

## 12339 Platform Housing Group: TSM Survey April 2023-24

12339 Date 10/10/24  
Telephone and online via email

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### A Opening text - CATI

ASK PERSON WHO ANSWERS PHONE

CONTACT: @ADDRESS

@TEL1

@TEL2

DETAILS: @DATEREGARDING - @CALLSUBJECT

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, Platform Housing. Please can I speak to NAME?**

**The reason for my call today is to gather some feedback about your general experience of being a Platform Housing customer. This is part of the tenant satisfaction measures to see how well landlords like Platform Housing are doing and will be used to help improve services.**

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

[IF AGREED TO TAKE PART]

**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 UK GDPR guidelines.**

**Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with Platform Housing 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)**

#### 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: Hollie Jones - 0207 250 3035**
- **Platform Housing: Gemma Boulton - [gemma.boulton@platformhg.com](mailto:gemma.boulton@platformhg.com)**

Respondent answers phone	1	CONTINUE
Transferred to respondent	2	
Hard appointment	3	MAKE APPOINTMENT
Soft Appointment	4	
Engaged	5	CALL BACK
Refusal	6	CLOSE
Not available in deadline	7	
Fax Line	8	
No reply / Answer phone	9	
Business Number	10	
Dead line	11	
Request reassurance email		COLLECT EMAIL ADDRESS THEN CONTINUE OR MAKE APPOINTMENT  (SEE APPENDIX FOR EMAIL TEXT)

Online (via Email):

## Housing Provider Logo



Help improve services provided by [HOUSING PROVIDER]

Dear @NAME,

We're emailing you on behalf of your housing provider, Platform Housing. They'd like to gather some feedback about your general experience of being a Platform Housing customer. This is part of the tenant satisfaction measures to see how well landlords like Platform Housing are doing and will be used to help improve services.

- The survey should take no more than 10 minutes to complete.
- We would kindly ask you to complete it as soon as possible
- You will be asked for consent to share your data with Platform Housing and your answers can be shared anonymously if you wish with no link to your personal information.

Take part now

Additional information:

- This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.
- The research is being conducted by IFF Research, an independent research organisation, on behalf of Platform Housing.
- Our work adheres to GDPR guidelines and the [Market Research Society's code of conduct](#).
- 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: <https://www.platformhg.com/have-your-say-tenant-satisfaction-measures>
- If you don't wish to participate in any future surveys then click [unsubscribe](#).

Many thanks in advance for your help with this important research.

The IFF Research Team



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Registered office: 5th Floor, St. Magnus House, 3 Lower Thames St, London, EC3R 6HD

### REASSURANCES TO USE IF NECESSARY

The interview will take around 10 minutes to complete.

Please note that all data will be reported in aggregate form and your answers will not be reported to our client in any way that would allow you to be identified.

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

- **MRS: Market Research Society on 0500396999**
- **IFF: Hollie Jones: 0207 250 3035**
- **Platform Housing: Gemma Boulton - gemma.boulton@platformhg.com**

## B Survey questions

**Research Team** – When designing/refining the agreed changes please highlight/add the required detail using  
(**Green** – Addition, **Amber** – Change, **Red** – Remove)

QID	Order	Question	Suppression SQL	Pick Responses	Response Type	Scored As	Skip to	
TP01 (628) 2878	1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Platform Housing? <b>INTERVIEWER NOTE: Do not read out the Don't Know option</b>		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Refused or unable to answer)	Response	Passive	
(303)	2	Why do you say that?		One	Customer comment	Verbatim	Passive	
TP02 (732)	3	Has Platform Housing carried out a repair to your home in the last 12 months?	LCRA only	One	Yes	Response	Passive	
					No	Response	Passive	Q6
TP02 (5626)	4	How satisfied or dissatisfied are you with the overall repairs service from Platform Housing over the last 12 months? <b>INTERVIEWER NOTE: Do not read out Don't Know option</b>	LCRA only	One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Not applicable / Don't know)	Response	Passive	
TP03 (5666)	5	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? <b>INTERVIEWER NOTE: Do not read out Don't Know option</b>	LCRA only	One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Not applicable / Don't know)	Response	Passive	
(3134) 631	6	Generally, how satisfied or dissatisfied are you with the way Platform Housing deals with repairs and maintenance?	LCRA only	One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
TP04	7	How satisfied or dissatisfied	LCRA only	One	Very satisfied	Response	Positive	

(5647)		are you that Platform Housing provides a home that is well maintained?  <b>INTERVIEWER NOTE: Do not read out Don't Know option</b>			Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Not applicable/ don't know)	Response	Passive	
TP05 (5627)	8	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Platform Housing provides a home that is safe?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
		Not applicable/ don't know	Response	Passive				
TP06 (5493)	9	How satisfied or dissatisfied are you that Platform Housing listens to your views and acts upon them?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
		Not applicable/ don't know	Response	Passive				
TP07 (5494)	10	How satisfied or dissatisfied are you that Platform Housing keeps you informed about things that matter to you?			Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Not applicable/ don't know	Response	Passive	
TP08 (5485)	11	To what extent do you agree or disagree with the following: "Platform Housing treats me fairly and with respect"?		One	Strongly Agree	Response	Positive	
					Agree	Response	Positive	
					Neither agree nor disagree	Response	Passive	
					Disagree	Response	Negative	
					Strongly Disagree	Response	Negative	
		Not applicable/ don't know	Response	Passive				
(5011)	12	How satisfied or dissatisfied are you that Platform Housing are easy to deal with?		One	Strongly agree	Response	Positive	
					Agree	Response	Positive	
					Neither agree nor disagree	Response	Passive	
					Disagree	Response	Negative	
					Strongly disagree	Response	Negative	



					(Don't know or not applicable)	Response	Passive	
(5060) 5643	13	How strongly do you agree or disagree with the following: I trust Platform Housing will do what they say they will do?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
TP09 (737)	14	Have you made a complaint to Platform Housing in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to Q16
TP09 (5490) 5645	15	How satisfied or dissatisfied are you with Platform Housing's approach to complaints handling?  <b>INTERVIEWER NOTE: Do not read out Don't Know option</b>		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
TP10 (5667)	16	Do you live in a building with communal areas, either inside or outside, that Platform Housing is responsible for maintaining?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to Q18
					Don't know			Skip to Q18
TP10 (698) 5495	17	How satisfied or dissatisfied are you that Platform Housing keeps these communal areas clean and well-maintained?  <b>INTERVIEWER NOTE: Do not read out Don't Know option</b>		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Refused or unable to answer)	Response	Passive	
TP11 (5246) 5669	18	How satisfied or dissatisfied are you that Platform Housing makes a positive contribution to your neighbourhood?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	

					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
TP12 (5644)	19	How satisfied or dissatisfied are you with Platform Housing's approach to handling anti-social behaviour?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
(5238) 735	20	Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	
(918)	21	Are you happy for us to share your details along with your responses with Platform Housing?		One	Yes	Filter	Passive	
					No	Filter	Passive	
Thank you for your completing the survey, your feedback is really important to Platform Housing and will be used to improve services.								

THANK RESPONDENT AND CLOSE INTERVIEW

Thank you for your completing the survey, your feedback is really important to Platform Housing and will be used to improve services. 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.