

Tenant satisfaction measures survey

Your name (Neighbourhood coach):

How are you completing this survey?

☐

Phone call

☐

Face to face

Customers name:

Customers address:

Customers reference number*:

*(This is NOT the agreement number or the legacy reference number, this refers to the number on the top right of the customers CE contact page labelled reference)

Thank you for taking part in our customer survey, the results will be kept confidential and used to measure our performance against the tenant satisfaction measures (TSM) for social landlords and will be published as part of the TSM regulations.

The survey should take 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.

Are you happy to take part in the tenant satisfaction measures survey?

☐

Yes

☐

No



if answered no, survey ends here

All the scores you give will be kept confidential. Would you like someone to contact you about any comments you may have?

☐

Yes

☐

No

Bromford.

Is the home rented accommodation or shared ownership?

☐ rented home

☐ shared ownership

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

☐ very dissatisfied

Rented customers only

Shared ownership customers skip to the next page

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

☐ Yes

☐ No

if answered yes

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

☐ very dissatisfied

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

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

☐ very dissatisfied

Is there anything else you would like us to know about the repairs service or home maintenance?

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 ☐ not applicable/ don't know

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 ☐ not applicable/ don't know

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 ☐ not applicable/ don't know

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 ☐ not applicable/ don't know

Have you made a complaint to Bromford in the last 12 months?

☐ Yes ☐ No

if answered yes

How satisfied or dissatisfied are you with Bromford's approach to complaints handling?

☐ very satisfied ☐ fairly satisfied ☐ neither satisfied nor dissatisfied ☐ fairly dissatisfied ☐ very dissatisfied

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 answered yes

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

☐
very
dissatisfied

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

☐
not applicable/
don't know

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

☐
not applicable/
don't know

Is there anything else you would like us to know about Bromford or the services we provide?