

## TENANT SATISFACTION QUESTIONNAIRE

### Interviewer Script

Good {timeofday} I'm calling to speak to {fullname} or perhaps you could help me

My name is {interviewer}.

I'm calling on behalf of Unity Housing.

I need to check a few things about the housing service you receive, if that's okay?

*Once you have agreement to interview say  
"Just to let you know that this call will be recorded for training and monitoring purposes. Your answers will also be linked to your personal data and used to improve services. The feedback we collect will be used to calculate annual Tenant Satisfaction Measures to be published by Unity. Is that okay?"*

*If the resident has any queries about the survey, they can contact Unity by dialling 0113 200 7700.  
The Tenant Satisfaction Measures (TSMs) have been brought in by the Regulator of Social Housing and are designed to monitor the performance of councils and housing associations. Data is being collected each financial year, starting from April 2023, and will be published at the end of that year.*

### Confirm Call Recording

#### Confirm Name

<b>Q1</b>	Can I confirm I am speaking to	Open verbatim
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#### Overall Satisfaction

<b>Q2</b>	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Unity Housing? The possible response options to this and the following queries are - very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
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#### Repairs & Maintenance

<b>Q3</b>	Has Unity Housing carried out a repair to your home in the last 12 months?	Yes No
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Go to Q6 if Q3 is not 'Yes'

<b>Q4</b>	How satisfied or dissatisfied are you with the overall repairs service from Unity Housing over the last 12 months?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<b>Q5</b>	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

#### Your Home

<b>Q6</b>	How satisfied or dissatisfied are you that Unity Housing provides a home that is well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<b>Q7</b>	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Unity Housing provides a home that is safe?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

#### Communication

<b>Q8</b>	How satisfied or dissatisfied are you that Unity 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
<b>Q9</b>	How satisfied or dissatisfied are you that Unity 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
<b>Q10</b>	To what extent do you agree or disagree with the following, " <i>Unity Housing treats me fairly and with respect</i> "? The possible response options here are strongly agree, agree, neither, disagree, strongly disagree or don't know, not applicable	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

#### Advice & Support

<b>Q11</b>	Have you made a complaint to Unity Housing in the last 12 months?	Yes No
Go to Q13 if Q11 is not 'Yes'		
<b>Q12</b>	How satisfied or dissatisfied are you with Unity Housing's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

#### Communal Areas & The Neighbourhood

<b>Q13</b>	Do you live in a building with communal areas, either inside or outside, that Unity Housing is responsible for maintaining?	Yes No Don't know
Go to Q15 if Q13 is not 'Yes'		
<b>Q14</b>	How satisfied or dissatisfied are you that Unity Housing keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<b>Q15</b>	How satisfied or dissatisfied are you that Unity 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

<b>Q16</b>	How satisfied or dissatisfied are you with Unity 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
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<b>Value For Money</b>		
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<b>Q17</b>	How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Not applicable
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<b>Q18</b>	How satisfied or dissatisfied are you that your service charges provide value for money?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Not applicable
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<b>Additional Comments</b>		
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<b>Q19</b>	Is there anything that you think Unity could do be doing better?	Open verbatim
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<b>Q20</b>	And, finally, is there anything that you think Unity do particularly well?	Open verbatim
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<b>Allow</b>		
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<b>Q21</b>	Thank you very much for your time. Unity Housing may want to contact you to better understand the service you receive. Would you be happy for them to get in touch with you?	Yes No
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<b>End Phone Call</b>		
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That completes the survey.		
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