

## **TSM survey – questionnaire**

### **Introduction:**

Hello, is that (TENANT NAME)? My name is (ACUITY OFFICER) and I'm calling on behalf of Mid Suffolk District Council from an independent research agency called Acuity. We are carrying out short satisfaction surveys with tenants to find out how satisfied you are with your home and with the services that you receive from them. Would you be able to spare 5 to 10 minutes to go through the survey with me now? *IF NO ASK:* can I call back at another time?

The survey will be used to calculate annual tenant satisfaction measures to be published by Mid Suffolk District Council and reported back to the Regulator of Social Housing.

*If the customer would like to verify the validity of survey, they need to contact Customer Services on 0300 123 4000, option 3.*

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the services that Mid Suffolk District Council provides. Mid Suffolk District Council will be able to identify you from your survey response, are you happy to continue?

- Yes
- No

### **Survey**

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Mid Suffolk District Council?
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied or dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
2. How satisfied or dissatisfied are you that Mid Suffolk provides a home that is well maintained?
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied or dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
3. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Mid Suffolk provides a home that is safe?
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied or dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied

4. Do you live in a building with communal areas, either inside or outside, that Mid Suffolk is responsible for maintaining?
  - Yes
  - No
  
5. How satisfied or dissatisfied are you that Mid Suffolk District Council keeps these communal areas clean and well-maintained?
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied or dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  
6. Has Mid Suffolk District Council carried out a repair in your home in the last 12 months?
  - Yes
  - No
  
7. How satisfied or dissatisfied are you with the overall repairs service from Mid Suffolk District Council over the last 12 months?
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied or dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  
8. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied or dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  
9. How satisfied or dissatisfied are you that Mid Suffolk District Council listens to your views and acts upon them? (Please read all response options).
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied or dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  
10. As you are not satisfied with the way your landlord listens to your views and acts upon them, how could your landlord improve?
  - Free text box for comments to be recorded.

11. How satisfied or dissatisfied are you that Mid Suffolk District Council keeps you informed about things that matter to you? (Please read all response options).

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

12. To what extent do you agree or disagree with the following `Mid Suffolk District Council treats me fairly and with respect`? (Please read all response options).

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

13. Have you made a complaint to Mid Suffolk District Council in the last 12 months?

- Yes
- No

14. How satisfied or dissatisfied are you with Mid Suffolk's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

15. How satisfied or dissatisfied are you that Mid Suffolk District Council makes a positive contribution to your neighbourhood? (Please read all response options).

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

16. How satisfied or dissatisfied are you with Mid Suffolk District Council's approach to handling anti-social behaviour? (Please read all response options).

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

17. Do you personally have access to the internet, either at home, or elsewhere?

- Yes
- No

18. In the last 3 months, how often, on average, have you used the Internet? *This includes internet access both at home or at work and from any device, including mobile/tablet only internet access. This can be for any purpose ranging from checking your emails to online shopping)*
- Every day or almost every day
  - At least once a week
  - Less than once a week
  - I haven't used the internet in the last three months
19. How satisfied or dissatisfied are you with the online services provided by Mid Suffolk?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied or dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
20. How likely would you be to recommend Mid Suffolk District Council to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?
21. Overall, how satisfied are you with your life nowadays?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied or dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
22. Does your home currently suffer from any damp or mould issues? *(If you tick Yes we will pass on your name and address to Mid Suffolk District Council for damp and mould purposes only)*
- Yes
  - No

Mid Suffolk District Council would like to collect some data about you in order to update their housing management system. You do not have to answer any of the following questions, however Mid Suffolk District Council would very much appreciate it if you did. If you do not wish to answer a question, please leave blank and go on to the next. Any responses provided to these questions will be sent back separately to your survey response and will be appended to your contact details in order for Mid Suffolk District Council to update their data.

1. How do you identify your gender?
2. What is your ethnicity?
3. What is your first language?
4. Which, if any of the following apply to you? Vision impairment
5. Which, if any of the following apply to you? Hearing Impairment
6. Which, if any of the following apply to you? Learning Disability
7. Which, if any of the following apply to you? Neurodiversity
8. Which, if any of the following apply to you? Mental health condition
9. Which, if any of the following apply to you? Mobility issue

10. Which, if any of the following apply to you? Other physical disability
11. Which, if any of the following apply to you? Wheelchair user
12. Which, if any of the following apply to you? Long term health condition
13. Which, if any of the following apply to you? Reading/writing difficulties
14. Which, if any of the following apply to you? Other disability
15. Which, if any of the following apply to you? Other vulnerability
16. Mid Suffolk District Council would welcome the opportunity to see your individual answers and comments; would you therefore be happy for your individual responses to be attributed to you when being passed back to Mid Suffolk District Council and thereby waiving your right to anonymity?
17. Would you be happy for Mid Suffolk District Council to contact you to follow up any of the comments or issues you have raised?