

TPTracker® for your Customer Insight Team

PROFILE ♦ LISTEN ♦ THANK

A package for managing ALL your organisation's survey needs, linked to your database of residents and allowing you to offer a full range of survey methods with a simple, on-screen analysis, and reporting toolkit.

Multi-method

Choose between Post, Phone, SMS, Online or Face-to-Face methods; you can automatically select the preferred option for each person or offer them a choice. TPTracker® will collate all the responses.

Select candidates

Use for Satisfaction, Transactional or Profiling surveys; ask TPTracker® to select a representative sample for you (e.g. for a STAR Survey) or specify exactly who you want to survey (e.g. those who have just had a repair).

Avoid survey fatigue

Because everything is linked to the core database, TPTracker® knows who has been sent what and when so can apply whatever rules you want to avoid over-surveying individual people.

TPTracker for SOCIAL HOUSING PROVIDERS

Link responses to profiles

TPTracker® will automatically link responses to the respondent's personal profile; if the response is confidential or anonymous, it will limit the profiling data so they can't be identified.

Comply with GDPR Regulations

TPTracker® will automatically prevent you from selecting people who have 'Unsubscribed' from surveys or asked you not to use a specific methodology, avoiding the risk of accidentally breaching data protection rules.

Alert you

If someone uses a survey response to request a call back, TPTracker® will automatically alert you so you can instantly follow up the contact without having to scour through all the data.

Collect 'open' feedback

You can publish an SMS number, a web address or set up a link from your website to the TPTracker tenants' survey portal, for people to leave feedback whenever they like; they won't be identified (unless they leave their details) but you can use the TPTracker® analysis toolkit to monitor their responses.

Two options

This package is available in two options:

1. An upgrade option added to any of the other Social Housing solutions
2. A stand-alone solution, linked to its own database of residents

To discover more call **08456 432 872**
or email **support@arenapartnership.co.uk**