

TSM – Southern Housing Questionnaire

FY 2024-2025

Introduction

Lead Tenant First Name: \${e://Field/RecipientFirstName}
Surname: \${e://Field/RecipientLastName}
Name: \${e://Field/Name}
Home Number: \${e://Field/Home%20Telephone%20Number}
Mobile Number: \${e://Field/Mobile%20Telephone}
Region: \${e://Field/New%20SH%20Regions}
Restricted Contact: \${e://Field/Restricted%20contact}
Advocate required: \${e://Field/Advocate%20Required}
Tenancy ID: \${e://Field/Tenancy%20ID}
Survey Type: \${e://Field/TSM%20Flag}
Legacy: \${e://Field/Legacy%20Organisation}

Good [time of day] please may I speak to ?

My name is [interviewer's name], I'm calling from Southern Housing. We are talking to residents to find out what they think of the services we provide. We'll also be using the survey to **calculate a series of Tenant Satisfaction Measures** that will be sent to the Regulator of Social Housing annually.

The survey will take around **10 minutes**, this may vary depending on how much feedback you have. Would you be able to help us today?

Before I begin, I want to make you aware that **this call maybe recorded for training and quality control.**

(Please only interview lead or joint tenants – you can also interview advocates or other family members who are acting as translators)

Agreement

Do you agree to participate?

(Note for the advisor: if they do not agree CLOSE THE WINDOW)

☐ Customer has agreed (1)

TP01 Overall Satisfaction

Thinking first about the overall service you receive from Southern Housing ...

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

- ☐ Very satisfied (1)
- ☐ Fairly satisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Fairly dissatisfied (4)
- ☐ Very dissatisfied (5)

Satisfaction Please can you explain why you gave that score?

Page Break

Filter Homeowner

Homeowner Is the customer you are interviewing a homeowner?

(Note for the advisor: please note the tenant is a `{e://Field/TSM%20Flag}`, this should match with the tenant's answer)

- ☐ No - they are in a rented property (1)
- ☐ Yes (2)

Skip To: TP05 Safe If Is the customer you are interviewing a homeowner? (Note for the advisor: please note the tenant i... = Yes

Page Break

Filter Repairs

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

- ☐ Yes (1)
- ☐ No (2)

Skip To: TP04 Well Maintained If Has Southern Housing carried out a repair to your home in the last 12 months? = No

Page Break

TP02 Overall Repair

How satisfied or dissatisfied are you with the overall repairs service from Southern Housing over the last 12 months?

- ☐ Very satisfied (1)
- ☐ Fairly satisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Fairly dissatisfied (4)
- ☐ Very dissatisfied (5)

TP03 Speed of Repair

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

- ☐ Very satisfied (1)
- ☐ Fairly satisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Fairly dissatisfied (4)
- ☐ Very dissatisfied (5)

TP04 Well Maintained

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

- ☐ Very satisfied (1)
 - ☐ Fairly satisfied (2)
 - ☐ Neither satisfied nor dissatisfied (3)
 - ☐ Fairly dissatisfied (4)
 - ☐ Very dissatisfied (5)
-

Repairs Comments Any other repairs and maintenance comments:

Page Break

TP05 Safe

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

- ☐ Very satisfied (1)
- ☐ Fairly satisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Fairly dissatisfied (4)
- ☐ Very dissatisfied (5)
- ☐ Not applicable/don't know (6)

Safe Comment Any other safe comments:

Page Break

TP06 Listens and Act

How satisfied or dissatisfied are you that Southern Housing listens to your views and acts upon them

- ☐ Very satisfied (1)
- ☐ Fairly satisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Fairly dissatisfied (4)
- ☐ Very dissatisfied (5)
- ☐ Not applicable/don't know (6)

TP07 Informed

How satisfied or dissatisfied are you that Southern Housing keeps you informed about things that matter to you?

- ☐ Very satisfied (1)
 - ☐ Fairly satisfied (2)
 - ☐ Neither satisfied nor dissatisfied (3)
 - ☐ Fairly dissatisfied (4)
 - ☐ Very dissatisfied (5)
 - ☐ Not applicable/don't know (6)
-

TP08 Fair & Respect

To what extent do you agree or disagree with the following 'Southern Housing treats me fairly and with respect'?

- ☐ Strongly agree (1)
 - ☐ Agree (2)
 - ☐ Neither agree nor disagree (4)
 - ☐ Disagree (5)
 - ☐ Strongly disagree (6)
 - ☐ Not applicable/don't know (7)
-

Engagement Comment Any other comments around Listens and acts, Informed or Respect

Page Break

Filter Complaints

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

- ☐ Yes (1)
- ☐ No (3)

Skip To: Instructions If Have you made a complaint to Southern Housing in the last 12 months? = No

Page Break

TP09 Complaints

How satisfied or dissatisfied are you with Southern Housing's approach to complaints handling?

- ☐ Very satisfied (1)
- ☐ Fairly satisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Fairly dissatisfied (4)
- ☐ Very dissatisfied (5)

Complaints comments Any other comments around Complaints?

Page Break

Display this question:

If Have you made a complaint to Southern Housing in the last 12 months? = No

Instructions

Instructions for the adviser, please ask the resident the following:

Are you aware you can raise a complaint by contacting the main contact number:

08001216060 or you can do this through the **resident portals** or on the **company website**.

Page Break

Filter Communal

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

- ☐ Yes (1)
- ☐ No (2)
- ☐ Don't know (3)

Skip To: TP12 ASB If Do you live in a building with communal areas, either inside or outside, that Southern Housing is... = No

Skip To: TP12 ASB If Do you live in a building with communal areas, either inside or outside, that Southern Housing is... = Don't know

Page Break

TP10 Communal

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

- ☐ Very satisfied (1)
- ☐ Fairly satisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Fairly dissatisfied (4)
- ☐ Very dissatisfied (5)

Communal comments Any other comments around Communal areas?

Page Break

TP12 ASB

How satisfied or dissatisfied are you with Southern Housing's approach to handling anti-social behaviour?

- ☐ Very satisfied (1)
 - ☐ Fairly satisfied (2)
 - ☐ Neither satisfied nor dissatisfied (3)
 - ☐ Fairly dissatisfied (4)
 - ☐ Very dissatisfied (5)
 - ☐ Not applicable/don't know (7)
-

ASB comments Any other comments about ASB?

Page Break

TP11 Neighbourhood

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

- ☐ Very satisfied (1)
- ☐ Fairly satisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Fairly dissatisfied (4)
- ☐ Very dissatisfied (5)
- ☐ Not applicable/don't know (6)

Neighbourhood 2

How satisfied or dissatisfied are you with your Neighbourhood as a place to live?

- ☐ Very satisfied (1)
- ☐ Fairly satisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Fairly dissatisfied (4)
- ☐ Very dissatisfied (5)
- ☐ Not applicable/don't know (6)

Neighbourhood comms Any other comments about Neighbourhood?

Page Break

Filter Contact Last 3 Months

Have you needed to contact Southern Housing for something in the last 3 months?

☐ Yes (2)

☐ No (1)

Skip To: Consent If Have you needed to contact Southern Housing for something in the last 3 months? = No

Page Break

Query type If yes, what was your most recent contact about?

☐ Responsive Repairs (1)

☐ Planned Repairs (2)

☐ Complaints (3)

☐ Tenancy Management- MEX, ASB, Changes (4)

☐ Rent Recovery (5)

☐ Service Charges (6)

☐ Lettings- Starting/ Ending a tenancy (7)

☐ Homeownership- new sales, staircasing (8)

☐ Shared ownership- property management (9)

☐ Defects- aftercare, repairs (10)

☐ Support services- FI, TSO, Wellbeing, SI, Community investment, Care & Support (11)

☐ Other (12) _____

☐ Don't know/ Unable to remember (13)

Page Break

Responsibility

Thinking about your most recent experience how satisfied or dissatisfied were you that: The member of staff took responsibility

- ☐ Very satisfied (1)
- ☐ Fairly satisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Fairly dissatisfied (4)
- ☐ Very dissatisfied (5)
- ☐ Not applicable/don't know (6)

Responsibility Sat Any other comments about responsibility

Page Break

Respect

The member of staff treated you with respect?

- ☐ Very satisfied (1)
- ☐ Fairly satisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Fairly dissatisfied (4)
- ☐ Very dissatisfied (5)
- ☐ Not applicable/don't know (6)

Respect Sat Any other comments about respect

Page Break

Doing as we say

We did what we said we would do?

- ☐ Very satisfied (1)
- ☐ Fairly satisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Fairly dissatisfied (4)
- ☐ Very dissatisfied (5)
- ☐ Not applicable/don't know (6)

Doing Sat Any other comments about doing what we say

Page Break

Informed

We kept you informed?

- ☐ Very satisfied (1)
 - ☐ Fairly satisfied (2)
 - ☐ Neither satisfied nor dissatisfied (3)
 - ☐ Fairly dissatisfied (4)
 - ☐ Very dissatisfied (5)
 - ☐ Not applicable/don't know (6)
-

Informed Sat Any other comments about being kept informed

Page Break

Listened and learnt

That we listened, learnt, and put things right for you?

- ☐ Very satisfied (16)
- ☐ Fairly satisfied (17)
- ☐ Neither satisfied nor dissatisfied (18)
- ☐ Fairly dissatisfied (19)
- ☐ Very dissatisfied (20)
- ☐ Not applicable/don't know (21)

Any other Comments Any other comments about listening and learning

Page Break

Consent Finally,

it may be useful for your name to be attached to your responses to follow up on some of the feedback you have provided today and when results are analysed. Would this be okay?

- ☐ Yes, I agree to my name being attached to my responses (1)
- ☐ No, I would like to remain anonymous (2)

Page Break