

**Orchard Search Form****Tenant Satisfaction Measures Survey 2025/26**

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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**Orchard Search Form****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

**Tenant Satisfaction Measures**

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

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☐ 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

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

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

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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?

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

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

☐ Strongly agree

☐ Agree

☐ Nether 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?

☐ 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)

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

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Survey Complete

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Done

— Start —

Hi, my name is Eric and I am calling on behalf of your landlord Onward Homes. We are carrying out Onward's tenant satisfaction survey which will be used to calculate the annual Tenant Satisfaction Measures. These will be published by the Regulator of Social Housing and by Onward to show how it is performing. Your feedback would be appreciated. Before we get started, I also need to inform you that I am an AI voice agent and not a real person. If you are happy to proceed, would you be able to spare 5 to 10 minutes to take part now please?

Thank you. We will keep your answers confidential and will check at the end if you are happy for your name to be added to your feedback and shared with Onward Homes. Let's get started. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Onward Homes? Your options are: Very Satisfied, Fairly Satisfied, Neither Satisfied nor Dissatisfied, Fairly Dissatisfied, or Very Dissatisfied.

Can you tell us why you gave that score? If you prefer not to, that's perfectly fine.

Thank you. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Onward Homes provides a home that is safe? Your options are: Very Satisfied, Fairly Satisfied, Neither Satisfied nor Dissatisfied, Fairly Dissatisfied, Very Dissatisfied, or Not applicable/don't know.

How satisfied or dissatisfied are you that Onward Homes listens to your views and acts upon them? Your options are: Very Satisfied, Fairly Satisfied, Neither Satisfied nor Dissatisfied, Fairly Dissatisfied, Very Dissatisfied, or Not applicable/don't know.

How satisfied or dissatisfied are you that Onward Homes keeps you informed about things that matter to you? Your options are: Very Satisfied, Fairly Satisfied, Neither Satisfied nor Dissatisfied, Fairly Dissatisfied, Very Dissatisfied, or Not applicable/don't know.

To what extent do you agree or disagree with the following statement: "Onward Homes treats me fairly and with respect"? Your options are: Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, or Not applicable/don't know.

Have you made a complaint to Onward Homes in the last twelve months? Your options are: Yes or No.

Since you answered Yes, how satisfied or dissatisfied are you with Onward Homes' approach to complaints handling? Your options are: Very Satisfied, Fairly Satisfied, Neither Satisfied nor Dissatisfied, Fairly Dissatisfied, or Very Dissatisfied.

Do you live in a building with communal areas, either inside or outside, that Onward Homes is responsible for maintaining? Your options are: Yes, No, or Don't Know.

Since you answered Yes, how satisfied or dissatisfied are you that Onward Homes keeps these communal areas clean and well maintained? Your options are: Very Satisfied, Fairly Satisfied, Neither Satisfied nor Dissatisfied, Fairly Dissatisfied, or Very Dissatisfied.

How satisfied or dissatisfied are you that Onward Homes makes a positive contribution to your neighbourhood? Your options are: Very Satisfied, Fairly Satisfied, Neither Satisfied nor Dissatisfied, Fairly Dissatisfied, Very Dissatisfied, or Not applicable/don't know.

How satisfied or dissatisfied are you with Onward Homes' approach to handling anti-social behaviour? Your options are: Very Satisfied, Fairly Satisfied, Neither Satisfied nor Dissatisfied, Fairly Dissatisfied, Very Dissatisfied, or Not applicable/don't know.

Thank you for your responses. Since you have provided additional information, would you like me to share this with Onward Homes so they can contact you if they have any questions?

Great, I will share your feedback with Onward Homes.

Thank you for your time and feedback. Have a great day!

— End —