



MTVH Tenant Satisfaction Measures

Perception Survey (LCHO)

The reason for this survey is to gather some feedback about your general experience of being an MTVH customer.

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. 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.

The survey shouldn't take longer than 10 minutes to complete.

1. Taking everything into account, how satisfied or dissatisfied are you with the services provided by MTVH?

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

2. Why do you say this?

3. 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?

- ☐ Very satisfied

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

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

- ☐ Yes
- ☐ No *If 'no' please move to Q10*
- ☐ Don't know *If 'don't know' please move to Q10*

5. 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

6. How satisfied or dissatisfied are you that MTVH makes a positive contribution to your neighbourhood?

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

7. How satisfied or dissatisfied are you with MTVH's approach to handling antisocial behaviour?

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

8. Why do you say this?

9. Have you experienced anti-social behaviour in the last 12 months?

- ☐ Yes
- ☐ No

10. How satisfied or dissatisfied are you that MTVH listens to your views and acts upon them?

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

11. How satisfied or dissatisfied are you that MTVH keeps you informed about things that matter to you?

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

12. To what extent do you agree or disagree with the following "MTVH treats me fairly and with respect?"

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Don't know

13. Have you made a complaint to MTVH in the last 12 months?



- ☐ Yes
- ☐ No *If 'no' please move to Q20*

14. 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

15. Why do you say this?

16. 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 our contractors
- ☐ No

17. If necessary, do MTVH have your permission to contact you about the feedback you have provided today?

This is optional, and if you would prefer not to hear from us your feedback will still be used to improve our services

- ☐ Yes
- ☐ No

Thank you for taking the time to complete our survey. If you would like more information about MTVH's privacy policy, please visit our website <https://www.mtvh.co.uk/privacy-policy/>

If you would like to view our performance and the Tenant Satisfaction Measures, this information is available on our website at <https://www.mtvh.co.uk/about-us/our-promise-to-you/>.



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2. Why do you say this?

3. Has MTVH carried out a repair to your home in the last 12 months?

- ☐ Yes
- ☐ No *If 'no' please move to Q6*

4. How satisfied or dissatisfied are you with the overall repairs service from MTVH over the last 12 months?

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

5. 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

6. How satisfied or dissatisfied are you that MTVH provides a home that is well maintained?

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