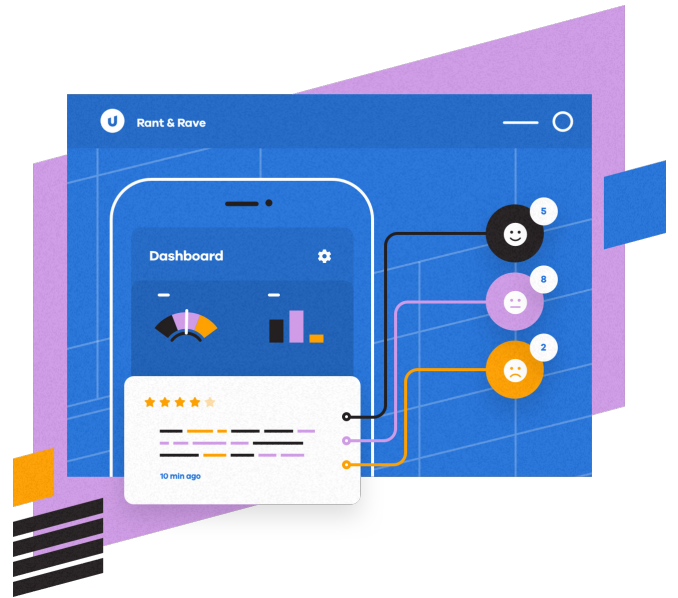
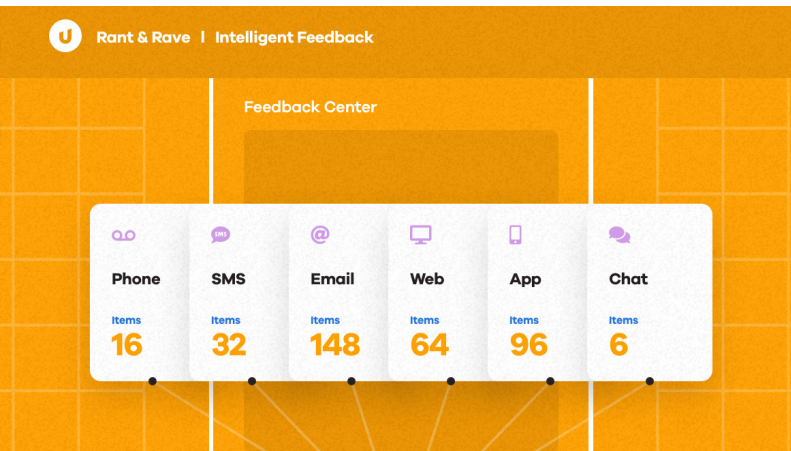


Delivering a Successful Program for Tenant Satisfaction Measures

Partnering with our housing association customers to ensure success and compliance with new tenant satisfaction measures



Expertly Crafted Surveys and Programs for Tenant Satisfaction Measures (TSM)



Quickly & Easily Launch Your Tenant Satisfaction Survey

We offer a templated web form so you can launch long-form surveys to measure tenant satisfaction with speed and ease

- Increase responses by delivering the web-form survey to tenants via email or SMS
- Customize the survey with your logo and colours to deliver a survey that your tenants will trust
- A dedicated Discover report will provide you with measurable results and actionable insights



Industry Expertise to Ensure Compliance & Success

Apply a 12-question TSM perception survey created by our housing industry experts

- Get help from our industry experts to navigate the new TSM requirements
- Launch your TSM survey ahead of the 2023 deadline to test and optimize your program, ensuring compliance and response volumes
- Optional consulting services to further optimize and develop your TSM program

Tenant Satisfaction Survey

- Long-form web survey can be delivered via email or SMS to a webform
- 12 expertly created perception questions to satisfy the 2023 TSM requirements, with the ability to adjust questions as regulatory conditions change
- Ability to customize the logo and colours to match your organization and ensure tenant trust in survey requests
- Survey introduction wording is provided to meet regulatory requirements
- Ability to add in free-format comments and additional questions into your TSM survey

Survey Reporting & Analytics

- The long-form TSM survey is accompanied by detailed reporting and analytics via a custom Discover dashboard
- Easily measure response rates and track your success against regulatory requirements
- Understand your performance across key measurable categories, such as repairs, landlord treatment, communal areas, neighbourhood, and complaint handling
- Analyse responses and scores so you can execute and improve upon your tenant's feedback
- Contextual customer information can be added as meta data to each survey, enabling you to easily segment the results and make the data actionable



Product & Services Pricing

The tenant satisfaction measures survey is provided as an optional professional services engagement for existing Rant & Rave customers

For Rant & Rave Customers Currently Using Email as a Channel:

- Setup Timeline: 2 working days
- Price: £3,000

For Rant & Rave Customers Not Yet Using Email as a Channel:

- Setup Timeline: 4 working days
- Price: £5,000

Optional consulting hours can be added for customers who would like additional guidance in setting up and deploying their Tenant Satisfaction Measures (TSM) program.

Upland Rant & Rave

Customer engagement software that turns insight into action. Capture customer and employee feedback in the moment to drive positive change throughout your organization.

uplandsoftware.com/rantandrave

