

Tenant Satisfaction Measures Survey

Email Invite

Hello <Ongo Bear>,

We always want to improve how we do things. If you have some spare time, we'd really appreciate your feedback on your customer experience by answering some questions.

<personal survey link URL>

Thank you for your feedback,
Ongo

SMS Invite

Hi <Ongo Bear>,

We always want to improve how we do things. We'd really appreciate your feedback

<personal survey link URL>

Introduction

Hello Ongo Bear, we would like to get your views on the services you receive from Ongo. The results from this survey will then be submitted to the Housing Regulator for Tenant Satisfaction Measures. This survey shouldn't take you any longer than 5 minutes to complete. If you have some spare time, we'd really appreciate your feedback.

Question 1

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

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

Question 2 (Additional)

How do you think Ongo Homes could improve its service?

- Freetext

Question 3

Keeping Properties in Good Repair

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

- Yes
- No

If answered 'Yes', the survey will move onto question 3a and 3b respectively, if answered 'No' - the survey will move onto question 4

Question 3a

Keeping Properties in Good Repair

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

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

Question 3b

Keeping Properties in Good Repair

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

Question 4

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

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

Question 5

Maintaining Building Safety

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

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

Question 6

Respectful and Helpful Engagement

How satisfied or dissatisfied are you that Ongo 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

Question 7

Respectful and Helpful Engagement

How satisfied or dissatisfied are you that Ongo 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

Question 8

Respectful and Helpful Engagement

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

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

Question 9

Effective Handling of Complaints

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

- Yes
- No

If answered 'Yes', the survey will move onto question 9a, if answered 'No'- the survey will move onto question 10

Question 9a

Effective Handling of Complaints

How satisfied or dissatisfied are you with Ongo's approach to complaints handling?

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

Question 10

Neighbourhood Management

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

- Yes
- No
- Don't know

If answered 'Yes', the survey will move onto question 10a, if answered 'No' or 'Don't know' the survey will move onto question 11

Question 10a

Neighbourhood Management

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

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

Question 11

Neighbourhood Management

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

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

Question 12

Neighbourhood Management

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

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

Question 13 (Additional)

Do you give permission for Ongo to contact you about the answers you have given in this survey

- Yes
- No

End page of survey

Thank you for taking the time to provide feedback!

We'll use this feedback to help improve the service we offer you.