



Tenant Satisfaction Measures Survey, June / July 2025

Magna have asked an independent research company, Service Insights Ltd working with Housemark, to collect feedback from their tenants on their perceptions of the services and properties they provide. Your feedback will help improve the services Magna provide for you. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by Magna as required by the Regulator of Social Housing.

The survey should take about **10 minutes** to complete and can be returned for free using the enclosed envelope.

Your survey responses remain completely anonymous to Magna unless you give permission to identify yourself at the end of the survey. Please do not enter any personal data relating to yourself, or others, in the free text response questions. Your feedback will be used for research purposes only in line with Magna's privacy notice which can be seen online (<https://www.magna.org.uk/www/privacy-notice>) or provided upon request.

If you have a specific concern about Magna's services, please note this survey does not serve as a formal complaint. To make a complaint about Magna's services, please telephone 0800 3586025

Please return your survey by post before **5.00pm Wednesday 9th July 2025**. Should you have any queries or need assistance, please contact the lead researcher, Dr Simon Williams, Service Insights Ltd, on Freephone 0800 1931174 or email info@serviceinsights.co.uk

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Magna?

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

Q1a Please tell us why you gave that score?

Q2 Has Magna carried out a repair to your home in the last 12 months?

Yes **[Please go to Q2a]**
 No **[Please go to Q4]**

Q2a How satisfied or dissatisfied are you with the overall repairs service from Magna over the last 12 months?

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

Q3 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

Q3a What can Magna do to improve the repairs service you receive?

Q4 How satisfied or dissatisfied are you that Magna provides a home that is well maintained?

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

Q5 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Magna provides a home that is safe?

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

Q6 How satisfied or dissatisfied are you with the overall quality of your home?

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

Q7 How satisfied or dissatisfied are you that Magna 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

Q8 How satisfied or dissatisfied are you that Magna 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

Q9 To what extent do you agree or disagree with the following: "Magna treats me fairly and with respect"?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

Q9b Please tell us why?

Q10 Have you made a complaint to Magna in the last 12 months?

Yes **[Please go to Q10a]**
 No **[Please go to Q11]**

Q10a How satisfied or dissatisfied are you with Magna approach to complaints handling?

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

Q10b What could Magna do to improve?

Q11 Do you live in a building with communal areas, either inside or outside, that Magna is responsible for maintaining?

Yes **[Please go to Q11a]** No **[Please go to Q12]** Don't know **[Please go to Q12]**

Q11a How satisfied or dissatisfied are you that Magna keeps these communal areas clean and well maintained?

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

Q12 How satisfied or dissatisfied are you that Magna makes a positive contribution to your neighbourhood?

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

Q13 How satisfied or dissatisfied are you with Magna's approach to handling anti-social behaviour?

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

Q14 Have you experienced any anti-social behaviour in your neighbourhood in the last 12 months?

Yes **[Please go to Q14a]**

No **[Please go to Q15]**

Don't know **[Please go to Q15]**

Q14a Are there any safety concerns you'd like to address?

Additional questions

Q15 How satisfied or dissatisfied are you with how easy Magna are to deal with?

Very satisfied

Fairly satisfied

Neither satisfied nor
dissatisfied

Fairly dissatisfied

Very dissatisfied

Please note the following question uses a different rating scale:

Q16 How likely would you be to recommend Magna to family or friends on a scale of 0 to 10, where 0 is 'not likely at all' and 10 is 'extremely likely'.

0

1

2

3

4

5

6

7

8

9

10

Q17 Do you consider yourself to have a disability?

Yes

No

Prefer not to say

***Important: Permissions and Confidentiality**

Q18 Magna would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to Magna?

Yes **[Please go to Q18a]**

No **[That's the end of the questions - please now return your questionnaire in the envelope provided]**

Q18a Are you happy for Magna to contact you about anything you have raised in this survey?

Yes

No

Please return your questionnaire in the Freepost envelope provided. Thank you.