

Telephone introduction:

Hi, please can I speak to.....

My name is ____ and I am calling from TLF Research on behalf of Platform Housing. We are conducting their tenant satisfaction research introduced by the Regulator of Social Housing which will be used to calculate the annual Tenant Satisfaction Measure and published on Platform Housing's website. Your feedback would be really appreciated. Would you be able to spare 5 to 10 minutes to take part now please?

If yes, continue.

If no, booking if willing

Thank you. We follow the Market Research Society code of conduct and Data Legislation. In addition, the call may be recorded for quality and training purposes.

Web survey introduction:

Dear Customer,

We, TLF Research, are carrying out Platform Housing's tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measure for the Regulator of Social Housing. This will be published by your landlord; your feedback would be really appreciated.

Platform Housing have asked us to carry out this survey on their behalf to ensure impartiality and confidentiality of the results. We follow the Market Research Society code of conduct and Data Legislation, and your answers will be subject to the normal market research rules of confidentiality. We will not share your details with Platform without your permission.

You will need around 5 minutes to complete this survey about your experiences as a customer. Please click on the link below and you will be taken to the survey - this will work on smart phones, tablets and personal computers. Should the survey link not work for some reason, please select the whole link, and copy and paste it into your internet browser.

[Link]

Please complete the survey by [date]. Many thanks in anticipation of your help.

Yours sincerely,
TLF Research

1. [tp01_ovsat] Taking everything into account, how satisfied or dissatisfied are you with the service provided by Platform Housing?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not answered [do not read out – only an option if respondent cannot answer/refused to answer]

[c_probe_sat_TP01] If very satisfied probe “Why would you say you are satisfied?”

[c_probe_neither_TP01] If fairly satisfied or Neither satisfied nor dissatisfied probe “What could Platform Housing do to make you more satisfied?”

[c_probe_dissat_TP01] If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

2. [had_repair] Has Platform Housing carried out a repair to your home in the last 12 months? **[LCRA only]**
- Yes (Go to Q3)
 - No (Go to Q5)
3. [tp02_repairsat] How satisfied or dissatisfied are you with the overall repairs service from Platform Housing over the last 12 months? **[LCRA only]**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not answered [do not read out – only an option if respondent cannot answer/refused to answer]
4. [tp03_repairtime] How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **[LCRA only]**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not answered [do not read out – only an option if respondent cannot answer/refused to answer]
- 4a. [outstanding] Do any of the repairs you have reported in the last 12 months still need work doing to complete them? **[LCRA only]**
- Yes HOT ALERT, Must have also answered very dissatisfied for Q3 and be happy to be contacted)
 - No (Go to Q5)
 - Not applicable/don't know (Go to Q5)

5. [tp04_maint] How satisfied or dissatisfied are you that Platform Housing provides a home that is well maintained? **[LCRA only]**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not answered [do not read out – only an option if respondent cannot answer/refused to answer]
6. [tp05_safe] 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?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don't know

[c_probe_dissat_TP05] If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

7. [tp06_listens] How satisfied or dissatisfied are you that Platform Housing 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

[c_probe_dissat_TP06] If fairly or very dissatisfied probe “Why would you say you are dissatisfied? Please give an example of where you feel Platform Housing has not listened to your views and/or acted upon them.”

8. [tp07_informed] How satisfied or dissatisfied are you that Platform Housing 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

9. [tp08_fair] To what extent do you agree or disagree with the following “Platform Housing treats me fairly and with respect”?
- Strongly agree
 - Agree
 - Neither agree nor disagree
 - Disagree
 - Strongly disagree
 - Not applicable/don't know
10. [Complaint] Have you made a complaint to Platform Housing in the last 12 months?
- Yes (Go to Q11)
 - No (Go to Q12)
11. [tp09_comphand] How satisfied or dissatisfied are you with Platform Housing's approach to complaints handling?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not answered [do not read out – only an option if respondent cannot answer/refused to answer]
- 11a. **(Asked from April to October 2025)** Who did you complain to?
- a. Called contact centre
 - b. Emailed contact centre
 - c. Face to face with member of staff
 - d. Social Media
 - e. Independent organisation (e.g. MP, Citizen's Advice local paper, ombudsman)
 - f. Platform customer portal
 - g. Neighbourhood officer
 - h. Retirement housing officer
 - i. Used more than one method (please specify)
 - j. Other (please specify)
- 11b. **(Asked from November 2025)** What was the reason for your most recent complaint?
- a. Repairs
 - b. Damp and/or mould
 - c. Communal cleaning
 - d. Grounds maintenance service
 - e. Not being kept informed / lack of communication
 - f. Time taken to action request
 - g. Service charges
 - h. A member of staff
 - i. Anti-social behaviour
 - j. Other (please specify)

12. [communal] Do you live in a building with communal areas, either inside or outside, that Platform Housing is responsible for maintaining?
- Yes (Go to Q13)
 - No (Go to Q14)
 - Don't know (Go to Q14)
13. [tp10_communal] How satisfied or dissatisfied are you that Platform Housing keeps these communal areas clean, and well maintained?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not answered [do not read out – only an option if respondent cannot answer/refused to answer]

[c_probe_dissat_TP10] (Asked from November 2025) If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

Interviewer code and take full comment:

- a. Condition of communal area
- b. Cleaning and caretaking
- c. Grounds maintenance
- d. Lighting
- e. Access to the building
- f. Lift maintenance
- g. Parking
- h. Bins / storage areas
- i. Other

14. [tp11_neighbour] How satisfied or dissatisfied are you that Platform Housing makes a positive contribution to your neighbourhood?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don't know
15. [tp12_asbo] How satisfied or dissatisfied are you with Platform Housing's approach to handling anti-social behaviour?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don't know

16b. [asbo_reported] Within the last 12 months have you reported an incident of ASB to Platform Housing

- ☐ Yes
- ☐ No
- ☐ Not applicable/don't know

16. [anon] Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Platform Housing. Would this be okay?

- ☐ Yes, I agree to my name being attached to my responses (Go to Q17)
- ☐ No, I would like to remain anonymous (Go to close)

<for non anonymous customers only>

17. [contact] Are you happy for Platform Housing to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

- ☐ Yes
- ☐ No

We would like to make you aware that if you would like to make a complaint to Platform Housing, you can do this in a number of ways. Would you like the details?

1. Call 0333 200 7304
2. E-mail customerfeedback@platformhg.com
3. Visit the Platform Housing website, click on www.platformhg.com/complaints

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).