



Our approach to Tenants Satisfaction Measures

There are 22 Tenant Satisfaction Measures (TSMs). Ten of these are measured by us directly in relation to management information, and 12 are measured by carrying out satisfaction surveys with our tenants and residents.

All of our TSMs were measured following the specific descriptions and calculations outlined by the Regulator of Social Housing and follow the advice and guidance outlined in the Tenant Satisfaction Measure technical requirements and the Tenant Satisfaction Measure Survey requirements.

We started to collect our TSM data in May 2023 for the period 1 April 2023 to 31 March 2024.

2,202 TSM surveys were carried out on our behalf by an independent research company, Acuity Research & Practice. The role of Acuity was to carry out the survey calls and to provide us with reporting that collated, analysed and benchmarked the results.

All surveys (100%) were completed by telephone, with calls made between the dates of 1 April 2023 and 31 March 2024. When carrying out the surveys, Acuity followed the script and questions set by the Regulator of Social Housing for the 12 satisfaction measures within the TSMs. No incentives were offered to customers for participation in the survey.

A random sample of all customers across the relevant population was selected for the surveys. No customers or households were excluded from the relevant population.

The rationale for selecting the identified characteristics (gender, age, local authority area and tenure type) was to focus on a smaller number of characteristics in the first year of surveying and collection. We will continue to review whether we should widen / amend this focus for future survey completion.

The rationale for selecting 100% telephone surveys was that it was better able to meet the requirements for representation across the selected characteristics and the other technical requirements, within our surveying timescales. It was also considered a more appropriate approach for asking potentially sensitive questions on wellbeing.

Questionnaire script and questions used for the surveys

Introduction

Hello is that <<Tenant Name>>?

My name is <<Interviewer Name>> and I'm calling on behalf of Nottingham City Council Housing Services from an independent research agency called Acuity. We are carrying out short satisfaction surveys with tenants to find out how satisfied you are with your home and



with the services that you receive from them. Would you be able to spare a few minutes to go through the survey with me now?

If 'NO', ask: Can I call back at another time?

The survey will be used to calculate annual tenant satisfaction measures to be published by Nottingham City Council Housing Services and reported back to the Regulator of Social Housing.

Data sharing if challenged: "Your landlord will, from time to time, share your personal data with third parties for 'legitimate interests'.

This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to make sure that they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlords' website.

You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us, and would rather we did not contact you again, we can remove your details from our system and flag this back to your landlord. I would however urge you to contact them to request your details are not shared with other parties".

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that Nottingham City Council Housing Services provides.

Nottingham City Council Housing Services will be able to identify you from your survey response, are you happy to continue?

- Yes
- No

Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Nottingham City Council Housing Services?

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

Q2. How satisfied or dissatisfied are you that Nottingham City Council Housing Services provides a home that is well maintained?

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



Q3. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Nottingham City Council Housing Services provides a home that is safe?

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

Q3a. If you do not feel that your home is safe please can you explain in what way your home is unsafe?

Q4. Do you live in a building with communal areas, either inside or outside, that Nottingham City Council Housing Services is responsible for maintaining?

- Yes
- No
- Don't know

Q5. How satisfied or dissatisfied are you that Nottingham City Council Housing Services keeps these communal areas clean and well maintained?

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

Q6. How satisfied or dissatisfied are you that Nottingham City Council Housing Services makes a positive contribution to your neighbourhood?

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



Q7. How satisfied or dissatisfied are you with Nottingham City Council Housing Services approach to handling anti-social behaviour?

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

Q8. Has Nottingham City Council Housing Services carried out a repair to your home in the last 12 months?

- Yes
- No

Q9. How satisfied or dissatisfied are you with the overall repairs service from Nottingham City Council Housing Services over the last 12 months?

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

Q10. 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

Q11. How satisfied or dissatisfied are you that Nottingham City Council Housing Services listens to your views and acts upon them?

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

Q12. How satisfied or dissatisfied are you that Nottingham City Council Housing Services keeps you informed about things that matter to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied



- Fairly dissatisfied
- Very dissatisfied

Q13. What extent do you agree or disagree with the following `Nottingham City Council Housing Services treats me fairly and with respect`?

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

Q14. Have you made a complaint to Nottingham City Council Housing Services in the last 12 months?

- Yes
- No

Q15. How satisfied or dissatisfied are you with Nottingham City Council Housing Services' approach to complaints handling?

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

Q15A. If you are not satisfied with how Nottingham City Council Housing Services handled your complaint, please could you explain the reason why?

Q16. If Nottingham City Council Housing Services could do ONE thing to improve its services, what would you like it to be?



Q17. How concerned are you about the cost-of-living crisis for you personally?

- Not at all concerned
- Slightly concerned
- Very concerned
- Prefer not to say

Q18. If you were contacted again in the future and asked to take part in another survey what is your preferred method for taking part?

- Email with link to online survey
- Text with link to online survey
- Telephone call
- Postal questionnaire
- Not sure

Closing permission questions

The results of this survey are confidential. However, would you be happy for us to give all of your details to Nottingham City Council Housing Services with your name attached so that they have better information to help them improve services?

- Yes
- No

Would you be happy for Nottingham City Council Housing Services to contact you to follow up any of the comments or issues you have raised?

- Yes
- No