

Moat: TSM survey questionnaire

Hello my name is I am calling from TLF Research, on behalf of your landlord Moat. Moat have asked us to contact you, to see if you would be happy to take part in a customer satisfaction survey.

The survey feedback will be used to produce a set of tenant satisfaction measures which will be published in a yearly report for the Regulator of Social Housing so they can see how well Moat is doing. Moat will also share the survey findings with all of their customers.

The Regulator of Social Housing are an organisation who regulate landlords such as Moat– they've recently set up a system called Tenant Satisfaction Measures so they can monitor how well social landlords are doing at offering good quality homes and services.

If yes, continue

If no, - could we arrange a time more convenient to you to complete the survey?

Thank you. Before we start the survey, I just need to let you know that you have the right to withdraw from doing this at any point during our conversation. We follow the Market Research Society code of conduct and Data Legislation which means your answers are confidential and we will check at the end if you are happy to have your name added to your feedback and shared with Moat. In addition, the call may be recorded for quality and training purposes.

TP01. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Moat?

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

If very satisfied - "Why would you say you are satisfied?"

If fairly satisfied or neither satisfied nor dissatisfied - "What could Moat do to make you satisfied?"

If fairly or very dissatisfied - "Why would you say you are dissatisfied?"

Has Moat carried out a repair to your home in the last 12 months? **[tenants only]**

- Yes (Go to Q3)
- No (Go to Q5)

TP02. How satisfied or dissatisfied are you with the overall repairs service from Moat over the last 12 months? **[tenants only]**

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

TP03. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **[tenants only]**

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

TP04. How satisfied or dissatisfied are you that Moat provides a home that is well maintained?

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

TP05. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Moat provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know.

TP06. How satisfied or dissatisfied are you that Moat 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

TP07. How satisfied or dissatisfied are you that Moat 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

TP08. To what extent do you agree or disagree with the following "Moat treats me fairly and with respect"?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable/don't know

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

- Yes (Go to Q11)
- No (Go to Q12)

TP09. How satisfied or dissatisfied are you with Moat's approach to complaints handling?

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

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

- Yes (Go to Q13)
- No (Go to Q14)
- Don't know (Go to Q14)

TP10. How satisfied or dissatisfied are you that Moat keeps these communal areas clean, and well maintained?

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

How satisfied or dissatisfied are you with the cleaning of your block? **[if receive cleaning service]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

How satisfied or dissatisfied are you with the ground's maintenance completed on your estate such as grass cutting, shrub trimming & litter picking? **[if receive Grounds maintenance service]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

TP11 How satisfied or dissatisfied are you that Moat makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

TP12. How satisfied or dissatisfied are you with Moat's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

Have you contacted Moat in the last six months? Please think about all the different ways you may have contacted Moat including by telephone, email, face-to-face and online.

- Yes (Go to Q19)
- No
- Don't know

How satisfied or dissatisfied are you that Moat is easy to deal with?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- I do not know

Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Moat. Would this be okay?

- Yes, I agree to my name being attached to my responses
- No, I would like to remain anonymous

If Yes - Are you happy for Moat to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

- Yes
- No

Finally, would you like our telephone number or that of the Market Research Society to check our credibility or make comments regarding this interview or our website address to read more information about how we process your personal data? (TLF = 01484 599610 and MRS = 0800 975 9596, Website= www.tlfresearch.com).