Hello is that [Respondent Name],

My name is [Interviewer Name] and I’m calling on behalf of [Organsation 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].

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 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. [Organisation Name] will be able to identify you from your survey responses, are you happy to continue?

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

* Yes
* No

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| --- | --- | --- | --- | --- |
| No | Question | Source | Response | Routing |
| 1 | Taking everything into account, how satisfied or dissatisfied are you with the service provided by BHCC Housing Services ? | TSM | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied |  |
| 2 | How satisfied or dissatisfied are you that BHCC provides a home that is well maintained? | TSM | 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 BHCC provides a home that is safe? | TSM | 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 BHCC is responsible for maintaining? | TSM Pre-Qual | Yes, No, Don`t know |  |
| 5 | How satisfied or dissatisfied are you that BHCC keeps these communal areas clean and well maintained? | TSM | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied | 4 = Yes |
| 6 | Has BHCC carried out a repair to your home in the last 12 months? | TSM Pre-Qual | Yes, No |  |
| 7 | How satisfied or dissatisfied are you with the overall repairs service from BHCC Housing Services over the last 12 months? | TSM | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied | 9 = Yes |
| 8 | How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? | TSM | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied | 9 = Yes |
| 9 | How satisfied or dissatisfied are you that BHCC Housing Services listens to your views and acts upon them? | TSM | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don`t know |  |
| 10 | How satisfied or dissatisfied are you that BHCC Housing Services keeps you informed about things that matter to you? | TSM | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don`t know |  |
| 11 | To what extent do you agree or disagree with the following `BHCC Housing Services treats me fairly and with respect`? | TSM | Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don`t know |  |
| 12 | How satisfied or dissatisfied are you that your landlord gives you a say in how services are managed? | Add Q | Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don`t know |  |
| 16A | BHCC Housing Services want to improve how they communicate with their residents and resident engagement: Are you interested in getting more involved? |  | Yes, No |  |
| 16B | If Yes, how would you like to get involved and what areas are you interested in? (IVR NOTE IF NEEDED - DO NOT READ OUT: How = online panels, focus groups, resident meetings, scrutiny groups & Areas = neighbourhood problems, net carbon zero, scrutinising performance) | Open text | IVR NOTES NEED INFORMATION / EXAMPLES FROM BHCC |  |
| 16C | As you are interested in getting further involved are you happy for Acuity to pass your details back to BHCC so they can contact you? | Tick box | Yes, No |  |
| 16D | If No, are there any barriers to you getting involved? | Open text |  |  |
| 17 | How satisfied or dissatisfied are you that BHCC Housing Services makes a positive contribution to your neighbourhood? | TSM | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don`t know |  |
| 18 | How satisfied or dissatisfied are you with BHCC Housing Services' approach to handling anti-social behaviour? | TSM | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don`t know |  |
| 19 | Have you made a complaint to BHCC Housing Services in the last 12 months? | TSM Pre-Qual | Yes, No |  |
| 20 | How satisfied or dissatisfied are you with BHCC's approach to complaints handling? | TSM | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied | 19 = Yes |
| P1 | The results of this survey are confidential. However, would you be happy for us to give all of your details to BHCC with your name attached so that they have better information to help them improve services? |  | Yes, No |  |
| P2 | Would you be happy for BHCC to contact you to follow up any of the comments or issues you have raised? |  | Yes, No | P1 = Yes |