

## Tenant Satisfaction Measure Telephone Survey Script

Question number	Question text	Response options <i>(where appropriate)</i>
Introduction	<p>Hello is that [RESIDENT NAME]?, my name is [INTERVIEWER NAME], I am calling on behalf of LHP who wish to carry out a short satisfaction survey with residents. (IVR NOTE: IF ASKED working for an independent research agency called Acuity) Your opinion would be greatly appreciated. Would you be able to spare 10 minutes to go through the survey with me now?            IF NO ASK: can I call back at another time?            Before we start I need to make you aware that I work for an independent research agency called Acuity, working on behalf of LHP. All calls will be recorded for training and quality purposes and we are bound by the Market Research Society Code of Conduct. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that LHP provides.            The survey will be used to calculate annual tenant satisfaction measures to be published by LHP and reported back to the Regulator of Social Housing.            NOTE: If the resident would like to check validity of survey contact: LHP: Tel: 0345 604 1472 Email: info@lincolnshirehp.com</p>	-
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by LHP?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
2	How satisfied or dissatisfied are you that LHP provides a home that is well maintained?	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 LHP provides a home that is safe? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know

4	As you do not feel that your home is well maintained or safe, please can you explain why and what advice you can give to change this?	n/a
5	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
6	Do you live in a building with communal areas, either inside or outside, that LHP is responsible for maintaining?	Yes, No, Don` t know
7	How satisfied or dissatisfied are you that LHP keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
8	You have indicated you are not happy with the maintenance and cleanliness of the communal areas, can you explain why and what advice would you give LHP to improve this?	n/a
9	How satisfied or dissatisfied are you with the warden service you receive?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
10	Has LHP carried out a repair to your home in the last 12 months?	Yes, No
11	How satisfied or dissatisfied are you with the overall repairs service from LHP over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
12	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
13	Generally, how satisfied or dissatisfied are you with the way LHP deals with repairs and maintenance?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied,

		Fairly dissatisfied, Very dissatisfied
14	You mentioned you are not satisfied with the overall repairs service from LHP over the last 12 months, please could you explain why you gave this answer?	n/a
15	How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
16	How satisfied or dissatisfied are you that your service charges provide value for money?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
17	How satisfied or dissatisfied are you that LHP makes a positive contribution to your neighbourhood? (Please read all response options).	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 LHP's approach to handling anti-social behaviour? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
19	Have you ever reported a case of anti social behaviour to LHP?	Yes - In the last 12 months, Yes - More than 12 months ago, No
20	How satisfied or dissatisfied are you with your neighbourhood as a place to live?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied

21	How satisfied or dissatisfied are you that LHP listens to your views and acts upon them? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
22	How satisfied or dissatisfied are you that LHP keeps you informed about things that matter to you? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
23	To what extent do you agree or disagree with the following `LHP treats me fairly and with respect`? (Please read all response options).	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don` t know
24	How satisfied or dissatisfied are you that LHP is easy to deal with?	Very satisfied , Fairly satisfied , Neither satisfied nor dissatisfied, Fairly dissatisfied , Very dissatisfied
25	As you were not satisfied with LHP being easy to deal with could you tell me why and what you think could have been done differently or better?	n/a
26	Have you made a complaint to LHP in the last 12 months?	Yes, No
27	How satisfied or dissatisfied are you with LHP's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
28	If LHP could do ONE thing to improve its services, what would you like it to be?	n/a
29	LHP are are keen to get residents involved to help to shape their services and make improvements, is this something you would be interested in?	Yes, No
30	The results of this survey are confidential. However, would you be happy for us to give your responses to LHP with your name attached so that they have better information to help them improve services?	Yes, No

31	Would you be happy for LHP to contact you to follow up any of the comments or issues you have raised?	Yes, No
Close	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 LHP, thank you very much for your time in completing the survey. Note: If resident asks for contact details to check this is a genuine piece of market research: Acuity Tel: 01273 287114, alternatively The Market Research Society (of which Acuity is a member) Tel: 0800 975 9596	-