

Survey title	Tenant Satisfaction Survey
Survey audience	Customers
Survey date	11 th March 2024
Survey author	Grand Union

Introduction – Email Invite	
Email subject line	How well are we doing?
Email content text	<p>Dear (FIRSTNAME),</p> <p>Grand Union want to ensure we design and deliver our services to meet our customers’ needs. The questions in this survey form the Tenant Satisfaction Measures which will be used by all housing associations to understand and report on customer satisfaction.</p> <p>This survey is conducted annually, and the first survey took place in 2023. The results of this survey will be published by Grand Union as they were last year. The survey results will help Grand Union continually improve the services we provide to you.</p> <p>If you would like to see the results of the 2023 survey conducted in 2023 then please click here <https://www.guhg.co.uk/annual-report/tenant-satisfaction-measures/></p> <p>As a thank you for completing the survey, you will have the option to enter our prize draw with a chance to win one of 20 x £25 Amazon e-vouchers. To view the terms and conditions of the draw, please click here<link>.</p> <p>This survey will take approximately 10 minutes to complete.</p> <p>Maru, on behalf of Grand Union.</p> <p>Add Maru privacy policy in the footer.</p>

Information box - CATI	Initially hidden; to make mandatory: CATI
<p>Good morning/afternoon/evening. My name is xxx and I am calling from PFA Research on behalf of Grand Union. Is it possible to speak to [THEIR NAME]?</p> <p>Grand Union is keen to understand how well you think they are doing. We would really appreciate you completing our short survey which will take around 15-20 minutes of your time.</p> <p>As a thank you for completing the survey, you will have the option to enter our prize draw with a chance to win one of 20 x £25 Amazon e-vouchers. To view the terms and conditions of the draw, please go to (T&Cs website)</p>	

This survey is conducted annually, and the first survey took place in 2023. The results of this survey will be published by Grand Union as they were last year. The survey results will help Grand Union continually improve the services we provide to you.

If you would like to see the results of the 2023 survey conducted in 2023 then these can be found in the Grand Union annual report or on their website.

Before we start, I'd like to reassure you that all your answers will remain confidential unless you consent at the end of the survey for your responses to be linked back to you.

We are working in partnership with the research agency Maru/Matchbox. All the data we collect is stored on a secure server and is covered by the Maru/matchbox Privacy Policy. You have the right to access your data and withdraw consent at any time. For more details go to the Maru/matchbox Privacy Policy on their website.
(marumatchbox.com/uk-privacy-policy/)

Information box - Email	Initially hidden; to make mandatory: Email
<p>Grand Union want to ensure we design and deliver our services to meet our customers' needs. We would really appreciate you completing our short survey which will take around 10-15 minutes of your time.</p> <p>As a thank you for completing the survey, you will have the option to enter our prize draw with a chance to win one of 20 x £25 Amazon e-vouchers. To view the Terms and conditions, you can visit [link]</p> <p>All your answers will remain confidential unless you consent at the end of the survey for your responses to be linked back to you.</p> <p>All the data we collect is stored on a secure server and is covered by the Maru privacy policy. You have the right to access your data and withdraw consent at any time; for more details go to the Maru privacy policy. Click "Enter Survey" to start. By doing so you are agreeing to take part in the survey.</p>	

Question Number	Question Text	Scale/response options
TSM QUESTION BANK		
TSM INTRO	<p>We will now ask a series of questions about your satisfaction with Grand Union.</p> <p>These Questions form the new Tenant Satisfaction Measures which will be used by all Housing Associations to understand and report on customer satisfaction.</p>	

Q1 Single select (TP01)	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Grand Union?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q2 Single select (TPO2) NOT TO BE ASKED TO SHAREDOWNERSHIP	Has Grand Union carried out a repair to your home in the last 12 months?	Yes No
Q3 Single select (TPO2) NOT TO BE ASKED TO SHAREDOWNERSHIP	[only shown to yes from Q2] We'd like to ask you some questions about your experience of repairs. How satisfied or dissatisfied are you with the overall repairs service from Grand Union over the last 12 months	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q4 Single select (TPO3) NOT TO BE ASKED TO SHAREDOWNERSHIP	[only shown to yes from Q2] How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q5 Single select (TP04) NOT TO BE ASKED TO SHAREDOWNERSHIP	How satisfied or dissatisfied are you that Grand Union provides a home that is well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q6 Questionslide	We'd like to ask you some more questions about your experience of Grand Union.	Very satisfied Fairly satisfied

<p>(TP05 to TP07)</p>	<ul style="list-style-type: none"> Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Grand Union provides a home that is safe? How satisfied or dissatisfied are you that Grand Union listens to your views and acts upon them? How satisfied or dissatisfied are you that Grand Union keeps you informed about things that matter to you? 	<p>Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/Don't know</p>
<p>Q7 Single select (TP08)</p>	<p>To what extent do you agree or disagree with the following?</p> <ul style="list-style-type: none"> Grand Union treats me fairly and with respect 	<p>Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable/don't know</p>
<p>Q8 Single select (TP09)</p>	<p>Have you made a complaint to Grand Union in the last 12 months?</p>	<p>Yes No</p>
<p>Q9 Single select (TP09)</p>	<p>[only shown to yes from Q8] How satisfied or dissatisfied are you with Grand Union approach to complaints handling?</p>	<p>Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied</p>
<p>Q10 Single select (TP10)</p>	<p>Do you live in a building with communal areas, either inside or outside, that Grand Union is responsible for maintaining?</p>	<p>Yes No Don't know</p>
<p>Q11 Single select (TP10)</p>	<p>[only shown to yes from Q10]</p> <ul style="list-style-type: none"> How satisfied or dissatisfied are you that Grand Union keeps these communal areas clean and well maintained? 	<p>Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied</p>

<p>Q12</p> <p>Questionslide</p> <p>(TP11 to TP12)</p>	<ul style="list-style-type: none"> • How satisfied or dissatisfied are you that Grand Union makes a positive contribution to your neighbourhood? • How satisfied or dissatisfied are you with Grand Union approach to handling anti-social behaviour? 	<p>Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/Don't know</p>
<p>Q13</p>		
<p>Questionslide randomise statements</p>	<p>And just one last question about Grand Union. To what extent do you agree or disagree with the following?</p> <ul style="list-style-type: none"> • Grand Union meets my needs • My home meets my needs 	<p>Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable/don't know</p>
<p>END OF TSM QUESTIONS</p>		
<p>SEGMENTATION QUESTIONS</p>		
<p>To help Grand Union understand more about their customers we will now ask you some detailed questions about you and your life. Please remember that your responses to these questions are totally anonymous.</p>		
<p>Q14</p> <p>Multi select</p> <p>Two columns alphabetic order</p> <p>Other = free text</p>	<p>Please tell us if any of the following diagnoses or conditions affect you on a day to day basis?</p> <p>We would like to understand whether any of the following diagnoses or conditions affect you on a day to day basis. Please note that this data will only be used to enable us to understand the needs of our customers so we can design better services. It is for research only and is completely anonymous. If you do not wish to answer this question please select 'prefer not to say'. By answering the question, you consent to the data being used as described.</p> <ul style="list-style-type: none"> • Depression • Anxiety • OCD • Autism • Asperger's • Dyslexia • ADHD • PTSD • Fibromyalgia • ME 	

	<ul style="list-style-type: none"> • MS • Long Covid • Dementia • Parkinson's • Alzheimer's • Eating disorder • Obesity • Heart Disease • COPD • Back Problems • Cancer • Arthritis (rheumatoid/osteo) • Insomnia • Epilepsy • Diabetes • Asthma • High blood pressure • Personality disorder • Other – please tell us what • Prefer not to say • None of these 	
<p>Q15</p> <p>Questionslide</p> <p>Randomize</p>	<p>We are going to show you some statements that other people have made about their daily life, to what extent do you agree or disagree with each statement?</p> <ul style="list-style-type: none"> • I feel lonely a lot of the time • I make time for hobbies and interests • I feel in control of my life • Taking care of myself is a priority • Every day is a struggle for me • I cope well with last minute changes to my routine • I need to maintain a consistent routine to feel in control of my life • I worry a lot about the future • One day I would like to own my own home 	<p>Strongly agree</p> <p>Agree</p> <p>Neither agree nor disagree</p> <p>Disagree</p> <p>Strongly disagree</p>
<p>Q16</p> <p>Questionslide</p> <p>Randomize</p>	<p>Continuing to think about your daily life, to what extent do you agree or disagree with each statement?</p> <ul style="list-style-type: none"> • I feel positive about the future • I find it difficult to make phone calls to people I don't know • Most people would like to live in the area I live in • I am very good at managing the money that I have 	<p>Strongly agree</p> <p>Agree</p> <p>Neither agree nor disagree</p> <p>Disagree</p> <p>Strongly disagree</p>

	<ul style="list-style-type: none"> • I am reliant on other people to help me with day to day tasks • I find it difficult to ask for help • I feel anxious most of the time • I can become overwhelmed easily • I find it easy to motivate myself 	
<p>Q17</p> <p>Questionslide</p> <p>Randomize</p>	<p>Still thinking about your daily life, please tell us to what extent you encounter difficulties for each of the following areas:</p> <p>Please note that these answers are entirely confidential, but if you do not want to answer this question, please select “prefer not to answer”.</p> <ul style="list-style-type: none"> • Counting out change when shopping • Reading – having to read over and over to understand • Walking or climbing stairs • Keeping a conversation going • Following a conversation when people talk to you 	<p>HORIZONTAL</p> <p>1 - I have no difficulties with this</p> <p>2</p> <p>3</p> <p>4</p> <p>5 - I have a lot of difficulties with this</p> <p>Prefer not to answer</p>
<p>Q18</p> <p>Single Select</p>	<p>Do you use a mobility aid?</p>	<p>Yes</p> <p>No</p> <p>Don't Know</p>
<p>Q19</p> <p>Single Select</p>	<p>Please tell us which one of the following best describes your current employment status.</p> <ul style="list-style-type: none"> • Working as an employee (full time) (30 or more hours per week) • Working as an employee (part time) (fewer than 30 hours per week) • Working as an employee (zero hours contract) • Casual worker – not in permanent employment • Self-employed • Retired • Student • Looking after family/home • Not working due to long-term illness • Not working due to disability • Full time carer • Unemployed • Prefer not to say 	<p>N/A</p>

<p>Q20</p> <p>Single Select</p>	<p>What is your ethnic group?</p> <p>Choose one option that best describes your ethnic background.</p> <p>If you would rather not answer this question, please select “Prefer not to say”.</p> <ul style="list-style-type: none"> • White (English/ Welsh/ Scottish/ Northern Irish/ British) • White (Irish) • White (Gypsy or Irish Traveller) • White (Any other White background) • Mixed/multiple ethnic groups (White and Black Caribbean) • Mixed/multiple ethnic groups (White and Black African) • Mixed/multiple ethnic groups (White and Asian) • Mixed/multiple ethnic groups (Any other Mixed/Multiple ethnic background) • Asian/Asian British (Indian) • Asian/Asian British (Pakistani) • Asian/Asian British (Bangladeshi) • Asian/Asian British (Chinese) • Asian/Asian British (Any other Asian background) • Black/ African/ Caribbean/ Black British (African) • Black/ African/ Caribbean/ Black British (Caribbean) • Black/ African/ Caribbean/ Black British (Any other Black/ African/Caribbean background) • Arab • Other ethnic group (Any other ethnic group) • Prefer not to say 	
<p>Q21</p>	<p>Which of the following best describes your sexual orientation?</p> <ul style="list-style-type: none"> • Straight or Heterosexual • Gay or Lesbian • Bisexual • Other sexual orientation (write in sexual orientation) • Prefer not to say 	<p>Single Select</p>
<p>Q22</p>	<p>We’d like to understand more about your household income – so thinking about the total of all income for</p>	

	<p>you or other people that you live with. This includes income from employment, benefits, Universal Credit, pensions or other sources.</p> <p>Please select the range that includes the total annual income of your household, before taxes and other deductions.</p> <ul style="list-style-type: none"> • Under £10,000 • £10,000 to £19,999 • £20,000 to £29,999 • £30,000 to £39,999 • £40,000 to £49,999 • £50,000 to £59,999 • £60,000 to £69,999 • £70,000 to £79,999 • £80,000 to £89,999 • £90,000 to £99,999 • £100,000 or more • Prefer not to say 	
Q23	<p>Thank you for completing the survey, we really value your views.</p> <p>In order to enter our prize draw to win a £25 Amazon voucher please confirm your name and email address. Please be assured that your name won't be linked to your survey responses.</p>	<p>Yes, I want to enter the prize draw</p> <p>No I do not want to enter the prize draw</p>
Q24	<p>Name</p> <p>Email address</p>	<p>(Only show to yes in Q23)</p>
END OF QUESTIONS		
<p>Survey Outro:</p> <p>ONLY APPLICABLE TO EMAIL SURVEYS (NOT VOICE OR CATI SURVEYS).</p>	<p>Many thanks for completing this survey.</p> <p>If you enjoyed sharing your views in this survey then perhaps you would like to be a part of Voice, Grand Union's new platform for hearing your views and opinions. It is completely confidential and anonymous and we would love you to be a part of this too.</p> <p>You can join now by clicking here: https://voice.guhg.co.uk/</p> <p>As a member of Voice, you'll have the opportunity to take part in surveys, online discussions, and other activities that will ensure your voice is heard.</p>	