



Calico Homes – Tenancy Satisfaction Measures 2024 – 2025 Question Set

No	Question	Source	Response	Routing
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Calico Homes ?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
2	How satisfied or dissatisfied are you that Calico Homes provides a home that is well maintained?	TSM	Very satisfied , Fairly satisfied , Neither satisfied nor dissatisfied, Fairly dissatisfied , Very dissatisfied	
3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Calico Homes provides a home that is safe?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know	
4	Do you live in a building with communal areas, either inside or outside, that Calico Homes is responsible for maintaining?	TSM	Yes, No, Don` t know	
5	How satisfied or dissatisfied are you that Calico Homes keeps these communal areas clean and well maintained?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	4 = Yes
6	If you do not feel that your home is either well maintained or safe (and / or communal areas are clean and well maintained), please can you explain why and suggest what could be improved?	Probe	n/a	2 = Neither satisfied nor dissatisfied, Fairly dissatisfied , Very dissatisfied OR 3 = Neither satisfied nor dissatisfied OR 3 = Fairly dissatisfied OR 3 = Very dissatisfied OR 5 = Neither satisfied nor dissatisfied OR 5 = Fairly dissatisfied OR 5 = Very dissatisfied
7	Has Calico Homes carried out a repair to your home in the last 12 months?	TSM	Yes, No	

8	How satisfied or dissatisfied are you with the overall repairs service from Calico Homes over the last 12 months?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	9 = Yes
9	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	9 = Yes
10	How satisfied or dissatisfied are you that Calico Homes listens to your views and acts upon them?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know	
11	How satisfied or dissatisfied are you that Calico Homes keeps you informed about things that matter to you?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know	
12	To what extent do you agree or disagree with the following Calico Homes treats me fairly and with respect` ?	TSM	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don` t know	
13	How satisfied or dissatisfied are you that Calico Homes is easy to deal with?	Add Q	Very satisfied , Fairly satisfied , Neither satisfied nor dissatisfied, Fairly dissatisfied , Very dissatisfied	
14	If you are not satisfied with customer service and communications please provide more information, and what could Calico Homes improve?	Probe	n/a	14, 15, 16, 17 = Neither agree nor disagree, Disagree, Strongly disagree OR Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
15	How satisfied or dissatisfied are you that Calico Homes makes a positive contribution to your neighbourhood?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know	
16	How satisfied or dissatisfied are you with Calico Homes 's approach to handling anti-social behaviour?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know	
17	Have you made a complaint to Calico Homes in the last 12 months?	TSM	Yes, No	

18	How satisfied or dissatisfied are you with Calico's approach to complaints handling?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	19 = Yes
19	How likely would you be to recommend Calico Homes to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?	Add Q	0 TO 10	
20	What are Calico getting right?	Open text	n/a	
21	If Calico Homes could improve their services, what would you like to see?	Open text	n/a	
22	How concerned are you about the cost of living crisis for you personally?	Add Q	Not concerned at all, slightly concerned, very concerned, prefer not to say	
P1	The results of this survey are confidential. However, would you be happy for us to give all of your details to Calico Homes with your name attached so that they have better information to help them improve services?		Yes, No	
P2	Would you be happy for Calico Homes to contact you to follow up any of the comments or issues you have raised?		Yes, No	P1 = Yes
Ombudsman	If you are dissatisfied with the service provided by Calico Homes, they do have a complaints process you can access by calling 01282 686 300, emailing contact@calicohomes.org.uk . You can find more information on their website (https://calicohomes.org.uk/make-a-complaint/).			