

# Tenant Satisfaction (TSM) Surveys 2024-25

## FAQ's

### ▶ What is the survey?

YMCA St Paul's is conducting quarterly tenant satisfaction surveys during the 2024-2025 financial year. They will take place in June, September, December and March.

Annual Tenant Satisfaction Measures are required by the Regulator of Social Housing.

Every year all social housing landlords must publish a range of standard customer satisfaction information which will include some of the results from this survey.

A representative sample of **75** tenants will be interviewed by telephone every quarter.

Calls will come from **01908 278308** This is the number of the Prevision Research call centre in Milton Keynes.

### ▶ Why are you doing this survey?

We are required by the government to complete this survey every year. We get a research company to carry it out to make sure the survey is independent and reliable. You will be asked approximately 12-15 questions about your experience as a YMCA resident.

*Also, as a thank you for taking part in this survey, everyone who participates will have the opportunity to go into a prize draw for Love2Shop vouchers, with a first prize of £40, two second prizes of £20 and two third prizes of £10.*

### ▶ Who will call me if I'm asked me to take part in the telephone survey?

Our research company ARP Research and their partners Prevision Research will call you with the survey questions.

### ▶ When will I be called?

Calls are made anytime between 10.00am - 9.00pm, Monday to Friday.

### ▶ I don't want to take part, take me off your list

Please email us on [support@arp-research.co.uk](mailto:support@arp-research.co.uk) with your name and project that you live in, and we will remove you from our list.

### ▶ My neighbour has received a phone call, why haven't I received one?

The survey is being carried out with a representative sample of tenants. The sample has been randomly

selected by ARP and is big enough to make sure we get statistically reliable results without costing more money than is needed. This is a recommended way of doing a survey like this and enables us to keep costs down. The survey is completed every 3 months, so the chance to take part will come around again soon.

### ▶ Why have you given my contact details to a different company?

To make sure that our survey is independent, we have asked ARP Research and their partners Prevision Research to carry it out for us. ARP specialise in running surveys like this for housing providers across the country. This is the same as when we employ contractors to carry out repair work on our behalf.

ARP are not allowed to use your contact details for any reason other than running this survey and conform to the General Data Protection Regulation (GDPR) and the Market Research Society Code of Conduct.

### ▶ How is the survey confidential if you know who I am?

Any link between your identity and the answers that you give is removed as soon as possible by ARP, and YMCA will never see who you are unless you give your explicit consent.

### ▶ How will the results be presented to YMCA St Paul's Group?

After completing the surveys, ARP Research will produce a report of the overall results. No one will be identified in any of the information that YMCA sees, but we will use the information to understand what we are doing well and where there are areas for improvement.

### ▶ What if I've got a specific query or want to report an issue?

If you have a specific question or need to talk with us about repairs, rent or anything else, please speak with your Housing & Support Officer. Also, if you wanted to raise a complaint, the call handler will talk you through the process. Our complaints email address is [complaints@ymcaspg.org](mailto:complaints@ymcaspg.org).

### ▶ I want to know specific details about how the survey has been designed or is being run or want to speak to ARP Research directly.

Please telephone ARP Research on Freephone **0800 020 9564**, or email [support@arp-research.co.uk](mailto:support@arp-research.co.uk)