

# MTVH Tenant Satisfaction Measures Survey

J10711

Date 10/9/24

Telephone

## S Screener

ASK PERSON WHO ANSWERS PHONE

- S1 **Good morning / afternoon / evening. My name is **INTERVIEWER NAME** and I'm calling from IFF Research on behalf of your housing provider, Metropolitan Thames Valley Housing - MTVH. Please can I speak to **NAME**?**

**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 used to help improve services.**

**If I can run through some quick questions with you today please, that would be really helpful, shouldn't take us more than 10 minutes?**

Respondent answers phone	1	CONTINUE
Transferred to respondent	2	
Referred to someone else at household	3	FOLLOW UP QUESTION TO CHECK IF TENANT OR JOINT TENANT
Hard appointment	4	MAKE APPOINTMENT
Soft Appointment	5	
Engaged	6	CALL BACK
No answer	7	
Answer phone	8	
Refusal (this interview)	9	<p>RESPONDENT DOESN'T WISH TO TAKE PART BUT HASN'T SPECIFIED WHETHER THEY WISH TO OPT OUT OF ALL CALLS FROM US</p> <p><i>Some clients may want to capture reason for refusals so follow up write in box may be needed.</i></p>

Wrong number (new number provided)	10	FOLLOW UP SCREENER TO CAPTURE NEW NUMBER
Wrong Number (no new number provided)	11	SCREEN OUT
Business Number	12	
No longer a [client name] tenant / customer	13	SCREEN OUT
Customer deceased	14	SAMPLE CODED AS SUCH WILL NEED TO BE ADDED TO CENTRAL HOUSING DNC LIST SO IT ISN'T LOADED TO BE CALLED ON FOLLOWING MONTHS
Language Barrier	15	FOLLOW UP QUESTION TO ASK LANGUAGE SPOKEN, UPDATED SAMPLE VARIABLE WITH LANGUAGE SPOKEN AND HAS ITS OWN CALL OUTCOME
Needs reassurances	16	BRING UP REASSURANCE SCREEN
Terminate Interview	17	IF BREAKDOWN DURING INTERVIEW

### ASK ALL

- S3 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 with the Market Research Society's code of conduct and within GDPR 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.**

**INTERVIEWER REASSURANCES TO USE IF NEEDED:**

**For further information on how IFF Research keep your data safe please see our data protection policy on our website: [www.iffresearch.com/gdpr](http://www.iffresearch.com/gdpr)  
**If you would like to find out more about this survey, or confirm the validity of the survey please visit: [www.iffresearch.com/gdpr](http://www.iffresearch.com/gdpr)****

**REASSURANCES TO USE IF NECESSARY**

The interview will take around 10 minutes to complete.

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- **MRS: Market Research Society on 0800 975 9596**
- **IFF: Shahina Begum on 0207 250 3035**

## T TSM Survey

### ASK ALL

**(2878) Taking everything into account, how satisfied or dissatisfied are you with the service provided by MTVH?**

*SINGLE CODE. READ OUT*

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Don't know	6	

### ASK ALL

**(787) Why do you say this?**

### ASK IF LCRA IN SAMPLE

**(769) Has MTVH carried out a repair to your home in the last 12 months?**

*SINGLE CODE. READ OUT*

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 732 (732=1), AND IF LCRA IN SAMPLE

**(5626) How satisfied or dissatisfied are you with the overall repairs service from MTVH over the last 12 months?**

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL WHO SAID YES AT 732 (732=1), AND IF LCRA IN SAMPLE

**(5666) How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK IF LCRA IN SAMPLE

**(5647) How satisfied or dissatisfied are you that MTVH provides a home that is well maintained?**

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	

Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

**(5627) 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?**

SINGLE CODE. READ OUT

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

ASK ALL

**(5667) Do you live in a building with communal areas, either inside or outside, that MTVH is responsible for maintaining?**

SINGLE CODE. READ OUT

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	

ASK ALL WHO SAID YES AT 5667 (5667=1)

**(5495) How satisfied or dissatisfied are you that MTVH keeps these communal areas clean and well maintained?**

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	

Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

**(5669) How satisfied or dissatisfied are you that MTVH makes a positive contribution to your neighbourhood?**

SINGLE CODE. READ OUT

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

ASK ALL

**(5644) How satisfied or dissatisfied are you with MTVH's approach to handling anti-social behaviour?**

SINGLE CODE. READ OUT

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

ASK ALL

**(735) Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?**

*SINGLE CODE. READ OUT*

Yes	1	
No	2	

ASK ALL

**(5496) How satisfied are you with your neighbourhood as a place to live?**

*SINGLE CODE. READ OUT*

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

ASK ALL

**(5493) How satisfied or dissatisfied are you that MTVH listens to your views and acts upon them?**

*SINGLE CODE. READ OUT*

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

ASK ALL

**(303) Why do you say this?**

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ASK ALL

**(5494) How satisfied or dissatisfied are you that MTVH keeps you informed about things that matter to you?**

*SINGLE CODE. READ OUT*

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

ASK ALL

**(5485) To what extent do you agree or disagree with the following "MTVH treats me fairly and with respect"?**

*SINGLE CODE. READ OUT*

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Not applicable/ don't know	6	

ASK ALL

**(310) Why do you say this?**



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ASK ALL

**(737) Have you made a complaint to MTVH in the last 12 months?**

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 737 (737=1)

**(5645) How satisfied or dissatisfied are you with MTVH's approach to complaints handling?**

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

**(918) So MTVH can improve the services they provide. Are you happy for us to share your details along with your responses with MTVH?**

SINGLE CODE. READ OUT

Yes – MTVH only	1	
Yes – MTVH and their contractors	2	
No	3	

**Thank you for taking the time to complete this survey, your input is really important to MTVH. The results will be fed back to them. Finally, I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.**