



# **Tuntum Housing Scrutiny Panel**

**Review into why the return rate of  
repairs satisfaction forms is so low**

**November 2015**



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## **1.0 Who are we and what do we do?**

We are Magnify, the Tuntum Housing Scrutiny Panel. We were formed in 2015 and this is our first report. This review was undertaken by the following members:

- ⊕ Carol Edwards
- ⊕ Valerie Griggs-Beasley
- ⊕ Christopher Griggs-Beasley
- ⊕ Julie Marriott

We also received advice and guidance from Louise Thompson, who was our independent TPAS mentor.

We are grateful to all tenants, residents and members of staff, who took part in this review and provided us with valuable information as to how they perceived the current customer satisfaction form.



*Carol, Valerie, Christopher, Julie & Graham*

Graham Smith only joined Magnify in the final stages of this report being compiled and is looking forward to contributing more fully to our next scrutiny project.

### **The main purpose of the Panel is to:**

- ⊕ Be a critical friend to Tuntum Housing.
- ⊕ Take an independent look at Tuntum Housing's services, plans and performance.
- ⊕ Assess and challenge Tuntum Housing's performance against expected standards.
- ⊕ Hold the Board and management team to account for performance and standards.

## **2.0 Why did we choose to investigate the return rate of repairs satisfaction forms?**

The Magnify panel initially decided that their first project would be to undertake a review of customer satisfaction, with regard to Responsive Repairs. These maintenance services are delivered by a small in-house team and local external contractors. Accordingly the panel asked for and was given a presentation on Tuntum's Maintenance and Repairs Process by Julie Martin, Head of Asset Management in collaboration with Debbie Lambert, Customer Service Manager.

Julie and Debbie kindly outlined the process that the Customer Service team follows when recording and processing a repair. This process can be summarized as follows:

- When repairs are reported the SDM repairs recording system generates a completion date according to the urgency category.
- A repair order is produced at that point and emailed to the Contractor who then contacts the customer to make an appointment within the required timescale.

- Simultaneously, a notification sheet entitled ‘Tenant Satisfaction Form’, identifying the repair, the name of the contractor, and the target completion date for the job is produced for the customer and posted to them by second class mail (Appendix 1). The bottom part of this notification sheet is the section that the customer is asked to complete and return in the replied paid envelope at the conclusion of the repair. This is to record their level of satisfaction with the reporting process, the contractor’s attitude and the repair itself. There are six questions and a comments section.
- An acknowledgement card is sent by second class post to any customer who writes a comment of any kind, including compliments, on the form when they return it.

From this joint presentation and discussion it was therefore determined that customer satisfaction feedback immediately after a repair is currently collected by either:

- Customers filling in their copy of the feedback form.
- Customers giving feedback directly to Tuntum.

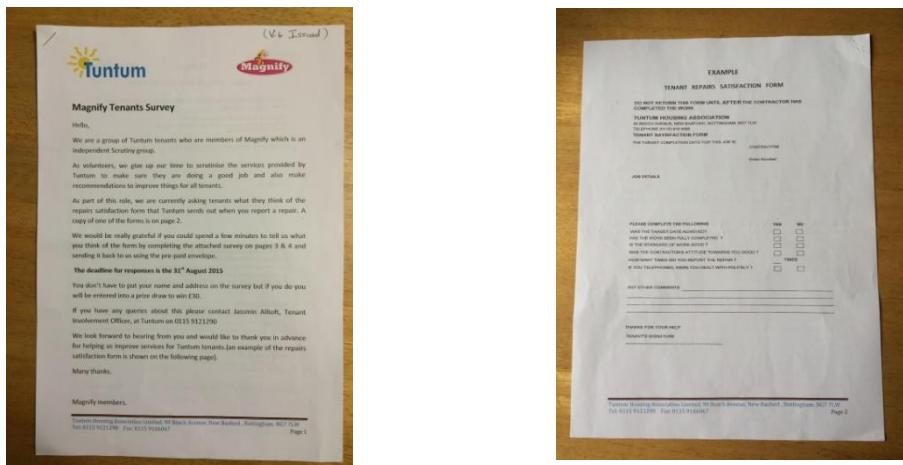
Customer satisfaction at a later juncture can also be obtained through the services of an independent body (MEL) employed by Tuntum that undertakes telephone surveys. However, the members of Magnify had all experienced being on the receiving end of the independent MEL customer surveys on a number of occasions and were rather critical about the experience, in particular the number of questions that were asked and how after each and every question was asked the MEL representative then asked whether they were “very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied”. Although Magnify members felt they had been “losing the will to live” as the telephone survey continued on and on, it was also wondered whether there was a bias towards contacting ‘co-operative’ customers who had been spoken to before as many customers would not engage in this way. Additionally, where repairs were concerned there was generally a considerable delay from the repair being done and being contacted by MEL for feedback. Magnify subsequently discussed the MEL telephone surveys in some depth with Steve White, Operations & Care Director, who understood our concerns regarding long and complicated questions and too many answering options. Consequently, he informed us that the 2015/16 Tracker Survey: Tenant Engagement & Communications has significantly less questions and is much shorter than the 20 minutes or more that was required for the repairs satisfaction survey that had been run previously.

Magnify members moved on to examining the performance information in the Tenants’ Annual Report 2014/15 relating to tenant satisfaction with Tuntum’s repair service. For the year 2014/15 it showed quarterly satisfaction rates between 81% - 85% giving an average of 84% for the period. Over a similar period an independent report from the MEL telephone survey showed a rolling average of 79% regarding customer satisfaction with the quality of repair work. However, in both instances the number of customers consulted was not available in order to determine if these were an appropriate sample size of the overall customer base. Generally most complaint issues concern repairs and it was, therefore, felt that such high satisfaction figures seemed to be in opposition to this data.

Magnify had been informed by Julie and Debbie that on average 100-150 repair orders were raised every month, the bulk of which have a 21 day deadline. Disappointingly, only approximately 40 completed customer satisfaction response forms (just over 26% of the top figure) are returned each month. It was felt by Magnify that this small number of returns was unacceptable as the majority of tenants' views are not being obtained so are not shaping the service or being used for improvement. Therefore, Magnify decided that our first project would be to investigate why the return rate of customer satisfaction forms is so low.

### 3.0 What we did and our key findings

To ensure we had a thorough understanding of the way that repairs satisfaction statistics are gathered we undertook a comprehensive Desktop Review of the documentation and the recording process currently used. Additionally, in order to obtain a reality check, we asked Tuntum to send out Magnify's letter and survey to customers who had experienced a repair in the first six months of 2015 (Appendices 2a, 2b, 2c, 2d). This had a small incentive prize of £30 for one lucky person chosen at random in order to promote responses. We also asked each member of staff in the Tuntum office to give us their anonymous opinion about the current form.



1. Thinking back to your last repair, did you get a repairs satisfaction form as shown on page 2 (Only tick one)

Yes    No    Not sure

2. Please have a look at the form on page 2 and tell us what you think of it

If no please go to Q5

3. If you did get a form did you send the form back (Only tick one)

Yes    No    Not sure

4. If you did send it back how did you do it? (Only tick one)

E-mail    Post    Leave to contractor

Give to staff member    Dropped at office    Other please state \_\_\_\_\_

Tenant Housing Association Limited, 99 Black Avenue, New Basford, Nottingham, NG7 7JW  
Tel: 0115 9121249 Fax: 0115 9166467 Page 1

5. If you did not send your form back which of the following reasons best describes the reason you did not return the form - (you can tick more than one)

Too long    Too complicated    No prepaid envelope

Lost it    Burned it    Forget about it

Didn't know what to do with it    Other please state \_\_\_\_\_

6. Please indicate your preferred format to receive the repairs satisfaction form. (You can tick more than one)

E-mail    Post    Via Text

Via Telephone

If you would like to enter the prize draw please fill in your details below

Name \_\_\_\_\_

Address \_\_\_\_\_

E-mail \_\_\_\_\_

Telephone \_\_\_\_\_

Thank you very much for taking the time to complete this survey.  
Your feedback is valued and very much appreciated!  
Tenant Housing Association Limited, 99 Black Avenue, New Basford, Nottingham, NG7 7JW  
Tel: 0115 9121249 Fax: 0115 9166467 Page 4

Jassmin Alltoft, Tenant Engagement Officer, then arranged with Julie Martin and Debbie Lambert on behalf of Magnify for households who experienced a repair between 1<sup>st</sup> January 2015 and 30<sup>th</sup> June 2015 to be selected from the SDM system, the relevant documents printed and sent out in the post with a reply paid envelope. However, it was very disappointing for Magnify to discover that, without any consultation with them, a decision had been taken on cost grounds to reduce the number sent out from 556 households to 252 households. The statistics are as follows:

1674	Repair Orders were raised in the 6 month period
<u>971</u>	Were removed due to duplicated households (more than 1 repair)
703	
<u>109</u>	Were removed as they covered sheltered housing
594	
<u>38</u>	Were removed as they were void properties
<u>556</u>	Eligible households remained

We were given to understand that the reduced number of 252 households that were sent a survey were chosen by housing code, but Magnify have no idea why these particular properties were chosen or if their demographic details had any bearing in the choice. This means that only 45% of the qualifying households had been sent a Magnify survey by Tuntum and as a result only 40 tenants responded.

We are fully aware that difficult financial times mean that difficult financial choices have to be made by companies. However, we were also disappointed when Jassmin gave us a breakdown of the costings she had received for producing and sending out/receiving back the survey documents, it appeared that wrong assumptions had been made in the calculations for paper and labels. Also as far as we are aware, the amount calculated for business reply paid envelopes had been over-estimated by £138.20.

£	
65.89	Printing toner cartridge
24.50	Box of labels (but only 252 labels were used)
12.45	Box of paper (Double-side documents meant only 504 sheets (2 reams)
26.00	Staff time
15.35	Box of envelopes
98.28	Second class postage – 252 @ 39p
<u>153.00</u>	Reply paid envelopes (only 40 were returned @ 37p = £14.80) *
<u>395.47</u>	

\* Royal Mail say: Business Reply Standard and Freepost Standard letter price – “Once you have your licence, you then pay a single price per response for items up to 100g. The price depends on whether you are using 1st Class or 2nd Class postage”.

Fundamentally, the decision to reduce the number of households consulted from 556 to 252 resulted in only 40 (7.19%) of all eligible households who received a repair service in the first half of 2015 feeding their opinion back to Magnify through the survey.

The results of the Tenant Survey and Staff Survey are shown in the following tables:



Tenant Survey  
Responses  
(Appendix 2)

- ⊕ Most of the sample who returned the survey said they did get the form.
- ⊕ Most of the sample who received the form said they did send it back.
- ⊕ Most of those who sent it back preferred to post it.
- ⊕ Those who said they did not send it back when asked said they forgot.
- ⊕ Most of the sample who returned the survey seemed happy with the form, but some comments were:
  - Quite good.
  - Too long between getting form and repair being done.
  - Easy to complete, but dull and doesn't grab attention.
  - Needed help of support workers to complete.



Staff Survey  
Responses  
(Appendix 3)

- ⊕ Questions not relevant or appropriate.
- ⊕ Why are we asking about target date time – we already know this.
- ⊕ Change questions, they are not relevant.
- ⊕ Should ask if repair was got right first time.
- ⊕ Why is it in capitals?
- ⊕ Branding is poor – no logo.
- ⊕ Just ask if satisfied or not satisfied.
- ⊕ Should ask about ID.
- ⊕ Should use Survey Monkey and do away with paper forms.
- ⊕ Should have freepost card not form.
- ⊕ Why not talk to people and ask them instead.
- ⊕ Does 2 things – order conformation and survey – means people hang on to it.
- ⊕ Plain and boring form.
- ⊕ OK nothing wrong with it.

Key Line of Enquiry	Reality Checks, Benchmarking tasks used	 Main Findings and Supporting Evidence	Possible Recommendations
Presentation and Questions on Current Form	Tenant Survey Staff Survey Benchmarking	<p>From the answers to the tenant and staff surveys below, it can be seen that both tenants and staff consider that the current Repairs Satisfaction form (Appendix 1) is not attractive and not appealing.</p> <p>Generally the questions are not appropriate or relevant e.g. the target date question.</p> <p>Having a 2 in 1 form (i.e. it performs two functions, that of confirming that a repair is to be undertaken and a customer feedback opportunity) is a problem as people are likely to keep hold of the whole thing.</p> <p>There is no branding or logo.</p> <p><u>Benchmarking:</u> <i>Arches Housing</i> just ask one question – if satisfied or not.</p>	That a revised form be used – see Appendix 6 for recommended example.
Survey Method	Tenant Survey Staff Survey Benchmarking	<p>Most tenants preferred to post the form.</p> <p>There was however some support for email, telephone and text.</p> <p>Staff also said that an alternative method should be looked at.</p> <p><u>Benchmarking:</u> None of the three landlords contacted used the postal system.</p> <p><i>Arches Housing</i> - We ceased to collect information by post as low return rate and expensive.</p> <p><i>Gedling Homes</i> - We use a PDA system to collect repairs satisfaction. Operatives pass a tablet to tenants at the end of the job for completion. Tenant Inspectors then carry out checks on a sample to see if the results are consistent.</p>	Continued on next page...  We would not recommend this option because we feel that tenants would feel obliged to put a favourable response in front of the operative.

Key Line of Enquiry	Reality Checks, Benchmarking tasks used	 <b>Main Findings and Supporting Evidence</b>	Possible Recommendations
Survey Method (Continued...)	Tenant Survey Staff Survey Benchmarking	<p><i>Derwent Living</i> – “In terms of repairs satisfaction we send out an automated text message when a repair is completed”.</p> <p><i>“Hello from Derwent Living. Are you satisfied with your recent repair? Please reply YES, NO or STOP. Replies charged at your standard rate”.</i></p> <p>“A report is then generated of those who do not have a mobile number and a letter is sent with the same question on a tear off slip, with a reply envelope”.</p> <p><i>Derwent Living</i> also said “Last year we had 2262 responses at a rate of 32%. It costs us 4p to send a text and we worked out the cost of a returned postal reply was £2.20 including the staff time to administer”.</p>	Keep postal form. Offer more options to provide feedback – text, email and telephone.  Introduce a new process so that if a form is returned saying that they are not satisfied, Tuntum will ring that tenant to explore issues.  No acknowledgment card.
	Focus Group / Time for Tea Events	A focus group comprising of customers who have had repairs in the last 6 – 12 months was proposed. This was not undertaken due to time constraints and the availability of Magnify members who also could not attend Time for Tea events.	
	Telephone Survey	A telephone survey was not undertaken for this project. However, part of the Key Performance Indicators for repairs satisfaction are drawn from MEL surveys (see page 4 of this report).	
Incentives	Tenant Survey Staff Survey Benchmarking	One staff member suggested that tenants should be paid for returning their form. <u>Benchmarking:</u> No other landlord incentivised the return of forms.	No incentives to be provided. Not appropriate, not Value for Money and Biased.

Key Line of Enquiry	Reality Checks, Benchmarking tasks used		Main Findings and Supporting Evidence	Possible Recommendations
Use of the Information Collected	Tenant Survey Staff Survey Benchmarking		<p>Magnify understand that it is entered into the system and staff use it to monitor repairs.</p> <p>No feedback is given to tenants though.</p>	<p>Tuntum Housing should include "<i>You Said – We Did</i>" in <i>Engage</i> newsletters showing what has been done as a result of repairs feedback from tenants.</p>
Value for Money	Derwent Living Benchmarking see above		<p>Tuntum Housing could not provide a cost for the current system of obtaining repairs satisfaction statistics, however it is likely from the Derwent Living figures that electronic options save money.</p>	<p>Magnify like the 2 in 1 form as it provides Value for Money (Appendix 6). However, to save costs offer other options as they will not use reply paid envelope.</p> <p>Involve staff at all levels to do follow-up surveys.</p>

#### 4.0 Conclusion

Tuntum Housing has obviously been using the same methodology to obtain customer feedback for quite some time. Unfortunately, times have moved on and this process is now out-of-date and in terms of the customer satisfaction form appears somewhat unprofessional. It is also felt that the use of text messaging in particular, as identified by the benchmarking exercise carried out in relation to Derwent Living, could be most beneficial to the service and be more cost effective. These changes and the follow-up improvements brought about by more customer feedback should then be clearly identified in *Engage* magazine so that customers can plainly see that they can make a difference.

## 5.0 Recommendations

<b>Our Findings</b> 	<p>The current repairs satisfaction form is flawed and not fit for purpose. It has no Tuntum branding and does not look professional. Additionally, it contains unnecessary questions and its layout does not entice tenants to provide feedback on Tuntum's repair service.</p> <p>The small number of customer satisfaction return forms received is unacceptable as the majority of tenants' views are not being obtained so are not shaping the service or being used for improvement.</p>
<b>Recommendations</b> 	<p>That the postal form is kept as it provides Value for Money (VfM), but a revised Customer Satisfaction form is used – see Appendix 6 for Magnify's recommended example.</p> <p>More options should be offered to provide feedback i.e. text, email and telephone. These will also save costs as they will not require reply paid envelopes.</p> <p>Introduce a new process so that if a form is returned saying that they are not satisfied, Tuntum will ring that tenant to explore issues. Staff at all levels should be involved to undertake these follow-up surveys.</p> <p>No acknowledgment card for returning the form should be sent as it is not VfM.</p> <p>Tuntum should include “<i>You Said – We Did</i>” in <i>Engage</i> newsletters showing what has been done as a result of repairs feedback from tenants.</p>
<b>Impact on Service</b> 	<p>By adopting these recommendations it is believed that a greater number of tenants' views will be obtained. These can then be used to shape the service and be instrumental in making improvements.</p> <p>Currently, because of the lack of up-to-date customer feedback, there is a lack of finer details regarding repair issues. Additionally, key praise is being lost. This situation will improve.</p> <p>It is not expected that customer satisfaction percentages will increase, but rather that it is likely they will decrease. However, they will at least be an accurate reflection of the customers' viewpoint.</p>



## **Appendices**

**Appendix 1 – Tenant Satisfaction Form currently in use**

**Appendix 2a – Magnify Tenant Survey Letter**

**Appendix 2b – Example Tenant Satisfaction Form sent with Magnify Tenant Survey Letter**

**Appendix 2c – Magnify Survey – Page 1**

**Appendix 2d – Magnify Survey – Page 2**

**Appendix 3 – Collated Results of Magnify Tenant Survey**

**Appendix 4 – Collated Comments from Staff Survey**

**Appendix 5 – Tenant Satisfaction Acknowledgement Card**

**Appendix 6 – Revised Customer Satisfaction Form**

## **Appendix 1 – Current Tenant Satisfaction Form**

**DO NOT RETURN THIS FORM UNTIL AFTER THE CONTRACTOR HAS  
COMPLETED THE WORK**

### **TUNTUM HOUSING ASSOCIATION**

90 BEECH AVENUE, NEW BASFORD, NOTTINGHAM, NG7 7LW  
TELEPHONE (0115) 916 6066

### **TENANT SATISFACTION FORM**

THE TARGET COMPLETION DATE FOR THIS JOB IS:

CONTRACTOR

Order Number:

#### **JOB DETAILS**

#### **PLEASE COMPLETE THE FOLLOWING**

**YES**      **NO**

WAS THE TARGET DATE ACHIEVED?           

HAS THE WORK BEEN FULLY COMPLETED ?           

IS THE STANDARD OF WORK GOOD ?           

WAS THE CONTRACTOR'S ATTITUDE TOWARDS YOU GOOD ?           

HOW MANY TIMES DID YOU REPORT THE REPAIR ?      

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      **TIMES**

IF YOU TELEPHONED, WERE YOU DEALT WITH POLITELY ?           

ANY OTHER COMMENTS

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THANKS FOR YOUR HELP

*TENANT'S SIGNATURE*

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## Magnify Tenants Survey

Hello,

We are a group of Tuntum tenants who are members of Magnify which is an independent Scrutiny group.

As volunteers, we give up our time to scrutinise the services provided by Tuntum to make sure they are doing a good job and also make recommendations to improve things for all tenants.

As part of this role, we are currently asking tenants what they think of the repairs satisfaction form that Tuntum sends out when you report a repair. A copy of one of the forms is on page 2.

We would be really grateful if you could spend a few minutes to tell us what you think of the form by completing the attached survey on pages 3 & 4 and sending it back to us using the pre-paid envelope.

**The deadline for responses is the 31<sup>st</sup> August 2015.**

You don't have to put your name and address on the survey but if you do you will be entered into a prize draw to win £30.

If you have any queries about this please contact Jassmin Alltoft, Tenant Involvement Officer, at Tuntum on 0115 9121290.

We look forward to hearing from you and would like to thank you in advance for helping us improve services for Tuntum tenants (an example of the repairs satisfaction form is shown on the following page).

Many thanks.

Magnify members.

**Appendix 2b - Survey sent by Magnify to sample tenants**

**EXAMPLE**

**TENANT REPAIRS SATISFACTION FORM**

**DO NOT RETURN THIS FORM UNTIL AFTER THE CONTRACTOR HAS  
COMPLETED THE WORK**

**TUNTUM HOUSING ASSOCIATION**

90 BEECH AVENUE, NEW BASFORD, NOTTINGHAM, NG7 7LW  
TELEPHONE (0115) 916 6066

**TENANT SATISFACTION FORM**

THE TARGET COMPLETION DATE FOR THIS JOB IS:

CONTRACTOR

Order Number:

**JOB DETAILS**

**PLEASE COMPLETE THE FOLLOWING**

WAS THE TARGET DATE ACHIEVED?

YES

NO

HAS THE WORK BEEN FULLY COMPLETED ?

IS THE STANDARD OF WORK GOOD ?

WAS THE CONTRACTOR'S ATTITUDE TOWARDS YOU GOOD ?

HOW MANY TIMES DID YOU REPORT THE REPAIR ?

TIMES

IF YOU TELEPHONED, WERE YOU DEALT WITH POLITELY ?

ANY OTHER COMMENTS \_\_\_\_\_

---

---

---

THANKS FOR YOUR HELP

*TENANT'S SIGNATURE*

---



**1. Thinking back to your last repair, did you get a repairs satisfaction form as shown in page 2 (Only tick one)**

Yes

No

Not sure

**2. Please have a look at the form on page 2 and tell us what you think of it**

**3. If you did get a form did you send the form back (only tick one)**

Yes

No

Not Sure

If no please go to Q5

**4. If you did send it back how did you do it? (Only tick one)**

<input type="checkbox"/> E mail	<input type="checkbox"/> Post	<input type="checkbox"/> Gave to contractor
<input type="checkbox"/> Gave to staff member	<input type="checkbox"/> Dropped at office	<input type="checkbox"/> Other please state



**5. If you did not send your form back which of the following reasons best describes the reason you did not return the form – (you can tick more than one)**

<input type="checkbox"/> Too long	<input type="checkbox"/> Too complicated	<input type="checkbox"/> No prepaid envelope
<input type="checkbox"/> Lost it	<input type="checkbox"/> Binned it	<input type="checkbox"/> Forgot about it
<input type="checkbox"/> Didn't know it needed sending back	<input type="checkbox"/> Other please state	

**6. Please indicate your preferred format to receive the repairs satisfaction form- (you can tick more than one)**

<input type="checkbox"/> E-mail	<input type="checkbox"/> Post	<input type="checkbox"/> Via Text
<input type="checkbox"/> Via Telephone		

If you would like to enter the prize draw please fill in your details below

Name \_\_\_\_\_

Address \_\_\_\_\_

E-mail \_\_\_\_\_

Telephone \_\_\_\_\_

**Thank you very much for taking the time to complete this survey.  
Your feedback is valued and very much appreciated!**

## Appendix 3

### Project 1 – Tenant Survey Results – Collated 3<sup>rd</sup> September 2015

<b>Q1 – Was form received?</b>				
Not answered	Yes	No	Not Sure	
2	36	1	1	

<b>Q2 - Comments</b>		
Not answered or not relevant	OK – happy with form ☺	(other comments)
9	25	6
		(see below)

<b>Q3 – Did you send it back?</b>				
Not answered	Yes	No	Not Sure	Sometimes
2	29	6	2	1

<b>Q4 – How did you send it back? (if answer to Q3 was Yes, Not Sure or Sometimes)</b>		
Not answered	Post	Contractor
11	28	1

<b>Q5 – Why didn't you send it back? (if answer to Q3 was No)</b>			
Not answered	Forgot	Didn't know	Lost it
32	5	2	1

<b>Q6 – Preference for giving feedback?</b>				
Not answered	Post	Email	Text	Telephone
1	33	6	1	5

#### Other Comments from Q2:

1 x Quite Good.

2 x Too long between receiving and work done.

1 x Easy, but did not grab my eyes or attention.

2 x Unable to fill in themselves, filled by support worker.

## Appendix 4

### **Copy of email to Tuntum office staff from Jassmin Alltoft, Tenant Engagement Officer and their handwritten responses on the sample form provided:**

"As a part of Magnify group's scrutiny activities, they are in the process of conducting a review on the subject of Tuntum's repairs satisfaction return rate. This particular area was selected in order to improve the present tenant response rate.

Currently Tuntum gather this information through sending a form to all the tenants who has reported a repair. Magnify have just completed a survey asking what the tenants thought about this form. They now would like to request staffs suggestions on how to encourage the tenants to return these form with their feedback.

To that end, Magnify group would like to invite you to take few minutes to look at this form (See attached) and to give your suggestions. They would like you to print this form off and make your suggestion by hand without putting your name.

Please note the Deadline for this is 12/10/2015 and once you have made your suggestions please put your form in my Pigeon hole".

### **Project 1 – Staff Survey Results – Comments Collated 14<sup>th</sup> October 2015**

⊕ Questions not relevant or appropriate.
⊕ Why are we asking about target date time – we already know this.
⊕ Change questions, they are not relevant.
⊕ Should ask if repair was got right first time.
⊕ Why is it in capitals?
⊕ Branding is poor – no logo.
⊕ Just ask if satisfied or not satisfied.
⊕ Should ask about ID.
⊕ Should use Survey Monkey and do away with paper forms.
⊕ Should have freepost card not form.
⊕ Why not talk to people and ask them instead.
⊕ Does 2 things – order conformation and survey – means people hang on to it.
⊕ Plain and boring form.
⊕ OK nothing wrong with it.

## Appendix 5

### Tenant Satisfaction Form - Acknowledgement Card

<b>Acknowledgement</b>	
Dear .....	
Thank you for your communication dated ..... and received on .....	
<input type="checkbox"/> The contents are noted.	
<input type="checkbox"/> A reply from ..... will follow shortly.	
<input type="checkbox"/> The documents have been passed to ..... who will contact you in due course.	
<input type="checkbox"/> The issues / queries you have raised are being dealt with by ..... who will be responding if necessary.	
<input type="checkbox"/> The information you have requested will be forwarded to you shortly.	
<input checked="" type="checkbox"/> Tenant satisfaction form received with thanks	
Yours sincerely	
..... C-DYC- .....	
Position ..... customer service .....	

**Tuntum Housing Association**  
Caring Community Housing  
90 Beech Avenue  
New Basford  
Nottingham NG7 7LN.  
Tel: (0115) 916 6066  
Fax: (0115) 916 6067

## Appendix 6 – Revised Customer Satisfaction Form

Mrs B Jones  
23 Beech Lane  
Nottingham  
NG7 5TH



### Your Repair Order

Repair Order Number: 098989  
Repair Details: Fix faulty overflow on toilet

Contractor: CTC Plumbing  
Repair to be done by 14.11.15

### Repair Satisfaction Survey

So we can improve our repairs service we want to know how we did. Please take a few minutes to tell us about your repair experience. You can do this by:

- Completing the form below, detaching it along the indicated line and sending it back to us in the prepaid envelope
- Texting your order number with the word YES if satisfied, or NO if not satisfied to xxxxxxxxx
- Emailing your order number with details of whether you were satisfied or not satisfied to xxxxxxxxxx

Tuntum Housing welcomes your feedback and your answers will be kept confidential. Thank you for your participation.



Please detach along here and return the section below only in the prepaid envelope

### How did we do?

Repair Order Number: 098989

Are you satisfied with your recent repair?

Yes I am satisfied       No I am not satisfied

Would you like to tell us why you are not satisfied in the box below: