

TSM Survey Questions

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 friend 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?