



## List of Typical RSL Surveys

### Transactional Surveys

- Repairs satisfaction
- New let satisfaction
- Let anniversary survey (can include TSM questions)
- ASB satisfaction
- Complaint process satisfaction
- New build satisfaction
- Planned works completion eg new kitchen, bathroom etc
- Calls to customer hubs / call centres
- Post Mutual Exchange
- Estate cyclic work eg painting / cleaning / gardens – Also survey is a useful way to inform the work is done.
- Welfare benefits advice
- After a housing officer visit

### Annual Surveys

- Regulator Tenant Satisfaction Measures (England)
- ARC Survey (Scotland)
- Rent consultation (Scotland)

### Other Surveys

- Community consultations
- Service changes or improvements
- Changes to office hours
- Customer service tracking / benchmarking questions
- Factored owners survey
- Leaseholders Survey
- Equalities and diversity
- Household energy information survey
- Household survey (make up, affordability, etc)