

Tenant Satisfaction Measures Questionnaire

Tenant Satisfaction Measures questions are seen below:



Tenant Satisfaction Measures Survey, May 2023

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. 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.

Please return your survey by post by **5.00pm Wednesday 31st May 2023**. Should you have any queries or need assistance, please contact the lead researcher Dr Simon Williams, Service Insights Ltd, Freephone 0800 193 1174 or email info@serviceinsights.co.uk

For office use by Service Insights Ltd only (*not identifiable by Magna):

Continued over the page

Continued from the previous page

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

☐ ☐ ☐ ☐ ☐

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

☐ Yes *[Please go to Q2a]*
☐ No *[Please go to Q3]*

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

☐ ☐ ☐ ☐ ☐

Q2b 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

☐ ☐ ☐ ☐ ☐

Q3 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

☐ ☐ ☐ ☐ ☐

Q4 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

☐ ☐ ☐ ☐ ☐ ☐

Q5 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

☐ ☐ ☐ ☐ ☐

Q6 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

☐ ☐ ☐ ☐ ☐ ☐

Continued over the page

Continued from the previous page

Q7	How satisfied or dissatisfied are you that Magna keeps you informed about things that matter to you?
	<div style="display: flex; justify-content: space-between; width: 100%;"> Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know </div> <div style="display: flex; justify-content: space-between; width: 100%;"> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> </div>
Q8	To what extent do you agree or disagree with the following: "Magna treats me fairly and with respect"?
	<div style="display: flex; justify-content: space-between; width: 100%;"> Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know </div> <div style="display: flex; justify-content: space-between; width: 100%;"> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> </div>
Q9	Have you made a complaint to Magna in the last 12 months?
	<input type="radio"/> Yes <i>[Please go to Q9a]</i> <input type="radio"/> No <i>[Please go to Q10]</i>
Q9a	How satisfied or dissatisfied are you with Magna approach to complaints handling?
	<div style="display: flex; justify-content: space-between; width: 100%;"> Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied </div> <div style="display: flex; justify-content: space-between; width: 100%;"> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> </div>
Q10	Do you live in a building with communal areas, either inside or outside, that Magna is responsible for maintaining?
	<div style="display: flex; justify-content: space-between; width: 100%;"> Yes <i>[Please go to Q10a]</i> No <i>[Please go to Q11]</i> Don't know <i>[Please go to Q11]</i> </div> <div style="display: flex; justify-content: space-between; width: 100%;"> <input type="radio"/> <input type="radio"/> <input type="radio"/> </div>
Q10a	How satisfied or dissatisfied are you that Magna keeps these communal areas clean and well maintained?
	<div style="display: flex; justify-content: space-between; width: 100%;"> Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied </div> <div style="display: flex; justify-content: space-between; width: 100%;"> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> </div>
Q11	How satisfied or dissatisfied are you that Magna makes a positive contribution to your neighbourhood?
	<div style="display: flex; justify-content: space-between; width: 100%;"> Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know </div> <div style="display: flex; justify-content: space-between; width: 100%;"> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> </div>
Q12	How satisfied or dissatisfied are you with Magna's approach to handling anti-social behaviour?
	<div style="display: flex; justify-content: space-between; width: 100%;"> Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know </div> <div style="display: flex; justify-content: space-between; width: 100%;"> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> </div>

Continued over the page

Continued from the previous page

Additional questions

Q13 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:

Q14 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

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Q15 Do you consider yourself to have a disability?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Q16 If you could improve one thing with Magna, what would this be?

Q17 Do you have any comments or suggestions in relation to the issues raised in this survey?

***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.