Questionnaire & Introductory Text



Hello is that [Respondent Name],

My name is [Interviewer Name] and I'm calling on behalf of [Organisation Name] from an independent research agency called Acuity. We are carrying out short satisfaction surveys with [description] to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare [Survey Length] minutes to go through the survey with me now?
IF NO ASK: can I call back at another time?

No appointments after [Project End Date]

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by [Organisation Name] and reported back to the Regulator of Social Housing.

If the customer would like to verify the validity of this survey they need to contact [Organisation Name] by email [Email Address] or by phone [Telephone Number].

NB: Data sharing if challenged –
"Your landlord will, from time to time, share your personal data with third parties for *legitimate interests*. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlord's website.

You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us and would rather we did not contact you again, we can remove your details from our system and flag this back to your landlord. I however urge you to contact them to request your details are not shared with other parties."

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that [Organisation Name] provides. We will report findings to [Organisation Name] without identifying you, unless you give us permission to do so. Are you happy to continue?

NB: If asked – call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews.

- Yes
- No

Question set

Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Soha Housing?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Satisfaction Comments	Please describe your specific experiences that have shaped your view of SOHA's service.	Open ended
Well Maintained Home	How satisfied or dissatisfied are you that Soha Housing provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Soha Housing provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that Soha Housing is responsible for maintaining?	Yes/No/Don't know
Communal Area satisfaction	How satisfied or dissatisfied are you that Soha Housing keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Home or communal areas safe or well maintained Comments	Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.	Open ended
Repairs in last 12 months?	Has Soha Housing carried out a repair to your home in the last 12 months?	Yes/No

Repairs last 12 months satisfaction	How satisfied or dissatisfied are you with the overall repairs service from Soha Housing over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Time taken repairs	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
Repairs Comments	Tell us more about your experience with the repairs service over the last 12 months.	Open ended
Contribution to neighbourhood	How satisfied or dissatisfied are you that Soha 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
Neighbourhood Contribution Comments	Share your views on your landlord's contribution to your neighbourhood.	Open ended
Approach to ASB	How satisfied or dissatisfied are you with Soha 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
ASB Comments	Give us your thoughts on SOHA's approach to handling anti-social behaviour.	Open ended
Listens to views & acts upon them	How satisfied or dissatisfied are you that Soha 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
Keeps you informed	How satisfied or dissatisfied are you that Soha 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
Fairly and with respect	To what extent do you agree or disagree with the following `Soha Housing treats me fairly and with respect`?	Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Not Applicable/Don't Know
Customer Service and Communicati	Describe your experience with the customer service and communications you receive.	Open ended

on Comments		
Easy to Deal With	How satisfied or dissatisfied are you that Soha Housing is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Complaints in last 12 months?	Have you made a complaint to Soha Housing in the last 12 months?	Yes/No
Complaints Handling	How satisfied or dissatisfied are you with Soha Housing's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Complaints Comments	Please describe your experience of how complaints are handled.	Open ended
Damp	Does your home currently suffer from any damp or mould issues?	Yes/No
Reported Damp	And if yes, have you reported it to Soha Housing?	Yes/No
Permission 1 - Happy to be identified	The results of this survey are confidential. However, would you be happy for us to give your responses to Soha Housing with your name attached so that they have better information to help them improve services?	Yes/No
Permission 2 - Follow up	Would you be happy for Soha Housing to contact you to follow up any of the comments or issues you have raised?	Yes/No

If you are dissatisfied with the service provided by Soha Housing, they do have a complaints process you can access by calling 0800 014 15 45 or emailing complaints@soha.co.uk or by completing a form on their website, where you will find out more information.

We have now come to the end of the survey. Just to confirm my name is [Interviewer Name] and I've been calling from Acuity on behalf of Soha Housing, thank you very much for your time in completing the survey.