

**TSM Survey Questionnaire  
2024/25**

Order Question	Responses
1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Midland Heart?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied (Don't know or not applicable)
2 Why do you say that?	Customer comment
3 Has Midland Heart carried out a repair to your home in the last 12 months?	Yes No
4 How satisfied or dissatisfied are you with the overall repairs service from Midland Heart over the last 12 months?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied (Don't know or not applicable)

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 (Don't know or not applicable)
6	How satisfied or dissatisfied are you that Midland Heart provides a home that is well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know
7	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Midland Heart provides a home that is safe?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied (Don't know or not applicable)
8	What would make you satisfied with the safety of your home?	Customer comment

9	How satisfied or dissatisfied are you that Midland Heart listens to your views and acts upon them?	Very satisfied
		Fairly satisfied
		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		(Don't know or not applicable)
10	How satisfied or dissatisfied are you that Midland Heart keeps you informed about things that matter to you?	Very satisfied
		Fairly satisfied
		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		(Don't know or not applicable)
11	To what extent do you agree or disagree with the following "Midland Heart treats me fairly and with respect"?	Strongly agree
		Agree
		Neither agree nor disagree
		Disagree
		Strongly disagree
		(Don't know or not applicable)
12	Have you made a complaint to Midland Heart in the last 12 months?	Yes
		No

13	How satisfied or dissatisfied are you with Midland Heart's approach to complaints handling?	Very satisfied
		Fairly satisfied
		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		Don't know / not applicable
14	Do you live in a building with communal areas, either inside or outside, that Midland Heart is responsible for maintaining?	Yes
		No
		Don't know
15	How satisfied or dissatisfied are you that Midland Heart keeps these communal areas clean and well maintained?'	Very satisfied
		Fairly satisfied
		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		(Don't know or not applicable)
16	How satisfied or dissatisfied are you that Midland Heart makes a positive contribution to your neighbourhood?	Very satisfied
		Fairly satisfied
		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		Not applicable/ don't know

17	How satisfied or dissatisfied are you with Midland Heart's approach to handling anti-social behaviour?	Very satisfied
		Fairly satisfied
		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		Not applicable/ don't know
18	What could Midland Heart do to improve the level of service provided to you as a valued customer?	Customer comment
19	Do we have your permission to share the responses you have given today with Midland Heart so they can link them to details about your home and the services you receive?	Yes
		No
20	If necessary, do you give permission to Midland Heart to contact you about the feedback you have provided today?	Yes
		No