

2023 Tenancy Satisfaction Measures

(also known as the 'Make It Happen' Survey)



What survey?

The survey is a general satisfaction survey (perception survey) asking customers what they think about their home and the services provided by Calico Homes. The questions are based on the new Tenant Satisfaction Measures (TSMs) introduced by the Regulator of Social Housing.

What will the survey include?

- Standard TSM questions as required by the Regulator
- Equality, Diversity & Inclusion questions to understand our customer base
- Open ended questions where we anticipate feedback, and actions which may need raising
- Encouraging customers to sign up to the Customer Experience Network (CEN)

Who will be contacted?

Calico Homes will reach out to all household members aged 18 and over, not just the tenancy agreement holder, via email (if we hold an email address), paper survey via post, and telephone surveying, aiming for a 50% response rate.

Every customer who completes the survey will:

Be entered into a prize draw to win:

- £500.00 voucher (1 available)
- £100.00 voucher (4 available)
- The community that returned the most surveys will have a sponsored community event

There are four ways customers can participate:

- **Online Survey:** Initially, Calico Homes will email customers a link to complete the survey online, provided we have their email address.
- **Telephone Survey:** In the final two weeks of the survey period, Calico Homes will call a sample of customers who have not returned their survey to invite them to complete the survey over the phone. This survey will take approximately 10 to 13 minutes.
- **Paper Survey:** For customers without an email address, we will post the survey along with a pre-paid return envelope. Additionally, we will send a paper survey upon request.
- **In-Person Survey:** Customers in our Sheltered Accommodation or Supported Housing can complete the survey in person with the assistance of their Independent Living Officer or Supported Housing Officer.

What will we do with feedback received?

We will engage key colleagues within Calico Homes to review returns and:

- Identify any recurring themes
- Contact customers with urgent issues
- Verify mentioned repairs and log any unreported ones by reaching out to customers for details
- Call customers whose feedback might lead to a complaint
- Highlight constructive and positive feedback quotes
- Identify opportunities for service improvement
- Engage customers interested in joining the Customer Experience Network (CEN)

