ANNUAL TSM REPORT

2024-25

TENANT SATISFACTION MEASURES

Connect housing

Introduction

1.1 In April 2023 the Regulator of Social Housing (RSH) introduced the requirement for all social housing providers to ask a representative sample of their residents 12 standardised perception satisfaction questions, and report performance on 10 further statistical measures from management information including complaints, ASB, repairs and building compliance. This is the second complete year of results

1.2 The measures are intended to enable residents to scrutinise their landlord and hold them to account and provide a source of intelligence to the RSH on whether landlords are meeting the regulatory standards. RSH requires all providers to publish their results as part of the Transparency, Influence and Accountability Standard and to submit a return to the regulator by 30 June 2025. The Regulator publishes the performance of all providers in November.

2. Our Approach

2.1 Our approach to deploying the TSM surveys in 2024/25 replicated our approach from the previous year; census based with 100% of our tenants being surveyed.

2.2 The two additional questions which were in last year's survey were retained:

- A Net Promoter Score question which measures brand perception – "Would you recommend Connect as a landlord to your family or friends?"
- A free text question to give customers the opportunity to feedback to us on specific issues – "Are there any other comments you would like to add?"

A third question "Have you reported an anti-social behaviour incident to Connect in the last 12 months?" was added before the TSM question "Have you raised a complaint in the last 12 months?" to see if this resolved the disparity identified in the 2023-24 responses between those who replied yes to the TSM question asking if they had raised a complaint and those who had lodged a formal complaint.

2.3 Issuing of surveys was phased across an 11-month period, starting in May 2024, to ensure we could report on progress and have the capacity to respond to any feedback. In 2023/24, properties were assigned at random to receive the survey each week. In 2024/25, we preserved the time of year the surveys were sent, so that customers received a survey approximately 12 months after the previous survey was received. 63 survey responses were excluded due to the responses having been received after 31st March. It is intended to have an earlier final send date next year to try to avoid this problem.

2.4 Where we held a valid mobile phone number or email address, surveys were initially sent to tenants via email or text with a reminder 72 hours later. If no response was received, a second follow-up survey was attempted by telephone through an independent agency, NWA Social and Market Research Ltd., 2-4 weeks later. Where no email address or mobile number was available, the initial contact was made by telephone.

2.5 We continue to see the trend that digital responses score lower than outbound calls. This is widely accepted as normal across the sector with a 15% variation. This meant results in the earlier quarters were lower than expected as they were digital, and phone surveys had an impact later.

2.5 Managing Agents were once again asked to identify any individual access needs of tenants within their Connect portfolio. Surveys were sent to the agents as hard-copies and included a standard cover letter and assistive documents if required, such as translated surveys. Employees of the managing agents assisted the residents where needed with filling in the survey forms. The surveys were sent back to us and uploaded manually to CustomerSure to be collated with all other TSM surveys responses.

2.6 To meet the requirement for responses to be representative of the tenant population, the protected characteristics of sex, age, ethnicity and disability were tested along with length of tenure and needs category to ensure proportionality.

The response sample was found to be representative in the tested metrics except for the related metrics of age band and needs category. Responses in the age band 65+ and the needs category of Housing for Older People are over-represented and the age band 25-34 was under-represented. Age band and needs category were not, however found to be significant in the distribution of satisfaction at 95% confidence using a Kolmogorov-Smirnov test for age and a Chi-squared test for needs category so weighting was not applied to the data. A breakdown of these characteristics is in Appendix 1. It should be noted that the disability characteristic has been historically under-recorded. Improved recording of disability status in new tenancies over the past three years is improving data coverage and it is anticipated that a recently commenced Tenant Data Upgrade will achieve further improvement.

2.8 As we hold fewer than 1000 shared ownership properties, only surveys and complaints performance figures from rental tenants are reported to the Regulator. Additionally, 53 residents received an easy-read guide to assist them in answering the questions. These responses are not submitted to the Regulator because consistency of question structure with other social housing providers is needed in the regulatory submission. Response figures from rental accommodation, shared ownership properties and those who received easy-

read guides are therefore given separately throughout this report. Responses from all three tenant groups are used in our internal analysis of responses to provide as full a view of resident opinion as possible.

3. Have we met the requirements?

3.1 We replicated our approach from 2023/24 which we believe meets both the technical requirements as set by Regulator of Social Housing as well as the Tenant Survey Requirements.

4. Response Rates

4.1 For rental accommodation, a total of 2866 unique surveys were sent out with 1,064 responses. This is a response rate of 37%, lower than the response rate we saw in 2023/24 (55%). From benchmarking at six months, all providers were seeing a lower response rate, and we are still well above the response number needed to meet the minimum technical requirements of the TSMs (499).

4.2 The table below shows response results by survey method with the associated overall satisfaction score. The regulatory return requires us to submit the number of responses by method of survey.

	Response rate			Proportion of responses			Overall satisfaction		
Method	Rental	Shared ownership	Total (inc. easy-read)	Rental	Shared ownership	Total (inc. easy-read)	Rental	Shared ownership	Total (inc. easy-read)
email first contact	10.1%	7.1%	9.9%	26%	39%	27%	70.5%	36.4%	68.4%
email reminder	9.6%	6.2%	9.3%	24%	36%	24%	75.4%	22.2%	72.2%
sms first contact	10.5%	4.5%	10.3%	15%	11%	15%	59.4%	50.0%	59.2%
sms reminder	7.7%	4.8%	7.6%	13%	11%	13%	75.0%	0.0%	72.7%
in-person	15.2%	n/a	15.2%	1%	n/a	1%	90.0%	n/a	90.0%
phone call	57.3%	n/a	57.3%	2%	0%	2%	90.5%		90.5%
phone call follow-up	41.6%	46.2%	41.7%	19%	3%	18%	84.2%	33.3%	83.7%
Total	37.1%	14.1%	35.6%						

All easy-read assisted surveys were carried out in-person with a response rate of 40.4% and an average overall satisfaction of 68%.

5. Perception Survey Summary Results

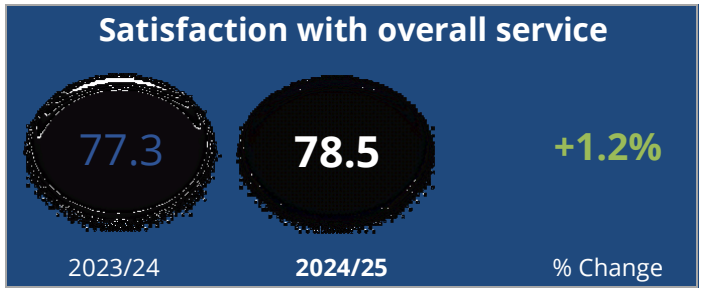
Figures in green represent an improved or unchanged performance in 2025. Amber figures are a small deterioration (up to 3%), but mostly still better than the sector in 2024. Red figures show a more significant fall in performance.

	Sector 2024	Connect rental 2024	Connect rental 2025
TP01 Satisfaction with overall service	71.3	77.3	78.5
TP02 Satisfaction with overall repairs service	72.3	78.8	79.3
TP03 Time taken to complete repairs	67.4	76.8	76.3
TP04 Home is well maintained	70.8	77.8	76.4
TP05 Home is safe	76.7	82.3	82.4
TP06 Views are listened to and acted upon	60.4	65.2	62.8
TP07 Kept informed about things that matter to them	70.3	73.4	70.4
TP08 Treated fairly and respectfully	76.8	85.9	84.7
TP09 Approach to complaints handling	34.5	34.6	30.5
TP10 Clean and well-maintained communal areas	65.1	69.0	77.7
TP11 Positive contribution to neighbourhood	63.1	61.8	59.5
TP12 Approach to handling ASB	37.1	58.0	49.4

	Shared ownership		Easy-read assisted	
	2024	2025	2024	2025
TP01 Satisfaction with overall service	67.9%	61.3%	57.9%	66.7%
TP02 Satisfaction with overall repairs service	n/a	n/a	85.7%	73.3%
TP03 Time taken to complete repairs	n/a	n/a	78.6%	60.0%
TP04 Home is well maintained	n/a	n/a	89.5%	75.0%
TP05 Home is safe	73.5%	62.1%	88.9%	78.9%
TP06 Views are listened to and acted upon	52.9%	51.9%	53.8%	53.8%
TP07 Kept informed about things that matter to them	80%	64.5%	72.7%	35.7%
TP08 Treated fairly and respectfully	77.1%	70.0%	93.3%	78.6%
TP09 Approach to complaints handling	33.3%	0.0%	n/a	n/a
TP10 Clean and well-maintained communal areas	16.7%	42.9%	84.6%	62.5%
TP11 Positive contribution to neighbourhood	42.9%	25.0%	50.0%	87.5%
TP12 Approach to handling ASB	57.1%	37.5%	45.5%	75%

Further analysis of the results for rental properties is presented below.

Overall Satisfaction



We are reporting a mixed set of results, however, our Overall Satisfaction increased by 1.2%. We participated in a benchmarking exercise halfway through the year where it was confirmed that most providers are seeing a fall of around 5% in their TSM Perception scores. If this pattern continued through the year, we will be performing well in comparison.

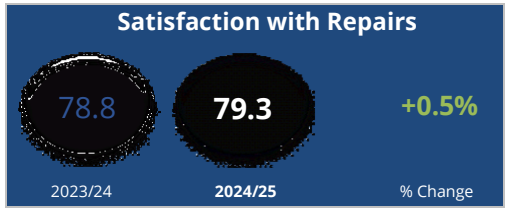
However, we do not want to be overly influenced by benchmarking, as our results are an invaluable insight into how our customers are feeling. Where they are less than satisfied by our performance, we need to find ways to improve.

This report is a high-level review of the data. Further analysis is underway; however, we have prioritised the areas where performance has declined or is below the level we expect, compared to segment data that we hold.

Through the introduction of the Data Warehouse, we will be able to cross reference data to customer, transaction or property data much more easily to identify trends, patterns and for root cause analysis – a process that is largely manual at present.

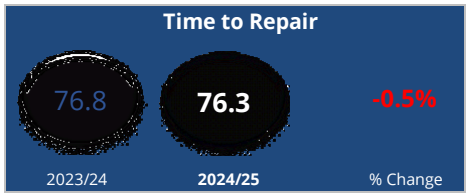
Keeping Properties in a Good State of Repair

Our performance within this theme has been strong, with overall satisfaction with repairs increasing by 0.5%.

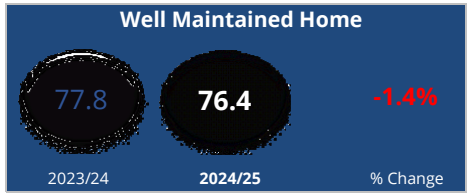


44 customers marked they were very dissatisfied with the overall repairs service and further work is underway to review these although a quick review of the data shows no particular trends and each report will be reviewed on a case-by-case basis for further learnings.

Satisfaction with time take to complete the most recent repair has fallen slightly, however, this is against a backdrop of average number of days to complete a repair rising from 15.6 days to 19.2 days last year. We are doing more to keep customers informed with their repair which may explain why performance hasn't fallen further.

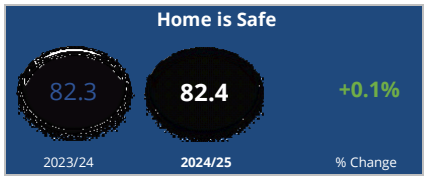


Well maintained homes also shows a minor decline, and we will be reviewing this at a scheme and property type level to look for patterns.



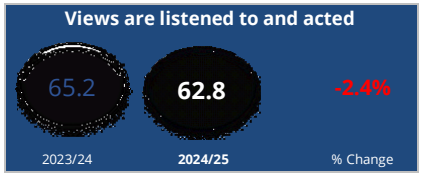
Maintaining Building Safety

Overall performance remained stable with only a slight improvement when asked if 'Connect provides a home that is safe'. 809 customers marked they were either satisfied or very satisfied in this area. Whilst we are unable to respond to individual feedback, the 56 responses from customers who were 'very dissatisfied' will be passed to our customer safety team to understand any risks associated with this feedback. An initial review of comments shows a mix of issues with safer neighbourhoods being a theme across several responses.



Respectful, Helpful Engagement

Despite several initiatives launched to tackle this area, performance has gone down across the year. We have launched the 'What we've achieved together' web page,

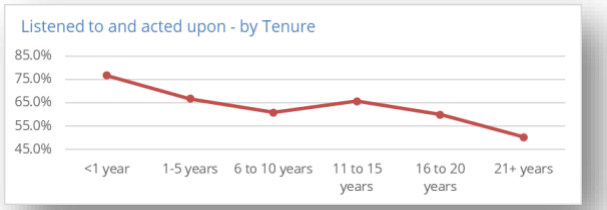


however, we need to review this data at a transactional level to understand where we are falling.

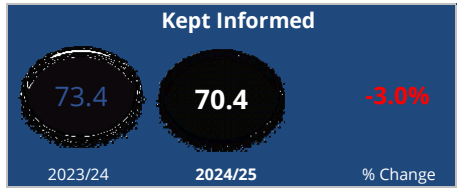
Performance has improved in the final quarter of the year, rising 9% from the first quarter to an average satisfaction of 67.4%.

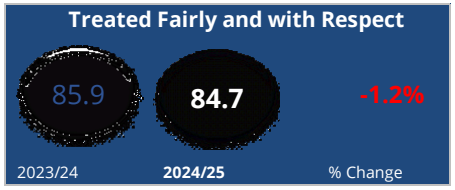
There is a clear link between the length of time customers have held their tenancy and their overall satisfaction rating – this is a recurring theme across most questions but highlighted here as an example.

Customers with a tenure of 11 years and more represent 44% of our tenancies and account for 43% of our TSM responses.



When asked if Connect keeps customers informed about things that matter to them, performance is once again below where we were last year. Initially, there is no clear difference across the different segments that we have looked at – gender, tenant age, tenure, ethnicity or disability but further analysis is required.

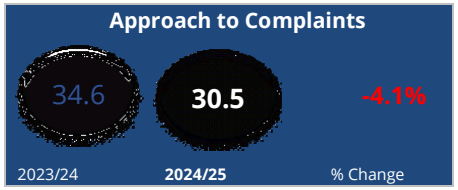




As a values driven organisation, it is reassuring to see that our highest scoring TSM metric is against treating customers fairly and with respect. An initial review of the data does not show any specific issue and where customers scored this question as 'very dissatisfied' (31), they tend to score every question the same. Comments relate to repairs, neighbourhoods, planned maintenance, rents and gas maintenance.

Effective Handling of Complaints

Once again, we found more customers answering this question than have raised a formal complaint with Connect over the past twelve months. Only 14% of those who reported having made a complaint had lodged a formal complaint.

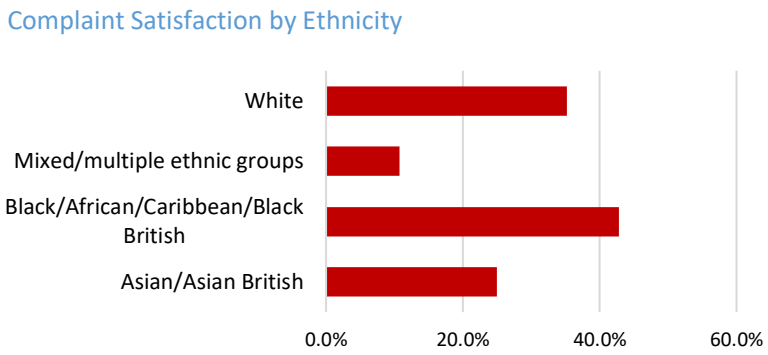


We are reviewing the feedback of all those who reported making a complaint to understand why customers are not satisfied with the way in which we respond to issues that are raised with us.

We have reviewed how customers who are dissatisfied with the way we manage complaints perceive us against other TSM questions – and how this compares to our overall scores. The following table is indicative (converting each of the five possible satisfaction responses to a scale of 2, 4, 6, 8 or 10) but indicates there is potentially something at a transaction level that needs to be considered. Applying these responses to transactions where possible will be a further area of analysis that will be completed in the coming months.

	Overall Satisfaction	Well maintained home	Home is safe	Treated fairly and respectfully	Response to ASB
Dissatisfied with complaint handling	42.1%	43.2%	53.8%	52.3%	9.2%
All customers	78.5%	76.4%	82.4%	84.7%	49.4%

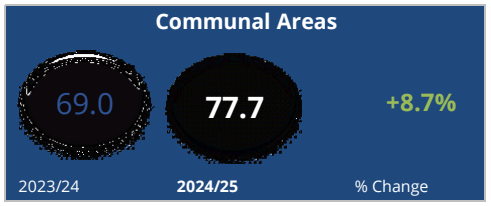
The annual Complaint Report provides more information relating to the way in which we are managing formal complaints raised with Connect.



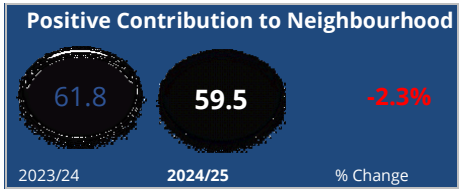
We have reviewed Complaint data against other segments including protected characteristics. There is disparity between the groupings in ethnicity, a trend not seen against other TSM questions, however, as this question is only presented to customers who state they have complained in the last 12 months, the overall sample size is small (262) with the Asian grouping only represented by eight respondents and the Other ethnic grouping excluded from presentation with two responses. This small sample size means that a single survey response has a high impact on overall figures. We will manually review the responses and as we gather more customer data through the Tenant Census, we will re-run these reports to ensure there are no further learnings in this area.

Responsible Neighbourhood Management

Our biggest improvement in TSM surveys is against satisfaction that communal areas are clean and well maintained. In 2024/25 our in-house team was fully staffed following issues getting the team established in the previous year and the value of having these services within Connect is demonstrated in these results.

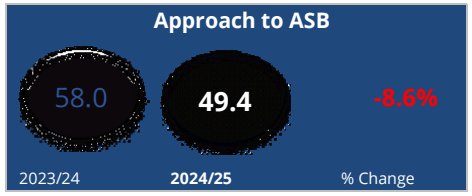


Performance declined slightly in positive contribution to neighbourhoods which coincided with a difficult year for our Community Team with high staff turnover. This was particularly affected by performance in quarter three when resources were stretched and never recovered.



We have started to review this data at a scheme level, prioritising those schemes where we have sufficient responses (20%+) to validate changes in perceptions to give us information as to which schemes have changed the most. The table below shows those schemes with the highest decline in performance. This data will be shared with the Community Team for further review and action planning.

Scheme	Decline in performance	Satisfaction 2024/25
Dodd Naze	-38.1%	33%
The Shearings	-34.5%	45%
Sion Hill	-30%	20%
Constance Gardens/Way	-27.8%	56%
Nowell Court Apartments	-27.5%	60%
Belmont Close	-23.8%	43%



The biggest fall in performance overall is in our approach to handling of ASB, which fell by 8.6%. Once again, this was an area that we struggled with in 2024/25 due to resources in the CHO Team and whilst we did see signs of improvement in the second half of the year to 53%, our new ASB policy, together with system and reporting developments launching in quarter one 2025/26, and a fully resourced Team should drive up improvements in this area.

An initial view of segment data does not show any significant variance in the feedback.

6. TSM Management Measures

6.1 Complaints

Performance Indicator	Sector 2023/24 LCRA	Connect LCRA 2023/24	Connect LCHO 2023/24	Connect LCRA 2024/25	Connect LCHO 2024/25
Number of stage one complaints received per 1,000 homes.	42.5	38.9	23.0	59.2	30.4
Number of stage two complaints received per 1,000 homes.	5.7	2.97	3.83	5.8	3.8
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	82.3%	79.4%	83.3%	95.6%	87.5%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	83.6%	90.0%	100%	94.4%	100%

6.2 Anti-social behaviour

Performance Indicator	Sector 2023/24	Connect 2023/24	Connect 2024/25
Number of anti-social behaviour cases opened per 1,000 homes.	35.5	46.9	29.8
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.6	0.9	0.9

The categorisation of anti-social behaviour was changed during 2024/25 to exclude some behaviours mostly falling into the reporting categories of 'noise', 'nuisance' and 'property condition'. A broadly equivalent figure for 2023/24 for cases per 1000 homes is 19.6.

6.3 DHS and repairs

Performance Indicator	Sector 2023/24	Connect 2023/24	Connect 2024/25
Proportion of homes that do not meet the Decent Homes Standard.	0.5%	0.7%	0.4%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	81.3%	89.3%	85.4%
Proportion of emergency responsive repairs completed within the landlord's target timescale.	95.3%	98.8%	92.3%

Non-emergency gas repairs have a target response time of five days for faulty controls or instruction on using the system and of 14 days for other gas repairs.

Other non-emergency repairs have a standard target of 28 days but may be given an extended 90-day target if the work is outside (e.g. for gates and fencing), or if major components need to be replaced (e.g. door or window) to allow time for ordering special materials.

Emergency gas repairs have a target response time of two hours for: health, safety or welfare issues; fumes; or serious water leaks. Loss of heating or hot water; loss of system pressure; and recommissioning the system all have a target response time of eight hours, or four hours where the tenant has been identified as vulnerable.

Non-gas emergency repairs have a target response time of 24 hours.

6.4 Building safety

Description	Sector 2023/24	Connect 2023/24	Connect 2024/25
Proportion of homes for which all required gas safety checks have been carried out.	99.9%	100%	100%
Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%	100%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%	100%
Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%	95.0%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	75.0%	100%

There were two Legionella Risk Assessments overdue at the end of March 2025. Both were scheduled to be completed in May 2025 following remedial works and have now been carried out. Water hygiene monitoring continued to be carried out at both sites during the period in which the Assessments were overdue, so the risk was considered low.

Appendix 1 Characteristics used for the assessment of representativeness

Characteristic	Proportion of resident population	Proportion of survey response	Average overall satisfaction
Sex			
Female	63.0%	64.3%	78%
Male	38.5%	35.6%	79%
Prefers not to answer	0.2%	0.0%	n/a
Unknown	0.1%	0.1%	*
Age			
16-24	1.9%	1.3%	92.9%
25-34	10.8%	7.4%	77.2%
35-44	16.2%	14.4%	75.5%
45-54	19.8%	16.3%	76.9%
55-64	25.1%	24.7%	75.2%
65+	28.9%	35.7%	82.9%
Prefers not to answer	0.0%	n/a	n/a
unknown	0.2%	0.2%	*
Disability			
Yes	22.1%	22.6%	78.2%
No	35.3%	32.5%	79.4%
Prefers not to answer	0.8%	0.8%	100%
Unknown	43.4%	44.2%	74.6%
Ethnicity			
White: Total	67.0%	69.3%	80.2%
Asian/Asian British: Total	6.1%	4.2%	84.4%
Black/African/Caribbean/Black British: Total	7.8%	6.7%	75.4%
Mixed/multiple ethnic group: Total	8.2%	7.7%	60.7%
Other Ethnic Group: Total	1.4%	1.0%	72.7%
Prefers not to answer	1.2%	1.0%	100%
Unknown	7.1%	9.7%	65.4%
Ethnicity was broken down into sub-categories for significance analysis but is summarised in larger classes here to preserve anonymity for lower-frequency classes.			
Needs category			
General needs	61.2%	53.9%	75.8%

Characteristic	Proportion of resident population	Proportion of survey response	Average overall satisfaction
Supported housing	3.8%	0.9%	94.1%
Housing for older people	26.6%	29.9%	81.7%
Intermediate rent	1.9%	1.4%	86.7%
Affordable rent (GN)	4.8%	3.7%	80.5%
Affordable rent (SH/HOP)	1.1%	1.3%	82.4%
Length of tenure			
<1 year	6%	7%	87.5%
1 to 5 years	27%	28%	80.8%
6 to 10 years	22%	22%	79.2%
11 to 15 years	12%	13%	77.1%
16 to 20 years	11%	12%	80.6%
21+ years	19%	18%	69.5%
unknown	2%	1%	90.0%
Length of tenancy was broken down into equal 3-year bands for significance analysis but is summarised in larger classes here to preserve anonymity for lower-frequency classes.			

*Where the response count in a particular class was less than five, average overall satisfaction has been withheld to preserve anonymity.

Appendix 2 Survey forms and introductory texts

Introductory text for managing agent properties

This letter and the enclosed survey are from your landlord.

We are asking all our customers to complete the survey. It is an opportunity for you to tell us how we are doing, what we do well and where we can make improvements.

Aggregated survey results will be reported to the Regulator of Social Housing who will use the data to understand how we are performing and how we compare to other landlords. Your responses are not shared with the regulator or anywhere else in a way which could identify you.

Completed survey responses can be returned to your support worker. We will read all the feedback we receive.

If you are willing to complete the survey, we thank you for your feedback.

Privacy Information

Connect Housing Association is committed to protecting the right to privacy of its customers. We appreciate the importance and confidentiality of the personal information that you disclose to us. We will always take great care to fulfil our responsibilities under the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

We use the data from the 'Tenant Satisfaction Measures' survey to ensure that we are meeting all our customers' needs and to improve our services. To ensure we meet regulatory requirements, aggregated data from the 'Tenant Satisfaction Measure' Surveys will be shared with the Regulator of Social Housing.

If you choose to provide your name and email address, we may contact you about our services and products. Data provided under the section 'Equality and Diversity Monitoring Questions' will be used for monitoring purposes only, to ensure our obligations relating to diversity and inclusion set by the Regulator of Social Housing are being met.

Email and text message survey introductions

Email initial survey introduction:

Each year we survey our customers to find out how we are doing as part of the Tenant Satisfaction Measures.
The results of these surveys are reported to the Regulator of Social Housing who will use the data to understand how we are performing and how we compare to other landlords.
This is your chance to tell us how we are doing what we do well and where we can make improvements.
The survey will take less than five minutes to complete and we review all of the feedback we receive.

Email reminder introduction:

A reminder of your chance to tell us how we are doing by filling in this short survey (less than five minutes to complete).
Your feedback will let us know what we are doing well and where we can make improvements. We will look at all the responses we receive.
The results of these surveys are part of the Tenant Satisfaction Measures which are reported to the Regulator of Social Housing who will use the data to understand how we are performing and how we compare to other landlords.

Text message initial survey introduction:

Each year Connect Housing ask how we are doing as your landlord and report back to our Regulator. Please let us know via this short survey

Text message reminder introduction:

A reminder of your opportunity to give feedback to Connect Housing and the Regulator of Social Housing via this short survey

Survey form

Surveys sent to shared ownership tenants omitted questions 2 and 3.

Tenant Satisfaction Measures - Your views count

Thank you for taking the time to complete the survey for the Tenant Satisfaction Measures, the results of which will be published annually and reported to the Regulator of Social Housing.

This survey should take approximately 5 minutes to complete. Please provide as many answers and as much information as you can.

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

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

2. Has your landlord carried out a repair to your home in the last 12 months?

- ☐ Yes
- ☐ No (skip to question 3)

2a. If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

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

2b. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

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

☐ Fairly satisfied

☐ Very satisfied

3. How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

4. 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?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

☐ Not applicable / don't know

5. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

☐ Not applicable / don't know

6. How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

☐ Not applicable / don't know

7. To what extent do you agree or disagree with the following: "my landlord treats me fairly and with respect"?

☐ Strongly disagree

☐ Disagree

☐ Neither agree nor disagree

☐ Agree

☐ Strongly agree

☐ Not applicable / don't know

8. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

☐ Not applicable / don't know

9. Have you reported an anti-social behaviour incident to your landlord in the last 12 months?

☐ Yes

☐ No

10. Have you made a complaint to your landlord in the last 12 months?

☐ Yes

☐ No (skip to question 11)

10a. If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

11. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

☐ Yes

☐ No (skip to question 12)

☐ Don't Know (skip to question 12)

11a. If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

12. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

☐ Not applicable / don't know

13. How likely is it that you would recommend Connect Housing to a friend or colleague?

☐☐☐☐☐☐☐☐☐☐☐

0 = Very unlikely 0 1 2 3 4 5 6 7 8 9 10 10 = Very likely

14. Please provide any comments explaining why you have answered any questions in the way you have, or to provide us with any further feedback

Name (optional):

Email (optional):

Equality and Diversity Monitoring Questions

Responses to the following questions will be used for monitoring purposes, to ensure obligations relating to diversity and inclusion set by the Regulator of Social Housing are met by your landlord.

15. What is your age?

- ☐ 16-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+
- ☐ Prefer not to answer

16. What is your sex?

- ☐ Female
- ☐ Male
- ☐ Prefer not to answer

17. Do you consider yourself to have a disability or long-term health condition?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

18. What is your ethnicity?

☐ White: English, Welsh, Scottish, Northern Irish or British

☐ White: Irish

☐ White: Gypsy or Irish Traveller

☐ White: Roma

☐ White: Any other White background

☐ Mixed/ Multiple ethnic groups: White and Black Caribbean

☐ Mixed/ Multiple ethnic groups: White and Black African

☐ Mixed/ Multiple ethnic groups: White and Asian

☐ Mixed/ Multiple ethnic groups: Any other Mixed/ Multiple ethnic background

☐ Asian/ Asian British: Indian

☐ Asian/ Asian British: Pakistani

☐ Asian/ Asian British: Bangladeshi

☐ Asian/ Asian British: Chinese

☐ Asian/ Asian British: Any other Asian background

☐ Black/ African/ Caribbean/ Black British: African

☐ Black/ African/ Caribbean/ Black British: Caribbean

☐ Black/ African/ Caribbean/ Black British: Any other Black/ African/ Caribbean background

☐ Other ethnic group: Arab

☐ Ethnicity Other (Please describe):

☐ Prefer not to say

Tenant Satisfaction Measures

Useful words

In this booklet we use some hard words. Understanding these words will make this booklet easier to read.

Landlord
The person or organisation who owns the homes that people rent.

Tenant
A person who lives in a house which is owned by a landlord. They pay rent to the landlord.

We will be asking you how **satisfied** or **dissatisfied** you are about different things.

Satisfied means you are happy with the things your landlords does.

For example:

A tenant is happy with their landlord because they fix things when they say they will.

Or a tenant feels safe because areas like stairs and hallways have lighting that works.

Dissatisfied means you are unhappy with the things your landlord does.

For example:

A tenant is not happy with their landlord. Their boiler is broken. It has been reported but not fixed for a long time.

Questions for tenants

Here are the questions we are asking you. We are asking them so we can find out what we are doing well as a landlord and what we need to improve.

Question 1: Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

This means:

Thinking about everything your landlord does. How happy are you with the service from your landlord.

Repairs

Repairs are when someone fixes something that is broken. Your landlord can do some repairs in your home.

Question 2: Repairs to your home

- Has your landlord carried out a repair to your home in the last 12 months?

- If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

This means:
Are you happy with any repairs your landlord has done in the last 12 months.

Question 3: How long it takes to repair your home

- Has your landlord carried out a repair to your home in the last 12 months?

- If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

This means:

Are you happy with how quickly your landlord did any repairs after you told them something was broken.

Question 4: A well-maintained home

- How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

This means:

Think about the building you live in.

How happy or unhappy are you that your landlord looks after your home.

Question 5: A safe home

- 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?

This means:

How happy are you that your landlord makes sure your home is safe to live in.

Question 6: Listening to tenants

- How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

This means:

- how happy are you that your landlord listens to what you say

- then, if your landlord needs to do something they do it

Question 7: Keeping tenants informed

- How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

This means:

How happy are you that your landlord tells you any information you need to know.

Question 8: Treating tenants fairly and with respect

- To what extent do you agree or disagree with the following?

  My landlord treats me fairly and with respect

This means:

How much do you agree with this.

My landlord treats me fairly and they treat me with respect.

Question 9: Anti-social behaviour

- How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

- Have you reported an anti-social behaviour incident to your landlord in the last 12 months?

Anti-social behaviour is when people make you feel upset, worried or scared.

- This could be by playing music very loudly

- Shouting or swearing at you

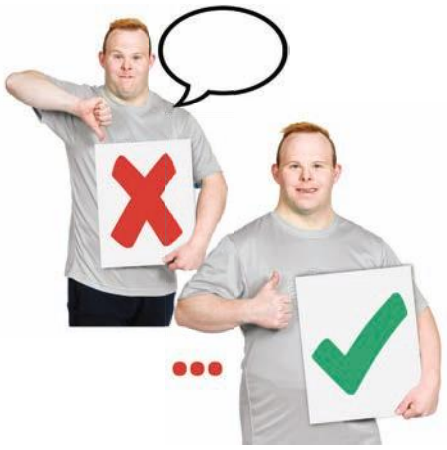
- Letting their visitors do these things

This question means:
Are you happy with how your landlord sorts out anti-social behaviour?

Question 10: How complaints are handled

- Have you made a complaint to your landlord in the last 12 months?

- If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?



A complaint means telling your landlord you are not happy about something they have done.

This means:
Are you happy with how your landlord sorted out your complaint?

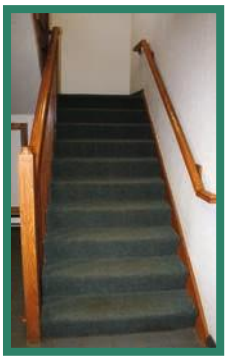
Question 11: Communal areas

- Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

- If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

Communal areas are places you share with other people.

This can be inside or outside the building. Things like:



- hallways and stairs

- gardens and driveways

- rooms you share with other people

This means:
Does your landlord look after communal areas and keep them clean.

Question 12: Your local area

How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

This means:
Thinking about your landlord and the things they can do to make your neighbourhood a better place to live.

Are you happy with the things your landlord does?