

16. How satisfied or dissatisfied are you with Curo'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"/>

17. How easy are Curo to deal with?

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

18a. To what extent do you agree or disagree with the following statement 'I trust Curo'?

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"/>

18b. To what extent do you agree or disagree with the following statement 'I am proud of the quality of my home'?

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"/>

19. 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 Q20)	<input type="checkbox"/> No, I would like to remain anonymous (Go to end)
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20. 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

LCRA <<ID>>



Resident Satisfaction Survey

<<RespondentName 1>>
<<Tenant_Address_PII>>
<<Region>>
<<Post_Code_PII>>

Dear Customer,

I'm writing to you from TLF Research, a specialist customer research company. Curo have asked us to carry out their tenant satisfaction research this year. This will be used to calculate the annual Tenant Satisfaction Measures (TSMs) for the Regulator of Social Housing.

These have been developed over the past couple of years in consultation with residents, housing associations and Government. The TSMs will provide standard information on areas such as repairs, building maintenance and complaints. The TSM results will be published by Curo.

We'd appreciate your input in this survey in which we're asking you to share your experiences as a Curo tenant.

Curo have asked us to carry out this research on their behalf to ensure impartiality and confidentiality. We follow both GDPR and Market Research Society guidelines, meaning 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'll need around five minutes to complete the survey. Once you've completed it, please return it in the pre-paid business reply envelope provided (no stamp required). The closing date is **Friday 21st March 2025**.

Thanks for taking part in this survey. We look forward to hearing your feedback.

Yours sincerely

TLF Research

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

Please note, if you have raised any concerns or issues that you want addressing, please raise these directly with Curo via their Call Centre 01225 366000. If you would like to make a complaint to Curo, please visit the feedback section of the website for details:
<https://www.curo-group.co.uk/contact-us/feedback/>

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

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/>

