



## MTVH Tenant Satisfaction Measures Survey Questions

**Opening comments:**

Good morning / afternoon, my name is <XXXX> and I am calling from MTVH's Customer Insight Team.

May I please speak to <XXXX>

The reason for my call today is to gather some feedback about your general experience of being an MTVH customer. This is part of the tenant satisfaction measures to see how well landlords like MTVH are doing and feedback is used to improve our services.

If I can run through some quick questions with you today, that would be really helpful. The survey shouldn't take longer than 10 minutes to complete, is that OK?

**I need to read out a quick statement before we start:**

**This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.**

**All interviewing is carried out in strict accordance within UKGDPR guidelines.**

**Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with MTVH and your answers can be shared anonymously if you wish with no link to your personal information.**

Are you happy to complete the survey now?





## MTVH Tenant Satisfaction Measures Survey Questions

#	Question	Scoring	Skip to
1	<p>[TSM TP01]</p> <p>Taking everything into account, how satisfied or dissatisfied are you with the services provided by MTVH?</p>	<p>Very satisfied</p> <p>Fairly satisfied</p> <p>Neither satisfied nor dissatisfied</p> <p>Fairly dissatisfied</p> <p>Very dissatisfied</p>	
2	<p>[Additional Question]</p> <p>Why do you say this?</p>	<p>Free Type</p>	
3	<p>[Tenants only]</p> <p>Has MTVH carried out a repair to your home in the last 12 months?</p>	<p>Yes</p> <p>No</p>	<p>Q6</p>
4	<p>[TSM TP02] [Tenants only]</p> <p>How satisfied or dissatisfied are you with the overall repairs service from MTVH over the last 12 months?</p>	<p>Very satisfied</p> <p>Fairly satisfied</p> <p>Neither satisfied nor dissatisfied</p>	





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		Fairly dissatisfied	
		Very dissatisfied	
5	<p>[TSM TP03] [Tenants only]</p> <p>How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?</p>	<p>Very satisfied</p> <p>Fairly satisfied</p> <p>Neither satisfied nor dissatisfied</p> <p>Fairly dissatisfied</p> <p>Very dissatisfied</p>	
6	<p>[TSM TP04] [Tenants only]</p> <p>How satisfied or dissatisfied are you that MTVH provides a home that is well maintained?</p>	<p>Very satisfied</p> <p>Fairly satisfied</p> <p>Neither satisfied nor dissatisfied</p> <p>Fairly dissatisfied</p> <p>Very dissatisfied</p>	
	<p>[TSM TP05]</p>	<p>Very satisfied</p> <p>Fairly satisfied</p>	





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7	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that MTVH provides a home that is safe?	Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied  Don't know	
8	Do you live in a building with communal areas, either inside or outside, that MTVH is responsible for maintaining?	Yes  No  Don't know	Q10  Q10
9	[TSM TP10]  How satisfied or dissatisfied are you that MTVH keeps these communal areas clean and well maintained?	Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied	
	[TSM TP11]	Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied	





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10	How satisfied or dissatisfied are you that MTVH makes a positive contribution to your neighbourhood?	Fairly dissatisfied Very dissatisfied Don't know	
11	<p>[TSM TP12]</p> How satisfied or dissatisfied are you with MTVH's approach to handling anti-social behaviour?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied (Don't know)	
12	<p>[Additional Question]</p> Why do you say this?	Free type	
13	<p>[Additional Question]</p> Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?	Yes No	





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14	<p>[TSM TP06]</p> <p>How satisfied or dissatisfied are you that MTVH listens to your views and acts upon them?</p>	<p>Very satisfied</p> <p>Fairly satisfied</p> <p>Neither satisfied nor dissatisfied</p> <p>Fairly dissatisfied</p> <p>Very dissatisfied</p> <p>Don't know</p>	
15	<p>[TSM TP07]</p> <p>How satisfied or dissatisfied are you that MTVH keeps you informed about things that matter to you?</p>	<p>Very satisfied</p> <p>Fairly satisfied</p> <p>Neither satisfied nor dissatisfied</p> <p>Fairly dissatisfied</p> <p>Very dissatisfied</p> <p>Don't know</p>	
	<p>[TSM TP08]</p>	<p>Strongly agree</p> <p>Agree</p>	





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16	To what extent do you agree or disagree with the following “MTVH treats me fairly and with respect?”	Neither agree nor disagree  Disagree  Strongly disagree  Don’t know	
17	Have you made a complaint to MTVH in the last 12 Months?	Yes  No	20
18	<p>[TSM TP09]</p> How satisfied or dissatisfied are you with MTVH’s approach to complaints handling?	Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied	
19	<p>[Additional Question]</p> Why do you say this?	Free type	
20	So MTVH can improve the services we provide. Are you happy for us to share your details along with your responses within MTVH?	Yes MTVH Only  Yes MTVH and Contractors  No	End



**MTVH**

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21	<p style="text-align: center;">[Additional Question]</p> <p>If necessary, do MTVH have your permission to contact you about the feedback you have provided today?</p> <p>This is optional, and if you would prefer not to hear from us your feedback will still be used to improve our services</p>	<p>Yes</p> <p>No</p>	
<p><b>Closing comments:</b></p> <p>Thank you very much for your time today &lt;insert name&gt;, your feedback responses are really important and we appreciate them very much.</p> <p>We will take your answers and feed these back along with everyone else's to the relevant departments so that MTVH can learn from and improve our services in the future.</p> <p>I would just like to confirm that this survey has been carried out within the rules of UKGDPR and would like to thank you once again. Have a lovely day.</p>			

