

Housing Solutions Tenant Satisfaction Measures

Introduction Script for Survey Agents

Use the following script to introduce the survey, whether you're speaking to a resident who has called in or engaging with the face-to-face:

"Thank you for taking the time to speak with me today.

We're carrying out a short survey as a part of the Regulator of Social Housing's Tenant Satisfaction Measures, also known as 'TSMs'. These measures help us understand how well we're performing and identify areas for improvement.

This is your opportunity to share your views and experiences as a tenant, your feedback is really valuable to us.

This survey includes:

- Twelve nationally set questions that are consistent across all housing associations and seven additional questions specific to Housing Solutions, which help us improve the services we provide.

You can choose to have your responses kept strictly confidential. If you do, they will only be seen by individuals who need to review the results to help improve services.

Your responses will not affect the services you receive.

Your answers will contribute to the calculation of Housing Solutions' annual TSMs, which will be published in late spring or early summer 2026.

The survey should take around 15 minutes to complete. Participation is entirely voluntary, and you can stop at any time.

Are you happy to continue with the survey?"

Instructions for Survey Agents:

Surveyors must read each question aloud, followed by the full list of response options exactly as specified. All Tenant Satisfaction Measure (TSM) questions must be completed. If a resident chooses not to answer a question or does not have a valid response, the surveyor should select 'No valid response' in the system. **This option is for internal use only and should not be read aloud or offered to the resident as a response choice.**

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Housing Solutions?

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied
- No valid response

How satisfied or dissatisfied are you that Housing Solutions provides a home that is well maintained?

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied
- No valid response

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

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied
- No valid response
- Not Applicable / Don't know

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

- Yes
- No
- Don't Know



How satisfied or dissatisfied are you that Housing Solutions keeps these communal areas clean and well-maintained?

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied
- No valid response

Has Housing Solutions carried out a repair to your home in the last 12 months?

- Yes
- No



How satisfied or dissatisfied are you with the overall repairs service from Housing Solutions over the last 12 months?

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied
- No valid response



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

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied
- No valid response

How satisfied or dissatisfied are you that Housing Solutions makes a positive contribution to your neighbourhood?

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied
- Not Applicable / Don't know
- No valid response

How satisfied or dissatisfied are you with Housing Solutions's approach to handling anti-social behaviour?

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied
- Not Applicable / Don't know
- No valid response

Do you know how to log a complaint with Housing Solutions?

- Yes
- No

Have you made a complaint to Housing Solutions in the last 12 months?

- Yes
- No



How satisfied or dissatisfied are you with Housing Solutions's approach to complaints handling?

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied
- No valid response

How satisfied or dissatisfied are you that Housing Solutions listens to your views and acts upon them?

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied
- Not Applicable / Don't know
- No valid response

How satisfied or dissatisfied are you that Housing Solutions keeps you informed about things that matter to you?

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied
- Not Applicable / Don't know
- No valid response

To what extent do you agree or disagree with the following: Housing Solutions treats me fairly and with respect?

- Strongly Disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly Agree
- Not Applicable / Don't know
- No valid response

How satisfied are you that Housing Solutions' services offer good value for money?

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied
- No valid response

Do you feel like you belong as a Housing Solutions resident?

- Strongly Disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly Agree
- No valid response

Have you used any of our digital services? *For example: raising a repair, reporting an issue, checking your rent balance, or updating your personal details.*

- Yes
- No

↓ How was your experience using our digital services?

- Excellent
- Good
- Neither good nor poor
- Poor
- Extremely Poor

↓ Would you like support or guidance to help you use them in future?

- Yes
- No

If Housing Solutions could do ONE thing to improve its services, what would you like it to be?

Resident details:

Resident Address:

We'll communicate with you in different ways depending on why we're getting in touch.
What is your preferred method of communication from Housing Solutions?

-Click Here- ▼

Would you be happy for Housing Solutions to contact you to follow up any of the comments or issues you have raised?

- Yes
 No

Would you like your response to be confidential?

If yes, their response will not be shared beyond those staff members who require the information to produce the TSMs in accordance with the regulatory requirements as set out by the Regulator of Social Housing.

- Yes
 No

How was this survey completed?

- In person
 Call