

## TSM Survey Questionnaire

Good morning / afternoon / evening. Please can I speak to XX?

Hello, my name is .... and I am calling on behalf of your housing provider, Midland Heart from MEL Research.

The reason for my call today is to gather some feedback about your general experience of being a valued Midland Heart tenant. This is part of the tenant satisfaction measures to see how well landlords like Midland Heart are doing and used to help improve services. Please note, we are seeking views based on Midland Heart services only – please focus on solely Midland Heart during the interview.

The survey should take around 12 minutes to complete. Are you happy to proceed?

I need to read out a quick statement before we start;

This feedback is being collected as part of tenant satisfaction measures, which the Regulator of Social Housing requires all landlords to publish each year.

All interviewing is carried out in strict accordance with the Market Research Society's code of conduct and within GDPR guidelines.

Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with Midland Heart and your answers can be shared anonymously if you wish no link to your personal information.

**If necessary;** If you would like a copy of our private notice emailed to you, I can do that now if you provide me with your email address.

**Note to interviewer;** if the tenant wants to check the validity of the survey, they can call Kevin Wedge at Midland Heart on 0345 6020540. This number can be used to contact Midland Heart for any reason.

## TSM Survey Questionnaire

Order	Question	Responses
1	<p>Taking everything into account, how satisfied or dissatisfied are you with the service provided by Midland Heart?</p> <p>INTERVIEWER NOTE: Do not read out the Don't Know option</p>	<p>Very satisfied</p> <p>Fairly satisfied</p> <p>Neither satisfied nor dissatisfied</p> <p>Fairly dissatisfied</p> <p>Very dissatisfied</p> <p>(Don't know or not applicable)</p>
2	<p>Why do you say that?</p>	<p>Customer comment</p>
3	<p>Has Midland Heart carried out a repair to your home in the last 12 months?</p>	<p>Yes</p> <p>No</p>
4	<p>How satisfied or dissatisfied are you with the overall repairs service from Midland Heart over the last 12 months?</p> <p>INTERVIEWER NOTE: Do not read out Don't Know option</p>	<p>Very satisfied</p> <p>Fairly satisfied</p> <p>Neither satisfied nor dissatisfied</p> <p>Fairly dissatisfied</p> <p>Very dissatisfied</p> <p>(Don't know or not applicable)</p>

5	<p>How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?</p> <p>INTERVIEWER NOTE: Do not read out Don't Know option</p>	<p>Very satisfied</p> <p>Fairly satisfied</p> <p>Neither satisfied nor dissatisfied</p> <p>Fairly dissatisfied</p> <p>Very dissatisfied</p> <p>(Don't know or not applicable)</p>
6	<p>How satisfied or dissatisfied are you that Midland Heart provides a home that is well maintained?</p> <p>INTERVIEWER NOTE: Do not read out Don't Know option</p>	<p>Very satisfied</p> <p>Fairly satisfied</p> <p>Neither satisfied nor dissatisfied</p> <p>Fairly dissatisfied</p> <p>Very dissatisfied</p> <p>Not applicable/ don't know</p>
7	<p>Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Midland Heart provides a home that is safe?</p>	<p>Very satisfied</p> <p>Fairly satisfied</p> <p>Neither satisfied nor dissatisfied</p> <p>Fairly dissatisfied</p> <p>Very dissatisfied</p> <p>(Don't know or not applicable)</p>
8	<p>What would make you satisfied with the safety of your home?</p>	<p>Customer comment</p>

9	How satisfied or dissatisfied are you that Midland Heart listens to your views and acts upon them?	Very satisfied
		Fairly satisfied
		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		(Don't know or not applicable)
10	How satisfied or dissatisfied are you that Midland Heart keeps you informed about things that matter to you?	Very satisfied
		Fairly satisfied
		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		(Don't know or not applicable)
11	To what extent do you agree or disagree with the following "Midland Heart treats me fairly and with respect"?	Strongly agree
		Agree
		Neither agree nor disagree
		Disagree
		Strongly disagree
		(Don't know or not applicable)
12	Have you made a complaint to Midland Heart in the last 12 months?	Yes
		No

13	<p>How satisfied or dissatisfied are you with Midland Heart's approach to complaints handling?</p> <p>INTERVIEWER NOTE: Do not read out the Don't Know option</p>	<p>Very satisfied</p> <p>Fairly satisfied</p> <p>Neither satisfied nor dissatisfied</p> <p>Fairly dissatisfied</p> <p>Very dissatisfied</p> <p>Don't know / not applicable</p>
14	<p>Do you live in a building with communal areas, either inside or outside, that Midland Heart is responsible for maintaining?</p>	<p>Yes</p> <p>No</p> <p>Don't know</p>
15	<p>How satisfied or dissatisfied are you that Midland Heart keeps these communal areas clean and well maintained?'</p> <p>INTERVIEWER NOTE: Do not read out Don't Know option</p>	<p>Very satisfied</p> <p>Fairly satisfied</p> <p>Neither satisfied nor dissatisfied</p> <p>Fairly dissatisfied</p> <p>Very dissatisfied</p> <p>(Don't know or not applicable)</p>
16	<p>How satisfied or dissatisfied are you that Midland Heart makes a positive contribution to your neighbourhood?</p>	<p>Very satisfied</p> <p>Fairly satisfied</p> <p>Neither satisfied nor dissatisfied</p> <p>Fairly dissatisfied</p> <p>Very dissatisfied</p> <p>Not applicable/ don't know</p>

17	How satisfied or dissatisfied are you with Midland Heart's approach to handling anti-social behaviour?	Very satisfied
		Fairly satisfied
		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		Not applicable/ don't know
18	What could Midland Heart do to improve the level of service provided to you as a valued customer?	Customer comment
19	Do we have your permission to share the responses you have given today with Midland Heart so they can link them to details about your home and the services you receive?	Yes
		No
20	If necessary, do you give permission to Midland Heart to contact you about the feedback you have provided today?	Yes
		No

This is the end of the survey, thank you for your time.

If you would like more information about who we are and how we use the information provided please see our privacy policy at; <https://melresearch.co.uk/privacypolicy>. This includes information on your privacy rights, including the right to withdraw your consent at any time.