

TSM Survey

ORWELL HOUSING [APRIL 2024]

MAIN SURVEY QUESTIONNAIRE

Hi,

My name is ___ and I am calling from TLF Research on behalf of Orwell Housing. We are conducting their tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measure 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?

- 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 Orwell. 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 Orwell?

- 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]

OPTIONAL: PROBING COUNTS AS AN ADDITIONAL QUESTION

[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 --- do to make you satisfied?”

[c_probe_dissat_TP01] If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

2. [had_repair] Has Orwell 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 Orwell 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]

5. [tp04_maint] How satisfied or dissatisfied are you that Orwell provides a home that is 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]

OPTIONAL: PROBING COUNTS AS AN ADDITIONAL QUESTION

[c_probe_dissat_TP04] If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

6. [tp05_safe] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Orwell 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 Orwell 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

OPTIONAL: PROBING COUNTS AS AN ADDITIONAL QUESTION

[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 Orwell 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 "Orwell 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 Orwell in the last 12 months?

- Yes (Go to Q11)
- No (Go to Q12) Q11 if applicable

11. [tp09_comphand] How satisfied or dissatisfied are you with Orwell's 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]

[c_probe_dissat_TP09] If fairly or very dissatisfied probe "What could we have done to improve the way the complaint was handled?"

Have you had a problem or complaint you have not reported?

- Yes (Go to [If yes])
- No (Go to [If no])
- Not sure/Can't remember

[If no] Why did you not report the problem?

- They won't deal with it anyway
- They are aware of the problem
- Not had time
- It takes too long
- Not been feeling well
- I will deal with it myself
- I don't like to complain
- I am scared of repercussions
- They don't respond
- It isn't bad enough to report

- Other
- Don't know/can't remember

[If yes] Who did you report the problem to?

- Customer Services Team
- Complaints Officer
- Housing Officer
- Tenancy Sustainment Officer
- Support Worker
- Carer
- Repairs Operative
- Caretaker
- Cleaner
- Other
- Don't remember

12. [communal] Do you live in a building with communal areas, either inside or outside, that Orwell 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 Orwell 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 Orwell 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 Orwell's approach to handling anti-social behaviour?

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

16. Generally speaking, what would be your preferred method of communication with Orwell?

(Interviewer: Please select all that apply)

- Phone
- Email
- SMS (Text message)
- Post
- Other

17. From time to time, Orwell provides a range of opportunities for tenants to get involved in decision-making, and shaping plans, would you be happy for Orwell to contact you about ways in which you can get involved?

- Yes
- No (Go to 20).

Answering yes to this question will not affect your right to remain anonymous. We will check this with you at the end.

[If people still chose to be anonymous at the end of the questionnaire that's fine. For those purposes we will not link their name to their feedback. We can provide a separate list of people who answer this question 'Yes'].

18. [If yes to 17] How would you like to be contacted about opportunities to get involved when they arise? (Interviewer: Please select all that apply).

- By email
- By phone
- By SMS (Text)
- By post
- Other
- Not sure
- I have no preference

19. In what ways would you like to get involved? (Please tick all that apply).

- I have no preference
- It depends on the subject matter/topic
- Don't know

- Focus/discussion/working groups
- Surveys
- House visits
- Conferences
- Road shows
- Social media (Facebook/Twitter etc.)
- Forums / Panels (e.g. Tenant Scrutiny Panel)
- Polls
- Other

20. [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 _____. 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>

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

- Yes
- No

22. 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.tfresearch.com).