

Leeds Federated – Tenant Satisfaction Survey (Q1 25/26)

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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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 Ayesha Lynn-Birkett 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 Ayesha Lynn-Birkett.

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

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 Q5 = 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 Q7 = 4/5

Q7A) Could you please tell us in detail why you are dissatisfied that Leeds Federated provides a home that is safe?

O/E - Verbatim

ASK ALL

Q8a_2025) Are there any unsafe situations or outstanding repairs in your home that you think pose a serious and immediate risk to the health or safety of you or others living there?

(Examples may include damp and mould, exposed wiring, gas leaks, broken stairs, severe structural damage, outstanding repairs, or insecure entrances)

If you select 'Yes', we'll notify Leeds Federated about this safety issue, who will then contact you to offer support and help find a solution. Your information will be handled securely and only shared for the purpose of resolving this issue

- Yes [if selected please set up hot alert to notify joseph.robley@lfha.co.uk and louise.darby@lfha.co.uk]
- No

Q8A1_2025 [If yes at q8a_2025] Could you please provide details on this.

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

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”?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- 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

Q33_2025. We're exploring the idea of offering face-to-face appointments in community venues. These would be a chance for you to raise questions or ask for our help in person.

Would you be interested in attending surgeries at a local place like Leeds Kirkgate Market or a similar venue?

- Yes
- No

Q33A_2025. [if yes] Which day of the week would you most like to see these take place on and is there a particular venue?

O/E -Verbatim

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

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.

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Leeds Federated – Tenant Satisfaction Survey (Q2 25/26)

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Section A: Overall Satisfaction

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- 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

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 Q5 = 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 Q7 = 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

ASK ALL

Q7A_2025) Are there any unsafe situations or outstanding repairs in your home that you think pose a serious and immediate risk to the health or safety of you or others living there?

(Examples may include damp and mould, exposed wiring, gas leaks, broken stairs, severe structural damage, or insecure entrances)

If you select 'Yes', we'll notify Leeds Federated about this safety issue, who will then contact you to offer support and help find a solution. Your information will be handled securely and only shared for the purpose of resolving this issue

- Yes
- No

Q7A1_2025 [If yes at q7a_2025] Could you please provide details on this.

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

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”?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- 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

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

END OF SURVEY

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Leeds Federated – Tenant Satisfaction Survey (Q3 25/26)

Please can I speak to ^f('Respondent Name')^? 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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ASK ALL

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

If Q1= 1,2,4 & 5

Q1a. Could you please tell us in detail why you feel this way about the service provided by Leeds Federated?

O/E

ASK ALL

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

ASK ALL

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

If Q5= 4&5

Q5a. Could you please tell us in detail why you are dissatisfied that Leeds Federated provides a home that is well maintained?

O/E

ASK ALL

Q6. 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

If Q6= 4&5

Q6a. Could you please tell us in detail why you are dissatisfied that Leeds Federated provides a home that is safe?

O/E

ASK ALL

Q7a. Are there any unsafe situations or outstanding repairs in your home that you think pose a serious and immediate risk to the health or safety of you or others living there?

(Examples may include damp and mould, exposed wiring, gas leaks, broken stairs, severe structural damage, or insecure entrances)

If you select 'Yes', we'll notify Leeds Federated about this safety issue, who will then contact you to offer support and help find a solution. Your information will be handled securely and only shared for the purpose of resolving this issue.

- Yes
- No

If Q7a= 1

Q7b. Could you please provide details on this.

O/E

ASK ALL

Q8. 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 / don't know

If Q8= 4&5

Q8a. Could you please tell us in detail why you are dissatisfied that Leeds Federated listens to your views and act upon them?

O/E

ASK ALL

Q9. To what extent do you agree or disagree with the following, "Leeds Federated treats me fairly and with respect"?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable / don't know

If Q9= 4&5

Q9a. Could you please tell us in detail why you disagree with the statement, "Leeds Federated treats me fairly and with respect"?

O/E

Q10. To what extent do you agree or disagree with the following statement:

"An action, communication, or policy of Leeds Federated has made me feel judged, embarrassed, unfairly labelled, or negatively viewed by others - in other words stigmatised."

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

If Q10= 1&2

Q10a. Please can you tell us what made you feel this way and what Leeds Federated could have done differently?

O/E

ASK ALL

Q11. 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 / don't know

ASK ALL

Q12. Have you made a complaint to Leeds Federated in the last 12 months?

- Yes
- No

If Q12= 1

Q13. 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

If Q13= 4&5

Q13a. Could you please tell us in detail why you are dissatisfied with Leeds Federated's approach to complaints handling?

O/E

ASK ALL

Q14. 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

If Q14= 1

Q15. 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

ASK ALL

Q16. 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

Q16a. Could you please tell us in detail why you feel this way about Leeds Federated's contribution to your neighbourhood?

O/E

Q17. What are your top three priorities for your community?

- Access to green spaces
- More youth provision
- "Into work" support
- Adult education
- Young persons education
- Health and wellbeing initiatives
- Warm hubs and food banks
- Creative workshops and initiatives
- Digital courses
- Financial support services

ASK ALL

Q18. 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

ASK ALL

Q19. 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 / don't know

If Q19= 4&5

Q19a. Could you please tell us in detail why you are dissatisfied with your neighbourhood as a place to live?

O/E

ASK ALL

Q20. Have you contacted Leeds Federated about a query in the last 12 months?

- Yes
- No

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

ASK ALL

Q22. 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
- (DNRO) Don't know

If Q22= 4&5

Q22a. Could you please tell us in detail why you are dissatisfied the value for money of your rent?

O/E

ASK ALL

Q23. 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
- (DNRO) Not applicable / Don't know

If Q23= 4&5

Q23a. Could you please tell us in detail why you are dissatisfied the value for money of your service charges?

O/E

ASK ALL

Q24. 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

ASK ALL

Q25. If you could improve ONE thing with Leeds Federated's service, what would it be?

O/E

ASK ALL

Q26. 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?

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- No

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IF THEY WANT TO CHECK THE VALIDITY OF THE SURVEY, CALL Ayesha Lynn-Birkett 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 Ayesha Lynn-Birkett.

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

ASK ALL

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

If Q1= 1,2,4 & 5

Q1a. Could you please tell us in detail why you feel this way about the service provided by Leeds Federated?

O/E

ASK ALL

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

ASK ALL

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

If Q5= 4&5

Q5a. Could you please tell us in detail why you are dissatisfied that Leeds Federated provides a home that is well maintained?

O/E

ASK ALL

Q6. 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

If Q6= 4&5

Q6a. Could you please tell us in detail why you are dissatisfied that Leeds Federated provides a home that is safe?

O/E

ASK ALL

Q7a. Are there any unsafe situations or outstanding repairs in your home that you think pose a serious and immediate risk to the health or safety of you or others living there?

(Examples may include damp and mould, exposed wiring, gas leaks, broken stairs, severe structural damage, or insecure entrances)

If you select 'Yes', we'll notify Leeds Federated about this safety issue, who will then contact you to offer support and help find a solution. Your information will be handled securely and only shared for the purpose of resolving this issue.

- Yes
- No

If Q7a= 1

Q7b. Could you please provide details on this.

O/E

ASK ALL

Q8. 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 / don't know

If Q8= 4&5

Q8a. Could you please tell us in detail why you are dissatisfied that Leeds Federated listens to your views and act upon them?

O/E

ASK ALL

Q9. To what extent do you agree or disagree with the following, "Leeds Federated treats me fairly and with respect"?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable / don't know

If Q9= 4&5

Q9a. Could you please tell us in detail why you disagree with the statement, "Leeds Federated treats me fairly and with respect"?

O/E

Q10. To what extent do you agree or disagree with the following statement:

"An action, communication, or policy of Leeds Federated has made me feel judged, embarrassed, unfairly labelled, or negatively viewed by others - in other words stigmatised."

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

If Q10= 1&2

Q10a. Please can you tell us what made you feel this way and what Leeds Federated could have done differently?

O/E

ASK ALL

Q11. 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 / don't know

ASK ALL

Q12. Have you made a complaint to Leeds Federated in the last 12 months?

- Yes
- No

If Q12= 1

Q13. 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

If Q13= 4&5

Q13a. Could you please tell us in detail why you are dissatisfied with Leeds Federated's approach to complaints handling?

O/E

ASK ALL

Q14. 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

If Q14= 1

Q15. 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

ASK ALL

Q16. 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

Q16a. Could you please tell us in detail why you feel this way about Leeds Federated's contribution to your neighbourhood?

O/E

Q17. What are your top three priorities for your community?

- Access to green spaces
- More youth provision
- "Into work" support
- Adult education
- Young persons education
- Health and wellbeing initiatives
- Warm hubs and food banks
- Creative workshops and initiatives
- Digital courses
- Financial support services

ASK ALL

Q18. 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

ASK ALL

Q19. 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 / don't know

If Q19= 4&5

Q19a. Could you please tell us in detail why you are dissatisfied with your neighbourhood as a place to live?

O/E

ASK ALL

Q20. Have you contacted Leeds Federated about a query in the last 12 months?

- Yes
- No

If Q20= 1

Q21. 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

ASK ALL

Q22. 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
- (DNRO) Don't know

If Q22= 4&5

Q22a. Could you please tell us in detail why you are dissatisfied the value for money of your rent?

O/E

ASK ALL

Q23. 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
- (DNRO) Not applicable / Don't know

If Q23= 4&5

Q23a. Could you please tell us in detail why you are dissatisfied the value for money of your service charges?

O/E

ASK ALL

Q24. 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

ASK ALL

Q25. If you could improve ONE thing with Leeds Federated's service, what would it be?

O/e

ASK ALL

Q26. 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

ASK ALL

Q27. Finally, Leeds Federated are considering a new policy on mandatory grounds for possession and in what circumstances they would be used. Would you be interested in joining a focus group to discuss this in more detail and to provide your views and feedback?

- 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: <https://melresearch.co.uk/privacypolicy>. This includes information on your privacy rights, including the right to withdraw your consent at any time.