

Alliance Homes TSM perception survey questionnaire 2024/2025

CATI INTRO: Good morning/afternoon/evening. My name is xxx and I am calling from PFA Research on behalf of Alliance Homes. Is it possible to speak to [NAME]?

Alliance Homes is keen to understand how well you think they are doing. We would really appreciate you completing our short survey which will take around 15-20 minutes of your time. This survey covers the Regulator of Social Housing's tenant satisfaction measures. These are questions that all social landlords must ask of <shared owners and> tenants. The responses from this survey will be used to calculate annual tenant satisfaction measures that will be published by Alliance Homes, so <shared owners and> tenants can see how they are performing. Alliance Homes will also use the survey results to help improve their services. You will have the option to take part in our prize draw to win one of three Love2Shop gift cards. Before we start, I'd like to reassure you that all your answers will remain confidential unless you give permission at the end of the survey for your responses to be linked back to you. All the data we collect is stored on a secure server and is covered by the research agency Maru/Matchbox's privacy policy. You have the right to access your data and withdraw consent at any time; for more details go to their website:

www.marugroup.net/privacy-policy

ONLINE INTRO: Alliance Homes is keen to understand how well you think they are doing. We would really appreciate you completing our short survey which will take around 10 minutes. This survey covers the Regulator of Social Housing's tenant satisfaction measures (TSMs). These are questions that all social landlords must ask of <shared owners and> tenants. The responses from this survey will be used to calculate annual tenant satisfaction measures (TSMs) that will be published by Alliance Homes, so <shared owners and> tenants can see how they are performing. Alliance Homes will also use the survey results to help improve their services. You will have the option to take part in our prize draw to win one of three Love2Shop gift cards. Click [here to view the prize draw terms and conditions](#). All your answers will remain confidential unless you consent at the end of the survey for your responses to be linked back to you. All the data we collect is stored on a secure server and is covered by the Maru privacy policy <link>

You have the right to access your data and withdraw consent at any time; for more details go to the Maru privacy policy <link>. Click the arrow to start. By doing so you are agreeing to take part in the survey.

Q1 (TP01)

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Alliance Homes?

1.	Very satisfied	4.	Fairly dissatisfied
2.	Fairly satisfied	5.	Very dissatisfied
3.	Neither satisfied nor dissatisfied		

Q1B

Please tell us why you are <insert satisfaction rating> with Alliance Homes. (OPEN ENDED)

Q2A (TP02/3) Tenants only

Has Alliance Homes carried out a repair to your home in the last 12 months?

1.	Yes	2.	No
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Q2 (TP02) Tenants only

IF YES: How satisfied or dissatisfied are you with the overall repairs service from Alliance Homes over the last 12 months?

1.	Very satisfied	4.	Fairly dissatisfied
2.	Fairly satisfied	5.	Very dissatisfied
3.	Neither satisfied nor dissatisfied		

Q3 (TP03) Tenants only

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

1.	Very satisfied	4.	Fairly dissatisfied
2.	Fairly satisfied	5.	Very dissatisfied
3.	Neither satisfied nor dissatisfied		

Q4 (TP04) Tenants only

How satisfied or dissatisfied are you that Alliance Homes provides a home that is well maintained?

1.	Very satisfied	4.	Fairly dissatisfied
2.	Fairly satisfied	5.	Very dissatisfied
3.	Neither satisfied nor dissatisfied		

Q5 (TP05)

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Alliance Homes provides a home that is safe?

1.	Very satisfied	4.	Fairly dissatisfied
2.	Fairly satisfied	5.	Very dissatisfied
3.	Neither satisfied nor dissatisfied	6.	Not applicable/ don't know

Q6 (TP06)

How satisfied or dissatisfied are you that Alliance Homes listens to your views and acts upon them?

1.	Very satisfied	4.	Fairly dissatisfied
2.	Fairly satisfied	5.	Very dissatisfied
3.	Neither satisfied nor dissatisfied	6.	Not applicable/ don't know

Q7 (TP07)

How satisfied or dissatisfied are you that Alliance Homes keeps you informed about things that matter to you?

1.	Very satisfied	4.	Fairly dissatisfied
2.	Fairly satisfied	5.	Very dissatisfied
3.	Neither satisfied nor dissatisfied	6.	Not applicable/ don't know

Q8 (TP08)

To what extent do you agree or disagree with the following?

1.	"Alliance Homes treats me fairly and with respect"	a.	Strongly agree
2.	"I trust Alliance Homes to do the right thing"	b.	Agree
		c.	Neither agree nor disagree
		d.	Disagree
		e.	Strongly disagree
		f.	Not applicable/ don't know

Q9A (TP09)

Have you made a complaint to Alliance Homes in the last 12 months?

1.	Yes	2.	No
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Q9 (TP09)

IF YES: How satisfied or dissatisfied are you with Alliance Homes' approach to complaints handling?

1.	Very satisfied	4.	Fairly dissatisfied
2.	Fairly satisfied	5.	Very dissatisfied
3.	Neither satisfied nor dissatisfied		

Q10A (TP10)

Do you live in a building with communal areas, either inside or outside, that Alliance Homes is responsible for maintaining?

1.	Yes	3.	Don't know
2.	No		

Q10 (TP10)

IF YES: How satisfied or dissatisfied are you that Alliance Homes keeps these communal areas clean and well maintained?

1.	Very satisfied	4.	Fairly dissatisfied
2.	Fairly satisfied	5.	Very dissatisfied
3.	Neither satisfied nor dissatisfied		

Q11 (TP11)

How satisfied or dissatisfied are you that Alliance Homes makes a positive contribution to your neighbourhood?

1.	Very satisfied	4.	Fairly dissatisfied
2.	Fairly satisfied	5.	Very dissatisfied
3.	Neither satisfied nor dissatisfied	6.	Not applicable/ don't know

Q12 (TP12)

How satisfied or dissatisfied are you with Alliance Homes' approach to handling anti-social behaviour?

1.	Very satisfied	4.	Fairly dissatisfied
2.	Fairly satisfied	5.	Very dissatisfied
3.	Neither satisfied nor dissatisfied	6.	Not applicable/ don't know

(No Q13).

Q14a

Have you experienced any anti-social behaviour in your neighbourhood in the last 12 months?

1.	Yes	3.	Don't know
2.	No		

Q15

To what extent do you agree or disagree with the following?

1.	"It is easy to deal with Alliance Homes"	a.	Strongly agree
2.	"The value for money for the rent I pay is good"	b.	Agree
		c.	Neither agree nor disagree
		d.	Disagree
		e.	Strongly disagree
		f.	Not applicable/ don't know

Q16

Which of these best describes you?

Working as an employee (full time)	1	Looking after family/home	8
Working as an employee (part time)	2	Not working due long-term illness	9
Working as an employee (zero hours contract)	3	Not working due to disability	10
Casual worker – not in permanent employment	4	Full time carer	11
Self-employed	5	Unemployed	12
Retired	6	Other situation	13
Student	7	Prefer not to say	14

Q17

The following are statements that other people have made about their daily life and their experiences.

To what extent do you agree or disagree with each statement? There are no right or wrong answers.

A week can go by without me speaking to anyone	1	I feel confident dealing with people in authority or in formal situations	10
I make time for hobbies and interests	2	I leave dealing with paperwork in my home to someone else	11
I feel in control of my life	3	Most people would want to live in a house or flat like mine	12
Every day is a struggle for me	4	I feel isolated in my home	13
I cope well with last minute changes to my routine	5	I am in debt and am struggling to pay it off	14
I cope well when things get difficult in my life	6	I am reliant on other people to help me with day to day tasks	15
I worry a lot about the future	7	I feel anxious most of the time	16
I often have difficulties understanding letters or emails	8	I find it easy to complain if I need to	17
I find it difficult to make phone calls to people I don't know	9	I find it easy to motivate myself	18
		I feel able to make change happen in my life	19

Q18

Thank you, your answers are currently confidential. Are you happy for Alliance Homes to know who you are and what comments and feedback you have given during this survey? If you are happy for your name to be attached to your responses, we'll ask for your name and post code in a moment.

1. Yes – I agree to my name being attached to my responses [record name and post code]

2. No – I wish to remain anonymous

Q19

Occasionally Alliance Homes may wish to contact customers to discuss their feedback in more detail. Would you be happy for Alliance Homes to contact you to discuss the feedback you've given today?

1. Yes

2. No

Q20

Alliance Homes has an online community called HIVE, where customers can share their opinions and experiences to help shape the future of Alliance Homes. HIVE runs monthly prize draws for participation. Would you like to receive an email invitation to join HIVE? If you would like us to send you an invitation to join, we'll ask for your name and email address shortly. Please be assured that your name won't be linked to your survey responses unless you consented to this at the previous question.

1. Yes [record name and email address]

2. No

3. I have already joined HIVE

Q21

Would you like to opt-in to our prize draw to win a first prize of a £250 Love2Shop gift card, or runners-up prizes of £100 and £50 Love2Shop gift cards? EMAIL: Click [here](#) to view terms and conditions. CATI prompt: Terms and Conditions are available at edrsurvey.com/alliance CATI: Offer to repeat website address if respondent wants to make a note

1. Yes [record name and post code]

2. No

CATI: IF YES: We will now ask for your name and contact details so that we can send you your voucher, should you win one of the prizes. Please note that these details will only be used for the purpose of contacting you in relation to the prize draw. Please tell us your email address, so we can email you your voucher should you win. If you don't have an email address, the voucher will be posted to the address we hold for you.

CATI NOTE: If the customer doesn't wish to share an email address say: 'Should you win, the voucher will be posted to the address we hold for you.'

ONLINE: IF YES: By entering, you confirm that if you win the prize draw, you are happy for your prize to be sent to the address we hold for you.

ALL: IF YES: This survey will close at [insert date] – all prize draw winners will be contacted by [insert date]

<NO Q22>

Q23

In order to assess the representativeness of our data, the Regulator of Social Housing advises that we consider the ethnicity of respondents. This data will be used to check if all groups are being properly represented. This data will not be linked back to your personal details if you provided them on the previous page. What is your ethnic group? Choose one option that best describes your ethnic background. If you would rather not answer this question, please select prefer not to say.

White (English/ Welsh/ Scottish/ Northern Irish/ British)	1	Asian/Asian British (Bangladeshi)	11
White (Irish)	2	Asian/Asian British (Chinese)	12
White (Gypsy or Irish Traveller)	3	Asian/Asian British (Any other Asian background)	13
White (Any other White background)	4	Black/ African/ Caribbean/ Black British (African)	14
Mixed/multiple ethnic groups (White and Black Caribbean)	5	Black/ African/ Caribbean/ Black British (Caribbean)	15
Mixed/multiple ethnic groups (White and Black African)	6	Black/ African/ Caribbean/ Black British	16
Mixed/multiple ethnic groups (White and Asian)	7	Arab	17
Mixed/multiple ethnic groups (Any other Mixed/Multiple ethnic background)	8	Other ethnic group – please describe (Any other ethnic group)	18
Asian/Asian British (Indian)	9	Prefer not to say	19
Asian/Asian British (Pakistani)	10		

Thank you so much for taking the time to complete our survey, we really appreciate your feedback.

ONLINE: Please press the button below to finish the survey. <FINISH>

ALL: Thank you for your participation. Alliance Homes would like to take every opportunity to put things right so if you have expressed dissatisfaction as part of this survey and would like Alliance Homes to investigate through their complaints process, please contact them via phone on 03000 120 120 or by email feedback@alliancehomes.org.uk