

Leeds Federated – Tenant Satisfaction Survey (Q1 24/25)

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.

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IF ASKED:

IF THEY WANT TO CHECK THE VALIDITY OF THE SURVEY, CALL Rhiannon Pratt 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 RHIANNON PRATT.

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

Section A: Overall Satisfaction

Q1) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Leeds Federated?

- 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?

O/E - Verbatim

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

Section B: Keeping properties in good repair

Q2) Has Leeds Federated carried out a repair to your home in the last 12 months?

- Yes
- No

IF Q2=1

Q3) How satisfied or dissatisfied are you with the overall repairs service from Leeds Federated over the last 12 months?

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

IF Q2=1

Q4) 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) How satisfied or dissatisfied are you that Leeds Federated provides a home that is well maintained?

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

Where Q2 = 4/5

Q6) Could you please tell us in detail why you are dissatisfied that Leeds Federated provides a home that is well maintained?

O/E - Verbatim

Section 3: Maintaining Building Safety:

Q7) 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?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not Applicable / Don't Know

Where Q3 = 4/5

Q8) Could you please tell us in detail why you are dissatisfied that Leeds Federated provides a home that is safe?

O/E - Verbatim

Section 3: Respectful and helpful engagement

Q9) How satisfied or dissatisfied are you that Leeds Federated listens to your views and acts upon them?

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

Q10) How satisfied or dissatisfied are you that Leeds Federated keeps you informed about things that matter to you?

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

Q11) To what extent do you agree or disagree with the following "Leeds Federated treats me fairly and with respect"?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied

- Fairly dissatisfied
- Very dissatisfied
- Not applicable

Where Q11 = 4/5

Q12) Could you please tell us in detail why you disagree with the statement, “Leeds Federated treats me fairly and with respect”?

O/E - Verbatim

Section 4: Effective complaints handling

Q13) Have you made a complaint to Leeds Federated in the last 12 months?

- Yes
- No

Where Q13 = 1

Q14) How satisfied or dissatisfied are you with Leeds Federated’s approach to complaints handling?

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

Where Q14 = 4/5

Q15) Could you please tell us in detail why you are dissatisfied with Leeds Federated’s approach to complaints handling?

O/E - Verbatim

Section 5: Responsible neighbourhood management

Q16) Do you live in a building with communal areas, either inside or outside, that Leeds Federated is responsible for maintaining?

- Yes
- No
- Don’t know

Where Q4 = 1

Q17) How satisfied or dissatisfied are you that Leeds Federated keeps these communal areas clean and well maintained?

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

Q18) How satisfied or dissatisfied are you that Leeds Federated makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not Applicable / Don't Know

Q19) How satisfied or dissatisfied are you with Leeds Federated's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / Don't Know

S/C ALL

Q20) Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

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

Where Q8 = 4/5

Q21) Could you please tell us in detail why you are dissatisfied with your neighbourhood as a place to live?

O/E - Verbatim

Section 6: Contacting Leeds Federated

Q22) Have you contacted Leeds Federated about a query in the last 12 months?

- Yes
- No

IF Q22 =1

Q23) How satisfied or dissatisfied are you with the way in which your query was dealt with by Leeds Federated?

- Very satisfied
- Fairly satisfied
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- Fairly dissatisfied
- Very dissatisfied

Section E: Value for money

Q24) How satisfied or dissatisfied are you that your rent provides value for money?

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

IF Q24 = 4/5

Q25) Could you please tell us in detail why you are dissatisfied that your rent provides value for money?

O/E - Verbatim

Q26) How satisfied or dissatisfied are you that your service charges provide value for money?

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

IF Q26 = 4/5

Q27) Could you please tell us in detail why you are dissatisfied that your service charges provide value for money?

O/E - Verbatim

Section F: Closing questions

Q28) 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)

- 1– Very difficult
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 – Very easy

Q29) If you could improve ONE thing with Leeds Federated's service, what would it be?

O/E - Verbatim

Q30) Would you like to get involved with tenant engagement activities in the future?

- Yes
- No

IF Q30 = 1

Q31) LFHA values your input and feedback on the services it provides. Which of the following ways would be best to involve you?

- Informal meetings, near to your home
- To be a part of a Tenant Scrutiny Group, reviewing policies and procedures etc
- Virtual Q and A session, Zoom etc.
- Community events
- A more regular newsletter
- Tenant Inspections/ Mystery shopper
- Other (please specify)

Q32) 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?

- Yes
- No

END OF SURVEY

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Leeds Federated – Tenant Satisfaction Survey

(Q2 24/25)

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Section B: Keeping properties in good repair

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Q7) 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?

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Section 5: Responsible neighbourhood management

Q16) Do you live in a building with communal areas, either inside or outside, that Leeds Federated is responsible for maintaining?

- Yes
- No
- Don't know

Where Q16 = 1

Q17) How satisfied or dissatisfied are you that Leeds Federated keeps these communal areas clean and well maintained?

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S/C ALL

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Q21) Could you please tell us in detail why you are dissatisfied with your neighbourhood as a place to live?

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Section E: Value for money

Q24) How satisfied or dissatisfied are you that your rent provides value for money?

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IF Q24 = 4/5

Q25) Could you please tell us in detail why you are dissatisfied that your rent provides value for money?

O/E - Verbatim

Q26) How satisfied or dissatisfied are you that your service charges provide value for money?

- Very satisfied
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Q28) 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)

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- 10 – Very easy

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O/E - Verbatim

Q32) 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?

- Yes
- No
-

Q33) Leeds Federated would like to hear from residents about what they think about living in the Leeds Federated homes, by establishing a resident consultation panel. Is this something you'd be interested in learning more about?

By opting into this, you are consenting to us contacting you by email in the future to ask you to join the panel, your email will not be linked with you responses when shared with Leeds Federated

- Yes (Take email)
- No

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Leeds Federated – Tenant Satisfaction Survey (Q3 24/25)

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Section B: Keeping properties in good repair

Q2) Has Leeds Federated carried out a repair to your home in the last 12 months?

- Yes
- No

IF Q2=1

Q3) How satisfied or dissatisfied are you with the overall repairs service from Leeds Federated over the last 12 months?

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Q4) How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very satisfied
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- Fairly dissatisfied
- Very dissatisfied

Q5) How satisfied or dissatisfied are you that Leeds Federated provides a home that is well maintained?

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

Where Q2 = 4/5

Q6) Could you please tell us in detail why you are dissatisfied that Leeds Federated provides a home that is well maintained?

O/E - Verbatim

Section 3: Maintaining Building Safety:

Q7) 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?

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Q9) How satisfied or dissatisfied are you that Leeds Federated listens to your views and acts upon them?

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- Very dissatisfied
- Not applicable

Q9A) Could you please tell us in detail why you are dissatisfied that Leeds Federated listens to your view and acts on them? [[OPEN]]

Q10) How satisfied or dissatisfied are you that Leeds Federated keeps you informed about things that matter to you?

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

Q11) To what extent do you agree or disagree with the following "Leeds Federated treats me fairly and with respect"?

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

Where Q11 = 4/5

Q12) Could you please tell us in detail why you disagree with the statement, “Leeds Federated treats me fairly and with respect”?

O/E - Verbatim

Section 4: Effective complaints handling

Q13) Have you made a complaint to Leeds Federated in the last 12 months?

- Yes
- No

Where Q13 = 1

Q14) How satisfied or dissatisfied are you with Leeds Federated’s approach to complaints handling?

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

Where Q14 = 4/5

Q15) Could you please tell us in detail why you are dissatisfied with Leeds Federated’s approach to complaints handling?

O/E - Verbatim

Section 5: Responsible neighbourhood management

Q16) Do you live in a building with communal areas, either inside or outside, that Leeds Federated is responsible for maintaining?

- Yes
- No
- Don’t know

Where Q4 = 1

Q17) How satisfied or dissatisfied are you that Leeds Federated keeps these communal areas clean and well maintained?

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

Q18) How satisfied or dissatisfied are you that Leeds Federated makes a positive contribution to your neighbourhood?

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

- Very dissatisfied
- Not Applicable / Don't Know

Q19) How satisfied or dissatisfied are you with Leeds Federated's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / Don't Know

S/C ALL

Q20) Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

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

Where Q8 = 4/5

Q21) Could you please tell us in detail why you are dissatisfied with your neighbourhood as a place to live?

O/E - Verbatim

Section 6: Contacting Leeds Federated

Q22) Have you contacted Leeds Federated about a query in the last 12 months?

- Yes
- No

IF Q22 =1

Q23) How satisfied or dissatisfied are you with the way in which your query was dealt with by Leeds Federated?

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

Q22A) Currently, you can use phone, email or MyAccount to contact Leeds Federated with queries and repairs. Leeds Federated would like to know which other ways of getting in touch you would most like to see available?

Please select all that apply

- Live chat
- An app, for self service
- WhatsApp
- Text (SMS)
- Social media
- Other (please specify)
- Don't know **[[exclusive]]**

Section E: Value for money

Q24) How satisfied or dissatisfied are you that your rent provides value for money?

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

IF Q24 = 4/5

Q25) Could you please tell us in detail why you are dissatisfied that your rent provides value for money?

O/E - Verbatim

Q26) How satisfied or dissatisfied are you that your service charges provide value for money?

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

IF Q26 = 4/5

Q27) Could you please tell us in detail why you are dissatisfied that your service charges provide value for money?

O/E - Verbatim

Section F: Closing questions

Q28) 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)

- 1– Very difficult
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 – Very easy

Q29) If you could improve ONE thing with Leeds Federated's service, what would it be?

O/E - Verbatim

Q32) 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?

- Yes
- No

Q33) Leeds Federated are redesigning their website and would like to hear your feedback. This will involve reviewing and feeding back on the new website layout, accessibility, navigability and more. This is likely to take place between March and April 2025. Those taking part will receive a voucher as thank you for their time.

Would you be interested in taking part in reviewing and testing the new design?

By opting into this, you are consenting to us contacting you by either phone or email in the future to ask you to take part. Your email will not be linked with your responses when shared with Leeds Federated

- Yes (take name, email and contact number)
- 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/privacy-policy