

TSM Perception Survey for ForHousing

Saved Version: **TSM Perception Survey (revision 6)**

Deployed: Thursday 8th December 2022 at 13:56

Report created: Wednesday 10th May 2023 at 11:19

Confirm Name		
Q1	Can I confirm I am speaking to	Open verbatim

Core TSM Questions		
Q2	Taking everything into account, how satisfied or dissatisfied are you with the service provided by ForHousing?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q3	In your own words, can you tell me why you gave this response?	Open verbatim
Q4	Has ForHousing carried out a repair to your home in the last 12 months?	Yes No
Go to Q7 if Q4 is not 'Yes'		
Q5	How satisfied or dissatisfied are you with the overall repairs service from ForHousing over the last 12 months?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q6	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
Q7	How satisfied or dissatisfied are you that ForHousing provides a home that is well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q8	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that ForHousing provides a home that is safe?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Go to Q10 if Q8 not in 4,5		
Q9	In your own words, what could ForHousing do to improve the safety of your home?	Open verbatim
Q10	How satisfied or dissatisfied are you that ForHousing 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
Q11	How satisfied or dissatisfied are you that ForHousing 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

Q12	To what extent do you agree or disagree with the following, "ForHousing treats me fairly and with respect"?	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know
Q13	Have you made a complaint to ForHousing in the last 12 months?	Yes No
Go to Q15 if Q13 is not 'Yes'		
Q14	How satisfied or dissatisfied are you with ForHousing's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q15	Do you live in a building with communal areas, either inside or outside, that ForHousing is responsible for maintaining?	Yes No Don't know
Go to Q17 if Q15 is not 'Yes'		
Q16	How satisfied or dissatisfied are you that ForHousing keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q17	How satisfied or dissatisfied are you that ForHousing makes a positive contribution to your neighbourhood?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Go to Q19 if Q17 not in 'Fairly dissatisfied' , 'Very dissatisfied'		
Q18	In your own words, what could ForHousing do to improve your satisfaction with your neighbourhood?	Open verbatim
Q19	How satisfied or dissatisfied are you with ForHousing's approach to handling anti-social behaviour?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Q20	Finally, is there any other feedback you would like to provide to ForHousing that would help them improve their services?	Open verbatim

And Finally		
Q21	To make sure ForHousing can act on any specific feedback, they would like to be able to link your responses to your personal records. Are you happy for them to do so? By agreeing to this you are confirming that relevant staff at ForHousing can see your responses and potentially contact you to follow up on any issues raised. If you do not agree to this, your responses will be kept completely anonymous and no one at ForHousing will be able to link them back to you.	Agree for responses to be shared with ForHousing Prefer to remain anonymous

End Phone Call

That completes the survey.