

TSM Survey Questionnaire

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

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	Are you happy for us to share your details along with your responses with Midland Heart?	Yes
		No