



Tenant Satisfaction Measures (TSMs)

The questions we asked in 2025/26

Our approach

We use three different channels to get our TSM feedback:

- Phone
- Voice, our customer feedback platform
- Email

In this document you can see the introduction wording for each channel and audience. We've also included each question we asked.

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Tenants/specialist housing customers (LCRA)

CATI (phone) introduction

Good morning/afternoon/evening. My name is xxx and I am calling from PFA Research on behalf of your landlord Amplius. Is it possible to speak to [THEIR NAME]?

Amplius is keen to understand how well you think they are doing. We would really appreciate you completing our short survey which will take around 15-20 minutes of your time.

As a thank you for completing the survey, you will have the option to enter our prize draw with a chance to win one of 20 x £25 Amazon e-vouchers. To view the terms and conditions of the draw, please go to <http://edrsurvey.com/amplius>

Offer to repeat website address if respondent wants to make a note.

This survey is conducted annually, and the results of this survey will be published by Amplius as they were last year. The survey results will help Amplius continually improve the services we provide to you.

If you would like to see the results of the 2025 survey then these can be found in the Amplius annual report or on their website.

If customer asks for website address say <https://www.amplius.co.uk/about-us/our-performance/tenant-satisfaction-measures-tsms/>.

All your answers will remain confidential, and no individual will be identifiable in the results.

We are working in partnership with the research agency The Harris Poll UK. All the data we collect is stored on a secure server and is covered by the [The Harris Poll UK Privacy Policy](#). You have the right to access your data and withdraw consent at any time. For more details go to the [The Harris Poll UK Privacy Policy](#) on their website. (theharrispoll.co.uk/privacy-policy)

Email introduction

Amplius want to ensure we design and deliver our services to meet our customers' needs. We would really appreciate you completing our short survey which will take around 10-15 minutes of your time.

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Shared ownership customers (LCHO)

CATI (phone) introduction

Good morning/afternoon/evening. My name is xxx and I am calling from PFA Research on behalf of your landlord Amplius. Is it possible to speak to [THEIR NAME]?

We understand that you are a shared owner, but Amplius are still keen to hear your views and understand how well they are doing. We would appreciate you completing our short survey which will take around 15-20 minutes of your time.

As a thank you for completing the survey, you will have the option to enter our prize draw with a chance to win one of 20 x £25 Amazon e-vouchers. To view the terms and conditions of the draw, please go to

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The questions (LCRA and LCHO)

We will now ask a series of questions about your satisfaction with Amplius.

These questions form the Tenant Satisfaction Measures which are used by all Housing Associations to understand and report on customer satisfaction.

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Amplius?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Thinking about the different types of contact that you have had with Amplius, to what extent do you agree or disagree with the following statement.

'It is easy for me to deal with Amplius when I need to'.

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Has Amplius carried out a repair to your home in the last 12 months?

- Yes
- No

We'd like to ask you some questions about your experience of repairs.

How satisfied or dissatisfied are you with the overall repairs service from Amplius over the last 12 months?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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
- Very dissatisfied

Thinking about the whole process, from raising the repair through to the repair being completed, to what extent do you agree or disagree with the following statement.

'It was easy for me to get my repair resolved'.

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

How satisfied or dissatisfied are you that Amplius provides a home that is well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

We'd like to ask you some more questions about your experience of Amplius.

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Amplius provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/Don't know

How satisfied or dissatisfied are you that Amplius listens to your views and acts upon them?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/Don't know

How satisfied or dissatisfied are you that Amplius keeps you informed about things that matter to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/Don't know

To what extent do you agree or disagree with the following?

'Amplius treats me fairly and with respect'.

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/Don't know

How satisfied or dissatisfied are you with Amplius's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Do you live in a building with communal areas, either inside or outside, that Amplius is responsible for maintaining?

- Yes
- No
- Don't know

How satisfied or dissatisfied are you that Amplius keeps these communal areas clean and well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

How satisfied or dissatisfied are you that Amplius makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/Don't know

How satisfied or dissatisfied are you with Amplius's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/Don't know

And just one last question about Amplius. To what extent do you agree or disagree with the following?

My home meets my needs

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied

- Fairly dissatisfied
- Very dissatisfied
- Not applicable/Don't know

Amplius meets my needs

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/Don't know

To help Amplius understand more about their customers we will now ask you some detailed questions about you and your life.

Please remember that your responses to these questions are totally anonymous.

We are going to show you some statements that other people have made about their daily life, to what extent do you agree or disagree with each statement?

Please tell us if any of the following diagnoses or conditions affect you on a day to day basis?

Please note that this data will only be used to enable us to understand the needs of our customers so we can design better services. It is for research only and is completely anonymous. If you do not wish to answer this question please select 'prefer not to say'. By answering the question, you consent to the data being used as described.

- ADHD
- Alzheimer's
- Anxiety
- Arthritis (rheumatoid/osteo)
- Asperger's
- Asthma
- Autism
- Back Problems
- Cancer

- COPD
- Dementia
- Depression
- Diabetes
- Dyslexia
- Eating disorder
- Epilepsy
- Fibromyalgia
- Heart Disease
- High blood pressure
- Insomnia
- Long Covid
- ME
- MS
- Obesity
- OCD
- Parkinson's
- Personality disorder
- PTSD
- Other – please tell us what
- Prefer not to say
- None of these

Taking care of myself is a priority

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Every day is a struggle for me

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I worry a lot about the future

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I make time for hobbies and interests

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I cope well with last minute changes to my routine

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I feel in control of my life

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I need to maintain a consistent routine to feel in control of my life

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

One day I would like to own my own home

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I feel lonely a lot of the time

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Continuing to think about your daily life, to what extent do you agree or disagree with each statement?

I am very good at managing the money that I have

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I am reliant on other people to help me with day to day tasks

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I can become overwhelmed easily

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I find it difficult to make phone calls to people I don't know

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I find it difficult to ask for help

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Most people would like to live in the area I live in

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I feel anxious most of the time

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I find it easy to motivate myself

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I feel positive about the future

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Still thinking about your daily life, please tell us to what extent you encounter difficulties for each of the following areas:

Please note that these answers are entirely confidential, but if you do not want to answer this question, please select “prefer not to answer”.

Keeping a conversation going

- 1 – I have no difficulties with this
- 2
- 3
- 4
- 5 – I have a lot of difficulties with this
- Prefer not to say

Following a conversation when people talk to you

- 1 – I have no difficulties with this
- 2
- 3
- 4
- 5 – I have a lot of difficulties with this
- Prefer not to say

Reading – having to read over and over to understand

- 1 – I have no difficulties with this
- 2
- 3
- 4
- 5 – I have a lot of difficulties with this
- Prefer not to say

Walking or climbing stairs

- 1 – I have no difficulties with this
- 2
- 3
- 4
- 5 – I have a lot of difficulties with this
- Prefer not to say

Counting out change when shopping

- 1 – I have no difficulties with this
- 2
- 3
- 4
- 5 – I have a lot of difficulties with this
- Prefer not to say

Do you use a mobility aid?

- Yes
- No
- Don't know

Please tell us which one of the following best describes your current employment status.

- Working as an employee (full time) (30 or more hours per week)
- Working as an employee (part time) (fewer than 30 hours per week)
- Working as an employee (zero hours contract)
- Casual worker – not in permanent employment
- Self-employed
- Retired
- Student
- Looking after family/home
- Not working due to long-term illness
- Not working due to disability
- Full time carer
- Unemployed
- Prefer not to say

What is your ethnic group?

Choose one option that best describes your ethnic background.

If you would rather not answer this question, please select “Prefer not to say”.

- White (English/ Welsh/ Scottish/ Northern Irish/ British)
- White (Irish)
- White (Gypsy or Irish Traveller)
- White (Any other White background)
- Mixed/multiple ethnic groups (White and Black Caribbean)
- Mixed/multiple ethnic groups (White and Black African)
- Mixed/multiple ethnic groups (White and Asian)
- Mixed/multiple ethnic groups (Any other Mixed/Multiple ethnic background)
- Asian/Asian British (Indian)
- Asian/Asian British (Pakistani)
- Asian/Asian British (Bangladeshi)
- Asian/Asian British (Chinese)
- Asian/Asian British (Any other Asian background)
- Black/ African/ Caribbean/ Black British (African)
- Black/ African/ Caribbean/ Black British (Caribbean)
- Black/ African/ Caribbean/ Black British (Any other Black/ African/Caribbean background)
- Arab
- Other ethnic group (Any other ethnic group)
- Prefer not to say

Which of the following best describes your sexual orientation?

- Straight or Heterosexual
- Gay or Lesbian
- Bisexual
- Other sexual orientation
- Prefer not to say

We'd like to understand more about your household income – so thinking about the total of all income for you or other people that you live with. This includes income from employment, benefits, Universal Credit, pensions or other sources.

Please select the range that includes the total annual income of your household, before taxes and other deductions.

- Under £10,000
- £10,000 to £19,999
- £20,000 to £29,999
- £30,000 to £39,999
- £40,000 to £49,999
- £50,000 to £59,999
- £60,000 to £69,999
- £70,000 to £79,999
- £80,000 to £89,999
- £90,000 to £99,999
- £100,000 or more
- Prefer not to say

Thank you for completing the survey, we really value your views.

In order to enter our prize draw to win a £25 Amazon voucher please confirm your name and email address. Please be assured that your name and email address will only be used to contact you in relation to this prize draw.

- Yes, I want to enter the prize draw
- No, I do not want to enter the prize draw