

Tenant Satisfaction Measure – survey format and opening and closing texts

This below script is used by our surveying partner to ensure we meet the requirements of consistency in how we ask the questions and present response options. Surveyors will read the opening text, ensuring tenants understand the purpose of the survey and how this data will be used to inform our annual submission.

Each question will be asked as written below, as well as all of the response options read aloud. We added three additional questions this year to gain additional insight on how our tenant's views were formed.

Opening text –

Hello {{ tenant_title }} {{ tenant_first_name }} {{ tenant_last_name }}, my name is {{ caller_name }} and I am calling you on behalf of {{ group_name }}.

Red Kite have asked me to contact you to take part in a tenant satisfaction survey designed by the Regulator of Social Housing. Have you got 6 minutes to go through the questions now?

Surveyor - If they don't have time organise a better time.

Just to let you know that this survey has been designed by the regulator to assess how well social housing landlords are doing at providing good quality homes and services.

This is a confidential survey and any identifiable individual responses will not be shared within Red Kite, beyond those who produce the report.

(SURVEYOR IF SOMEONE HAS AN ISSUE THAT RED KITE NEEDS TO DEAL WITH – As responses are confidential Red Kite are unable to contact you on any responses you provide, if there is a specific service or support you need, please contact Contact@redkitehousing.org.uk or 01494 476100.)

Closing text –

Thank you for taking the time to give us your feedback today. How you have scored the questions and what you said will be combined with all the other responses we receive to give us very useful information about how we're doing and how we can improve. This information will be used to calculate our annual TSMs published on our website and will be submitted to the Regulator of Social Housing.

Survey format –

Our surveying partner will read the below questions in full and the response options for each question.

Question	Response options
Q1 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by Red Kite?	1 - Very Satisfied 2 - Fairly Satisfied 3 - Neither satisfied nor dissatisfied 4 - Fairly dissatisfied 5 - Very dissatisfied 6 - N/A or Don't know
Q2 - REPAIRS	
Q2a - Has Red Kite carried out a repair to your home in the last 12 months? If YES please go to question 2b. If NO go to question 3	Yes No
Q2b - If you have had a repair in the last 12 months, how satisfied or dissatisfied are you with the overall repairs service from Red Kite over the last 12 months?	1 - Very Satisfied 2 - Fairly Satisfied 3 - Neither satisfied nor dissatisfied 4 - Fairly dissatisfied 5 - Very dissatisfied 6 - N/A or Don't know
Q2c - If you have had a repair in the last 12 months, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	1 - Very Satisfied 2 - Fairly Satisfied 3 - Neither satisfied nor dissatisfied 4 - Fairly dissatisfied 5 - Very dissatisfied 6 - N/A or Don't know
Q3 - How satisfied or dissatisfied are you that Red Kite provides a home that is well maintained?	1 - Very Satisfied 2 - Fairly Satisfied 3 - Neither satisfied nor dissatisfied 4 - Fairly dissatisfied 5 - Very dissatisfied 6 - N/A or Don't know
Q4 - Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Red Kite provides a home that is safe?	1 - Very Satisfied 2 - Fairly Satisfied 3 - Neither satisfied nor dissatisfied 4 - Fairly dissatisfied 5 - Very dissatisfied

	6 - N/A or Don't know
Q5 - How satisfied or dissatisfied are you that Red Kite listens to your views and acts upon them?	1 - Very Satisfied 2 - Fairly Satisfied 3 - Neither satisfied nor dissatisfied 4 - Fairly dissatisfied 5 - Very dissatisfied 6 - N/A or Don't know
Q6 - How satisfied or dissatisfied are you that Red Kite keeps you informed about things that matter to you?	1 - Very Satisfied 2 - Fairly Satisfied 3 - Neither satisfied nor dissatisfied 4 - Fairly dissatisfied 5 - Very dissatisfied 6 - N/A or Don't know
Q7 - To what extent do you agree or disagree with the following "Red Kite treats me fairly and with respect"?	1 - Very Satisfied 2 - Fairly Satisfied 3 - Neither satisfied nor dissatisfied 4 - Fairly dissatisfied 5 - Very dissatisfied 6 - N/A or Don't know
Q8 - COMPLAINT HANDLING	
Q8a - Have you made a complaint to Red Kite in the last 12 months? If YES go to question 8b, if NO go to question 9	Yes No
Q8b - If yes, you have made a complaint in the last 12 months, How satisfied or dissatisfied are you with Red Kite's approach to complaints handling?	1 - Very Satisfied 2 - Fairly Satisfied 3 - Neither satisfied nor dissatisfied 4 - Fairly dissatisfied 5 - Very dissatisfied 6 - N/A or Don't know
Q9 - COMMUNAL AREAS	
Q9a - Do you live in a building with communal areas, either inside or outside, that Red Kite is responsible for maintaining? If YES go to question 9b, if NO or DON'T KNOW go to question 10.	Yes No
Q9b - If yes, How satisfied or dissatisfied are you that Red Kite keeps these communal areas clean and well maintained?	1 - Very Satisfied 2 - Fairly Satisfied 3 - Neither satisfied nor dissatisfied 4 - Fairly dissatisfied 5 - Very dissatisfied 6 - N/A or Don't know

<p>Q10 - How satisfied or dissatisfied are you that Red Kite makes a positive contribution to your neighbourhood?</p>	<p>1 - Very Satisfied 2 - Fairly Satisfied 3 - Neither satisfied nor dissatisfied 4 - Fairly dissatisfied 5 - Very dissatisfied 6 - N/A or Don't know</p>
<p>Q11 - How satisfied or dissatisfied are you with Red Kite's approach to handling anti-social behaviour?</p>	<p>1 - Very Satisfied 2 - Fairly Satisfied 3 - Neither satisfied nor dissatisfied 4 - Fairly dissatisfied 5 - Very dissatisfied 6 - N/A or Don't know</p>
<p>Additional Questions</p>	
<p>Q12 - Thinking about your overall view on Red Kite, what do you believe has influenced your view the most?</p>	<p>1 – Personal experience of our service 2 – The experiences of my neighbours, family and friends 3 – Posts on social media 4 – Local news stories about us 5 – National news about social housing</p>
<p>Q13 - Which service area, either positively or negatively, has had the biggest impact on your satisfaction with Red Kite?</p>	<p>1 – Repairs service 2 – Complaint handling 3 – ASB 4 – Tenancy support – wellbeing referrals, food bank referrals 5 – Rent collection 6 – Call handling 7 – Home checks and tenancy visits 8 – Estates – cleaning, grounds maintenance and estate inspections 9 – Volunteering 10 - Other</p>
<p>Q14 - We want to make the best use of your feedback to continuously improve our services. To aid our understanding of the results we receive, we are hoping to hold some focus groups or one-to-one conversations. Would you be happy for us to contact you to better understand your responses?</p>	<p>Yes No</p>