

NEHEMIAH HOUSING TENANTS SATISFACTION SURVEY QUESTIONS

Good morning/afternoon/evening. Please can I speak to

My name is and I am calling from M·E·L Research, an independent research agency, on behalf of Nehemiah Housing.

Nehemiah Housing want to know what their customers think about the service they provide. This survey will be used to calculate annual Tenant Satisfaction Measures (TSMs) to be published by Nehemiah Housing.

Also, the information you provide will be used for research purposes only to help monitor and improve services. Any personal information will only ever be shared with Nehemiah Housing with your express permission.

This survey will take around 5 minutes and as a thank you for your time, all respondents who take part in this survey will be entered into a prize draw with a chance to win a £50 Love2Shop voucher.

Also just to let you know, this survey will be conducted following the Code of Conduct of the Market Research Society.

If they want to check the authenticity of the survey they can call Marcia Cunnison, Customer Engagement Officer, at Nehemiah on 0121 358 8030 or Sam Jones at M·E·L Research on Freephone 0800 0730 348.

If they want to contact Nehemiah for any reason, call 0121 358 0966.

IF NECESSARY: If you would like a copy of our privacy notice emailed to you, I can do that now if you provide me with your email address.

- ☐ Continue with survey
- ☐ Email Privacy Notice

Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Nehemiah Housing.

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

Q2. Why are you (answer to Q1') with the service provided by Nehemiah Housing?

Q3. Has Nehemiah Housing carried out a repair to your home in the last 12 months?

- ☐ Yes
- ☐ No

Q4. How satisfied or dissatisfied are you with the overall repairs service from Nehemiah Housing over the last 12 months?

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

Q5. 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

Q6. How do you feel Nehemiah Housing could improve on their repairs service?

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Q7. How satisfied or dissatisfied are you that Nehemiah Housing provides a home that is well maintained?

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

Q8. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Nehemiah Housing provides a home that is safe?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

Q9. How satisfied or dissatisfied are you that Nehemiah 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

Q10. How satisfied or dissatisfied are you that Nehemiah 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

Q11. To what extent do you agree or disagree with the following Nehemiah Housing treats me fairly and with respect”?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

☐ Not applicable / don't know

Q12. Have you made a complaint to Nehemiah Housing in the last 12 months?

- ☐ Yes
- ☐ No

Q13. How satisfied or dissatisfied are you with Nehemiah Housing's approach to complaints handling?

Please note that this does not include anti-social behaviour cases (if any) as there will be a separate question with regards to that in a moment.

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

Q13b. How do you think we could improve our approach to complaints handling?

Q14. Do you live in a building with communal areas, either inside or outside, that Nehemiah Housing is responsible for maintaining?

- ☐ Yes
- ☐ No
- ☐ Don't know

Q15. How satisfied or dissatisfied are that Nehemiah Housing keeps these communal areas clean and well maintained?

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

Q16. How satisfied or dissatisfied are you that Nehemiah Housing makes a positive contribution to your neighbourhood?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

Q17. How satisfied or dissatisfied are you with Nehemiah Housing's approach to handling anti-social behaviour?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

Q18. Nehemiah Housing are currently developing different ways tenants can make their voices heard through a tenants' panel. This could include taking part in other surveys, informal conversations with Nehemiah Housing staff or attending tenant meetings or committees.

Would you be interested in joining a tenants' panel?

If you are interested, we will pass your contact details on to Nehemiah Housing so that they can contact you about joining.

- ☐ Yes - I would be interested
- ☐ No - I would not be interested

Feedback

Q18. Finally, Nehemiah Housing may want to follow up feedback to this survey.

Are you happy for your personal information to be shared with ^f('Clientname')^ along with your responses to this survey, in order to do this?

- ☐ Yes
- ☐ No

Complete –

Thank you for your time.

*If you would like more information about who we are and how we use the information provided please see our privacy policy at:
<https://melresearch.co.uk/page/privacypolicy>. This includes information on your privacy rights, including the right to withdraw your consent at any time.*