



Tenant Satisfaction Measures

A tailor-made solution to meet the needs of the Regulator of Social Housing, providing independent evidence that Housing Association's provide tenant satisfaction with actionable insights to improve the services provided to all residents

Three Options:

Foundation:

A single annual survey covering all the components of TSM and additional questions to understand strengths and weaknesses, highlighting causes of both satisfaction and dissatisfaction.

Essential:

Multiple surveys throughout the year to monitor satisfaction, trends and root causes of success and failure on a regular basis, with the opportunity to add questions aligned to KPI's and core business initiatives

Advanced:

A fully managed programme to complete an in-depth assessment and gather on-going, real-time feedback after each key touch point to complete TSM submissions and identify strengths, weaknesses and areas for improvement.

HOW IT WORKS

Foundation/Essential

We will gather online feedback from your tenants Experience.

Your designated IIC practitioners will be on-hand throughout the process to make sure everything runs smoothly, and you get the maximum benefit from your assessment.

HOW IT WORKS

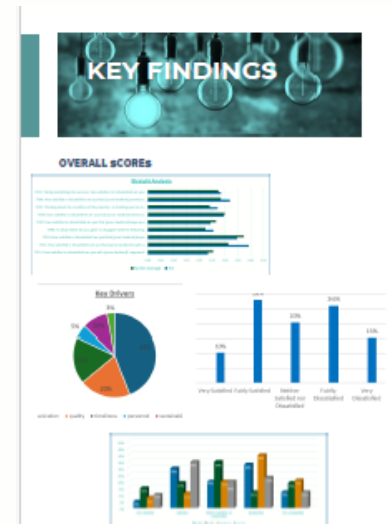
Advanced

Analysis of key interactions, providing insight throughout the client journey Clear metrics to ensure your clients stay longer - buy more - refer others.

Dashboards make key information available to the people who need it most.

Benchmark comparisons with other IIC Clients Opportunity to expand research to other stakeholders

ACTIONABLE INSIGHTS



INDEPENDENT VERIFICATION





Tenant Satisfaction Measures

HOW IT WORKS

Foundation/Essential

Set-Up

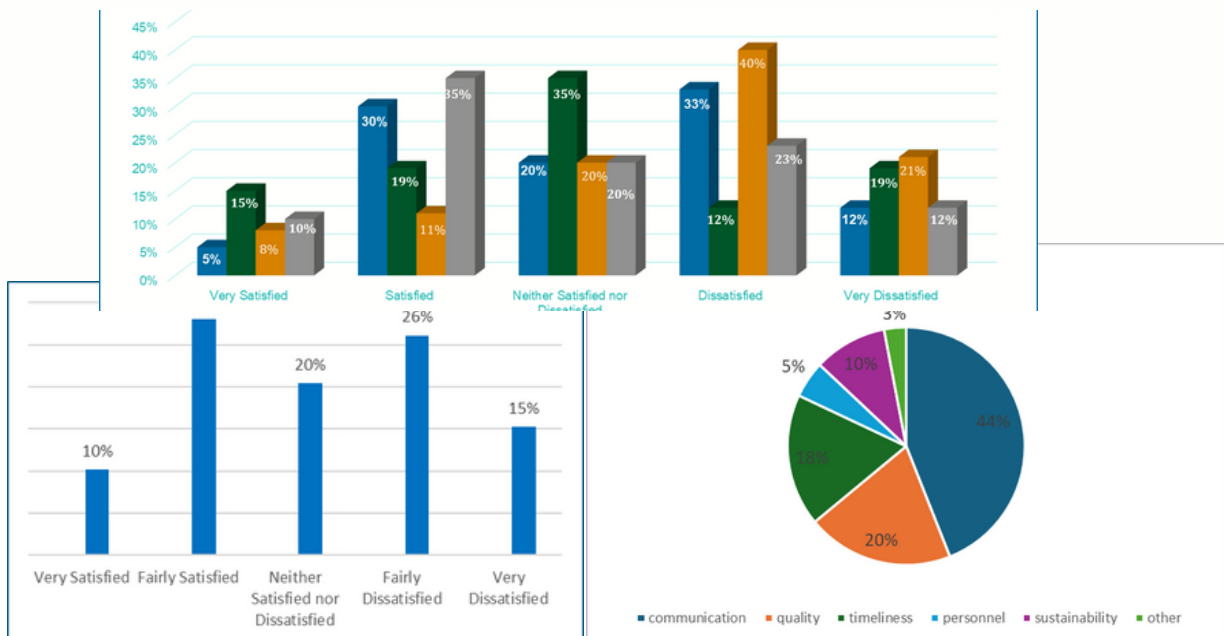
- Engagement questionnaire to understand your business and requirements
- Agree timings, questions and categorisation
- Construct survey invites and questions set up for testing
- Presentation and scripts to enable you to brief your team and clients

Run

- Secure data transfer for you to load client data safely and easily
- Surveys sent out by IIC
- Receipt, opening and response data monitored against RSH statistical validity requirements

Learn

- PDF report of key findings
- Spreadsheet with all comments
- Annual review meeting





Tenant Satisfaction Measures

HOW IT WORKS

Advanced Set-Up

- Engagement questionnaire to understand your business and requirements
- Agree timings, questions and categorisation
- Construct survey invites and questions set up for testing
- Dashboards set up to enable real-time feedback
- Presentation and scripts to enable you to brief your team and clients

WHY?	WHO?	WHAT?	WHEN?	HOW?
<ul style="list-style-type: none"> → What are the benefits? → How do we communicate to clients? → How do we prepare employees? → What are the risks? → What do we do with responses? 	<ul style="list-style-type: none"> → Who do we ask? → Which clients? → Which contacts? → How do we categorise or segment them? → Do they need different question sets? 	<ul style="list-style-type: none"> → What do we ask? → What questions? → How do question sets vary for different clients and contact types 	<ul style="list-style-type: none"> → When do we ask? → What are the triggers (key touch points) → What is the quarterly cycle? → How do we avoid overload (survey fatigue)? 	<ul style="list-style-type: none"> → How do we ask them? → What is your house style for invites? → Who sends the invites? → How do we prepare (warm up) key stakeholders? → Who needs to have dashboard access ?

Run

- Secure data transfer for you to load client data safely and easily
- Specified interactions generate survey invitation
- Surveys sent out by IIC
- Receipt, opening and response data monitored

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
Annual Survey	Monthly Survey	Monthly Survey	Monthly Survey	Monthly Survey	Monthly Survey	Monthly Survey	Monthly Survey	Monthly Survey	Monthly Survey	Monthly Survey	Monthly Survey

Learn

- Feedback delivered to relevant dashboard(s)
- HA employees conduct close-loop calls to address issues raised
- IIC practitioners available to discuss results
- Annual benchmark report shows how you compare to other HA's

