

Tenant Satisfaction Measures (TSMs)

Survey questionnaire

This questionnaire was created by our research partner, The Leadership Factor (TLF), to help us understand how you feel about the services we provide. The questions focus on your experiences, your satisfaction with key areas of our service, and how well you feel we support you as a customer. Your answers are used to produce our tenant perception measures, which help us identify what we are doing well and where we need to improve.

Hi, my name is ___ and I am calling from TLF Research on behalf of A2Dominion. 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?

- 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 A2Dominion. In addition, the call may be recorded for quality and training purposes.

1. [tp01_ovsat] Taking everything into account, how satisfied or dissatisfied are you with the service provided by A2Dominion?
 - 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]

[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 A2Dominion do to make you satisfied?"

[c_probe_dissat_TP01] If fairly or very dissatisfied probe "Why would you say you are dissatisfied?"

2. [had repair] Has A2Dominion carried out a repair to your home in the last 12 months? **[LCRA only]**

- Yes (Go to Q3)
- No (Go to Q5)

3. [tp02_repairsat] How satisfied or dissatisfied are you with the overall repairs service from A2Dominion 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]

Probe customers Not Satisfied [Neither satisfied nor dissatisfied, Fairly dissatisfied OR Very dissatisfied] – Why are you [response]?

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]

5. [tp04_maint] How satisfied or dissatisfied are you that A2Dominion 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]

Probe customers Dissatisfied [Fairly dissatisfied OR Very dissatisfied] – Why are you [response]?

6. [tp05_safe] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that A2Dominion provides a home that is safe?

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

Probe customers Dissatisfied [Fairly dissatisfied OR Very dissatisfied] – Why are you [response]?

7. [tp06_listens] How satisfied or dissatisfied are you that A2Dominion 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

8. [tp07_informed] How satisfied or dissatisfied are you that A2Dominion 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

9. [tp08_fair] To what extent do you agree or disagree with the following “A2Dominion treats me fairly and with respect”?

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

Probe customers If dissatisfied/disagree to TP06, 07 or 08 [Fairly dissatisfied OR very dissatisfied | disagree OR strongly disagree] – Why are you dissatisfied or disagree?

10.[Complaint] Have you made a complaint to A2Dominion in the last 12 months?

- Yes (Go to Q11)
- No (Go to Q12) Q11 if applicable

11.[tp09_comphand] How satisfied or dissatisfied are you with A2Dominion's 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]

Probe all customers who respond to TP09 – Why are you [response]?

12.[communal] Do you live in a building with communal areas, either inside or outside, that A2Dominion is responsible for maintaining?

- Yes (Go to Q13)
- No (Go to Q14)
- Don't know (Go to Q14)

13.[tp10_communal] How satisfied or dissatisfied are you that A2Dominion 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]

14. [tp11_neighbour] How satisfied or dissatisfied are you that A2Dominion makes a positive contribution to your neighbourhood?

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

15. [tp12_asbo] How satisfied or dissatisfied are you with A2Dominion's approach to handling anti-social behaviour?

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

Probe customers if dissatisfied to TP10, 11 or 12 [Fairly dissatisfied OR very dissatisfied] – Why are you dissatisfied with either maintenance of communal areas, contribution to the neighbourhood or handling of anti-social behaviour?

15b. A2Dominion would like to hear from customers directly to better understand what it is like being an A2Dominion customer. Would you be interested in occasionally sharing your thoughts via a short video clips and received a £30 as a thank you for doing so?

- Yes – if yes, tell the customer that someone from TLF may be in-touch when net carrying out this activity
- No

16.[anon] Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with A2Dominion. Would this be okay?

- Yes, I agree to my name being attached to my responses (Go to Q17)
- No, I would like to remain anonymous (Go to close)

<for non anonymous customers only>

17.[contact] Are you happy for A2Dominion to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

- Yes
- No

Finally, would you like our telephone number or that of the Market Research Society to check our credibility or make comments regarding this interview or our website address to read more information about how we process your personal data? (TLF = 01484 599610 and MRS = 0800 975 9596, Website= www.tlfresearch.com).

[Web] You can make a complaint if you're unhappy with the service provided. Here's how to make a complaint - <https://a2dominion.co.uk/help/our-complaints-and-resolution-service>

[Telephone] You can make a complaint if you're unhappy with the service provided by A2Dominion. Would you like the web address for more information? [<https://a2dominion.co.uk/help/our-complaints-and-resolution-service>] or the telephone number to call? [0800 432 0077]