



believe housing Tenant Perception Survey



Survey introductions

ONLINE SURVEY INTRODUCTION

We are conducting a survey on behalf of Believe Housing about Tenant Satisfaction.

As part of this survey, we will ask you questions from the new Tenant Satisfaction Measures (TSMs). The Tenant Satisfaction Measures are a set of questions that all registered providers of social housing in England must ask their tenants. Your feedback will help us understand how Believe Housing are meeting the TSMs, and to identify areas where they can improve. The results of this survey will be used to calculate the TSMs, which Believe Housing will publish annually and provide to the regulator.

The survey will take around 10-15 minutes to complete.

Just to confirm, your responses will be treated in the strictest confidence. BMG Research abides by the Market Research Society Code of Conduct and data protection laws at all times.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is here www.bmgresearch.co.uk/privacy

Click NEXT to begin the survey

By clicking the button you agree to participate in the survey.

TELEPHONE SURVEY INTRODUCTION

ASK TO SPEAK TO THE NAMED CONTACT #RESIDENTNAME#.

Good morning/afternoon/evening. My name is and I am calling from BMG Research, an independent research company carrying out a survey on behalf of Believe Housing.

You might have heard that they are conducting a satisfaction survey. They would really appreciate your feedback about the services they provide.

As part of this survey, we will ask you questions from the new Tenant Satisfaction Measures (TSMs). The Tenant Satisfaction Measures are a set of questions that all registered providers of social housing in England must ask their tenants. Your feedback will help us understand how Believe Housing are meeting the TSMs, and to identify areas where they can improve. The results of this survey will be used to calculate the TSMs, which Believe Housing will publish annually and provide to the regulator.

All of the answers you give me will be treated in the strictest confidence. Your own responses will not be passed back to Believe Housing; they will only receive the overall responses from this survey grouped together and anonymised. By taking part in this survey, you will be providing information that can be used by Believe Housing to improve the services they provide to you.

This survey will take 15-20 minutes to complete.

CHECK - Are you happy to do that now?



Section A: Overall satisfaction housing services

A01. Taking everything into account, how satisfied or dissatisfied are you with the services provided by Believe Housing?

Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied

A02.

IF SATISFIED [A01 = 1,2]: Why are you satisfied with Believe Housing?

IF DISSATISFIED [A01 = 4,5]: Why are you dissatisfied with Believe Housing?

A03. Based on your overall experiences, how likely or unlikely would you be to recommend Believe Housing to family and friends on a scale of 0 to 10, where 0 means you are not at all likely and 10 means you are extremely likely?

0 – Not at all likely TO 10 – Extremely likely

A04. How satisfied or dissatisfied you are with Believe Housing with the following.

Your rent provides value for money. *Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Don't know*

If applicable, your service charge provides value for money. *Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Don't know*

Attitude of staff. *Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Don't know*

Staff keeping promises and commitments. *Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Don't know*

A05. How satisfied or dissatisfied are you that Believe Housing provides a home that is well maintained?

Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied

A06. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Believe Housing provides a home that is safe?

Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know

A07. How satisfied or dissatisfied are you that Believe Housing 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

A08. How satisfied or dissatisfied are you that Believe Housing 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

A09. To what extent do you agree or disagree with the following: "Believe Housing treats me fairly and with respect"?

Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Don't know / No applicable

A10. Using a scale of 1 – 5 where 1 means ‘completely agree’ and 5 means ‘completely disagree’, how would you score believe housing on the following?

Believe Housing has a good reputation in my area

I trust Believe Housing to deliver on what they say

I trust Believe Housing to fix something right first time

I believe that Believe Housing delivers services that meet my needs

Section B: Repairs

B01. Has Believe Housing carried out a repair to your home in the last 12 months?

Yes, No

B02. How satisfied or dissatisfied are you with the overall repairs service from Believe Housing over the last 12 months?

Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied

B03. 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

Section C: Contact and communication

C01. How satisfied or dissatisfied are you that Believe Housing is easy to deal with?

Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied

C02. Have you contacted Believe Housing in the last 6 months?

Yes, No, Don't know

C03. How did you make contact?

Phone, Letter, Email, Visited local office, Website, Social media, Believe Housing app, Other - Please specify

C04. What was your most recent contact about?

A repair, ASB/Neighbourhood nuisance, Enquire about a home, Log a formal complaint, Discuss rent payments, Other- Please specify

Section D: Neighbourhood

D01. How satisfied or dissatisfied are you that Believe Housing makes a positive contribution to your neighbourhood?

Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Don't know. / not applicable

D02. Do you live in a building with communal areas, either inside or outside, that Believe Housing is responsible for maintaining?

Yes, No, Don't know

D03. How satisfied or dissatisfied are you that Believe Housing keeps these communal areas clean and well-maintained?

Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied

Section E: ASB

E01. How satisfied or dissatisfied are you with Believe Housing's approach to handling anti-social behaviour?

Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Don't know / not applicable

E02. Have you experienced any anti-social behaviour in the last 6 months?

Yes, No, Don't know / Can't remember

E03. What type of ASB have you experienced?

Hate Crime, Domestic Abuse, Threats of Violence, Intimidation, Verbal Abuse, Criminal Behaviour, Drugs/Alcohol, Dangerous Dogs, Noise, Youth Disorder, Vehicle nuisance, Vandalism, Animal nuisance, Garden nuisance, Misuse of communal areas, Litter/fly tipping, Other, please specify

E04. Did you report the anti-social behaviour/neighbourhood nuisance to Believe Housing?

Yes, No, Can't remember

E05. Why didn't you report the anti-social behaviour/neighbourhood nuisance to Believe Housing?

I reported it to the police and the police were involved, Nothing would have been done if this was reported, I was worried about the consequences, The people who are the problem aren't from this estate, This doesn't happen often enough for me to report it, I dealt with it myself, I don't know who to contact, I don't know who they are (doing it/causing it), Other – Please specify

E06. How easy or difficult did you find it to contact Believe Housing?

Very easy, Fairly easy, Neither, Fairly difficult, Very difficult

Section F: Complaints

Q28. To what extent do you agree or disagree with the following: 'I know how to make a complaint to Believe Housing if I am not happy with the service I receive'?

Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Don't know / No applicable

E07. Have you made a complaint to Believe Housing in the last 12 months?

Yes, No

E08. How satisfied or dissatisfied are you with Believe Housing's approach to complaints handling?

Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied

E09. What was the nature of your most recent problem or complaint?

If your most recent complaint is about anti-social behaviour, neighbour disputes or noise nuisance this is not a standard complaints case and shouldn't be included here.

E11. How satisfied or dissatisfied are you with the outcome of your complaint? By the outcome of your complaint, we mean the documented actions that were agreed in the customer's outcome letter.

Please only think about services provided to you by Believe Housing, not any anti-social behaviour, neighbour disputes or noise nuisance complaints.

Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied

E12.: How if at all, could Believe Housing have improved the way your complaint was handled?

Please only think about services provided to you by Believe Housing, not any anti-social behaviour, neighbour disputes or noise nuisance complaints.

By complaints handling, we mean how your complaint was handled by the person who dealt with your issue. For example, this could mean their attitude; their professionalism; whether they kept any promises they made to you; how they communicated with you; whether they kept you up to date; and how easy the complaint process was.

Section G: Digital use

G01. Do you have cable or satellite TV?

Yes, No

G02. How often do you use the internet e.g., apps, computers, smart phones, accessing social media/Facebook etc?

More than once a day, Once a day, Once a week, Once a fortnight, Once a month, Never

G03. Why don't you use the internet?

Not interested/not relevant, Limited computer skills, The cost associated (e.g., WIFI costs, buying a device), Security concerns, No internet, No computer, Lack of confidence, Someone else uses it for me, Other- Please specify

G04. Which of the following do you do on the internet?

Accessing services (e.g. applying for jobs and housing online), General web browsing, Sending emails, Banking, Shopping, Social media (Twitter, Facebook, Instagram), Streaming Services, Other – Please specify

G05A. You are registered for the app and portal self-service options. Have you used either the app or portal in the last 12 months?

Used the Believe mobile app, Used the Believe online portal, None of the above

G05B. How satisfied or dissatisfied are you with the following self-service options?

Believe mobile app. *Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied*

Believe online portal. *Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied*

G06. Finally, if Believe Housing could make one improvement to the service they provide, what should it be?

G07. Believe Housing may contact you about the responses you gave to us today. Are you happy for your responses to be passed back to Believe Housing together with details such as your name and address?

Yes, No

G08. Believe Housing offers opportunities for customers to provide feedback and share their opinions on services and projects.

Would you be interested in the opportunity to become an engaged customer and have your voice heard and help Believe Housing to make service improvements?

Yes, No

G09. And what email address would you like Believe Housing to contact you on about becoming an engaged customer?

TELEPHONE SURVEY OUTRO

Thank you very much for taking the time to answer my questions. Just to remind you my name is XXXX and I have been calling from BMG Research.

As a market research agency BMG Research complies with the Market Research Society's Code of Conduct. This ensures that your replies will be treated confidentially.

If you want to check that BMG Research is a genuine market research agency please call the Market Research Society's Freephone number – 0500 396 999 – Office hours only