

## Tenant perception survey question wording

	TSM	Survey question wording
TP01	Overall satisfaction	<p>‘Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?’</p> <p>Response options:</p> <ul style="list-style-type: none"> <li>- Very satisfied</li> <li>- Fairly satisfied</li> <li>- Neither satisfied nor dissatisfied</li> <li>- Fairly dissatisfied</li> <li>- Very dissatisfied</li> </ul>
TP02	Satisfaction with repairs	<p>‘Has [your landlord] carried out a repair to your home in the last 12 months?’</p> <ul style="list-style-type: none"> <li>- Yes</li> <li>- No</li> </ul> <p>If yes, ‘How satisfied or dissatisfied are you with the overall repairs service from [your landlord] over the last 12 months?’</p> <p>Response options:</p> <ul style="list-style-type: none"> <li>- Very satisfied</li> <li>- Fairly satisfied</li> <li>- Neither satisfied nor dissatisfied</li> <li>- Fairly dissatisfied</li> <li>- Very dissatisfied.</li> </ul>
TP03	Satisfaction with time taken to complete most recent repair	<p>‘Has [your landlord] carried out a repair to your home in the last 12 months?’</p> <ul style="list-style-type: none"> <li>- Yes</li> <li>- No</li> </ul> <p>If yes, ‘How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?’</p> <p>Response options:</p> <ul style="list-style-type: none"> <li>- Very satisfied</li> <li>- Fairly satisfied</li> <li>- Neither satisfied nor dissatisfied</li> <li>- Fairly dissatisfied</li> <li>- Very dissatisfied</li> </ul>
TP04	Satisfaction that the home is well maintained	<p>‘How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?’</p> <p>Response options:</p> <ul style="list-style-type: none"> <li>- Very satisfied</li> <li>- Fairly satisfied</li> <li>- Neither satisfied nor dissatisfied</li> <li>- Fairly dissatisfied</li> <li>- Very dissatisfied</li> </ul>

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TP05	Satisfaction that the home is safe	<p>‘Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?’</p> <p>Response options:</p> <ul style="list-style-type: none"> <li>- Very satisfied</li> <li>- Fairly satisfied</li> <li>- Neither satisfied nor dissatisfied</li> <li>- Fairly dissatisfied</li> <li>- Very dissatisfied</li> <li>- Not applicable/ don’t know.</li> </ul>
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	<p>‘How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?’</p> <p>Response options:</p> <ul style="list-style-type: none"> <li>- Very satisfied</li> <li>- Fairly satisfied</li> <li>- Neither satisfied nor dissatisfied</li> <li>- Fairly dissatisfied</li> <li>- Very dissatisfied</li> <li>- Not applicable/ don’t know.</li> </ul>
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	<p>‘How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?’</p> <p>Response options:</p> <ul style="list-style-type: none"> <li>- Very satisfied</li> <li>- Fairly satisfied</li> <li>- Neither satisfied nor dissatisfied</li> <li>- Fairly dissatisfied</li> <li>- Very dissatisfied</li> <li>- Not applicable/ don’t know.</li> </ul>
TP08	Agreement that the landlord treats tenants fairly and with respect	<p>‘To what extent do you agree or disagree with the following “[my landlord] treats me fairly and with respect”?’</p> <p>Response options:</p> <ul style="list-style-type: none"> <li>- Strongly agree</li> <li>- Agree</li> <li>- Neither agree nor disagree</li> <li>- Disagree</li> <li>- Strongly disagree</li> <li>- Not applicable/ don’t know.</li> </ul>
TP09	Satisfaction with the landlord’s approach to handling complaints	<p>‘Have you made a complaint to [your landlord] in the last 12 months?’</p> <ul style="list-style-type: none"> <li>- Yes</li> <li>- No</li> </ul> <p>If yes, ‘How satisfied or dissatisfied are you with [your</p>

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		landlord]’s approach to complaints handling?’ Response options: - Very satisfied - Fairly satisfied - Neither satisfied nor dissatisfied - Fairly dissatisfied - Very dissatisfied
<b>TP10</b>	Satisfaction that the landlord keeps communal areas clean and well maintained	‘Do you live in a building with communal areas, either inside or outside, that [your landlord] is responsible for maintaining?’ - Yes - No - Don’t know If yes, ‘How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?’ Response options: - Very satisfied - Fairly satisfied - Neither satisfied nor dissatisfied - Fairly dissatisfied - Very dissatisfied
<b>TP11</b>	Satisfaction that the landlord makes a positive contribution to neighbourhoods	‘How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?’ Response options: - Very satisfied - Fairly satisfied - Neither satisfied nor dissatisfied - Fairly dissatisfied - Very dissatisfied - Not applicable/ don’t know.
<b>TP12</b>	Satisfaction with the landlord’s approach to handling anti-social behaviour	‘How satisfied or dissatisfied are you with [your landlord]’s approach to handling anti-social behaviour?’ Response options: - Very satisfied - Fairly satisfied - Neither satisfied nor dissatisfied - Fairly dissatisfied - Very dissatisfied - Not applicable/ don’t know.