

14. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Curo. Would this be okay?

<input type="checkbox"/> Yes, I agree to my name being attached to my responses (Go to Q17)	<input type="checkbox"/> No, I would like to remain anonymous
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17. Are you happy for Curo to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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For office use

MBO <<TLF ID>>

Thank you very much for taking part in the survey.  
Your answers have been most helpful.

Please return this survey by **Friday 21st March 2025** in the provided pre-paid envelope.

If you have lost the envelope you can send your survey back, without a stamp, to:  
The Leadership Factor, FREEPOST RLRK-GBLX-RJCT, Taylor Hill Mill, Huddersfield, HD4 6JA

This survey is carried out on behalf of Curo by TLF Research. For information about how TLF Research processes personal data, please refer to our website: [www.tlfresearch.com](http://www.tlfresearch.com)

To view Curo's consultation and survey privacy notice, this can be found here:  
<https://www.curo-group.co.uk/about-us/legal-information-incl-privacy-cookies-notice/>



Resident Satisfaction Survey

<<Tenant\_Address\_PII>>  
<<Region>>  
<<Local Authority>>  
<<Post\_Code>>

Dear Resident,

We, TLF Research, are carrying out a customer and tenant satisfaction survey for Curo, who is the owner of your property. However, as your property is managed by <<Managing agent>>, please consider your experiences with <<Managing agent>> when answering the questions, where relevant.

The Tenant Satisfaction Survey will be used to calculate the annual Tenant Satisfaction Measure for the Regulator of Social Housing and will be published by Curo.

This short survey will ask all customers their views on subjects such as property repairs and building safety, effective complaints handling, respectful and helpful customer engagement, and responsible neighbourhood management. The results will help us to understand how customers view the housing service that your landlord provides, and to identify what areas can be improved.

Curo have asked us to carry out this short survey on their behalf to ensure impartiality and confidentiality of the results. We follow the Market Research Society code of conduct and the GDPR, and your answers will be subject to the normal market research rules of confidentiality. We will not share your details with Curo without your permission.

You will need around 5 minutes to complete this survey about your experiences as a customer. Please complete the survey by **Friday 21st March 2025**. Many thanks in anticipation of your help. Your feedback will be used to calculate the annual Tenant Satisfaction Measure for the Regulator of Social Housing, making the performance of landlords more visible to customers and help them to hold their landlords to account.

Yours sincerely

TLF Research

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please could you tell us why you are satisfied or dissatisfied with your landlord?

2. Has your landlord carried out a repair to your home in the last 12 months?

☐ Yes (Go to Q3)

☐ No (Go to Q5)

3. How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4b. Do you have any repairs you have reported that have been outstanding for longer than a month?

☐ Yes

☐ No

☐ Not applicable / don't know

5. How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How satisfied or dissatisfied are you that your landlord 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Why do you feel that Curo does or does not listen to your views and act upon them?

8. How satisfied or dissatisfied are you that your landlord 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. To what extent do you agree or disagree with the following “My landlord treats me fairly and with respect”?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Have you made a complaint to your landlord in the last 12 months?

☐ Yes (Go to Q11)

☐ No (Go to Q12)

11. How satisfied or dissatisfied are you with your landlord’s approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

☐ Yes (Go to Q13)

☐ Don't know (Go to Q14)

☐ No (Go to Q14)

13. How satisfied or dissatisfied are you that your landlord keeps these communal areas clean, and well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Why do you feel that Curo does or does not keep these communal areas clean, and well maintained?