

Places for People TSM Survey 2024

TP01	<p>Taking everything into account, how satisfied or dissatisfied are you with the service provided by Places for People?</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied 					
TP01V	Why did you provide that score?					
EFFORT	<p>Overall, how easy or difficult is it to deal with Places for People?</p> <ul style="list-style-type: none"> • Very easy • Easy • Neither easy nor difficult • Difficult • Very difficult 					
TRUST	To what extent do you agree or disagree with the following statements:					
NEEDS1	<i>1 means you completely disagree, 2 means disagree, 3 means neither agree nor disagree, 4 means agree and 5 means completely agree.</i>					
NEEDS2		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	<p>[LCRA ONLY]</p> <p><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></p> <p>Has Places for People carried out a repair to your home in the last 12 months?</p> <ul style="list-style-type: none"> • Yes • No [skip to TP04] 					

TP02	<p>[LCRA ONLY]</p> <p>How satisfied or dissatisfied are you with the overall repairs service from Places for People over the last 12 months?</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
TP03	<p>[LCRA ONLY]</p> <p>How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
TP04	<p>[LCRA ONLY]</p> <p>How satisfied or dissatisfied are you that Places for People provides a home that is well maintained?</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
TP05	<p>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?</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable / don't know
TP06	<p><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></p> <p>How satisfied or dissatisfied are you that Places for People listens to your views and acts upon them?</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable / don't know

TP07	<p>How satisfied or dissatisfied are you that Places for People keeps you informed about things that matter to you?</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable / don't know
TP08	<p>To what extent do you agree or disagree with the following statement: "Places for People treats me fairly and with respect"</p> <ul style="list-style-type: none"> • Strongly agree • Agree • Neither agree nor disagree • Disagree • Strongly disagree • Not applicable / don't know
TP09a	<p>Have you made a complaint to Places for People in the last 12 months?</p> <ul style="list-style-type: none"> • Yes • No [skip to TP10a]
TP09	<p>How satisfied or dissatisfied are you with Places for People's approach to complaints handling?</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
TP10a	<p><i>The next few questions are about your Community, neighbourhood and shared areas.</i></p> <p>Do you live in a building with communal areas, either inside or outside, that Places for People is responsible for maintaining?</p> <ul style="list-style-type: none"> • Yes • No [skip to TP11] • Don't know [skip to TP11]
TP10	<p>How satisfied or dissatisfied are you that Places for People keeps these communal areas clean and well-maintained?</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
TP11	<p>How satisfied or dissatisfied are you that Places for People makes a positive contribution to your neighbourhood?</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable / don't know

TP12	<p>How satisfied or dissatisfied are you with Places for People's approach to handling anti-social behaviour?</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable / don't know 					
PFP1	<p>[ONLY ASK IF AGE NOT HELD]</p> <p>What is your age?</p> <ul style="list-style-type: none"> • [Numeric input] 					
PFP2	<p>Below are some statements that other people have made about their daily life.</p> <p>How much do you agree with each of these statements...</p> <p><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></p>					
		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	<p>Thinking about your daily life, to what extent do you encounter difficulties for each of the following areas?</p> <p><i>1 means you have no difficulties with this and 5 means you have a lot of difficulties with this.</i></p>					
		1	2	3	4	5
	Walking or climbing stairs					
	Following a conversation when people talk to me					

PFP4	<p>Do you use a mobility aid?</p> <ul style="list-style-type: none"> • Yes • No • Not sure
ETHNICITY	<p>Which of these options best describes your ethnic group or background?</p> <p>[White]</p> <ul style="list-style-type: none"> • English, Welsh, Scottish, Northern Irish, or British • Irish • Gypsy or Irish Traveller • Any other White background? <p>[Mixed or Multiple ethnic groups]</p> <ul style="list-style-type: none"> • White and Black Caribbean • White and Black African • White and Asian • Any other mixed multiple ethnic background? <p>[Asian]</p> <ul style="list-style-type: none"> • Chinese • Indian • Pakistani • Bangladeshi • Any other Asian background? <p>[Black]</p> <ul style="list-style-type: none"> • African • Caribbean • Any other Black, African or Caribbean background? <p>[Other ethnic group]</p> <ul style="list-style-type: none"> • Arab • Please can you describe your ethnic group or background? <i>[Open text]</i> <p>[Prefer not to answer]</p> <ul style="list-style-type: none"> • Prefer not to answer
SEXUALITY	<p>Which of the following best describes your sexual orientation?</p> <ul style="list-style-type: none"> • Straight or heterosexual • Gay or lesbian • Bisexual • Another sexual orientation • Prefer not to answer <p><i>[IF OTHER SEXUAL ORIENTATION]</i></p> <p>How would you describe your sexual orientation?</p>