

# TSM survey questions

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TP01 Thinking first about the overall service you receive from Southern Housing. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Southern Housing ?

- ☐ Very satisfied
  - ☐ Fairly satisfied
  - ☐ Neither satisfied nor dissatisfied
  - ☐ Fairly dissatisfied
  - ☐ Very dissatisfied
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Satisfaction Please can you explain why you gave that score?

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Filter - Homeowner Is the customer you are interviewing a homeowner?

☐ No - they are in a rented property

☐ Yes

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Filter Repairs Has Southern Housing carried out a repair to your home in the last 12 months?

☐ Yes

☐ No

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Page Break

TP02 Overall Repair How satisfied or dissatisfied are you with the overall repairs service from Southern Housing over the last 12 months?

- ☐ Very satisfied
  - ☐ Fairly satisfied
  - ☐ Neither satisfied nor dissatisfied
  - ☐ Fairly dissatisfied
  - ☐ Very dissatisfied
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TP03 Speed of Repair 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 nor dissatisfied
  - ☐ Fairly dissatisfied
  - ☐ Very dissatisfied
-

TP04 Well Maintained How satisfied or dissatisfied are you that Southern Housing provides a home that is well maintained?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

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Repairs Comments Any other repairs and maintenance comments:

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TP05 Safe Thinking about the condition of the property or building you live in, how satisfied are you that Southern Housing provides a home that is safe?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/don't know

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Safe Comment Any other safe comments:

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TP06 Listens and act How satisfied or dissatisfied are you that Southern Housing listens to your views and acts upon them

- ☐ Very satisfied
  - ☐ Fairly satisfied
  - ☐ Neither satisfied nor dissatisfied
  - ☐ Fairly dissatisfied
  - ☐ Very dissatisfied
  - ☐ Not applicable/don't know
- 

TP07 Informed How satisfied or dissatisfied are you that Southern Housing keeps you informed about things that matter to you?

- ☐ Very satisfied
  - ☐ Fairly satisfied
  - ☐ Neither satisfied nor dissatisfied
  - ☐ Fairly dissatisfied
  - ☐ Very dissatisfied
  - ☐ Not applicable/don't know
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TP08 Fair & Respect To what extent do you agree or disagree with the following 'Southern Housing treats me fairly and with respect'?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable/don't know

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Engagement Comment Any other comments around Listens and acts, Informed or Respect

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Filter Complaints Have you made a complaint to Southern Housing in the last 12 months?

☐ Yes

☐ No

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TP09 Complaints How satisfied or dissatisfied are you with Southern Housing's approach to complaints handling?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

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Complaints comments Any other comments around Complaints?

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Communal Filter Do you live in a building with communal areas, either inside or outside, that Southern Housing is responsible for maintaining?

- ☐ Yes
- ☐ No
- ☐ Don't know

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TP10 Communal How satisfied or dissatisfied are you that Southern Housing keeps these communal areas clean and well maintained?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

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Communal comments Any other comments around Communal areas?

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TP12 ASB How satisfied or dissatisfied are you with Southern Housing's approach to handling anti-social behaviour?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ Don't know

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ASB comments Any other comments about ASB?

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TP11 Neighbourhood How satisfied or dissatisfied are you that Southern Housing makes a positive contribution to your neighbourhood?

- ☐ Very satisfied
  - ☐ Fairly satisfied
  - ☐ Neither satisfied nor dissatisfied
  - ☐ Fairly dissatisfied
  - ☐ Very dissatisfied
  - ☐ Not Applicable / Don't Know
- 

Neighbourhood 2 How satisfied or dissatisfied are you with your Neighbourhood as a place to live?

- ☐ Very satisfied
  - ☐ Fairly satisfied
  - ☐ Neither satisfied nor dissatisfied
  - ☐ Fairly dissatisfied
  - ☐ Very dissatisfied
  - ☐ Not Applicable / Don't Know
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Neighbourhood comms Any other comments about Neighbourhood?

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Filter Have you needed to contact Southern Housing for something in the last 3 months?

☐ Yes

☐ No

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Query type If yes, what was your most recent contact about?– drop down list of areas:?

- ☐ Responsive Repairs
- ☐ Planned Repairs
- ☐ Complaints
- ☐ Tenancy Management- MEX, ASB, Changes
- ☐ Rent Recovery
- ☐ Service Charges
- ☐ Lettings- Starting/ Ending a tenancy
- ☐ Homeownership- new sales, staircasing
- ☐ Shared ownership- property management
- ☐ Defects- aftercare, repairs
- ☐ Support services- FI, TSO, Wellbeing, SI, Community investment, Care & Support
- ☐ Other \_\_\_\_\_
- ☐ Don't know/ Unable to remember

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Responsibility Thinking about your most recent experience how satisfied or dissatisfied were you that:  
  
The member of staff took responsibility

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very Dissatisfied
- ☐ Not applicable/ don't know

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Responsibility Sat Any other comments about responsibility

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Respect The member of staff treated you with respect?<br>

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very Dissatisfied
- ☐ Not applicable/ don't know

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Respect Sat Any other comments about respect

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Doing as we say We did what we said we would do?<br>

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very Dissatisfied
- ☐ Not applicable/ don't know

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Doing Sat Any other comments about doing what we say

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Informed We kept you informed?

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very Dissatisfied
- ☐ Not applicable/ don't know

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Informed Sat Any other comments about being kept informed

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Listened and learnt That we listened, learnt, and put things right for you?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know/ Not applicable

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. Any other comments about listening and learning

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Consent Finally, it may be useful for your name to be attached to your responses to follow up on some of the feedback you have provided today and when results are analysed. Would this be okay?

- ☐ Yes, I agree to my name being attached to my responses
- ☐ No, I would like to remain anonymous

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