

TSM Survey Questions Asked 2024-25

Introductory Wording	<p>Hello, may I speak to [Resident Name]</p> <p>My name is [INTERVIEWER NAME]</p> <p>I'm calling on behalf of Karbon Homes, we are carrying out telephone surveys with RESP_DESCRIPTION to find out how satisfied you are with your home and with the housing services that you receive from them.</p> <p>The survey will take around 12 minutes. Would it be ok to go through the survey with you now? IF NO: could I call back at another time?</p> <p>Before we start, I need to make you aware that I work for an independent research agency called Acuity, working on behalf of Karbon Homes. All calls will be recorded for training and quality purposes, and we are bound by the Market Research Society Code of Conduct. Any information that you give us will be treated in confidence, only shared with Karbon Homes and will be used to find ways of improving the service that Karbon Homes provides</p> <p>The survey will be used to calculate annual tenant satisfaction measures to be published by Karbon Homes and reported back to the Regulator of Social Housing.</p> <p>Karbon Homes will be able to identify you from your survey response, are you happy to continue?</p> <p>If resident would like to check the validity of the survey - contact Karbon Tel: 0808 164 0111 or Email: info@karbonhomes.co.uk</p>	LCRA and LCHO
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Karbon Homes?	LCRA and LCHO
TP01A	What is the main reason for your answer when it comes to overall satisfaction?	
TP02A	Has Karbon Homes carried out a repair to your home in the last 12 months?	LCRA only
TP02	(If yes to TP02A) How satisfied or dissatisfied are you with the overall repairs service from Karbon Homes over the last 12 months?	
TP02B	If you are not satisfied with how Karbon Homes deals with repairs and maintenance, please could you explain the reason why?	
TP03	(If yes to TP02A) How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	LCRA only
TP04	How satisfied or dissatisfied are you that Karbon Homes provides a home that is well maintained?	LCRA only
TP04A	Please explain your answer regarding Karbon Homes providing a well-maintained home.	
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Karbon Homes provides a home that is safe?	LCRA and LCHO
TP05A	Please explain your answer regarding Karbon Homes providing a home that is safe.	
TP10	Do you live in a building with communal areas, either inside or outside, that Karbon Homes is responsible for maintaining?	LCRA and LCHO
TP10A	(If yes to TP10) How satisfied or dissatisfied are you that Karbon Homes keeps these communal areas clean and well-maintained?	

TP11	How satisfied or dissatisfied are you that Karbon Homes makes a positive contribution to your neighbourhood?	LCRA and LCHO
TP11A	Please could you explain your reasons for this? (Neighbourhood contribution)	
TP12	How satisfied or dissatisfied are you with Karbon Homes's approach to handling anti-social behaviour?	LCRA and LCHO
TP12A	Please could you explain your reasons for this? (Handling ASB)	
TP12B	Have you ever reported a case of anti-social behaviour to Karbon Homes?	
TP06	How satisfied or dissatisfied are you that Karbon Homes listens to your views and acts upon them?	LCRA and LCHO
TP06A	Please explain your answer. (Listens & Acts)	
TP07	How satisfied or dissatisfied are you that Karbon Homes keeps you informed about things that matter to you?	LCRA and LCHO
TP07A	Please explain your answer. (Kept Informed)	
TP08	To what extent do you agree or disagree with the following `Karbon Homes treats me fairly and with respect` ?	LCRA and LCHO
TP08A	Please explain your answer. (Fairly & Respect)	
	How satisfied or dissatisfied are you that your rent provides value for money?	LCRA and LCHO
TP09A	Have you made a complaint to Karbon Homes in the last 12 months?	LCRA and LCHO
TP09	(If yes to TP09A) How satisfied or dissatisfied are you with Karbon Homes's approach to complaints handling?	
TP09B	Please could you explain your reasons for this? (Handling complaints)	
Permission	If necessary, does Karbon Homes have your permission to contact you about your feedback today?	LCRA and LCHO
Call Back	You have indicated in the survey you are dissatisfied in one or more areas. Would you like a call back from Karbon Homes staff to discuss this?	LCRA and LCHO
Damp	Has the resident mentioned anything about damp and mould at any point in this survey? If the resident mentioned anything with regards to damp and mould in the previous question. Please just write down what they have told you.	LCRA and LCHO
Survey ending	<p>We have now come to the end of the survey. Just to confirm my name is _____ and I've been calling from Acuity on behalf of Karbon Homes, thank you very much for your time in completing the survey.</p> <p>IVR Note: If resident asks for contact details to check this is a genuine piece of market research: Acuity – Tel: 01273 287114, alternatively The Market Research Society (of which Acuity is a member) Tel: 0800 975 9596</p>	LCRA and LCHO

The questions highlighted in orange in the table above are extra follow up questions we chose to add to gain further feedback from our customers to improve our service delivery.