

Manningham Housing Association Limited

Customer satisfaction survey questionnaire

Approach

The Association conducted 5 surveys during the year, surveying 420 households, which represents 23% of the Association's tenant base. The surveys were conducted as follows:

April 2023

June 2023

October 2023

January 2024

March 2024

The surveys were all carried out by way of telephone by Callerz Ltd, who are respected and experienced telemarketing agents. The surveys conducted by Callerz were carried in accordance with guidance provided by the Regulator of Social Housing on behalf of Manningham Housing in 2023/24.

Detailed below are the questions put to tenants and the order in which they were asked. The format was the same for all surveys.

The questions in the survey that relate to the Tenant Perception Measures are identified below with the prefix TP.

There is one question in the survey that is not a Tenant Perception Measure, question 2, which is used by the Association to assess its Net promoter score.

Survey questions

1. **TP01** - Taking everything into account, how satisfied or dissatisfied are you with the service provided by MHA?

Can you tell me the reason why you are dissatisfied ?

2. How likely would you be to recommend MHA to family or friends on a scale where 0 is not likely at all and 10 is extremely likely?

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

3. **TP02** - If yes, how satisfied or dissatisfied are you with the overall repairs service from MH over the last 12 months?
4. **TP03** - If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
5. **TP04** - How satisfied or dissatisfied are you that MH provides a home that is well maintained?

Manningham Housing Association Limited

Customer satisfaction survey questionnaire

6. **TP05** – Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that MH provides a home that is safe?
7. **TP06** - How satisfied or dissatisfied MH listens to your views and acts upon them?
8. **TP07** - How satisfied or dissatisfied are you that MH keeps you informed about things that matter to you?
9. **TP08** - To what extent do you agree or disagree with the following “MH treats me fairly and with respect”?

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

10. **TP09** - If yes, how satisfied or dissatisfied are you with MH’s approach to complaints handling?

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

11. **TP10** - If yes, how satisfied or dissatisfied are you that MH keeps these communal areas clean and well maintained?
12. **TP11** - How satisfied or dissatisfied are you that MH makes a positive contribution to your neighbourhood?
13. **TP12** - How satisfied or dissatisfied are you with MH’s approach to handling anti-social behaviour?