

Hi, my name is ____ and I am calling from TLF Research on behalf of ONWARD HOMES. We are conducting their tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measure, and this will be reported to the Regulator of Social Housing. This will also be published by your landlord to show you how they are performing. Your feedback would be really appreciated. Would you be able to spare 5 to 10 minutes to take part now please?

- If yes, continue.
- If no, booking if willing

Thank you. We follow the Market Research Society code of conduct and Data Legislation which means your answers are confidential and we will check at the end if you are happy to have your name added to your feedback and share this with Onward. In addition, the call may be recorded for quality and training purposes.

1. [tp01_ovsat] Taking everything into account, how satisfied or dissatisfied are you with the service provided by Onward?
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

 - Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]

[Probe] Can you tell me why you gave that score?

2. [had_repair] Has Onward carried out a repair to your home in the last 12 months? **[LCRA only]**
 - Yes (Go to Q3)
 - No (Go to Q5)
3. [tp02_repairsat] How satisfied or dissatisfied are you with the overall repairs service from Onward over the last 12 months? **[LCRA only]**
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

 - Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]

4. [tp03_repairtime] How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **[LCRA only]**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
- Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]
5. [tp04_maint] How satisfied or dissatisfied are you that Onward provides a home that is well maintained? **[LCRA only]**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
- Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]
6. [tp05_safe] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Onward provides a home that is safe?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don't know.
7. [tp06_listens] How satisfied or dissatisfied are you that Onward 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
8. [tp07_informed] How satisfied or dissatisfied are you that Onward 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
9. [tp08_fair] To what extent do you agree or disagree with the following "Onward treats me fairly and with respect"?
- Strongly agree
 - Agree
 - Neither agree nor disagree
 - Disagree
 - Strongly disagree
 - Not applicable/don't know
10. [Complaint] Have you made a complaint to Onward in the last 12 months?
- Yes (Go to Q11)
 - No (Go to Q12)
11. [tp09_comphand] How satisfied or dissatisfied are you with Onwards approach to complaints handling?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]
12. [communal] Do you live in a building with communal areas, either inside or outside, that Onward is responsible for maintaining?
- Yes (Go to Q13)
 - No (Go to Q14)
 - Don't know (Go to Q14)
13. [tp10_communal] How satisfied or dissatisfied are you that Onward keeps these communal areas clean and well maintained?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]

14. [tp11_neighbour] How satisfied or dissatisfied are you that Onward makes a positive contribution to your neighbourhood?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ Not applicable/don't know
15. [tp12_asbo] How satisfied or dissatisfied are you with Onwards approach to handling anti-social behaviour?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ Not applicable/don't know
16. [anon] Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Onward. Would this be okay?
- ☐ Yes, I agree to my name being attached to my responses (Go to Q19)
 - ☐ No, I would like to remain anonymous (Go to close)

<for non anonymous customers only>

17. [contact] Are you happy for Onward to contact you in relation to the feedback that you have given during this survey, if they wish to do so?
- ☐ Yes
 - ☐ No

Finally, would you like our telephone number or that of the Market Research Society to check our credibility or make comments regarding this interview or our website address to read more information about how we process your personal data? (TLF = 01484 599610 and MRS = 0800 975 9596, Website= www.tlfresearch.com).

Onward Homes Tenant Satisfaction Measures 2024/25

We’re carrying out a tenant satisfaction survey with our residents to understand where we're performing well and where we need to improve. The results will be used to calculate Tenant Satisfaction Measures which will be shared with the Regulator of Social Housing and shared by us to how we're performing.

Your feedback (one per household) would be really appreciated. The survey will take around 5 to 10 minutes of your time.

Tenancy Details

1. We ask for your details to support your response and help us to analyse responses. These details would only be shared internally within Onward. None of your personal information will be shared when we publish the results of this survey. Do you want to remain anonymous or are you happy for your details to be shared when we analyse the results?

Remain Anonymous	Happy for details to be shared
☐	☐

2. House Number

3. Postcode

4. E-mail address

5. Contact number

Tenant Satisfaction Measures

6. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Onward?

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

7. Can you tell us why you gave that score?

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

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

9. How satisfied or dissatisfied are you that Onward 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
☐	☐	☐	☐	☐	☐

10. How satisfied or dissatisfied are you that Onward 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
☐	☐	☐	☐	☐	☐

11. To what extent do you agree or disagree with the following? "Onward treats me fairly and with respect."

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Not applicable / don't know
☐	☐	☐	☐	☐	☐

12. Have you made a complaint to Onward in the last 12 months? (If no, go to Q14)

Yes	No
☐	☐

13. If yes, how satisfied or dissatisfied are you with Onward's approach to complaints handling?

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

14. Do you live in a building with communal areas, either inside or outside, that Onward is responsible for maintaining? (Go to Q16 if not answering yes)

Yes	No	Don't know
☐	☐	☐

15. If yes, how satisfied or dissatisfied are you that Onward keeps these communal areas clean and well-maintained?

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

16. How satisfied or dissatisfied are you that Onward makes a positive contribution to your neighbourhood?

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

17. How satisfied or dissatisfied are you with Onward's approach to handling anti-social behaviour?

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

When you have completed the survey, you can click 'Done' to submit your response. Thank you for taking time to give us your feedback.

Onward Homes is a controller of personal information for the purposes of the Data Protection Act 2018 & the UK General Data Protection Regulations (GDPR). Any personal data you have provided will be stored and processed in accordance with Onward's obligations to comply with the UK GDPR. For full details, please see Onward Homes' Privacy Notice, available at www.onward.co.uk. Onward Homes collects, stores and processes personal data under a lawful basis of contractual necessity and legitimate interest.

**Orchard Search Form****Tenant Satisfaction Measures Survey 2024/25**

Hi, my name is ___ from Onward Homes. We are carrying out a tenant satisfaction survey to understand where we're performing well and where we need to improve. These will be used to calculate Tenant Satisfaction Measures, which will be shared with the Regulator of Social Housing and shared by us to show how we're performing. Your feedback would be really appreciated. Would you be able to spare 5 to 10 minutes to take part now please?

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Survey Setup

1. Person Number

76766

2. Tenancy Reference Number

10224831

3. Colleague completing the survey

PDAVIES1

4 Survey Method

☐ Face to Face☐ Telephone☐ N/A: Customer does not want to be surveyed☐ N/A: Customer has CALL2C Tenancy UDC (no surveys)☐ Attempted

Can I have your contact details to ensure our records are up to date?

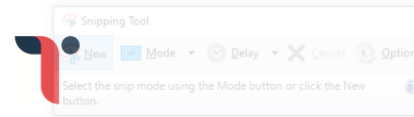
5 Contact Number

6. E-mail address

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☐ Attempted

Can I have your contact details to ensure our records are up to date?

5 Contact Number

6. E-mail address

Tenant Satisfaction Measures

7. Taking everything into account how satisfied or dissatisfied are you with the service provided by Onward?

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

8. Can you tell us why you gave that score?

9. Has Onward carried out a repair to your home in the last 12 months? [not applicable for home ownership]

- ☐ Yes [Go to Q10] ☐ No [Go to Q12]

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10. If yes, how satisfied or dissatisfied are you with the overall repairs service from Onward over the last 12 months? [not applicable for home ownership]

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

11. If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? [not applicable for home ownership]

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

12. How satisfied or dissatisfied are you that Onward provides a home that is well-maintained? [not applicable for home ownership]

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

13. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Onward provide a home that is safe?

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

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14. How satisfied or dissatisfied are you that Onward 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 |

15. How satisfied or dissatisfied are you that Onward 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 |

16. To what extent do you agree or disagree with the following? "Onward treats me fairly and with respect"

- | | | |
|--------------------------------------|---|---|
| ☐ Strongly agree | ☐ Agree | ☐ Neither agree or disagree |
| ☐ Disagree | ☐ Strongly disagree | ☐ Not applicable/Don't know |

17. Have you made a complaint to Onward in the last 12 months?

- | | |
|---------------------------------------|--------------------------------------|
| ☐ Yes [Go to Q18] | ☐ No [Go to Q19] |
|---------------------------------------|--------------------------------------|

18. If yes, how satisfied or dissatisfied are you with Onwards approach to complaints handling?

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☐ Disagree

☐ Strongly disagree

☐ Not applicable/Don't know

17. Have you made a complaint to Onward in the last 12 months?

☐ Yes [Go to Q18]

☐ No [Go to Q19]

18. If yes, how satisfied or dissatisfied are you with Onwards approach to complaints handling?

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

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

☐ Yes [Go to Q20]

☐ No [Go to Q21]

☐ Don't know [Go to Q21]

20. If yes, how satisfied or dissatisfied are you that Onward keeps these communal areas clean and well-maintained?

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

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21. How satisfied or dissatisfied are you that Onward makes a positive contribution to your neighbourhood?

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

☐ Not applicable/Don't know

22. How satisfied or dissatisfied are you with Onward's approach to handling anti-social behaviour?

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

☐ Not applicable/Don't know

23. Your answers are currently confidential. It may be useful for your name to be attached to your responses. Would this be okay?

☐ Remain anonymous

☐ Happy for details to be shared

24. Was any actions required by Onward following completion of the survey?

☐ Yes - Action taken following survey

☐ Yes - Enquiry referred to another team

☐ No action required

25. Action taken following survey (if applicable)

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22. How satisfied or dissatisfied are you with Onward's approach to handling anti-social behaviour?

☐

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable/Don't know

23. Your answers are currently confidential. It may be useful for your name to be attached to your responses. Would this be okay?

☐

Remain anonymous

☐

Happy for details to be shared

24. Was any actions required by Onward following completion of the survey?

☐

Yes - Action taken following survey

☐

Yes - Enquiry referred to another team

☐

No action required

25. Action taken following survey (if applicable)

When you have completed the survey, you can click 'Done' to submit your response. Thank you for taking time to give us your feedback.

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