16. How satisfied behaviour?	d or dissat	isfied are you wit	th Curo's app	roach to han	dling anti-social
Very	Fairly	Neither satisfied	Fairly	Very	Not applicable/
satisfied	satisfied	nor dissatisfied	dissatisfied	dissatisfied	don't know
17. How easy are	e Curo to c	deal with?			
Very	Fairly	Neither easy	Fairly	Very	Not applicable/
easy	easy	nor difficult	difficult	difficult	don't know
	•	agree or disagre	e with the fo	llowing state	ment
'I trust Curo'	?	A1 201		6: 1	
Strongly	A	Neither agree	Diagona	Strongly	Not applicable/ don't know
agree	Agree	nor disagree	Disagree	disagree	don t know
	•	agree or disagre		llowing state	ement
'I am proud	of the qua	llity of my home"	?		
Strongly		Neither agree		Strongly	Not applicable/
agree	Agree	nor disagree	Disagree	disagree	don't know
		ntly confidential nses when the re	•	•	
	ed to my r	y name being esponses		would like to nymous (Go t	
		to contact you i		the feedbacl	k that you have
Yes	•	- •	No		For office use
			NO	L	CRA < <id>&gt;</id>

## 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-notices/



## **Resident Satisfaction Survey**

<< RespondentName 1>
< <tenant_address_pii>&gt;</tenant_address_pii>
< <region>&gt;</region>
< <post code="" pii="">&gt;</post>

## 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**

1.	Taking every service provi	•		tisfied or diss	atisfied are you with the
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied		Very dissatisfied
1a	a Why did you	give that s	score for overall s	atisfaction?	
2	Has Curo car	ried out a	repair to your ho	me in the las	st 12 months?
	Yes (Go to		ropan to your me		o to Q6)
3.	How satisfied over the last		•	the overall	repairs service from Curo
	Very satisfied	•	Neither satisfied nor dissatisfied	•	•
	Satisfied				uissatisileu
4.	How satisfied recent repair		•	h the time ta	ken to complete your most
	Very satisfied		Neither satisfied nor dissatisfied		
5.	Do you have than a mont		s you have repor	ted that have	been outstanding for longer
	Yes		No	Not a	applicable / don't know
6.	How satisfied maintained?		sfied are you tha	at Curo provic	les a home that is well
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
7.			ndition of the pro		ding you live in, how satisfied at is safe?
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very Not applicable/ dissatisfied don't know
8.	How satisfied upon them?	d or dissati	sfied are you tha	nt Curo listens	s to your views and acts
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very Not applicable/ dissatisfied don't know

satisfied satisfied nor dissatisfied dissatisfied do  10. To what extent do you agree or disagree with the following "Curo treat and with respect"?  Strongly Neither agree Strongly agree Agree nor disagree Disagree disagree disagree  11. Have you made a complaint to Curo in the last 12 months?  Yes (Go to Q12) No (Go to Q13)  12. How satisfied or dissatisfied are you with Curo's approach to complain Very Fairly Neither satisfied Fairly Very satisfied satisfied nor dissatisfied dissatisfied dissatisfied is responsible for maintaining?  Yes (Go to Q14) No (Go to Q15) Don't know (Go to Q15)  14. How satisfied or dissatisfied are you that Curo keeps these communal clean, and well maintained?  Very Fairly Neither satisfied Fairly Very satisfied satisfied nor dissatisfied dissatisfied dissatisfied  Why do you feel that Curo does or does not keep these communal areas and well maintained?  Why do you feel that Curo does or does not keep these communal areas and well maintained?							
satisfied satisfied nor dissatisfied dissatisfied do	9.			isfied are you tha	at Curo keeps	s you informe	d about
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and with respect"?  Strongly agree Agree nor disagree Disagree disagree door disagree Disagre	10.		└─ ‹tent do vou	agree or disagre	e with the fo	 Jlowina "Curc	treats i
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