

Tenant Satisfaction Measures survey



You have been selected as one of the members of the Rooftop Housing Group community to give your views on how Rooftop has performed over the last 12 months. Your responses will be used to calculate our Tenant Satisfaction Measures (TSMs), which we are required by the UK Government and the Regulator of Social Housing to collect and publish annually.

Please take a few short minutes to complete this important survey and get involved in making Rooftop a better landlord.

Thank you for taking part. When answering the questions about how satisfied or dissatisfied you are, please select one answer from the following scale:

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

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Rooftop Housing Group? (Required)

Tick one of the following

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

2. Has Rooftop Housing Group carried out a repair to your home in the last 12 months? [Required]

Tick one of the following

- ☐ Yes
☐ No

3. How satisfied or dissatisfied are you with the overall repairs service from Rooftop Housing Group over the last 12 months? [Required]

Tick one of the following

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

4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? [Required]

Tick one of the following

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

5. How satisfied or dissatisfied are you that Rooftop Housing Group provides a home that is well maintained? [Required]

Tick one of the following

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

6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Rooftop Housing Group provides a home that is safe? [Required]

Tick one of the following

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not Applicable/ Don't Know

7. How satisfied or dissatisfied are you that Rooftop Housing Group listens to your views and acts upon them? [Required]

Tick one of the following

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not Applicable/ Don't Know

8. How satisfied or dissatisfied are you that Rooftop Housing Group keeps you informed about things that matter to you? [Required]

Tick one of the following

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not Applicable/ Don't Know

9. To what extent do you agree or disagree with the following “Rooftop Housing Group treats me fairly and with respect”? [Required]

Tick one of the following

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not Applicable/ Don't Know

10. Have you made a complaint to Rooftop Housing Group in the last 12 months? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

11. How satisfied or dissatisfied are you with Rooftop Housing Group's approach to complaints handling? [Required]

Tick one of the following

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

12. Do you live in a building with communal areas, either inside or outside, that Rooftop Housing Group is responsible for maintaining? [Required]

Tick one of the following

- ☐ Yes
- ☐ No
- ☐ Don't know

13. How satisfied or dissatisfied are you that Rooftop Housing Group keeps these communal areas clean and well maintained? [Required]

Tick one of the following

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

14. How satisfied or dissatisfied are you that Rooftop Housing Group makes a positive contribution to your neighbourhood? [Required]

Tick one of the following

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not Applicable/ Don't Know

15. How satisfied or dissatisfied are you with Rooftop Housing Group's approach to handling anti-social behaviour? [Required]

Tick one of the following

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not Applicable/ Don't Know

16. How satisfied or dissatisfied are you that your rent provides value for money? [Required]

*If you don't pay rent, select **Not Applicable**.*

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable

17. How satisfied or dissatisfied are you that your service charge provides value for money?

[Required]

*If you don't pay a service charge, select **Not Applicable**.*

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable

18. Thinking about the answers you have given today, is there anything else you would like to say?

You may want to elaborate on what has gone well and what you feel could be improved in relation to the service you have received from Rooftop. This will give us a better understanding of your satisfaction ratings.

19. **Before we finish, I would like to talk to you about whether you would like to become an involved customer. To ensure we take account of your views, we invite customers to get involved with projects, community days or focus groups, as well as asking them to complete surveys. If you were to become an involved customer, you would decide how much or little you would like to be involved in. With this in mind, would you like to be an involved customer?**

[Required]

Tick one of the following

☐

Yes

☐

No

☐

Not Sure - I would like a call back please

20. **What is the best number to contact you on?** [Required]

Thank you for taking the time to give us your feedback today. How you scored the questions and what you said will be combined with all the other responses we receive to help improve our services.