

Places for People TSM Survey 2025/26

TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Places for People? • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied					
EFFORT	Overall, how easy or difficult is it to deal with Places for People? • Very easy • Easy • Neither easy nor difficult • Difficult • Very difficult					
TRUST NEEDS1 NEEDS2	To what extent do you agree or disagree with the following statements: <i>1 means you completely disagree, 2 means disagree, 3 means neither agree nor disagree, 4 means agree and 5 means completely agree.</i>					
		1	2	3	4	5
	I trust Places for People to do the right thing					
	Places for People meets my needs					
	My home meets my needs					
TP02a	[LCRA ONLY] <i>The next set of questions are about repairs, these could be repairs carried out by a Places for People operative in a Places for People van or completed by a contractor on Places for People's behalf.</i> Has Places for People carried out a repair to your home in the last 12 months? • Yes • No [skip to TP04]					
TP02	[LCRA ONLY] How satisfied or dissatisfied are you with the overall repairs service from Places for People over the last 12 months? • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied					

TP03	[LCRA ONLY] 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	[LCRA ONLY] How satisfied or dissatisfied are you that Places for People 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 Places for People provides a home that is safe? • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable / don't know
TP06	<i>The next set of questions are about your experiences of Places for People and its staff, this includes their Repairs Operatives, Contact Centre Team and Community Housing Managers.</i> How satisfied or dissatisfied are you that Places for People 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 Places for People 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 statement: “Places for People treats me fairly and with respect” • Strongly agree • Agree • Neither agree nor disagree • Disagree • Strongly disagree • Not applicable / don’t know
TP09a	Have you made a complaint to Places for People in the last 12 months? • Yes • No [skip to TP10a]
TP09	How satisfied or dissatisfied are you with Places for People’s approach to complaints handling? • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
TP10a	<i>The next few questions are about your Community, neighbourhood and shared areas.</i> Do you live in a building with communal areas, either inside or outside, that Places for People is responsible for maintaining? • Yes • No [skip to TP11] • Don’t know [skip to TP11]
TP10	How satisfied or dissatisfied are you that Places for People 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 Places for People makes a positive contribution to your neighbourhood? • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable / don’t know
TP12	How satisfied or dissatisfied are you with Places for People’s approach to handling anti-social behaviour? • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable / don’t know

PFP1	[ONLY ASK IF AGE NOT HELD] What is your age? [Numeric input]					
PFP2	Below are some statements that other people have made about their daily life. How much do you agree with each of these statements... <i>1 means you completely disagree, 2 means somewhat disagree, 3 means neither agree nor disagree, 4 means somewhat agree and 5 means completely agree.</i>					
		1	2	3	4	5
	Every day is a struggle for me					
	I cope well when things get difficult in my life					
	I feel positive about the future					
	I tend to ignore letters or emails that look official					
	I am very good at managing the money that I have					
	I feel anxious most of the time					
PFP3	Thinking about your daily life, to what extent do you encounter difficulties for each of the following areas? <i>1 means you have no difficulties with this and 5 means you have a lot of difficulties with this.</i>					
		1	2	3	4	5
	Walking or climbing stairs					
	Following a conversation when people talk to me					
PFP4	Do you use a mobility aid? - Yes - No - Not sure					

ETHNICITY	Which of these options best describes your ethnic group or background? [White] • English, Welsh, Scottish, Northern Irish, or British • Irish • Gypsy or Irish Traveller • Any other White background? [Mixed or Multiple ethnic groups] • White and Black Caribbean • White and Black African • White and Asian • Any other mixed multiple ethnic background? [Asian] • Chinese • Indian • Pakistani • Bangladeshi • Any other Asian background? [Black] • African • Caribbean • Any other Black, African or Caribbean background? [Other ethnic group] • Arab • Please can you describe your ethnic group or background? <i>[Open text]</i> [Prefer not to answer] • Prefer not to answer
SEXUALITY	Which of the following best describes your sexual orientation? • Straight or heterosexual • Gay or lesbian • Bisexual • Another sexual orientation • Prefer not to answer [IF OTHER SEXUAL ORIENTATION] How would you describe your sexual orientation?