



Orbit Tenant Satisfaction Measures
Online Survey with Managed Customers 2025-2026

Your satisfaction with Orbit services

Section A: INTRO

This is your opportunity to have your say about the services you receive at the property you live at. This is so that Orbit can better understand what's most important to you, so that they can improve services for everyone who lives in one of their homes. Although Orbit owns the home you live in, you will have more regular contact with the service provider who delivers additional support services for you. This will be one of the following organisations Mind; Mencap; Salvation Army; Richmond Fellowship; Valley House or Solo Housing. We hope you will take time to complete the survey by giving your views.

To give your feedback, please complete this questionnaire by 2 March 2026. It should take no more than five to ten minutes. If you need any help with the survey, please speak with your support worker.

Your feedback, whether it is good or bad, is important to us and will be used to improve services for the future. Please try to answer all questions but if you don't want to answer something, just leave it blank.

The questions should be answered by the main or joint tenant; however, somebody may help you.

Further information:

This survey is being run by Opinion Research Services (ORS), an independent social research company. All the questions are optional, you are able to withdraw at any time, and all information you provide will be processed by ORS in accordance with the Data Protection Act, GDPR and the MRS code of conduct. Orbit will not be able to identify you individually in the data they receive, however the name of your housing scheme will be attached to your responses. ORS will destroy any information which identifies you as an individual by the end of June 2026. For more information on how Orbit and ORS handle your personal data, please go to www.orbitcustomerhub.org.uk/privacy-policy or ors.org.uk/privacy.

Survey Questions

TP01a. (Ask all)

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

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

TP02a (Ask if Renter)

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

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

TP02b. (Ask if TP02a = Yes)

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

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

TP03. (Ask if TP02a = Yes)

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

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2

Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

TP04. (Ask if Renter)

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

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

TP05. (Ask All)

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

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not Applicable	<input type="checkbox"/>	96
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

TP06. (Ask all)

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

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not Applicable	<input type="checkbox"/>	96
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

TP07 (Ask all)

How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?'

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not Applicable	<input type="checkbox"/>	96
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

TP08 (Ask all)

To what extent do you agree or disagree with the following “Your landlord treats you fairly and with respect”?

Strongly agree	<input type="checkbox"/>	1
Agree	<input type="checkbox"/>	2
Neither agree nor disagree	<input type="checkbox"/>	3
Disagree	<input type="checkbox"/>	4
Strongly disagree	<input type="checkbox"/>	5
Not Applicable	<input type="checkbox"/>	96
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

TP09a (Ask all)

Have you made a complaint to your landlord in the last 12 months?

Yes

No

Don't know

Refused

TP09b. (Ask if TP09a = Yes)

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

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

TP10a. (Ask all)

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

Yes

No

Don't know

Refused

TP10b. (Ask if TP10a = Yes)

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

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

TP11. (Ask all)

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

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not applicable	<input type="checkbox"/>	96
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

TP12. (Ask all)

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

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not applicable		
Don't know		
Refused	<input type="checkbox"/>	98

TP17. (Ask all)

How satisfied or dissatisfied are you that your landlord provides a home you are proud to live in

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not Applicable	<input type="checkbox"/>	96
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

TP13. Do you have any other comments about your home or the service you receive?

Freetext – Record word for word

No – nothing

Refused

About you

The following questions tell us more about you and help us to make sure we have captured views from a cross section of people. 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. The information you provide will only be used for ensuring we are getting opinions of a cross section of society, and to see if there are any differences in the views and experiences of people living in Orbit homes.

TP14. What is your gender?

- | | | |
|-------------------|--------------------------|----|
| Male | <input type="checkbox"/> | 1 |
| Female | <input type="checkbox"/> | 2 |
| Other | <input type="checkbox"/> | 3 |
| Prefer not to say | <input type="checkbox"/> | 98 |

TP15. Which of the following age groups do you fall into?

- | | | |
|-------------------|--------------------------|----|
| 18-24 | <input type="checkbox"/> | 1 |
| 25-34 | <input type="checkbox"/> | 2 |
| 35-44 | <input type="checkbox"/> | 3 |
| 45-54 | <input type="checkbox"/> | 4 |
| 55-64 | <input type="checkbox"/> | 5 |
| 65-74 | | |
| 75-84 | | |
| 85+ | | |
| Prefer not to say | <input type="checkbox"/> | 98 |

TP16. Which one of the following best describes your ethnic group or background?

- | | | |
|--|--------------------------|----|
| Asian or Asian British | <input type="checkbox"/> | 1 |
| Black, Black British, Caribbean or African | <input type="checkbox"/> | 2 |
| Mixed or multiple ethnic background | <input type="checkbox"/> | 3 |
| White | <input type="checkbox"/> | 4 |
| Other ethnic background | <input type="checkbox"/> | 5 |
| Prefer not to say | <input type="checkbox"/> | 98 |

Thank you very much for your time today.