

## Tenant Satisfaction Measure Telephone Survey Script 2024/25

#	Question text	Rating scale
1	<p>Hello is that [<i>Respondent Name</i>], my name is [<i>Interviewers Name</i>] and I'm calling on behalf of Lincolnshire Housing Partnership from an independent research agency called Acuity. We are carrying out short satisfaction surveys with residents to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare 10 minutes to go through the survey with me now?</p> <p>If No ask: can I call back at another time?</p> <p>The survey will be used to calculate tenant satisfaction measures to be published by LHP and reported back to the Regulator of Social Housing.</p> <p>NOTE: If the customer would like to verify the validity of this survey they need to contact LHP by email <a href="mailto:info@lincolnshirehp.com">info@lincolnshirehp.com</a> or by phone 0345 604 1472.</p> <p>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 LHP provides. LHP will be able to identify you from your survey responses, are you happy to continue?</p>	Yes/No
2	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lincolnshire Housing Partnership?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
3	How satisfied or dissatisfied are you that Lincolnshire Housing Partnership provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
4	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Lincolnshire Housing Partnership provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
5	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?	Open ended

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6	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
7	Do you live in a building with communal areas, either inside or outside, that Lincolnshire Housing Partnership is responsible for maintaining?	Yes, No, Don't know
8	How satisfied or dissatisfied are you that Lincolnshire Housing Partnership keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
9	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 Lincolnshire Housing Partnership to improve this?	Open ended
10	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
11	Has Lincolnshire Housing Partnership carried out a repair to your home in the last 12 months?	Yes, No
12	How satisfied or dissatisfied are you with the overall repairs service from Lincolnshire Housing Partnership over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
13	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
14	How satisfied or dissatisfied are you with the way Lincolnshire Housing Partnership deals with repairs and maintenance?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
15	You mentioned you are not satisfied with the overall repairs service from Lincolnshire Housing Partnership over the last 12 months, please could you explain why you gave this answer?	Open ended

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16	How satisfied or dissatisfied are you that Lincolnshire Housing Partnership makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
17	How satisfied or dissatisfied are you with Lincolnshire Housing Partnership's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
18	Have you ever reported a case of anti social behaviour to Lincolnshire Housing Partnership?	No, Yes - In the last 12 months, Yes - More than 12 months ago
19	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
20	How satisfied or dissatisfied are you that Lincolnshire Housing Partnership 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
21	How satisfied or dissatisfied are you that Lincolnshire Housing Partnership 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
22	To what extent do you agree or disagree with the following 'Lincolnshire Housing Partnership treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
23	How satisfied or dissatisfied are you that Lincolnshire Housing Partnership is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
24	As you were not satisfied with Lincolnshire Housing Partnership being easy to deal with could you tell me why and what you think could have been done differently or better?	Open ended

#	Question text	Rating scale
25	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, Not applicable / Don't know
26	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
27	Have you made a complaint to Lincolnshire Housing Partnership in the last 12 months?	Yes, No
28	How satisfied or dissatisfied are you with Lincolnshire Housing Partnership's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
29	If Lincolnshire Housing Partnership could do ONE thing to improve its services, what would you like it to be?	Open ended
30	Lincolnshire Housing Partnership are keen to get residents involved to help to shape their services and make improvements, is this something you would be interested in? If you are interested, we will let Lincolnshire Housing Partnership know.	Yes, No
31	The results of this survey are confidential. However, would you be happy for us to give your responses to Lincolnshire Housing Partnership with your name attached so that they have better information to help them improve services?	Yes, No
32	Would you be happy for Lincolnshire Housing Partnership to contact you to follow up on any of the comments or issues you have raised?	Yes, No