

Hi, my name is ____ and I am calling from TLF Research on behalf of Great Places Housing Group. 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 _____. 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 Great Places?

- ☐ 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_sat] If very satisfied probe “Why would you say you are satisfied?”

[c_probe_neither] If fairly satisfied or Neither satisfied nor dissatisfied probe “What could Great Places do to make you satisfied?”

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

2. [had_repair] Has Great Places 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 Great Places over the last 12 months? **[LCRA only]**

- ☐ 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]
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 [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]

Just thinking back to the previous question regarding the overall repairs service from Great Places over the last 12 months...

[c_probe_sat] If very satisfied probe “Why would you say you are satisfied?”

[c_probe_neither] If fairly satisfied or Neither satisfied nor dissatisfied probe “What could Great Places do to make you satisfied?”

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

5. **[LCRA only]** [tp04_maint] How satisfied or dissatisfied are you that Great Places provides a home that is well maintained?
- 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]
6. [tp05_safe] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Great Places 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 Great Places 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
 -
8. [tp07_informed] How satisfied or dissatisfied are you that Great Places 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 "Great Places 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 Great Places in the last 12 months?
- Yes (Go to Q11)
 - No (Go to Q14)
11. [tp09_comphand] How satisfied or dissatisfied are you with Great Places approach to complaints handling?
- 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]
- [c_probe_sat_complaint] If very satisfied probe "Why would you say you are satisfied?"
- [c_probe_neither_complaint] If fairly satisfied or Neither satisfied nor dissatisfied probe "What could Great Places do to make you satisfied?"
- [c_probe_dissat_complaint] If fairly or very dissatisfied probe "Why would you say you are dissatisfied?"
12. [formal_complaint] Did you make the complaint through Great Places' formal complaints process?
- Yes (Go to Q13)

- No (Go to Q14)
13. [complaint_resolved] Has this now been resolved?
- Yes
 - No
14. [communal] Do you live in a building with communal areas, either inside or outside, that Great Places is responsible for maintaining?
- Yes (Go to Q15)
 - No (Go to Q16)
 - Don't know (Go to Q16)
15. [tp10_communal] How satisfied or dissatisfied are you that Great Places keeps these communal areas clean, and well maintained?
- 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]
16. [tp11_neighbour] How satisfied or dissatisfied are you that Great Places 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. [tp12_asbo] How satisfied or dissatisfied are you with Great Places approach to handling anti-social behaviour?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don't know
18. [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 Great Places. Would this be okay?
- Yes, I agree to my name being attached to my responses (Go to Q18)
 - No, I would like to remain anonymous (Go to close)

<for non anonymous customers only>

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

- ☐ Yes
- ☐ No

We would like to make you aware that if you would like to make a complaint to Great Places, please visit <https://www.greatplaces.org.uk/contact-us/how-to-make-a-complaint/>, or call 0300 123 1966 or on the website via live chat.

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.tlfresearch.com).

HOT ALERT – interviewer discretion – if resident mentions issues with damp/mould