

## TSM Survey – Main Survey Questionnaire

### Intro: LRCA

Hi, my name is \_\_\_ and I am calling from TLF Research on behalf of Eastlight Community Homes. We are conducting their tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measures, and this will be reported to the Regulator of Social Housing. This will also be published by your landlord to show you how they are performing. Your feedback would be really appreciated. Would you be able to spare 5 to 10 minutes to take part now please?

### Intro: LCHO/Leaseholder

Hi, my name is \_\_\_ and I am calling from TLF Research on behalf of Eastlight Community Homes. We are conducting their customer satisfaction research which will be used to review our services. This will be published by your landlord to show you how they are performing. Your feedback would be really appreciated. Would you be able to spare 5 to 10 minutes to take part now please?

- If yes, continue.
- If no, booking if willing

Thank you. We follow the Market Research Society code of conduct and Data Legislation which means your answers are confidential and we will check at the end if you are happy to have your name added to your feedback and share this with Eastlight Community Homes. In addition, the call may be recorded for quality and training purposes.

1. **[tp01\_ovsat]** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Eastlight Community Homes?
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  
  - Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]

## ASKED ALL QUARTERS

[c\_probe\_sat\_TP01] **If very satisfied** probe “Why would you say you are satisfied?”

[c\_probe\_neither\_TP01] **If fairly satisfied or neither satisfied nor dissatisfied** probe “What could Eastlight Community Homes do to make you more satisfied?”

[c\_probe\_dissat\_TP01] **If fairly or very dissatisfied** probe “Why would you say you are dissatisfied?”

2. **[had\_repair]** Has Eastlight Community Homes carried out a repair to your home in the last 12 months? **[LCRA only]**
  - Yes (Go to Q3)
  - No (Go to Q5)
  
3. **[tp02\_repairsat]** How satisfied or dissatisfied are you with the overall repairs service from Eastlight Community Homes over the last 12 months? **[LCRA only]**
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]
  
4. **[tp03\_repairtime]** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **[LCRA only]**
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]
  
- 4.1. **[outstanding]** Do any of the repairs you have reported in the last 12 months still need work doing to complete them? **[LCRA only]**
  - Yes

- No
  - Not applicable/don't know
5. **[tp04\_maint]** How satisfied or dissatisfied are you that Eastlight Community Homes provides a home that is well maintained? **[LCRA only]**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]
6. **[tp05\_safe]** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Eastlight Community Homes provides a home that is safe?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not applicable/don't know.
7. **[tp06\_listens]** How satisfied or dissatisfied are you that Eastlight Community Homes 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

**ONLY ASKED ONE QUARTER**

**[c\_probe\_sat\_TP06]** **If very or fairly satisfied** probe “Why would you say you are satisfied?”

**[c\_probe\_neither\_TP06]** **If Neither satisfied nor dissatisfied** probe “What could Eastlight Community Homes do to make you more satisfied?”

[c\_probe\_dissat\_TP06] **If fairly or very dissatisfied probe** “Why would you say you are dissatisfied?”

8. **[tp07\_informed]** How satisfied or dissatisfied are you that Eastlight Community Homes 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
  
9. **[tp08\_fair]** To what extent do you agree or disagree with the following “Eastlight Community Homes treats me fairly and with respect”?
  - Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly disagree
  - Not applicable/don't know
  
10. **[Complaint]** Have you made a complaint to Eastlight Community Homes in the last 12 months?
  - Yes (Go to Q11)
  - No (Go to Q12)

11. **[tp09\_comphand]** How satisfied or dissatisfied are you with Eastlight Community Homes' approach to complaints handling?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]

**ONLY ASKED ONE QUARTER**

[c\_probe\_sat\_TP06] **If very or fairly satisfied probe** “Why would you say you are satisfied?”

[c\_probe\_neither\_TP06] **If Neither satisfied nor dissatisfied probe** “What could Eastlight Community Homes do to make you more satisfied?”

[c\_probe\_dissat\_TP06] **If fairly or very dissatisfied probe** “Why would you say you are dissatisfied?”

12. **[communal]** Do you live in a building with communal areas, either inside or outside, that Eastlight Community Homes is responsible for maintaining?
- Yes (Go to Q13)
  - No (Go to Q14)
  - Don't know (Go to Q14)
13. **[tp10\_communal]** How satisfied or dissatisfied are you that Eastlight Community Homes keeps these communal areas clean, and well maintained?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]
14. **[tp11\_neighbour]** How satisfied or dissatisfied are you that Eastlight Community Homes makes a positive contribution to your neighbourhood?
- Very satisfied

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

15. [tp12\_asbo] How satisfied or dissatisfied are you with Eastlight Community Homes' approach to handling anti-social behaviour?

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

15b. [asbo\_reported] Within the last 12 months have you reported an incident of ASB to Eastlight Community Homes?

- Yes
- No
- Not applicable/don't know

16. [recc0to10] Based on your experiences how likely or unlikely would you be to recommend Eastlight Community Homes to friends and family? This time, please give a score between 0 and 10 where 0 means 'Completely unlikely' and 10 means 'Completely likely'.

*(0 – 10 scale including 'N/A' option)*

[anon] Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Eastlight Community Homes. Would this be okay?

- Yes, I agree to my name being attached to my responses (Go to Q24)
- No, I would like to remain anonymous (Go to close)

*<for non anonymous customers only>*

[contact] Are you happy for Eastlight Community Homes to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

- Yes
- No

Finally, would you like our telephone number or that of the Market Research Society to check our credibility or make comments regarding this interview or our website address to

read more information about how we process your personal data? (TLF = 01484 599610 and MRS = 0800 975 9596, Website= [www.tlfresearch.com](http://www.tlfresearch.com)).