

Leeds Federated's Tenant Satisfaction Survey (Q1 2023/24)

Please can I speak to ^{^f('RespondentName')^}? My name is . and I am calling from M·E·L Research, an independent research agency, on behalf of Leeds Federated Housing Association who have asked us to call you.

Leeds Federated would like to hear your views on the services they provide for their customers and gain an understanding of your wider perceptions of the organisation. Feedback from this survey will be used to calculate annual Tenant Satisfaction Measures (TSMs), which will be published. The TSMs inform the government regulator of how Leeds Federated are performing as an organisation.

Feedback will also be used to help Leeds Federated better understand issues and priorities among customers, to help the organisation improve the services they provide.

The survey should take around 15 minutes, depending on your answers.

The information you provide will only be used for research purposes to help Leeds Federated calculate their annual TSMs, and to understand where service improvements are needed. Only grouped results and anonymised data will be shared with the organisation.

Is now a good time? Just to confirm, this survey is for Leeds Federated Housing Association.

IF ASKED:

IF THEY WANT TO CHECK THE VALIDITY OF THE SURVEY, CALL JORDAN HARROLD AT M·E·L RESEARCH ON FREEPHONE NUMBER 0800 0730 348.

IF RESPONDENT WISHES TO BE CALLED BACK, INTERVIEWER TO TAKE NAME AND PREFERRED CONTACT METHOD AND PASS ONTO JORDAN HARROLD.

IF NECESSARY: If you would like a copy of our privacy notice emailed to you, I can do that now if you provide me with your email address.

- **Continue with survey**
- **Email Privacy Notice [\[\[info\]\]](#)**

Section A: Home & neighbourhood

Q1) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Leeds Federated? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Where Q1 = Any except 3

Q1b) Could you please tell us in detail why you feel this way about the service provided by Leeds Federated? **[[text, not required]] OPEN END [[instruction]]**

O/E - Verbatim

Hot alert email (for dissatisfied responses only):
gcustomerservicesmanagementteam@lfha.co.uk

Q2) How satisfied or dissatisfied are you that Leeds Federated provides a home that is well maintained? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Where Q2 = 4/5

Q2b) Could you please tell us in detail why you are dissatisfied that Leeds Federated provides a home that is well maintained? **[[text, not required]] OPEN END**

[[instruction]]

O/E - Verbatim

Q3) Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Leeds Federated provides a home that is safe? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Where Q3 = 4/5

Q3b) Could you please tell us in detail why you are dissatisfied that Leeds Federated provides a home that is safe? **[[text, not required]] OPEN END [[instruction]]**

O/E - Verbatim

Q4) Do you live in a building with communal areas, either inside or outside, that Leeds Federated is responsible for maintaining? **[[single, required]] SINGLE CODE**

[[instruction]]

- Yes
- No
- **Don't know**

Where Q4 = 1

Q5) How satisfied or dissatisfied are you that Leeds Federated keeps these communal areas clean and well maintained? **[[single, required]] SINGLE CODE**

[[instruction]]

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q6) How satisfied or dissatisfied are you that Leeds Federated makes a positive contribution to your neighbourhood? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q7) How satisfied or dissatisfied are you with Leeds Federated's approach to handling anti-social behaviour? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

S/C ALL

Q8) Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

Where Q8 = 4/5

Q8b) Could you please tell us in detail why you are dissatisfied with your neighbourhood as a place to live? **[[text, not required]] OPEN END [[instruction]]**
O/E – Verbatim

Section B: Repairs

Q9) Has Leeds Federated carried out a repair to your home in the last 12 months? **[[single, required]] SINGLE CODE [[instruction]]**

- Yes
- No

IF Q9=1

Q10) How satisfied or dissatisfied are you with the overall repairs service from Leeds Federated over the last 12 months? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

IF Q9=1

Q11) How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Section C: Relationship with Leeds Federated

Q12) How satisfied or dissatisfied are you that Leeds Federated listens to your views and acts upon them? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

Q13) How satisfied or dissatisfied are you that Leeds Federated keeps you informed about things that matter to you? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

Q14) To what extent do you agree or disagree with the following “Leeds Federated treats me fairly and with respect”? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

Where Q14 = 4/5

Q14b) Could you please tell us in detail why you disagree with the statement, “Leeds Federated treats me fairly and with respect”? **[[text, not required]] OPEN END [[instruction]]**

O/E - Verbatim

Section D: Complaint & query handling

Q15) Have you made a complaint to Leeds Federated in the last 12 months? **[[single, required]]**

SINGLE CODE [[instruction]]

- Yes
- No

Where Q15 = 1

Q16) How satisfied or dissatisfied are you with Leeds Federated’s approach to complaints handling? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Where Q16 = 4/5

Q16b) Could you please tell us in detail why you are dissatisfied with Leeds Federated’s approach to complaints handling? **[[text, not required]] OPEN END [[instruction]]**

O/E - Verbatim

Q17) Have you contacted Leeds Federated about a query in the last 12 months? **[[single, required]]**

SINGLE CODE [[instruction]]

- Yes
- No

IF Q17 =1

Q18) How satisfied or dissatisfied are you with the way in which your query was dealt with by Leeds Federated? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied

- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Section E: Value for money

Q19) How satisfied or dissatisfied are you that your rent provides value for money?

[[single, required]] **SINGLE CODE** [[instruction]]

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know (DNRO)

IF Q19 = 4/5

Q19b) Could you please tell us in detail why you are dissatisfied that your rent provides value for money? [[text, not required]] **OPEN END** [[instruction]]

O/E - Verbatim

Q20) How satisfied or dissatisfied are you that your service charges provide value for money? [[single, required]] **SINGLE CODE** [[instruction]]

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not/ applicable/ Don't know (DNRO)

IF Q20 = 4/5

Q20b) Could you please tell us in detail why you are dissatisfied that your service charges provide value for money? [[text, not required]] **OPEN END** [[instruction]]

O/E - Verbatim

Section F: Closing questions

Q21) On a scale of 1 to 10, where 1 is very difficult and 10 is very easy, how easy or difficult do you find it to deal with Leeds Federated? (Where 10 is very easy and 1 is very difficult) [[single, required]] **SINGLE CODE** [[instruction]]

- 0 – Very difficult
- 1
- 2
- 3

- 4
- 5
- 6
- 7
- 8
- 9
- 10 – Very easy

Q22) If you could improve ONE thing with Leeds Federated's service, what would it be? **[[text, not required]] OPEN END [[instruction]]**
O/E - Verbatim

Q23) Leeds Federated would welcome the opportunity to see your individual answers and comments. Would you therefore be happy for your individual responses to be attributed to you when being passed back to Leeds Federated?
[[single, required]] SINGLE CODE [[instruction]]

- Yes
- No

END OF SURVEY

Thank you for your time. Your feedback is extremely valuable to Leeds Federated Housing and will help improve the services they provide.

If you would like more information about who we are and how we use the information provided, please see our privacy policy at: melresearch.co.uk/page/privacypolicy
[[info]]