



Scheme/Project Name

SCHEME BARCODE

Orbit Tenant Satisfaction Measures 2024

How to complete the questionnaire

For most questions please tick clearly in a box ☒.

Please try to answer all questions but if you don't want to answer something, just leave it blank.

The questions should be answered by the main or joint tenant; however, somebody may help you.

Further information

This survey is being run by Opinion Research Services (ORS), an independent social research company. All the questions are optional, you are able to withdraw at any time, and all information you provide will be processed by ORS in accordance with the Data Protection Act, GDPR and the MRS code of conduct. Neither ORS nor Orbit will be able to identify you individually, however the name of your housing scheme will be attached to your responses. Any personal information you choose to provide will not be shared with anyone else and will be destroyed by ORS by the end of June 2025 at the latest. For more information on how Orbit and ORS handle your personal data, please go to www.orbitcustomerhub.org.uk/privacy-policy or ors.org.uk/privacy.

Age Confirmation

S1. Before we begin, can we just check you are aged 16 or above?

Yes	<input type="checkbox"/>	GO TO TP01a AND FOLLOWING QUESTIONS
No	<input type="checkbox"/>	I'M SORRY, ONLY THOSE AGED 16 OR ABOVE ARE ELIGIBLE TO TAKE PART IN THIS SURVEY. THANK YOU FOR YOUR TIME.

SECTION A: Your views on your landlord

TP01a. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TP02a. Has your landlord carried out a repair to your home in the last 12 months?

Yes	<input type="checkbox"/>	→ Answer TP02b and following	No	<input type="checkbox"/>	→ Skip to TP04
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TP02b. How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TP03. 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TP04. How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TP05. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	<i>Not applicable</i>	<i>Don't know</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TP06. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	<i>Not applicable</i>	<i>Don't know</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TP07. How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	<i>Not applicable</i>	<i>Don't know</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TP08. To what extent do you agree or disagree with the following “my landlord treats me fairly and with respect”?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	<i>Not applicable</i>	<i>Don't know</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TP09a. Have you made a complaint to your landlord in the last 12 months?

Yes ☐ → Answer TP09b and following No ☐ → Skip to TP10a

TP09b. How satisfied or dissatisfied are you with your landlord's approach to complaints handling?

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

TP010a. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

Yes ☐

→ Answer TP10b

No ☐

→ Skip to TP11

Don't know ☐

→ Skip to TP11

TP10b. How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

TP11. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not
applicable

☐

Don't
know

☐

TP12. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not
applicable

☐

Don't
know

☐

TP13. Do you have any other comments about your home or the service you receive?

SECTION B: ABOUT YOU

The following questions tell us more about you and help us to make sure we have captured views from a cross section of people. We recognise that you might consider some of these questions to be personal or sensitive, in which case you are free not to answer them. The information you provide will only be used for ensuring we are getting opinions of a cross section of society, and to see if there are any differences in the views and experiences of people living in Orbit homes.

Q14. What is your gender?

Male	<input type="checkbox"/>	Other	<input type="checkbox"/>
Female	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

Q15. Which of the following age groups do you fall into?

18-24	<input type="checkbox"/>	45-54	<input type="checkbox"/>	75-84	<input type="checkbox"/>
25-34	<input type="checkbox"/>	55-64	<input type="checkbox"/>	85 and over	<input type="checkbox"/>
35-44	<input type="checkbox"/>	65-74	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

Q16. Which one of the following best describes your ethnic group or background?

Asian or Asian British	<input type="checkbox"/>	White	<input type="checkbox"/>
Black, Black British, Caribbean or African	<input type="checkbox"/>	Other ethnic background	<input type="checkbox"/>
Mixed or multiple ethnic background	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

THANK YOU for taking the time to complete this questionnaire. Please return it in the FREEPOST envelope by **2nd December 2024**. If you've lost the envelope, please send to Opinion Research Services, FREEPOST (SS1018) PO BOX 530, Swansea, SA1 1AF (no stamp required).