

No	Question	Source	Type	Response	Routing
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by NLM?	TSM	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
2	How satisfied or dissatisfied are you that NLM provides a home that is well maintained?	TSM	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that NLM provides a home that is safe?	TSM	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
4	Do you live in a building with communal areas, either inside or outside, that NLM is responsible for maintaining?	TSM	Radio	Yes, No, Don't know	
5	How satisfied or dissatisfied are you that NLM keeps these communal areas clean and well maintained?	TSM	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	4 = Yes
6	If you do not feel that your home is either well maintained or safe (and / or communal areas are clean and well maintained), please can you explain why and suggest what could be improved?	Probe	Text200	n/a	2 = Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied OR 3 = Neither satisfied nor dissatisfied OR 3 = Fairly dissatisfied OR 3 = Very dissatisfied OR 5 = Neither satisfied nor dissatisfied OR 5 = Fairly dissatisfied OR 5 = Very dissatisfied
7	Has NLM carried out a repair to your home in the last 12 months?	TSM	Radio	Yes, No	
8	How satisfied or dissatisfied are you with the overall repairs service from NLM over the last 12 months?	TSM	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	9 = Yes
9	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	TSM	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	9 = Yes
10	If you are not satisfied with how NLM deals with repairs and maintenance, please could you explain the reason why?	Probe	Text200	n/a	10, 11 or 12 = Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
11	How satisfied or dissatisfied are you that NLM listens to your views and acts upon them?	TSM	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
12	How satisfied or dissatisfied are you that NLM keeps you informed about things that matter to you?	TSM	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
13	To what extent do you agree or disagree with the following 'NLM treats me fairly and with respect'?	TSM	Radio	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know	
14	How satisfied or dissatisfied are you that NLM is easy to deal with?	STAR	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
15	If you are not satisfied with customer service and communications please provide more information, and what could NLM improve?	Probe	Text200	n/a	11, 12, 13, 14, = Neither agree nor disagree, Disagree, Strongly disagree OR Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
16	How satisfied or dissatisfied are you that NLM makes a positive contribution to your neighbourhood?	TSM	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
17	How satisfied or dissatisfied are you with NLM's approach to handling anti-social behaviour?	TSM	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
18	Have you made a complaint to NLM in the last 12 months?	TSM	Radio	Yes, No	
19	How satisfied or dissatisfied are you with NLM's approach to complaints handling?	TSM	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	18 = Yes
20	If NLM could do ONE thing to improve its services, what would you like it to be?	Open Q	Text200	n/a	
21	How concerned are you about the cost of living crisis for you personally?	COL	Radio	Not concerned at all, slightly concerned, very concerned, prefer not to say	
P1	The results of this survey are confidential. However, would you be happy for us to give all of your details to NLM with your name attached so that they have better information to help them improve services?		Radio	Yes, No	
P2	Would you be happy for NLM to contact you to follow up any of the comments or issues you have raised?		Radio	Yes, No	P1 = Yes