



Tenant Satisfaction Survey

<<Name>>
<<Address Line 1>>
<<Address Line 2>>
<<Postcode>>

Dear <<Name>>

We, TLF Research (The Leadership Factor), are carrying out Teign Housing tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measure for the Regulator of Social Housing. This will be published by Teign Housing so your feedback would be really appreciated.

Teign Housing has asked us to carry out this survey on their behalf to ensure impartiality and confidentiality of the results. We follow the Market Research Society guidelines and GDPR. Your answers will be subject to the normal market research rules of confidentiality. We will not share your details with Teign Housing without your permission.

You will need around 5-10 minutes to complete this survey about your experiences as a tenant.

Please can you complete this survey and return it in the pre-paid business reply envelope provided (**no stamp required**). The closing date is **3rd October 2025**.

Thanks for taking part in this survey. We look forward to receiving your feedback.

Yours sincerely

TLF Research

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Teign Housing?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

Please share a brief explanation for your above response

2. Has Teign Housing carried out a repair to your home in the last 12 months?

☐ Yes (Go to 3)

☐ No (Go to 6)

3. How satisfied or dissatisfied are you with the overall repairs service from Teign Housing over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

4. 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
☐	☐	☐	☐	☐

5. Thinking about the overall repairs service, what could Teign Housing do to improve their service?

6. How satisfied or dissatisfied are you that Teign Housing provides a home that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

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

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable/
don't know

☐

8. How satisfied or dissatisfied are you that Teign Housing 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

☐

9. How satisfied or dissatisfied are you that Teign Housing 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

☐

10. To what extent do you agree or disagree with the following "Teign Housing treats me fairly and with respect"?

Strongly
agree

☐

Agree

☐

Neither agree
nor disagree

☐

Disagree

☐

Strongly
disagree

☐

Not applicable/
don't know

☐

11. Have you made a complaint to Teign Housing in the last 12 months?

☐ Yes (Go to 12)

☐ No (Go to 14)

12. How satisfied or dissatisfied are you with Teign Housing's approach to complaints handling?

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

13. What was the reason for your most recent complaint?

14. Do you live in a building with communal areas, either inside or outside, that Teign Housing is responsible for maintaining?

- ☐ Yes (Go to 15)
- ☐ No (Go to 17)
- ☐ Don't know / can't remember (Go to 17)

15. How satisfied or dissatisfied are you that Teign Housing keeps these communal areas clean and well maintained?

- Very satisfied

☐
- Fairly satisfied

☐
- Neither satisfied nor dissatisfied

☐
- Fairly dissatisfied

☐
- Very dissatisfied

☐

16. Thinking about the communal areas where you live, is there anything Teign Housing could do to improve these areas?

17. How satisfied or dissatisfied are you that Teign Housing makes a positive contribution to your neighbourhood?

- Very satisfied

☐
- Fairly satisfied

☐
- Neither satisfied nor dissatisfied

☐
- Fairly dissatisfied

☐
- Very dissatisfied

☐
- Not applicable/ don't know

☐

18. How satisfied or dissatisfied are you with Teign Housing's approach to handling anti-social behaviour?

- Very satisfied

☐
- Fairly satisfied

☐
- Neither satisfied nor dissatisfied

☐
- Fairly dissatisfied

☐
- Very dissatisfied

☐
- Not applicable/ don't know

☐

19. What could Teign Housing do to improve their overall services?

20. Is there anything Teign Housing could do to better meet your individual needs?

21. Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Teign Housing. Would this be okay?

☐ Yes, I agree to my name being attached to my responses
(Go to 22)

☐ No, I would like to remain anonymous

22. Are you happy for Teign Housing to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

☐ Yes

☐ No



For office use

<<Tenant Number>>

**Thank you very much for taking part in the survey.
Your answers have been most helpful.**

Please return this survey by **3rd October 2025** in the provided pre-paid envelope.

If you have lost the envelope you can send your survey back, without a stamp, to:
The Leadership Factor, FREEPOST RLRK-GBLX-RJCT,
Taylor Hill Mill, Huddersfield, HD4 6JA.

This survey is carried out on behalf of Teign Housing by TLF Research.
For information about how TLF Research processes personal data,
please refer to our website: www.tlfresearch.com

Teign Housing Privacy Notice explains how they manage your personal data.
You can read it at www.teignhousing.co.uk/privacy-notice

We would like to make you aware that should you wish to make a complaint to Teign Housing please visit www.teignhousing.co.uk/i-want-to/make-a-complaint or call 01626 322722 or email makethingsright@teignhousing.co.uk