

PLUS DANE TSM – 2024/2025

Good morning/afternoon/evening. Please can I speak to ('RespondentName')?

My name is and I am calling from M·E·L Research, an independent research agency, on behalf of Plus Dane Housing who have asked us to call you.

The reason for this call is that we are carrying out a short satisfaction survey and would welcome your feedback. This survey will be used to calculate annual Tenant Satisfaction Measures (TSMs) to be published by Plus Dane. It will also be used to help improve Plus Dane's services.

Can you spare around five minutes to take part in this survey please?

Also just to let you know, this survey will be conducted following the Code of Conduct of the Market Research Society. You can change your mind on taking part at any point during the survey. The information you provide in this survey will be used for research purposes and any personal information will only ever be shared with Plus Dane with your express permission.

IF NECESSARY: If you would like a copy of our privacy notice emailed to you, I can do that now if you provide me with your email address.

- ☐ Continue with survey
- ☐ Email Privacy Notice

TP01: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Plus Dane Housing?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Why are you dissatisfied with the overall service?

Please provide as much detail as possible so that we could pass this onto the relevant department.

TP02. Has Plus Dane Housing carried out a repair to your home in the last 12 months?

- ☐ Yes
- ☐ No

TP02: How satisfied or dissatisfied are you with the overall repairs service from Plus Dane Housing over the last 12 months?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied

☐ Very dissatisfied

TP03: 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

TP04: How satisfied or dissatisfied are you that Plus Dane Housing provides a home that is well maintained?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

TP05: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Plus Dane Housing provides a home that is safe?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

Why are you dissatisfied with the safety of your home?

Please provide as much detail as possible so that we could pass this onto the relevant department.

TP06: How satisfied or dissatisfied are you that Plus Dane 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

TP07: How satisfied or dissatisfied are you that Plus Dane 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

TP08. To what extent do you agree or disagree with the following: Plus Dane Housing treats me fairly and with respect?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable / don't know

TP09: Have you made a complaint to Plus Dane Housing in the last 12 months?

- ☐ Yes
- ☐ No

TP09: How satisfied or dissatisfied are you with Plus Dane Housing's approach to complaints handling?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

TP10: Do you live in a building with communal areas, either inside or outside, that Plus Dane Housing is responsible for maintaining?

- ☐ Yes
- ☐ No
- ☐ Don't know

TP10: How satisfied or dissatisfied are that Plus Dane Housing keeps these communal areas clean and well maintained?

- ☐ Very satisfied
- ☐ Fairly satisfied

- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

TP11: How satisfied or dissatisfied are you that Plus Dane 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

Why are you dissatisfied with Plus Dane making a positive contribution to your neighbourhood?

Please provide as much detail as possible so that we could pass this onto the relevant department.

TP12: How satisfied or dissatisfied are you with Plus Dane 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

Finally, just before we finish, how easy or difficult do you find it to deal with Plus Dane?

- ☐ Very easy
- ☐ Easy
- ☐ Difficult
- ☐ Very difficult

Are you happy for me to pass on your responses to this survey to Plus Dane along with your personal details so that they can contact you?

- ☐ Yes
- ☐ No

STOP

Complete –

Please click on the "Submit" button below to submit your survey.

Thank you for your time.

If you would like more information about who we are and how we use the information provided please see our privacy policy at: <https://melresearch.co.uk/page/privacypolicy>. This includes information on your privacy rights, including the right to withdraw your consent at any time.

Email sent to customers:

Dear Customer Name

As part of our commitment to listening to the views of our customers, we're carrying out a survey to find out how satisfied you are with the services we provide. I would be very grateful if you could help us by completing this short survey. This survey will be used to calculate annual Tenant Satisfaction Measures (TSMs) to be published by Plus Dane.

We've commissioned M-E-L Research, an independent market research company, to carry out this survey. Your answers will be treated in the strictest confidence and your personal information will only be shared with Plus Dane with your express permission.

This survey should take no longer than 5 minutes of your time. I hope that you'll be able to take part because your views are important to us and will be used to help improve Plus Dane's services.

Thank you very much in advance for your help.

Please click on the following link to complete the survey:

[ENTER SURVEY HERE](#)

If you have any questions or concerns about this survey please contact Muneer Wahidi at M-E-L Research on freephone 0800 0730 348. You can also read further information on the research at: <https://www.plusdane.co.uk/you-and-your-home/your-voice/tenant-satisfaction-measures/>

If you have any urgent feedback or service requests including [making a complaint](#) or to [log a repair](#), please contact Plus Dane directly at 0800 169 2988 or customer@plusdane.co.uk.

Yours sincerely

Alison Horner
Director of Governance & Assurance

If you would like to opt-out, please [click here](#)