



Customer Satisfaction Survey

April '23 to March '24

Questionnaire

QID	Order	Question	Conditionality	Pick	Responses	Response Type	Scored As	Skip to
(2878)	1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by MSV Housing? INTERVIEWER NOTE: Do not read out the Don't Know option		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(303)	2	Why do you say that?		One	Customer comment	Verbatim	Passive	
(732)	3	Has MSV Housing carried out a repair to your home in the last 12 months?	LCRA or LCHO = LCRA	One	Yes	Response	Passive	
					No	Response	Passive	Skip to 6
(5626)	4	How satisfied or dissatisfied are you with the overall repairs service from MSV Housing over the last 12 months? INTERVIEWER NOTE: Do not read out Don't Know option	LCRA or LCHO = LCRA	One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5666)	5	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? INTERVIEWER NOTE: Do not read out Don't Know option	LCRA or LCHO = LCRA	One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	1

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(5647)	6	How satisfied or dissatisfied are you that MSV Housing provides a home that is well maintained? INTERVIEWER NOTE: Do not read out Don't Know option	LCRA or LCHO = LCRA	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	
(5627)	7	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that MSV Housing provides a home that is safe?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
(5627)	7	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that MSV Housing provides a home that is safe?		One	(Don't know or not applicable)	Response	Passive	
(5422)	8	Have you had cause to contact MSV Housing in the last 12 months with any problems relating to damp and mould?		One	Yes	Response	Positive	
					No	Response	Negative	Skip to 10
					(Refused or unable to answer)	Response	Passive	Skip to 10
(1044)	9	If answer is yes, has this issue now been rectified?		Many	Customer comment	Verbatim	Passive	
(5493)	10	How satisfied or dissatisfied are you that MSV 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	
					(Don't know or not applicable)	Response	Passive	

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(5494)	11	How satisfied or dissatisfied are you that MSV Housing keeps you informed about things that matter to you?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5485)	12	To what extent do you agree or disagree with the following "MSV 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	
					(Don't know or not applicable)	Response	Passive	
(5011)	13	How satisfied or dissatisfied are you that MSV Housing are easy to deal with?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
(5011)	13	How satisfied or dissatisfied are you that MSV Housing are easy to deal with?		One	Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Don't know	Response	Passive	
(5643)	14	How strongly would you agree or disagree with the following statement, "I trust MSV Housing to do what they say they will do"?		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	
(737)	15	Have you made a complaint to MSV Housing in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to 17

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(5645)	16	How satisfied or dissatisfied are you with MSV Housing' approach to handling complaints? INTERVIEWER NOTE: Do not read out the Don't Know option		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	
(5667)	17	Do you live in a building with communal areas, either inside or outside, that MSV Housing is responsible for maintaining?		One	Yes	Response	Positive	
					No	Response	Negative	Skip to 19
					Don't know	Response	Passive	Skip to 19
(5495)	18	How satisfied or dissatisfied are you that MSV Housing keeps these communal areas clean and well maintained?' INTERVIEWER NOTE: Do not read out Don't Know option		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5669)	19	How satisfied or dissatisfied are you that MSV Housing makes a positive contribution to your neighbourhood?		One	Very satisfied	Response	Positive	
(5669)	19	How satisfied or dissatisfied are you that MSV Housing makes a positive contribution to your neighbourhood?		One	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	
(5644)	20	How satisfied or dissatisfied are you with MSV Housing' 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	

QID	Order	Question	Conditionality	Pick	Responses	Response Type	Scored As	Skip to
(735)	21	Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	
(331)	22	Finally, is there anything you would like to be add?		One	Customer comment	Verbatim	Passive	
(918)	23	Do MSV Homes have your permission to contact you about the feedback you have provided?		One	Yes	Filter	Passive	
		NOTE TO INTERVIEWER: END CALL			No	Filter	Passive	
(4399)	24	<p>End Call: INTERVIEWER TO CODE CUSTOMERS' RESPONSES TO THE WHOLE SURVEY. MSV Homes have asked us to help them identify which surveys need their attention and how urgent it is that they contact the customer.</p> <p>GREEN: The customer didn't provide any dissatisfied or negative responses throughout the survey AMBER: The tenant has expressed dissatisfaction to one or more questions and/or gave a negative response to an open question RED: The property is unsafe (for example customer can smell gas or there is leaking water) or there is a concern for the customer's welfare (for example they are threatening self-harm or are in need of medical help) or the customer is extremely upset or angry</p>		One	Green	Filter	Positive	Skip to end
					Amber	Filter	Passive	Skip to end
					Red	Filter	Negative	
(4400)	25	If RED - selected interviewer to explain why this survey has been categorised as 'RED'		One	Customer comment	Verbatim	Passive	