

## Tenant Satisfaction Measure (TSM) Survey – main questionnaire

### Intro: LCRA

Hi, my name is \_\_\_\_ and I am calling from TLF Research on behalf of Eastlight Community Homes. We are conducting their tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measure and this will be reported to the Regulator of Social Housing. This will also be published by your landlord to show you how they are performing. Your feedback would be really appreciated. Would you be able to spare 5 to 10 minutes to take part now please?

### Intro: LCHO/Leaseholder

Hi, my name is \_\_\_\_ and I am calling from TLF Research on behalf of Eastlight Community Homes. We are conducting their customer satisfaction research which will be used to review our services. This will be published by your landlord to show you how they are performing. Your feedback would be really appreciated. Would you be able to spare 5 to 10 minutes to take part now please?

- If yes, continue.
- If no, booking if willing

Thank you. We follow the Market Research Society code of conduct and Data Legislation which means your answers are confidential and we will check at the end if you are happy to have your name added to your feedback and share this with Eastlight Community Homes. In addition, the call may be recorded for quality and training purposes.

### ALL QUARTERS [Q1-Q4 2024-25] CORE TSM QUESTION

1. [tp01\_ovsat] Taking everything into account, how satisfied or dissatisfied are you with the service provided by Eastlight Community Homes?
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied [HOT ALERT TRIGGER]
  - Very dissatisfied [HOT ALERT TRIGGER]
  
  - Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]

### ALL QUARTERS [Q1-Q4 2024-25] OVERALL SATISFACTION FOLLOW UP

[c\_probe\_sat\_TP01] If very satisfied probe “Why would you say you are satisfied?”

[c\_probe\_neither\_TP01] If fairly satisfied or neither satisfied nor dissatisfied probe “What could Eastlight Community Homes do to make you more satisfied?”

[c\_probe\_dissat\_TP01] If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

#### **ALL QUARTERS [Q1-Q4 2024-25] HAD REPAIR**

2. [had\_repair] Has Eastlight Community Homes carried out a repair to your home in the last 12 months? **[LCRA only]**
- Yes (Go to Q3)
  - No (Go to Q5)

#### **ALL QUARTERS [Q1-Q4 2024-25] CORE TSM QUESTION**

3. [tp02\_repairsat] How satisfied or dissatisfied are you with the overall repairs service from Eastlight Community Homes over the last 12 months? **[LCRA only]**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]

#### **[Q1 2024-25 ONLY] OVERALL REPAIRS FOLLOW UP [LCRA ONLY]**

[c\_probe\_sat\_TP02] If very satisfied probe “Why would you say you are satisfied?”

[c\_probe\_neither\_TP02] If fairly satisfied or neither satisfied nor dissatisfied probe “What could Eastlight Community Homes do to make you more satisfied?”

[c\_probe\_dissat\_TP02] If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

#### **ALL QUARTERS [Q1-Q4 2024-25] CORE TSM QUESTION**

4. [tp03\_repairtime] How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **[LCRA only]**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied

- Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]

#### **ALL QUARTERS [Q1-Q4 2024-25] OUSTANDING / AGED REPAIRS**

4.1.[outstanding] Do any of the repairs you have reported in the last 12 months still need work doing to complete them? **[LCRA only]**

- Yes
- No (Go to Q5)
- Not applicable/don't know (Go to Q5)

## [Q2 2024-25 ONLY] REPORTING OF OUTSTANDING / AGED REPAIRS

4.2 [reportrepair] Who did you report this incomplete repair to?

INTERVIEWER NOTE: PLEASE CODE RESPONSE - DO NOT READ OUT

- Phoned Eastlight Customer Services
- Spoke to Customer Services in person at Eastlight HQ
- Wrote to Eastlight (e-mail / Text / letter / website)
- Eastlight Repair person at my property
- Eastlight Estate Ranger / Grounds Maintenance Team
- Eastlight Housing Officer employee (tenancy / lettings / ASB)
- Eastlight employee at an Eastlight event (e.g. community day / general meeting)
- A non Eastlight person – (e.g. health visitor / police / social services)
- Can't remember
- Other (Please specify)

## ALL QUARTERS [Q1-Q4 2024-25] CORE TSM QUESTION

5. [tp04\_maint] How satisfied or dissatisfied are you that Eastlight Community Homes provides a home that is well maintained? **[LCRA only]**
- ☐ Very satisfied
  - ☐ Fairly satisfied
  - ☐ Neither satisfied nor dissatisfied
  - ☐ Fairly dissatisfied
  - ☐ Very dissatisfied
  - ☐ Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]

## ALL QUARTERS [Q1-Q4 2024-25] CORE TSM QUESTION

6. [tp05\_safe] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Eastlight Community Homes provides a home that is safe?
- ☐ Very satisfied
  - ☐ Fairly satisfied
  - ☐ Neither satisfied nor dissatisfied
  - ☐ Fairly dissatisfied
  - ☐ Very dissatisfied
  - ☐ Not applicable/don't know.

## ALL QUARTERS [Q1-Q4 2024-25] CORE TSM QUESTION

7. [tp06\_listens] How satisfied or dissatisfied are you that Eastlight Community Homes 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

### **[Q2 2024-25 ONLY] LISTEN & ACTS FOLLOW UP**

[c\_probe\_sat\_TP06] If very satisfied probe "Why would you say you are satisfied?"

[c\_probe\_neither\_TP06] If fairly satisfied or neither satisfied nor dissatisfied probe "What could Eastlight Community Homes do to make you more satisfied?"

[c\_probe\_dissat\_TP06] If fairly or very dissatisfied probe "Why would you say you are dissatisfied?"

### **ALL QUARTERS [Q1-Q4 2024-25] CORE TSM QUESTION**

8. [tp07\_informed] How satisfied or dissatisfied are you that Eastlight Community Homes 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

### **[Q3-Q4 2024-25 ONLY] COMMUNICATION NEEDS**

8a. Which of the following types of information about Eastlight, are you interested in learning more about? (Read out / Mark all that apply).

- ☐ Specific service issues (e.g. status on my repairs / Rent payments)
- ☐ Information about Eastlight services (support available, how services are changing)
- ☐ Ways to have your say on Eastlight (e.g. surveys, resident's groups, workshops)
- ☐ Information on how Eastlight is run (e.g. Annual Reports, tenant satisfaction, how we spend residents' money)

### **ALL QUARTERS [Q1-Q4 2024-25] CORE TSM QUESTION**

9. [tp08\_fair] To what extent do you agree or disagree with the following "Eastlight Community Homes treats me fairly and with respect"?
- ☐ Strongly agree
  - ☐ Agree

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

### **ALL QUARTERS [Q1-Q4 2024-25] MADE COMPLAINT**

10. [Complaint] Have you made a complaint to Eastlight Community Homes in the last 12 months?

- ☐ Yes (Go to Q11)
- ☐ No (Go to Q12)

### **ALL QUARTERS [Q1-Q4 2024-25] CORE TSM QUESTION**

11. [tp09\_comphand] How satisfied or dissatisfied are you with Eastlight Community Homes' approach to complaints handling?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
  
- ☐ Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]

### **ALL QUARTERS [Q3 2024-25 ONLY] COMPLAINT FOLLOW UP**

11B\_1[c\_probe\_sat\_TP09] If very satisfied probe “Why would you say you are satisfied?”

11B\_2[c\_probe\_neither\_TP09] If fairly satisfied or Neither satisfied nor dissatisfied probe “What could Eastlight Community Homes do to make you more satisfied?”

11B\_3 [c\_probe\_dissat\_TP09] If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

### **ALL QUARTERS [Q1-Q4 2024-25] KNOW HOW TO COMPLAIN**

12. If no to Q10, Do you know how to make a complaint to Eastlight Community Homes?

- ☐ Yes
- ☐ No

### **ALL QUARTERS [Q1-Q4 2024-25] HAVE COMMUNAL AREA**

13. [communal] Do you live in a building with communal areas, either inside or outside, that Eastlight Community Homes is responsible for maintaining?

- ☐ Yes (Go to Q14)
- ☐ No (Go to Q15)
- ☐ Don't know (Go to Q15)

#### **ALL QUARTERS [Q1-Q4 2024-25] CORE TSM QUESTION**

14. [tp10\_communal] How satisfied or dissatisfied are you that Eastlight Community Homes keeps these communal areas clean, and well maintained?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
- Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]

#### **[Q4 2024-25 ONLY] COMMUNAL AREA FOLLOW UP**

10B\_1[c\_probe\_sat\_TP010] If very satisfied probe “Why would you say you are satisfied?”

10B\_2[c\_probe\_neither\_TP010] If fairly satisfied or Neither satisfied nor dissatisfied probe “What could Eastlight Community Homes do to make you more satisfied?”

10B\_3 [c\_probe\_dissat\_TP010] If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

#### **ALL QUARTERS [Q1-Q4 2024-25] CORE TSM QUESTION**

15. [tp11\_neighbour] How satisfied or dissatisfied are you that Eastlight Community Homes makes a positive contribution to your neighbourhood?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not applicable/don't know

#### **[Q3 / Q4 2024-25 ONLY] NEIGHBOURHOOD CONTRIBUTION FOLLOW UP**

15a [c\_probe\_neighbourhood] Thinking about your neighbourhood, is there anything Eastlight Community Homes could do to improve the contribution they make?

#### **ALL QUARTERS [Q1-Q4 2024-25] CORE TSM QUESTION**

16. [tp12\_asbo] How satisfied or dissatisfied are you with Eastlight Community Homes' approach to handling anti-social behaviour?
- Very satisfied



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