

(Field area for flagship) – This means the area labelled in the data sent over from flagship, usually 4 areas being – Newtide, Samphire, Victory and Flagship

Flagship TSM survey (Over the phone)

Bromford Flagship Tenant satisfaction measures survey

READ TO TENANT: The results will be kept confidential and used to measure our performance against the new tenant satisfaction measures (TSM) for social landlords and will be published as part of the TSM regulations in 2026.

The survey should take no more than 8 minutes to complete. Your feedback is really important to us, we use it to improve how we do things. Thank you for your time and your continued support in helping us shape our services.

1. Are you happy to take part in the tenant satisfaction measures survey? (Yes/No)
(Ends the survey if no is selected)
2. All the scores you give will be kept confidential but, in some instances, we may like to contact you about your answers or comments. Do we have your permission to contact in the future you about your survey? (Yes/No)
3. Taking everything into account, how satisfied or dissatisfied are you with the service provided by (Field area for flagship)? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied and very dissatisfied)
4. Why do you say that? (Open text box)
5. Has (Field area for flagship) carried out a repair to your home in the last 12 months? (Yes/No) (If yes is selected follow below, if No jump to question 6)
 - a. How satisfied or dissatisfied are you with the overall repairs service from (Field area for flagship) over the last 12 months? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied and very dissatisfied)
 - b. 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 and very dissatisfied)
6. How satisfied or dissatisfied are you that (Field area for flagship) provides a home that is well maintained? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied and very dissatisfied)
7. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that (Field area for flagship) provides a home that is safe? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, very dissatisfied and Not applicable/don't know)
8. How satisfied or dissatisfied are you that (Field area for flagship) listens to your views and acts upon them? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, very dissatisfied and Not applicable/don't know)
9. How satisfied or dissatisfied are you that (Field area for flagship) keeps you informed about things that matter to you? (Very Satisfied, Fairly satisfied, Neither

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satisfied nor dissatisfied, Fairly dissatisfied, very dissatisfied and Not applicable/don't know)

10. To what extent do you agree or disagree with the following “(Field area for flagship) treats me fairly and with respect.” (Strongly agree, Agree, Neither agree nor disagree, disagree, strongly disagree and Not applicable/don't know)
11. Have you made a complaint to (Field area for flagship) in the last 12 months?(Yes/No) (If yes is selected follow below, I no move to question 12)
 - a. How satisfied or dissatisfied are you with (Field area for flagship) approach to complaints handling? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied and very dissatisfied)
12. Do you live in a building with communal areas, either inside or outside, that (Field area for flagship)is responsible for maintaining? (Yes/No/Don't know) If yes follow below, if no or don't know move to question 13)
 - a. How satisfied or dissatisfied are you that (Field area for flagship) keeps these communal areas clean and well maintained? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied and very dissatisfied)
13. How satisfied or dissatisfied are you that (Field area for flagship) makes a positive contribution to your neighbourhood? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, very dissatisfied and Not applicable/don't know)
14. How satisfied or dissatisfied are you with (Field area for flagship) approach to handling anti-social behaviour? (Very Satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, very dissatisfied and Not applicable/don't know)
15. Are you happy for us to share your details along with your responses with Bromford flagship? (Yes/No)
16. Do you need Bromford flagship to contact you about anything you've talked to me about today? (Yes/No)
17. Please select your name from the list below (List of advisors names, to ensure we can see who completed the survey)