**TSM Survey Questions**

Explain will never ask you for payment or bank details. Please be cautious of sharing such information over the phone.

**Introduction**

**“ON FIRST CALL ATTEMPT ONLY (0 call count) PLEASE LEAVE A VOICEMAIL.”**

Hi, my name is X and I’m calling from Explain on behalf of Raven, your landlord. It was just to ask you a few questions, to get some feedback on your experience with Raven. We may call you back to see if you can help. Thanks.

Hi, can I speak to (named person on database) please? My name is X, I’m calling from explain an independent research agency working on behalf of Raven Housing Trust, your landlord. Raven want to understand what they are doing well and where they can improve the service they provide to their tenants so they can better meet their needs. Additionally, your scores will be used to calculate annual Tenant Satisfaction Measures that will be published by Raven. Would you be willing to please help by answering some questions? The survey will take approximately 5 minutes.

* Yes or No
* If ‘Not willing’ mark as incomplete

Is the respondent the named tenant on the database?

* Yes or No
* If No, please can I take a note of your name?

**TP01 Overall Satisfaction**

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Raven Housing?

* Very satisfied; Fairly satisfied; Neither satisfied nor dissatisfied; Fairly dissatisfied; Very dissatisfied

**Extra Question**

What could Raven do to improve your satisfaction?

**TP02 Satisfaction with repairs**

Has Raven carried out a repair to your home in the last 12 months?

* Yes or No – if Yes next question is asked

How satisfied or dissatisfied are you with the overall repairs service from Raven in the last 12 months?

* Very satisfied; Fairly satisfied; Neither satisfied nor dissatisfied; Fairly dissatisfied; Very dissatisfied

**Extra Question**

Why do you say that?

**TP03 Satisfaction with time taken to complete most recent repair**

How satisfied or dissatisfied are you with the time take to complete your most recent repair after you reported it?

* Very satisfied; Fairly satisfied; Neither satisfied nor dissatisfied; Fairly dissatisfied; Very dissatisfied

**TP04 Satisfaction that the home is well maintained**

How satisfied or dissatisfied are you that Raven provides a home that is well maintained?

* Very satisfied; Fairly satisfied; Neither satisfied nor dissatisfied; Fairly dissatisfied; Very dissatisfied

**TP05 Satisfaction that the home is safe**

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Raven provides a home that is safe?

* Very satisfied; Fairly satisfied; Neither satisfied nor dissatisfied; Fairly dissatisfied; Very dissatisfied; Not applicable/Don’t know

**TP06 Satisfaction that the landlord listens to tenant views and acts upon them**

How satisfied or dissatisfied are you that Raven 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

**Extra Question**

What could Raven do to make you satisfied that they listen to and act upon resident’s views?

**Extra Question**

To what extent do you trust Raven to do what is right?

* Strongly trust them; Trust them; Neither trust or distrust them; Distrust them; Strongly distrust them; Not applicable/Don’t know

**TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them**

How satisfied or dissatisfied are you that Raven 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

**TP08 Agreement that the landlord treats tenants fairly and with respect**

To what extent do you agree or disagree with the following “Raven treats me fairly and with respect”?

* Strongly agree; Agree; Neither agree nor disagree; Disagree; Strongly disagree; Not applicable/Don’t know

**TP09 Satisfaction with the landlord’s approach to handling complaints**

Have you made a complaint to Raven in the last 12 months?

* Yes or No – If Yes next question asked

How satisfied or dissatisfied are you with Raven’s approach to complaints handling?

* Very satisfied; Fairly satisfied; Neither satisfied nor dissatisfied; Fairly dissatisfied; Very dissatisfied

**Extra Question**

To what extent do you agree or disagree with the following “I know how to make a complaint to Raven”?

* Strongly agree; Agree; Neither agree nor disagree; Disagree; Strongly disagree; Not applicable/Don’t know

**TP10 Satisfaction that the landlord keeps communal areas clean and well maintained**

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

* Yes or No – If Yes, next question asked

How satisfied or dissatisfied are you that Raven keeps these communal areas clean and well maintained?

* Very satisfied; Fairly satisfied; Neither satisfied nor dissatisfied; Fairly dissatisfied; Very dissatisfied

**TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods**

How satisfied or dissatisfied are you that Raven makes a positive contribution to your neighbourhood?

* Very satisfied; Fairly satisfied; Neither satisfied nor dissatisfied; Fairly dissatisfied; Very dissatisfied; Not applicable/Don’t know

**Extra Question**

Why do you say that?

**TP12 Satisfaction with the landlord’s approach to handling anti-social behaviour**

How satisfied or dissatisfied are you with Raven’s approach to handling anti-social behaviour?

* Very satisfied; Fairly satisfied; Neither satisfied nor dissatisfied; Fairly dissatisfied; Very dissatisfied; Not applicable/Don’t know

**Extra Question**

On a scale of one to five where one is very difficult and five is very easy, how easy do you find Raven to deal with?

* 1 Very difficult; 2 Difficult; 3 Neither difficult nor easy; 4 Easy; 5 Very easy; Not applicable/Don’t know

**Extra Question**

Please could you tell me why you have found Raven difficult to deal with?

**Extra Question**

Using a scale of 0 to 10 this time, with 0 being not at all likely and 10 being extremely likely, how likely is it that you would recommend Raven to a fried or colleagues?

* 0-10 scale; Don’t know

**Extra Question**

Why do you say that?

**Extra Question**

Raven would like to know how their customers feel about the cost of their home. Which of the following best applies to you making your rent?

* I always struggle; I sometimes struggle; I never struggle (I have no difficulties); Prefer not to say (not read out); Don’t know (not read out)

**Extra Question**

Would you mind us asking why you struggle? Raven wish to know this so they can make sure their rent levels and the services they provide are helping customers to keep up with their rent.

**Extra Question**

Which of the following statements best describes how well you are keeping up with your bills and credit commitments at the moment?

* Keeping up with all of them without any difficulties; keeping up with all of them but it is a struggle from time to time; keeping up with all of them but it is a constant struggle; failing behind with some of them; having real financial problems and have fallen behind with many of them; don’t have any commitments; prefer not to say

**Extra Question**

Overall how satisfied are you with the value for money of your rent?

* Very satisfied; Fairly satisfied; Neither satisfied nor dissatisfied; Fairly dissatisfied; Very dissatisfied; Not applicable/Don’t know

**Extra Question**

What could Raven do to make you satisfied with the value for money of your rent?

**Extra Question**

What one thing do you think Raven could do to improve your experience?