



Questionnaire

2023/24 Tenant Perception Survey

Scenario: customer receives a call from a local number and opts to take part in the survey over the telephone.

Introduction

Hello, this is North Devon Homes. To help us to improve the services we provide, we're collecting feedback on how we're performing as a landlord and have a short survey for you. The survey will take around 5 minutes to complete and the results will be published as part of our Tenant Satisfaction Measures. Please press 1 to take part in the survey over the phone now or press 9 and we will text you a link to an online version.

Thank you for opting to complete the survey over the telephone. To answer the questions, you will need to use your telephone keypad.

TP01: Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by North Devon Homes?

Please press

1 for Very satisfied

2 for Fairly satisfied

3 for Neither satisfied nor dissatisfied

4 for Fairly dissatisfied

5 for Very dissatisfied

TP02: Satisfaction with repairs

Has North Devon Homes carried out a repair to your home in the last 12 months?

Please press 1 for Yes or 9 for No

If the customer responds 'Yes', they are asked the following filter question and TP03: Satisfaction with time taken to complete most recent repair.

If the customer responds 'No', they skip to TP04: Satisfaction that the home is well-maintained.

How satisfied or dissatisfied are you with the overall repairs service from North Devon Homes over the last 12 months?

Please press

1 for Very satisfied

2 for Fairly satisfied

3 for Neither satisfied nor dissatisfied

4 for Fairly dissatisfied

5 for Very dissatisfied

TP03: Satisfaction with time taken to complete most recent repair

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Please press

1 for Very satisfied

2 for Fairly satisfied

3 for Neither satisfied nor dissatisfied

4 for Fairly dissatisfied

5 for Very dissatisfied

TP04: Satisfaction that the home is well-maintained

How satisfied or dissatisfied are you that North Devon Homes provides a home that is well-maintained?

Please press

1 for Very satisfied

2 for Fairly satisfied

3 for Neither satisfied nor dissatisfied

4 for Fairly dissatisfied

5 for Very dissatisfied

TP05: Satisfaction that the home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that North Devon Homes provides a home that is safe?

Please press

- 1 for Very satisfied
- 2 for Fairly satisfied
- 3 for Neither satisfied nor dissatisfied
- 4 for Fairly dissatisfied
- 5 for Very dissatisfied
- 6 if it's not applicable or you don't know

TP06: Satisfaction that the landlord listens to tenant views and acts upon them

How satisfied or dissatisfied are you that North Devon Homes listens to your views and acts upon them?

Please press

- 1 for Very satisfied
- 2 for Fairly satisfied
- 3 for Neither satisfied nor dissatisfied
- 4 for Fairly dissatisfied
- 5 for Very dissatisfied
- 6 if it's not applicable or you don't know

TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them

How satisfied or dissatisfied are you that North Devon Homes keeps you informed about things that matter to you?

Please press

- 1 for Very satisfied
- 2 for Fairly satisfied
- 3 for Neither satisfied nor dissatisfied
- 4 for Fairly dissatisfied
- 5 for Very dissatisfied
- 6 if it's not applicable or you don't know

TP08: Agreement that the landlord treats tenants fairly and with respect

To what extent do you agree or disagree with the following? "North Devon Homes treats me fairly and with respect."

Please press

1 for Strongly agree

2 for agree

3 for Neither agree nor disagree

4 for Disagree

5 for Strongly disagree

6 if it's not applicable or you don't know

TP09: Satisfaction with the landlord's approach to handling of complaints

Have you made a complaint to North Devon Homes in the last 12 months?

Please press 1 for Yes or 9 for No

If the customer responds 'Yes', they are asked the following filter question.

If the customer responds 'No', they skip to TP10: Satisfaction that the landlord keeps communal areas clean and well maintained.

How satisfied or dissatisfied are you with North Devon Homes approach to complaints handling?

Please press

1 for Very satisfied

2 for Fairly satisfied

3 for Neither satisfied nor dissatisfied

4 for Fairly dissatisfied

5 for Very dissatisfied

TP10: Satisfaction that the landlord keeps communal areas clean and well maintained

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

Please press

1 for Yes

9 for No

5 for Don't know

If the customer responds 'Yes', they are asked the following filter question.

If the customer responds 'No', they skip to TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods.

How satisfied or dissatisfied are you that your North Devon Homes keeps these communal areas clean and well-maintained?

Please press

1 for Very satisfied

2 for Fairly satisfied

3 for Neither satisfied nor dissatisfied

4 for Fairly dissatisfied

5 for Very dissatisfied

TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods

How satisfied or dissatisfied are you that North Devon Homes makes a positive contribution to your neighbourhood?

Please press

1 for Very satisfied

2 for Fairly satisfied

3 for Neither satisfied nor dissatisfied

4 for Fairly dissatisfied

5 for Very dissatisfied

6 if it's not applicable or you don't know

TP12: Satisfaction with the landlord's approach to handling anti-social behaviour

How satisfied or dissatisfied are you with North Devon Homes approach to handling anti-social behaviour?

Please press

1 for Very satisfied

2 for Fairly satisfied

3 for Neither satisfied nor dissatisfied

4 for Fairly dissatisfied

5 for Very dissatisfied

6 if it's not applicable or you don't know

Thank you for completing our survey. The scores you have just given will be kept confidential and anonymised. We would love to know more about the reasons behind your satisfaction scores and now invite you to leave a short message with your feedback. This feedback may be shared with staff in the relevant team, so that they can contact you to follow up on any issues raised. If you would like to leave a short message with your feedback, please press 1. If you don't want to leave a message, please hang up. For any urgent enquiries, please call our Customer Care Team on 01271 312500.