

Annex 1 - copy of questionnaire

Email invite text

Hello {contact name}

Tenant Satisfaction Measures Survey

We are contacting you on behalf of Runnymede Borough Council Housing Services.

The Council has asked Viewpoint Research to carry out this year's survey to collect feedback from tenants to help them improve housing services and better understand your needs and priorities.

Will you take 5 minutes to give your feedback for a chance to win one of four prizes of £50 shopping vouchers?

Please help by answering a short online survey. This survey will be used to help improve the services they provide to you and calculate the annual Tenant Satisfaction Measures to be published by Runnymede Borough Council, as required by the Regulator of Social Housing.

All research will be completed to the standards of the Market Research Society Code of Conduct 2023. All information collected will remain confidential and will only be used to improve the services you receive.

Please access the survey by clicking on this link.

If you have any questions or would like help completing the survey, please e-mail info@viewpoint-research.co.uk or call us on 0114 2739208. Please also contact us if you would prefer to complete the survey by post, over the phone or in an alternative language.

Thank you for your help

Viewpoint Research and Runnymede Borough Council Housing Services

Viewpoint Research CIC is an accredited Market Research Society (MRS) Company Partner and abides by the MRS Code of Conduct (https://www.mrs.org.uk/standards/code_of_conduct), Data Protection legislation and the GDPR. Should you wish to check that Viewpoint Research is a genuine market research company you can call the MRS Freephone verification number on 0800 975 9596.

Any information you provide will be held securely by Viewpoint Research CIC and deleted three months after the end of this research project, in line with our Data Privacy Policy. If you would like more information about who we are and how we use personal information, please see our privacy policy at: <https://viewpoint-research.co.uk/privacy-policy>. This includes information on your privacy rights, including the right to withdraw your consent at any time.

If you would prefer not to participate in this survey you may opt out below.

Opt out

- Q1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Runnymede Borough Council housing services?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
- Q2** Has Runnymede Borough Council housing services carried out a repair to your home in the last 12 months?
- Yes
 - No
- Q2a** How satisfied or dissatisfied are you with the overall repairs service from Runnymede Borough Council housing services over the last 12 months?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
- Q2b** 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
- Q3** How satisfied or dissatisfied are you that Runnymede Borough Council provides a home that is well maintained?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
- Q4** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Runnymede Borough Council provides a home that is safe?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable / don't know

- Q5** **How satisfied or dissatisfied are you that Runnymede Borough Council housing services 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
- Q6** **How satisfied or dissatisfied are you that Runnymede Borough Council housing services 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
- Q7** **To what extent do you agree or disagree with the following: "Runnymede Borough Council housing services treats me fairly and with respect"?**
- Strongly agree
 - Agree
 - Neither agree nor disagree
 - Disagree
 - Strongly disagree
 - Not applicable / don't know
- Q8** **Have you made a complaint to Runnymede Borough Council housing services in the last 12 months?**
- Yes
 - No
- Q8a** **How satisfied or dissatisfied are you with Runnymede Borough Council housing services approach to complaints handling?**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
- Q9** **Do you live in a building with communal areas, either inside or outside, that Runnymede Borough Council housing services is responsible for maintaining?**
- Yes
 - No
 - Don't know

Q9a How satisfied or dissatisfied are you that Runnymede Borough Council housing services keeps these communal areas clean and well maintained?

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

Q10 How satisfied or dissatisfied are you that Runnymede Borough Council housing services makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q11 How satisfied or dissatisfied are you with Runnymede Borough Council housing services approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Additional questions

Q12 Please provide your up-to-date telephone number

Q13 Please provide your up-to-date email address

Q14 Where possible, how would you prefer to be contacted by the Council? (select all that apply)

- Email
- Text
- Phone
- Letter

Q15 Please tell us if you would like someone to be able to act on your behalf when contacting or communicating with Runnymede Borough Council Housing Services?

- Yes (The Council will contact you to put your permission arrangements in place)
- No

Q16 Would you like to be sent further information about the range of opportunities to influence decisions about Housing Services? (This includes the new Customer Experience panel)

- Yes
- No

Q17 One Account gives you easy access to request repairs, check your rent account and more. Would you like the Council to contact you to help set up an account?

- Yes
- No

Q18 Are you happy for your responses to this survey to be linked to you when being passed back to the Council?

- Yes
- No

Q17 (If No) Are you happy for only your contact details and preferences to be passed back to the Council?

- Yes
- No