

Survey title:	Tenant Satisfaction Measure
Survey ID:	ESV-dy02-502725111
Intro text:	Thank you for agreeing to take part in this survey. The survey should take no more than 10 minutes to complete, and all those who take part have the chance to be entered into a prize draw with one chance to win a £250 Amazon evoucher, and three chances to win a £50 Amazon evoucher (Terms and conditions apply - see here). Please click 'Enter Survey' to begin the survey. By clicking the button, you agree to participate in this survey. As an independent market research agency, The Harris Poll UK (A Stagwell Company) has been asked to undertake this research on behalf of Magenta Living. All the data we collect is stored on a secure server and is covered by The Harris Poll UK Privacy Policy. You have the right to access your data and withdraw consent at any time.
Outro text:	Thank you, please press the button below to finish the survey.
Thank you text:	Thank you for completing this survey. Your input is greatly appreciated.

-- Page break --	Visible, all
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Thank you for agreeing to take part in this survey. The survey should take no more than 10 minutes to complete, and all those who take part have the chance to be entered into a prize draw with one chance to win a £250 Amazon evoucher, and three chances to win a £50 Amazon evoucher (Terms and conditions apply - see here). Please click 'Enter Survey' to begin the survey. By clicking the button, you agree to participate in this survey. As an independent market research agency, The Harris Poll UK (A Stagwell Company) has been asked to undertake this research on behalf of Magenta Living. All the data we collect is stored on a secure server and is covered by The Harris Poll UK Privacy Policy. You have the right to access your data and withdraw consent at any time.

-- INTRO --	Initially visible; to make hidden: Data3 = CATI
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-- QA --	Mandatory, all
Quota settings	
Outsiders:	Deny
Screenouts:	Save, as disabled responses
Inclusion policy:	All

Information box		
Firstly, we want to ask you a series of questions about your satisfaction with Magenta Living. These questions form the Tenant Satisfaction Measures which are used by all Housing Associations to understand and report on customer satisfaction.		Visible, all

-- QTP01 --	Mandatory, all
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1.	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Magenta Living?		
1.	Very satisfied	4.	Fairly dissatisfied
2.	Fairly satisfied	5.	Very dissatisfied
3.	Neither satisfied nor dissatisfied		
		Single select Single-select	Mandatory, all

-- QTP02a --	Mandatory, all
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2.	Has Magenta Living carried out a repair to your home in the last 12 months?		
1.	Yes	2.	No
		Single select Single-select	Mandatory, all

-- QTP02b --	Initially hidden; to make mandatory: TP02a = Yes (Tenant w repair in last 12 months)
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3.	How satisfied or dissatisfied are you with the overall repairs service provided by Magenta Living over the last 12 months?			Single select Single-select	Mandatory, all
	1.	Very satisfied	4.	Fairly dissatisfied	
	2.	Fairly satisfied	5.	Very dissatisfied	
	3.	Neither satisfied nor dissatisfied			

-- PB_QTP02c --

Initially hidden;
to make mandatory:
Q2=1

4.	Please tell us why you are %SUB(anstp02b)% with the overall repairs service from Magenta Living?			Open end (multi line) Textual	Optional, all
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-- QTP03 --

Initially hidden;
to make mandatory:
TP02a = Yes (Tenant w repair in last 12 months)

5.	How satisfied or dissatisfied are you with the time taken to complete your most recent repair?			Single select Single-select	Mandatory, all
	1.	Very satisfied	4.	Fairly dissatisfied	
	2.	Fairly satisfied	5.	Very dissatisfied	
	3.	Neither satisfied nor dissatisfied			

-- PB_QTP03a --

Initially hidden; to make mandatory:
Q2=1

6.	Please tell us why you are %SUB(anstp03)% with the time taken to complete your most recent repair?			Open end (multi line) Textual	Optional, all
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-- QTP04 --

Mandatory, all

7.	How satisfied or dissatisfied are you that Magenta Living provides a home that is well maintained?			Single select Single-select	Mandatory, all
	1.	Very satisfied	4.	Fairly dissatisfied	
	2.	Fairly satisfied	5.	Very dissatisfied	
	3.	Neither satisfied nor dissatisfied			

-- QTP_05_06_07_11_12 --

Mandatory, all

8.	We'd like to ask you some more questions about your experience of Magenta Living.			Single select grid Multi-select Options set 1 - reorder: yes, method: randomised	Mandatory, all
	1.	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Magenta Living provides a home that is safe?	a.	Very satisfied	

2.	How satisfied or dissatisfied are you that Magenta Living listens to your views and acts upon them?	b.	Fairly satisfied		
3.	How satisfied or dissatisfied are you that Magenta Living keeps you informed about things that matter to you?	c.	Neither satisfied nor dissatisfied		
4.	How satisfied or dissatisfied are you that Magenta Living makes a positive contribution to your neighbourhood?	d.	Fairly dissatisfied		
5.	How satisfied or dissatisfied are you with Magenta Living's approach to handling anti-social behaviour?	e.	Very dissatisfied		
		f.	Not applicable/Don't know		

-- QTP09a --

Mandatory, all

9.	Have you made a complaint to Magenta Living in the last 12 months?		Single select Single-select	Mandatory, all
1.	Yes	2. No		

-- QTP09b --

Initially hidden;
to make mandatory:
QTP09a = Yes (Complaint in last 12 months)

10.	How satisfied or dissatisfied are you with Magenta Living's approach to complaints handling?		Single select Single-select	Mandatory, all
1.	Very satisfied	4.	Fairly dissatisfied	
2.	Fairly satisfied	5.	Very dissatisfied	
3.	Neither satisfied nor dissatisfied			

-- PB_QTP09C --

Initially hidden; to make mandatory:
Match at least ONE of
Q10=4, Q10=5

11.	You said you were dissatisfied with Magenta Living's approach to handling complaints. Please tell us what didn't work well and what would have improved the experience.		Open end (multi line) Textual	Optional, all
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-- QTP10a --

Visible, all

12.	Do you live in a building with communal areas, either inside or outside, that Magenta Living is responsible for maintaining?		Single select Single-select	Mandatory, all
1.	Yes	3.	Don't know	
2.	No			

-- QTP10b --

Initially hidden;

				to make mandatory: QTP10a = Yes (Has communal area)	
13.	How satisfied or dissatisfied are you that Magenta Living keeps these communal areas clean and well-maintained?			Single select Single-select	Mandatory, all
1.	Very satisfied	4.	Fairly dissatisfied		
2.	Fairly satisfied	5.	Very dissatisfied		
3.	Neither satisfied nor dissatisfied				
-- QTP08 --				Visible, all	
14.	To what extent do you agree or disagree with the following? "Magenta Living treats me fairly and with respect."			Single select Single-select	Mandatory, all
1.	Strongly agree	4.	Disagree		
2.	Agree	5.	Strongly disagree		
3.	Neither agree nor disagree	6.	Not applicable/Don't know		
-- QB --				Mandatory, all	
Information box					Visible, all
Thank you for your feedback so far. We now have a few questions that Magenta Living would like to ask, in order to help them plan for the services and housing needs of their customers in the future.					
-- QAQ1a --				Mandatory, all	
15.	To what extent do you feel your current home meet your needs...?			Single select grid Multi-select	Mandatory, all
1.	Now	a.	A great deal		
2.	In 5 years' time	b.	A fair amount		
3.	In 10 years' time	c.	Not very much		
		d.	Not at all		
		e.	Don't know		
-- QAQ1b --				Initially hidden; to make mandatory: Show QAQ1b (Will not meet needs in future)	
16.	Why do you not feel your home meets your needs in the future?			Open end (multi line) Textual	Optional, all
-- QAQ2 --				Mandatory, all	
17.	Which THREE of the following would you most like to see Magenta Living support or			Multi select	Mandatory, all

	invest in for your local area? Please select up to 3 responses.	Multi-select	
		Last option is exclusive vs. the rest	
1.	Improve the energy efficiency of my home	Options set 1 - reorder: yes, except last option, method: randomised	
2.	Repair and paint the outside of my home more frequently		
3.	Improve the look of our neighbourhood		
4.	Help me maintain my garden		
5.	Improve the quality of homes Magenta Living lets to new tenants		
6.	Tile all the bathroom walls when bathrooms are replaced		
7.	Repair and maintain my fencing		
8.	Help me decorate my property		
9.	Improve the quality of plastering in my property		
10.	None of these		

-- QAQ3 --		Mandatory, all	
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18.	Is there anything not on the list you think Magenta Living should support or invest in for your home or local area?	Open end (multi line) Textual	Optional, all
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-- QC --		Mandatory, all	
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Information box			Visible, all
Thank you for your feedback. We have a final set of questions about you, your life, and your needs. The answers to these questions will help Magenta Living understand their customers and design services that meet customers' needs.			
As with the rest of the answers to this survey, all responses are confidential, and no individual is identifiable in the results.			

-- QGQ1 --		Mandatory, all	
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19.	We are going to show you some statements that other people have made about their daily life, to what extent do you agree or disagree with each statement?		Single select grid Multi-select	Mandatory, all
1.	I feel lonely a lot of the time	a. Strongly agree		
2.	I feel in control of my life	b. Agree		
3.	I find it difficult to make phone calls to people I don't know	c. Neither agree nor disagree		
4.	I feel confident dealing with people in authority or formal situations	d. Disagree		
5.	I tend to ignore letters or emails that look official	e. Strongly disagree		
			Options set 1 - reorder: yes, method: randomised	

-- QGQ3 --		Mandatory, all	
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20.	We now have some more statements that other people have used to describe	Single select grid	Mandatory, all
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themselves. To what extent do you agree or disagree with each statement? Remember, there are no right or wrong answers and everything you tell us will be completely confidential.			Multi-select Options set 1 - reorder: yes, method: randomised	
1.	I feel anxious most of the time	a.	Strongly agree	
2.	I can become overwhelmed easily	b.	Agree	
3.	I am very happy with my life as it is	c.	Neither agree nor disagree	
4.	I am reliant on other people to help me with day to day tasks	d.	Disagree	
		e.	Strongly disagree	

-- QGQ4 --

Mandatory, all

To understand more about your experiences day to day, we would like to know if there are any areas of your life where you encounter difficulties. 21. '1' indicates that you have no difficulties with this, whilst '5' indicates that you have a lot of difficulties with this. Please tell us to what extent you encounter difficulties for ..			Single select grid Multi-select Options set 1 - reorder: yes, method: randomised	
1.	Counting out change when shopping	a.	1 - I have no difficulties with this	Mandatory, all
2.	Walking or climbing stairs	b.	2	
3.	Following a conversation when people talk to you	c.	3	
4.	Being in places which are loud or bright	d.	4	
		e.	5 - I have a lot of difficulties with this	

-- QGQ6 --

Mandatory, all

22. Do you use a mobility aid? (e.g. walking stick, wheelchair, crutches)			Single select Single-select	
1.	Yes	3.	Not sure	Mandatory, all
2.	No			

-- QGQ5 --

Mandatory, all

23. Please tell us which one of the following best describes your current employment status.			Single select Single-select	
1.	Working as an employee (full time) (30 or more hours per week)	8.	Looking after family/home	Mandatory, all
2.	Working as an employee (part time) (fewer than 30 hours per week)	9.	Not working due to long-term illness	
3.	Working as an employee (zero hours contract)	10.	Not working due to disability	

4.	Casual worker - not in permanent employment	11.	Full time carer		
5.	Self-employed	12.	Unemployed		
6.	Retired	13.	Prefer not to say		
7.	Student				

-- PB_CensusInfo --				Visible, all	
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24.	Magenta Living is required to ensure that the information it currently holds about you, and your household, is accurate and up to date. If you answer the following questions your responses will be provided to Magenta Living so they can check and update their records as necessary.			Single select Single-select	Mandatory, all
	Do you consent to your responses being linked to the data that Magenta Living already hold for you?				
1.	Yes	2.	No		

-- PB_C1a --				Visible, all	
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25.	Including yourself, how many people currently live in your household?			Single select Single-select	Mandatory, all
1.	1 (just me)	4.	4		
2.	2	5.	More than 4		
3.	3	6.	Prefer not to say		

-- PB_C1b --				Initially visible; to make hidden: Match at least ONE of Q25=1, Q25=6	
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26.	And how many people in your household are under the age of 18?			Single select Single-select	Mandatory, all
1.	None	4.	3*		
2.	1*	5.	More than 3*		
3.	2*	6.	Prefer not to say		

* Indicates an option that has routing.

-- PB_C2 --				Visible, all	
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Information box		
The following questions are about your health and wellbeing. Magenta Living can tailor its services in order to provide support for individuals with a particular disability or medical condition. If you answer the following questions your responses will be provided to Magenta Living so they can better tailor their services to your specific needs.		Visible, all

-- PB_C2a --				Visible, all	
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27.	Do you, or any member of your household, have any physical or mental health condition, illness, or cognitive difference lasting or expected to last 12 months or			Multi select Multi-select	Mandatory, all
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	more?			Last 2 options are exclusive vs. the rest	
	Please select all that are relevant to you				
	1. Yes – physical condition	4. No			
	2. Yes – mental health condition	5. Prefer not to say			
	3. Yes – cognitive or neurodivergent condition (e.g. autism, ADHD)				

-- PB_C2b --				Initially hidden; to make mandatory: Match at least ONE of Q27=1, Q27=2, Q27=3	
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28.	And do any of these conditions or illnesses reduce your/a member of your households ability to carry out day-to-day activities?			Single select Single-select	Mandatory, all
	1. Yes, a lot	3. No, not at all			
	2. Yes, a little	4. Prefer not to say			

-- PB_C3 --				Visible, all	
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29.	What reasonable adjustments can Magenta Living make to meet your needs when accessing their service? Please select all that apply.			Multi select Multi-select Last option is exclusive vs. the rest Options set 1 - reorder: yes, except last 2 options, method: randomised	Mandatory, all
	1. Allow longer to answer the door				
	2. Speak loudly and clearly				
	3. Provide a spoken or sign language interpreter				
	4. Provide services outside of 9am-5pm on weekdays				
	5. Provide services on the weekend				
	6. Make all documents/resources accessible and easy to read				
	7. Provide information in large print or another written language				
	8. Use email or text instead of phone calls				
	9. Other (please specify)				
	10. None of the above				

30.	If 'Other', please specify:			Open end (single line) Textual	Initially hidden; to make optional: Q29=9
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-- QRecontact --				Mandatory, all	
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31.	From time to time the Magenta Living team may wish to contact customers to discuss the feedback that they gave. If you agree to be contacted about your feedback please answer 'Yes' below. This contact may be via one of their research partners, such as The Harris Poll UK.	Single select Single-select	Mandatory, all
	If you say yes, we will ask for your name and contact details so that Magenta Living, The Harris Poll UK, or one of Magenta Living's other research partners can contact you		

	should Magenta Living wish to follow up on some of the answers you gave.			
1.	Yes	2.	No	

-- QPD --

Mandatory, all

32.	Would you like to be entered into the prize draw with one chance of winning a £250 Amazon evoucher and three chances of winning a £50 Amazon evoucher (terms and conditions apply)?			Single select Single-select	Mandatory, all
	If you say yes we will ask for your name and contact details so that we can contact you should you win the prize.				
1.	Yes	2.	No		

-- QDetails --

Initially hidden;
to make mandatory:
Show Final Page

Information box		Initially hidden; to make mandatory: QRecontact & QPD = Yes
Please provide your name, email address and telephone number, so you can be contacted should Magenta Living wish to follow-up your answers or should you win a prize.		

Information box		Initially hidden; to make mandatory: QRecontact = Yes & OPD = No
Please provide your name, email address and telephone number, so you can be contacted should Magenta Living wish to follow-up your answers.		

Information box		Initially hidden; to make mandatory: QRecontact = No & QPD = Yes
Please provide your name, email address and telephone number, so you can be contacted should you win a prize.		

33.	Name:	Open end (single line) Textual	Mandatory, all
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34.	Email Address:	Open end (single line) Textual	Initially optional; to make mandatory: Data3 = Email
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35.	Telephone Number:	Open end (single line) Textual	Mandatory, all
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Outro text			
Thank you, please press the button below to finish the survey.			

Survey Substitutions:		
Key:	Name:	Source:
anstp02b	Answer TP02b	Answer from a question
anstp03	Answer TP03	Answer from a question