

Survey design - letter

Ongo Homes
Ongo House, High Street
Scunthorpe
North Lincolnshire
DN15 6AT

Dear

As a registered housing association, Ongo Homes is governed by the Regulator of Social Housing, ensuring we maintain high standards in service delivery.

We would like to get your views on the services you receive from us by inviting you to participate in a short survey that will be used to calculate our annual Tenant Satisfaction Measures. The results will be reported to the Regulator of Social Housing and published on our website and Key News magazine.

The survey should take approximately 5 minutes to complete, and we'll also use the results to help improve the services we offer you. Your responses will remain anonymous unless you give us permission to contact you directly regarding your feedback.

Please can you complete this survey and return it in the freepost envelope provided (no stamp required). The closing date is 31st January 2025.

If you're unable to fill out the survey by this method, you can also contact us on 01724 279900 and complete the survey over the telephone with one of our customer advisors.

Your feedback is important to us and we appreciate your time and effort in helping us improve our services. We look forward to hearing your feedback.

Yours sincerely,



Annie Akande

Performance & Improvement Manager

If you would like this publication in your language:

Jeśli chcesz tę ulotkę w języku polskim, zadzwoń na 01724 279900 (Polish)

Jei norėtumėte šio lapelio, savo kalbą, susisiekite su mumis 01724 279900 (Lithuanian)

Ja vēlaties šo instrukciju savā valodā, lūdzu, zvaniet mums uz 01724 279900 (Latvian)

Se você gostaria deste folheto na sua língua, por favor ligue para 01724 279900 (Portuguese)

আপনি আপনার ভাষায় এই লিফলেট চান, অনুগ্রহ করে আমাদের সাথে 01724 279900 (Bengali)

如果您想本小册子在你的语言, 请致电 01724 279900 (Chinese)

إذا كان هناك شخص ما على الفور هذا المنشور في اللغة، دعوة 01724 279900 (Arabic)

Tenant Satisfaction Measures Survey



Letter Ref: TESTKLnsdgneneve

Tenancy Ref Number: 999999

Thank you for taking the time to complete this survey. Your answers will be used to calculate our annual Tenant Satisfaction Measures which will be submitted to the Housing Regulator and published on our website. Feedback will also help us make changes and improvements to the service Ongo Homes provides you.

This survey should take approximately 5 minutes to complete.

Please use black ink.

TP01 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Ongo?

Please mark X in the relevant box

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

TP01A How do you think Ongo Homes could improve its service?

If you need more space, please use the final page.

TP02 Has Ongo carried out a repair to your home in the last 12 months?

Please mark X in the relevant box Yes ☐ No ☐ **If No skip to TP04**

TP02A How satisfied or dissatisfied are you with the overall repairs service from Ongo over the last 12 months?

Please mark X in the relevant box

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

TP03 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Please mark X in the relevant box

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

TP04 How satisfied or dissatisfied are you that Ongo provides a home that is well maintained?

Please mark X in the relevant box

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

TP05 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?

Please mark X in the relevant box

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

TP06 How satisfied or dissatisfied are you that Ongo listens to your views and acts upon them?

Please mark X in the relevant box

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

TP07 How satisfied or dissatisfied are you that Ongo keeps you informed about things that matter to you?

Please mark X in the relevant box

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

TP08 To what extent do you agree or disagree with the following "Ongo treats me fairly and with respect"?

Please mark X in the relevant box

Strongly agree ☐ Agree ☐ Neither agree or disagree ☐ Disagree ☐ Strongly disagree ☐ Not applicable/ don't know ☐

TP09 Have you made a complaint to Ongo in the last 12 months?

Please mark X in the relevant box Yes ☐ No ☐ **If No skip to TP10**

TP09A How satisfied or dissatisfied are you with Ongo's approach to complaints handling?

Please mark X in the relevant box

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

TP010 Do you live in a building with communal areas, either inside or outside, that Ongo is responsible for maintaining?

Please mark X in the relevant box

Yes ☐ No ☐ **If No skip to TP11** Don't Know ☐ **If Don't know skip to TP11**

TP010A How satisfied or dissatisfied are you that Ongo keeps these communal areas clean and well maintained?

Please mark X in the relevant box

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

TP011 How satisfied or dissatisfied are you that Ongo makes a positive contribution to your neighbourhood?

Please mark X in the relevant box

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

TP012 How satisfied or dissatisfied are you with Ongo's approach to handling anti-social behaviour?

Please mark X in the relevant box

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

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

Please mark X in the relevant box

Yes ☐ No ☐

Thank you for taking the time to complete this survey.
Please return this survey form using the pre-paid envelope provided, before the 31st January 2025.

Optional contact information

If you are happy to do so, please provide us with your current email address and mobile telephone number so that we can update our records.

Email address:

Mobile number:

Please use this area if you need extra space for question TP01A.

Survey design - online

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>

Thankyou 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>

pre-amble

12:29

Hello , 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.

→

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TP01

12:29

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

← →

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free-text

12:29

How do you think Ongo Homes could improve its service?

← →

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TP02

12:29

Keeping Properties in Good Repair

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

Yes

No

← →

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If Yes

go to TP02A

12:29

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

← →

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& TP03

12:29

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

← →

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If No

go to TP04

TP04

12:29

Keeping Properties in Good Repair

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

← →

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TP05

12:29

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

← →

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TP06

12:29

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

← →

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TP07

12:29

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

← →

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TP08

12:29

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

← →

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TP09

12:29

Effective Handling of Complaints

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

Yes

No

←

→

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Yes

go to TP09A

12:29

Effective Handling of Complaints

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

Very satisfied

Fairly satisfied

Neither satisfied no dissatisfied

Fairly dissatisfied

Very dissatisfied

←

→

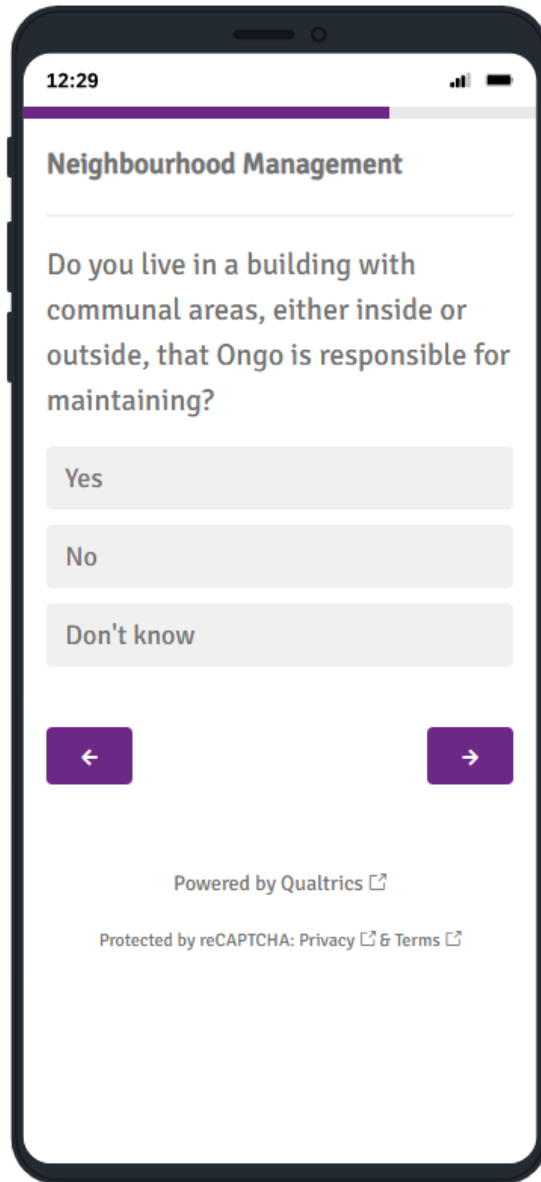
Powered by Qualtrics

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No

go to TP010

TP10



12:29

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

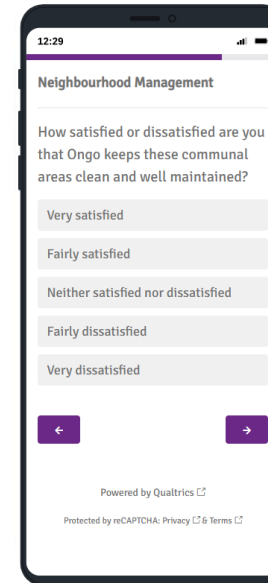
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If Yes,

go to TP010A



12:29

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

← →

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If No
or
Don't know,

go to TP11

TP11

12:29

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

← →

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TP12

12:29

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

← →

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permission

12:29

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

Yes

No


← →

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thankyou

12:29



Thank you for taking the time to provide feedback! We'll use this feedback to help improve the service we offer you.

If you are unhappy with the service you have received, you can make a complaint [here](#).



TSM survey by telephone

Where we have carried out telephone surveys our customer service team agents will confirm who they are speaking to and then introduce themselves by saying:

"Hello my name is <agents name> and I am calling from Ongo.

We would like to get your views on the services you receive from us by inviting you to participate in a short survey that will be used to calculate our Tenant Satisfaction Measures. The results will be reported to the Regulator of Social Housing and published on our website and Key News magazine.

The survey should take approximately 5 minutes to complete, and we'll also use the results to help improve the services we offer you. Your responses will remain anonymous unless you give us permission to contact you directly regarding your feedback"

The agent will then follow the survey script exactly as outlined in the online survey design with question TP01.