

Bromford TSM survey (Face to face)

Thank you for joining us in our customer annual review today and for taking part in our Tenant satisfaction measures (TSM) survey which is part of our overall approach to customer engagement and empowerment; ensuring customers have a voice and we listen and act on what you tell us. The results will be kept confidential and used to measure our performance against the new TSMs for social landlords and will be published as part of the TSM regulations in 2026.

The Bromford annual review should take around an hour but the TSMs taking no more than ten minutes to complete. Your feedback is really important to us, we use it to improve how we do things. Thank you for your time and your continued support in helping us shape our services.

1. Are you happy to take part in the tenant satisfaction measures survey?
(Yes/No/Non engagement) (No or Non engagement ends the survey)
2. All the scores you give will be kept confidential but, in some instances, we may like to contact you about your answers or comments. Do we have your permission to contact in the future you about your survey? (Yes/No)
3. Can you please explain why you would not like to take part in the tenant satisfaction measures survey? (Open text)

4. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Bromford? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied and very dissatisfied)
 - a. If Neither satisfied nor dissatisfied, fairly dissatisfied or very dissatisfied are selected then - What would good look like? (Open text)
 - b. If Very Satisfied or Fairly satisfied selected, then - Please tell us more about being a Bromford customer? (Open text)
5. Has Bromford carried out a repair to your home in the last 12 months? (Yes/No) If Yes follow below if No skip to question 6.
 - a. How satisfied or dissatisfied are you with the overall repairs service from Bromford over the last 12 months? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied and very dissatisfied)
 - b. 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 and very dissatisfied)
 - c. What's worked well before and what was different this time about our repairs service? (Open text)
6. How satisfied or dissatisfied are you that Bromford provides a home that is well maintained? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied and very dissatisfied)
7. Is there anything else you would like us to know about our repairs service or how we maintain your home? (Open text)
8. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Bromford provides a home that is safe? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, very dissatisfied and Not applicable/don't know)
 - a. If Neither satisfied nor dissatisfied, Fairly dissatisfied or very dissatisfied then - Please tell us more about why you feel your home isn't a safe place to live?
9. How satisfied or dissatisfied are you that Bromford listens to your views and acts upon them? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, very dissatisfied and Not applicable/don't know)
10. How satisfied or dissatisfied are you that Bromford keeps you informed about things that matter to you? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, very dissatisfied and Not applicable/don't know)
11. To what extent do you agree or disagree with the following Bromford treats me fairly and with respect." (Strongly agree, Agree, Neither agree nor disagree, disagree, strongly disagree and Not applicable/don't know)
 - a. If Neither satisfied nor dissatisfied, Fairly dissatisfied, very dissatisfied, Neither agree nor disagree, disagree, strongly disagree or Not

applicable/don't know has been selected for question 9,10 or 11 then -
Tell us more about this? (Open text)

12. Have you made a complaint to Bromford in the last 12 months?(Yes/No) If yes follow below if no skip to question 13.
 - a. How satisfied or dissatisfied are you with Bromford's approach to complaints handling? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied and very dissatisfied)
 - i. If Neither satisfied nor dissatisfied, Fairly dissatisfied or very dissatisfied are selected then - How could we have improved things for you? (Open text)
 - ii. If Very Satisfied or Fairly satisfied selected then - Please tell us more about your experience? (Open text)
13. Do you live in a building with communal areas, either inside or outside, that Bromford is responsible for maintaining? (Yes/No/Don't know) (If yes follow below if no skip to question 14)
 - a. How satisfied or dissatisfied are you that Bromford keeps these communal areas clean and well maintained? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied and very dissatisfied)
 - i. If Neither satisfied nor dissatisfied, Fairly dissatisfied or very dissatisfied are selected then - Tell us more? (Open text)
 - ii. If Very Satisfied or Fairly satisfied selected then - Please tell us more about cleaning and maintenance? (Open text)
14. How satisfied or dissatisfied are you that Bromford makes a positive contribution to your neighbourhood? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, very dissatisfied and Not applicable/don't know)
 - a. If Neither satisfied nor dissatisfied, Fairly dissatisfied or very dissatisfied are selected then - What could we do more of? (Open text)
 - b. If Very Satisfied or Fairly satisfied selected then - Please tell us more about your community? (Open text)
15. How satisfied or dissatisfied are you with Bromford's approach to handling anti-social behaviour? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, very dissatisfied and Not applicable/don't know)
 - a. If Neither satisfied nor dissatisfied, Fairly dissatisfied, very dissatisfied or Not applicable/don't know are selected then - Tell us more? (Open text)
 - b. If Very Satisfied or Fairly satisfied selected then - Please tell us more about your experience? (Open text)