfied or dissatisfied are that PA Housing 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

### Question 8.

To what extent do you agree or disagree with the following 'PA Housing treats me fairly and with respect'?

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

### Question 9.

How satisfied or dissatisfied are you that PA Housing is easy to deal with?

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

### Question 9a.

Have you made a complaint to PA Housing in the last 12 months?

- Yes
- No

### Question 9b.

How satisfied or dissatisfied are you with PA Housing's approach to complaints handling?

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

### Question 10.

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

- Yes
- No
- Don't know

### Question 11.

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

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

### Question 12a.

How satisfied or dissatisfied are you that PA 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

### Question 12b.

How satisfied or dissatisfied are you with your neighbourhood as a place to live?

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

### Question 13.

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

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

**Thank you. Your feedback will be linked to your address and the services you receive. This will help PA housing to better understand the feedback tenants have provided.**

If you wish for your feedback to be anonymous you can click this box.

- Respondent happy for responses to be linked to them
- Respondent wishes responses to be anonymous

*Please note that anonymous feedback will still be included with the results – your views will still count.*

Thank respondent for their time and then complete declaration section.

## Interviews issues

Are there any issues from this interview you wish to record. If so please use the box below.