

Tenant Satisfaction Measures Survey 24/25

Introductory Text:

Telephone Intro:

Hello, is that [Respondent Name]?

My name is [Interviewer Name], and I'm calling on behalf of East Suffolk Council from an independent research agency called Acuity. We are carrying out short satisfaction surveys with residents to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare 10 minutes to go through the survey with me now? IF NO ASK; can I call back at another time?

No appointments after 25/03/2025

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by East Suffolk Council and reported back to the Regulator of Social Housing.

If the customer would like to verify the validity of this survey they need to contact East Suffolk Council by phone [0333 016 2000].

NB: Data sharing if challenged – “Your landlord will, from time to time, share your personal data with third parties for “legitimate interests”. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlord’s website. You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us and would rather, we did not contact you again, we can remove your details from system and flag this back to your landlord. I however urge you to contact them to request your details are not shared with other parties.”

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that East Suffolk Council provides.

NB: If asked – call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews.

- ☐ Yes
- ☐ No

Survey

Metric	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by East Suffolk Council?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Satisfaction	Please can you explain why you are very satisfied. What could East Suffolk Council do to improve your satisfaction with the service. Please can you explain why you are very dissatisfied? And what East Suffolk Council needs to improve	Open ended
Well Maintained Home	How satisfied or dissatisfied are you that East Suffolk Council provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied

Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that East Suffolk Council provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that East Suffolk Council is responsible for maintaining?	Yes, No, Don't know
Communal Area Satisfaction	How satisfied or dissatisfied are you that East Suffolk Council keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Repairs in Last 12 Months	Has East Suffolk Council carried out a repair to your home in the last 12 months?	Yes, No
Repairs Last 12 Months Satisfaction	How satisfied or dissatisfied are you with the overall repairs service from East Suffolk Council over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Time Taken Repairs	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
Repairs comments	If you are not satisfied with the repairs and maintenance service, please provide more information and what East Suffolk Council could improve	Open ended
Listens and Acts	How satisfied or dissatisfied are you that East Suffolk Council 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
Keeps you Informed	How satisfied or dissatisfied are you that East Suffolk Council 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
Fairly and with Respect	To what extent do you agree or disagree with the following 'East Suffolk Council treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
Contribution To Neighbourhood	How satisfied or dissatisfied are you that East Suffolk Council makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Approach to ASB	How satisfied or dissatisfied are you with East Suffolk Council's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
ASB comments	If you are not satisfied with the approach to handling anti-social behaviour, please provide more details about your experience with ASB; was it relating to another council tenant, a complaint made against yourself, or involving others within the community	Open ended
Complaints in Last 12 Months	Have you made a complaint to East Suffolk Council in the last 12 months?	Yes, No
Complaints Handling	How satisfied or dissatisfied are you with East Suffolk Council's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Complaint Handling	How did you make your complaint?	Customer services phoneline, online customer feedback form, in person to an East Suffolk Council staff member, by email, by post, other (please specify)

Complaint Handling	Please provide more detail of your experience of East Suffolk Council's handling of your complaint? Please think about the frequency of contact, the speed of the process, the final outcome or if not yet resolved	Open ended
Well being	Do you currently struggle with any of the following (paying your rent or service charges, meeting the costs of household bills, meeting the cost of utility/fuel bills	Yes, No, I am worried about the future, Prefer not to say
Well being	Does your home currently suffer from any damp or mould issues	Yes, No
Well being	And if yes, have you reported it to East Suffolk Council	Yes, No
Permission 1	East Suffolk Council would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to East Suffolk Council?	Yes, No
Permission 2	Are you be happy for East Suffolk Council to contact you regarding any information you have provided in this survey?	Yes, No