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# Tenant Satisfaction Measures

Enfield Council survey approach

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## Summary of approach

### Background information

How reporting TSMs LCRA stock  
Survey approach: Single point in time  
Details of approach:

Face to face survey conducted during September and October 2023.

Collection date of earliest survey response: 27/09/2023  
Collection date of latest survey response: 21/10/2023  
External contractor: BMG Research  
Incentives used: No  
Have all TSM requirements been achieved: Yes

### Collection method

	Collection method
LCRA	<input type="checkbox"/> Telephone <input type="checkbox"/> Internet <input checked="" type="checkbox"/> Face to face <input type="checkbox"/> Postal <input type="checkbox"/> SMS <input type="checkbox"/> Other

Justification for collection method:

A face-to-face methodology was used to ensure the survey was as representative as possible and made inclusive to all tenants.

### Sample method

	Sample method
LCRA	<input type="checkbox"/> Computer-generated random sampling <input type="checkbox"/> Systematic sampling <input type="checkbox"/> Stratified sampling <input checked="" type="checkbox"/> Cluster sampling <input type="checkbox"/> Census

Justification for sample method:

Respondents were sampled using a random cluster sample, with clusters of addresses randomly sampled across the Borough and targets set by ward and property to ensure the resulting sample was representative by these key characteristics.

## Questionnaire

### Survey introduction

We are conducting a survey on behalf of your landlord Enfield Council Housing Services. It is important for the council to understand how council tenants feel about the services it is providing so that it can be sure that it is delivering them in the way and to the standard that tenants want. The results of the survey will be used to calculate annual tenant satisfaction measures which Enfield Council will report back to the Regulator of Social Housing.

The survey will take around **15 minutes to complete**.

Just to confirm, your responses will be treated in the strictest confidence. BMG Research abides by the Market Research Society Code of Conduct and data protection laws at all times. Please note consent is audio recorded.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website <https://www.bmgresearch.co.uk/privacy>

### Section A: Overall service

**A01.** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Enfield Council's Housing Service?

*PLEASE SELECT ONE ONLY*

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

**OPEN QUESTION.** Why do you say that?

### Section B: Quality of home

**B01.** How satisfied or dissatisfied are you that Enfield Council's housing service provides a home that is well maintained?

*PLEASE SELECT ONE ONLY*

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		<b>B02</b>

2	Fairly satisfied		<b>B02</b>
3	Neither satisfied nor dissatisfied		<b>B01open</b>
4	Fairly dissatisfied		<b>B01open</b>
5	Very dissatisfied		<b>B01open</b>

**OPEN QUESTION:** Why do you say that?

**B02.** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Enfield Council's Housing Service provides a home that is safe?

*PLEASE SELECT ONE ONLY*

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

**B03.** With regards to fire safety, to what extent do you feel that Enfield Council is doing enough to protect you?

*PLEASE SELECT ONE ONLY*

Fixed codes	Answer list	Scripting notes	Routing
1	A great deal		
2	To some extent		
3	Not very much		
4	Not at all		
5	Not sure / Don't know		

## Section C: Repairs and maintenance

**C0C1.** Has Enfield Council's Housing Service carried out a repair to your home in the last 12 months?

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		<b>C02</b>

2	No		
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**C02.** How satisfied or dissatisfied are you with the overall repairs service from Enfield Council’s Housing Service over the last 12 months?

*PLEASE SELECT ONE ONLY*

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		C03
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		C02open
4	Fairly dissatisfied		
5	Very dissatisfied		

**OPEN QUESTION.** Why do you say that?

**C03.** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

*PLEASE SELECT ONE ONLY*

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

## Section D: Neighbourhood

**D01.** Do you live in a building with communal areas, either inside or outside, that Enfield Council’s Housing Service is responsible for maintaining?

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		D02
2	No		D03
97	Don’t know		D03

**D02.** How satisfied or dissatisfied are you that Enfield Council’s Housing Service keeps these communal areas clean and well maintained?’

*PLEASE SELECT ONE ONLY*

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

**D03.** How satisfied or dissatisfied are you that Enfield Council’s Housing Service makes a positive contribution to your neighbourhood?’

*PLEASE SELECT ONE ONLY*

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		<b>D04</b>
2	Fairly satisfied		<b>D04</b>
3	Neither satisfied nor dissatisfied		D03open.
4	Fairly dissatisfied		D03open.
5	Very dissatisfied		D03open.
6	Not applicable / don’t know		

**OPEN QUESTION.** Why do you say that?’

**D04.** How satisfied or dissatisfied are you with Enfield Council’s Housing Service’s approach to handling anti-social behaviour?’

*PLEASE SELECT ONE ONLY*

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		<b>E01</b>
2	Fairly satisfied		<b>E01</b>
3	Neither satisfied nor dissatisfied		D04Open
4	Fairly dissatisfied		D04Open
5	Very dissatisfied		D04Open

6	Not applicable / don't know		
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**OPEN QUESTION.** Why do you say that?

## Section E: Involvement

**E01.** How satisfied or dissatisfied are you that Enfield Council's Housing Service listens to your views and acts upon them?'

*PLEASE SELECT ONE ONLY*

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
6	Not applicable / don't know		

**E02.** How satisfied or dissatisfied are you that Enfield Council's Housing Service keeps you informed about things that matter to you?

*PLEASE SELECT ONE ONLY*

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
6	Not applicable / don't know		



**E03.** To what extent do you agree or disagree with the following “Enfield Council’s Housing Service treats me fairly and with respect”?

*PLEASE SELECT ONE ONLY*

Fixed codes	Answer list	Scripting notes	Routing
1	Strongly agree		
2	Agree		
3	Neither agree nor disagree		
4	Disagree		
5	Strongly disagree		
6	Not applicable / don’t know		

## Section F: Complaints

**F01.** Have you made a complaint Enfield Council’s housing service in the last 12 months?

*PLEASE SELECT ONE ONLY*

Code	Answer list	Scripting notes	Routing
1	Yes		<b>GO TO F02</b>
2	No		<b>GO TO G01</b>

**F02.** How satisfied or dissatisfied are you with Enfield Council’s housing service approach to complaints handling?

*PLEASE SELECT ONE ONLY*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

## Section K: Demographics

### INTRO TEXT

I'd now like to ask you a few final questions to help us to put your answers into context. We want to understand the views of different types of people across Enfield. We recognise that you might consider some of these questions to be personal or sensitive, in which case you are free not to answer them.

**G01.** How old are you (years)?

**PLEASE SELECT ONE ONLY**

Fixed codes	Answer list	Scripting notes	Routing
1	16-19		
2	20 -24		
3	25 - 29		
4	30 - 34		
5	35 - 39		
6	40- 44		
7	45 - 49		
8	50 - 54		
9	55 – 59		
10	60 – 64		
11	65 – 69		
12	70 – 74		
13	75 – 79		
14	80 – 84		
15	85 or older		
98	Prefer not to say		

**G02.** What best describes your gender?

**PLEASE SELECT ONE ONLY**

Fixed codes	Answer list	Scripting notes	Routing
1	Male		
2	Female		
3	Prefer to self-describe		
4	Prefer not to say		

**G03.** Do you consider yourself to be transgender? Transgender is an umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth.?

**PLEASE SELECT ONE ONLY**

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No		
3	Prefer to self-describe		
4	Prefer not to say		

**G04.** What is your ethnic group?

**PLEASE SELECT ONE ONLY**

Fixed codes	Answer list	Scripting notes	Routing
1	British (English/Scottish/Welsh/N.Irish)		
2	Irish		
3	Gypsy/Irish Traveler		
4	Roma		
5	Greek		
6	Greek Cypriot		
7	Turkish		
8	Turkish Cypriot		
9	Kurdish		
10	Albanian		
11	Polish		
12	Any other White background		
13	White and Black Caribbean		
14	White and Black African		
15	White and Asian		
16	Any other Mixed/ Multiple ethnic background		
17	Indian		
18	Pakistani		
19	Bangladeshi		
20	Sri Lankan		
21	Chinese		

22	Any other Asian background		
23	Caribbean		
24	African		
25	Any other Black/African/Caribbean/Black British background		
26	Other ethnic groups - Arab		
95	Other (specify)	<b>OPEN RESPONSE</b>	
96	Prefer not to say		

**G05.** What is your sexual orientation?

**PLEASE SELECT ONE ONLY**

Fixed codes	Answer list	Scripting notes	Routing
1	Hetrosexual / Straight		
2	Bi		
3	Gay or Lesbian		
4	Prefer to self-describe		
5	Prefer not to say		

**G06.** What is your religion?

**PLEASE SELECT ONE ONLY**

Fixed codes	Answer list	Scripting notes	Routing
1	Non-religious (for example, Atheist or Humanist)		
2	Hindu		
3	Sikh		
4	Christian		
5	Jewish		
6	Buddisht		
7	Muslim		
8	Alevi		
95	Prefer to use my own definition		
98	Prefer not to say		

**G07.** Do you have a physical or mental health condition or illness lasting or expected to last for 12 months or more?

**PLEASE SELECT ONE ONLY**

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
3	No		
4	Prefer not to say		

**G08.** Does anyone in your household receive one or more of the following – Universal credit, housing benefit, council tax support, working tax credits, jobseekers allowance, income support, employment and support allowance?

**PLEASE SELECT ONE ONLY**

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No		
3	Prefer not to say		

**G09.** So Enfield Council’s Housing Service can improve the services they provide, are you happy for the responses you have given to be linked to your contact details and passed back to Enfield Council’s Housing Service who may contact you in the future?

**PLEASE SELECT ONE ONLY**

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No		

**G10.** Enfield Council’s Housing Service may be interested in following up this survey with further research. Are you happy for BMG Research to re-contact you in the future regarding any follow up research to this survey?

**PLEASE SELECT ONE ONLY**

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No		

**CLOSING TEXT**

If you are concerned about whether BMG is a genuine market research agency you can call the Market Research Society on 0800 975 9596 during office hours.

As part of BMG Research’s quality control process, my employer will wish to contact some of the people I have interviewed. This is to confirm that I have undertaken the interview in an appropriate manner, and according to market research practice. Could you please provide me with your name, confirm your address and provide me with a contact telephone number and email address. This information will not be passed on, or used for any purpose other than our quality control processes. Your details will be deleted as soon as our quality controls process ends. Record name and address details and take land line or mobile phone number, including the dialling code at front of questionnaire.

RESPONDENT’S NAME:	
ADDRESS: (Address Line 1)	
(Address Line 2)	
(Address Line 3)	
(Postal Town)	
(County)	
POSTCODE: (ESSENTIAL)	
TELEPHONE: (INCLUDING STD) (ESSENTIAL)	
EMAIL ADDRESS:	

**THANK AND CLOSE**



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