Tenant Satisfaction Measures

Low-cost rental script and questions

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

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

They want to know what you think about the services you receive from them and how they could improve so have asked M·E·L Research to carry out this independent survey.

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 Global Gift voucher.

Your answers will be used to calculate annual Tenant Satisfaction Measures to be published by Yorkshire Housing.

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

The survey will only take around 10 minutes to complete.

And 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 give will be used for research purposes and any personal information will only ever be shared with Yorkshire Housing with your express permission.

IF NECESSARY: If you'd like a copy of M·E·L Research's privacy notice emailed to you, I can do that now if you 're happy to give me your email address.

Continue with survey

Email Privacy Notice

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

Q1b. Could you please explain in as much detail as possible why you are <Q1 RESPONSE> with the overall service provided by Yorkshire Housing?

O/E - Verbatim

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

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

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

Q6b. Could you please tell us in detail why you <Q6 RESPONSE> with the safety of your home?

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

Q7b. Could you explain in as much detail as possible why you are <Q7 RESPONSE> that Yorkshire Housing listens to and acts on your views?

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

Q8b. Could you please you explain in as much detail as possible why you are <Q8 RESPONSE> that Yorkshire Housing keeps you informed about the 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

Q9b. Could you please you explain in as much detail as possible why you are <Q9 RESPONSE> that Yorkshire Housing treats you fairly and with respect?

O/E - Verbatim

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

- Yes
- No

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

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

Q13b. Could you please explain in as much detail as possible why you are <Q13 RESPONSE> with the upkeep of communal areas?

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

Q14b. Could you please explain in as much detail as possible why you are <Q14 RESPONSE> 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

Q15b. Could you please explain in as much detail as possible why you are <Q15 RESPONSE> with Yorkshire Housing's approach to handling anti-social behaviour?

O/E – Verbatim

Q16. Do you have any other feedback you would like to pass to Yorkshire Housing?

O/E – Verbatim

Q17. We've got a 'Your Voice Matters' customer group where customers can get involved as much or as little as they like to help us shape our services. Would you like to find out more?

- Yes
- No

END OF SURVEY

Thanks so much for your time. I know that Yorkshire Housing will find your feedback really valuable and that it'll help improve their services.