

Tenant Satisfaction Measures (TSMs) Survey Questions

Conducted by Stoke-on-Trent City Council 2024-2025

The tenant satisfaction measures are standard questions that social housing landlords use to assess tenant satisfaction with their services. These measures cover areas like repairs, building safety, complaints, and neighbourhood management. They are consistent across different landlords, allowing for comparison and accountability.

The 12 tenant perception questions are asked to tenants through a survey conducted by the Tenant Engagement Team, via telephone calls (proactive calls). These proactive calls are used to update tenant and property details, provide information about services and advice about important areas such as fire safety and repairs, before the TSM survey commences. A series of pre-set questions are in place for this.

The caller introduces the satisfaction survey before asking the questions. They are careful not to prompt tenants or lead them towards a particular point of view so that we capture the tenants' voices. Tenants are then asked the questions as listed below, with the available response options given for each question. If a tenant gives further explanation as to why they are dissatisfied, this is recorded in the 'Dissatisfied Comments' section under each question.

TP01. How Satisfied are you with the overall service your landlord provides?

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Dissatisfied

--Dissatisfied Comments (tenant's words only)--

Have you reported a repair to the City Council in the last 12 months?

- NO (*move to TP04*)
- YES

TP02. If Yes, are you satisfied with your landlord's repairs and maintenance service?

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Dissatisfied

--Dissatisfied Comments (tenant's words only)--

TP03. If Yes, how Satisfied are you with the time taken to complete your most recent repair?

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Dissatisfied
- N/A

--Dissatisfied Comments (tenant's words only)--

TP04. Are you satisfied that your home is well maintained?

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Dissatisfied

--Dissatisfied Comments (tenant's words only)--

TP05. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Dissatisfied
- N/A

--Dissatisfied Comments (tenant's words only)--

TP06. How satisfied are you that your landlord listens to your views and acts on them?

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Dissatisfied
- Not applicable/don't know

--Dissatisfied Comments (tenant's words only)--



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TP07. Are you satisfied that your landlord keeps tenants informed about things that matter to them?

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Dissatisfied
- Not applicable/don't know

--Dissatisfied Comments (tenant's words only)--

TP08. Are you satisfied that your landlord treats tenants fairly and with respect?

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Dissatisfied
- Not applicable/don't know

--Dissatisfied Comments (tenant's words only)--

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

- NO (*move to TP10*)
- YES

TP09. If Yes, are you satisfied with your landlord's approach to handling of complaints?

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Dissatisfied
- N/A

--Dissatisfied Comments (tenant's words only)--

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

- Don't know
- NO (*move to TP11*)
- YES

TP10. If Yes, are you satisfied that your landlord keeps communal areas clean, safe and well maintained?

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Dissatisfied
- N/A

--Dissatisfied Comments (tenant's words only)--

TP11.How satisfied are you that your landlord makes a positive contribution to neighbourhoods?

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Dissatisfied
- Not applicable/don't know

--Dissatisfied Comments (tenant's words only)--

TP12.Are you satisfied with your landlord's approach to the handling of ASB?

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Dissatisfied
- Not applicable/don't know

--Dissatisfied Comments (tenant's words only)--