

Manningham Housing Association Limited

Customer satisfaction survey questionnaire

Approach

The Association conducted 3 surveys during the year, surveying 310 households, which represents 22% of the Association's tenant base. The surveys were conducted as follows:

June 2024

September 2024

December 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 2024/25.

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.

Three additional questions are asked that are not part of the Tenant Perception Measure following TP01:

"Can you tell me the reason why you are dissatisfied?"

"How likely would you be to recommend MHA to family or friends on a scale from 0 (not at all likely) to 10 (extremely likely)?"

The second question is used by the Association to assess its Net Promoter Score.

"What 1 thing Manningham Housing can do to improve?"

Survey questions

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

Are you:

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied

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?

Manningham Housing Association Limited

Customer satisfaction survey questionnaire

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

Yes or No ?

4. **TP02** - If yes, how satisfied or dissatisfied are you with the overall repairs service from MH over the last 12 months?

Are you:

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied

5. **TP03** - If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Are you:

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied

6. **TP04** - How satisfied or dissatisfied are you that MH provides a home that is well maintained?

Are you:

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied

7. **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?

Are you:

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Not applicable or don't know

Manningham Housing Association Limited

Customer satisfaction survey questionnaire

8. **TP06** - How satisfied or dissatisfied MH listens to your views and acts upon them?

Are you:

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Not applicable or don't know

9. **TP07** - How satisfied or dissatisfied are you that MH keeps you informed about things that matter to you?

Are you:

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Not applicable or don't know

10. **TP08** - To what extent do you agree or disagree with the following "MH treats me fairly and with respect"?

Are you:

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Not applicable or don't know

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

Yes or No ?

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

Are you:

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied

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Customer satisfaction survey questionnaire

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

Yes or No ?

14. **TP10** - If yes, how satisfied or dissatisfied are you that MH keeps these communal areas clean and well maintained?

Are you:

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied

15. **TP11** - How satisfied or dissatisfied are you that MH makes a positive contribution to your neighbourhood?

Are you:

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied

16. **TP12** - How satisfied or dissatisfied are you with MH's approach to handling anti-social behaviour?

Are you:

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Not applicable or don't know

17. What 1 thing Manningham Housing can do to improve?