

TSM survey questions 2025/26

Sovereign Network Group social rent (LCRA) telephone survey

Hello is that [Customer Name]? My name is [Interviewer Name] and I'm calling on behalf of Sovereign Network Group 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 ten 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 Sovereign Network Group 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 Sovereign Network Group by email [Email Address] or by phone [Telephone Number].

NB: 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 our 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?

- Yes
- No

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Sovereign Network Group?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied

- Very dissatisfied

Please describe your specific experiences that have shaped your view of Sovereign Network Group's service.

[Open-ended]

How satisfied or dissatisfied are you that Sovereign Network Group provides a home that is well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Sovereign Network Group provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ Don't know

Do you live in a building with communal areas, either inside or outside, that Sovereign Network Group is responsible for maintaining?

- Yes
- No
- Don't know

How satisfied or dissatisfied are you that Sovereign Network Group keeps these communal areas clean and well-maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Share your views on the safety and maintenance of your home and communal areas.

[Open-ended]

Has Sovereign Network Group carried out a repair to your home in the last 12 months?

- Yes
- No

How satisfied or dissatisfied are you with the overall repairs service from Sovereign Network Group over the last 12 months?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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 not dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Tell us more about your experience with the repairs service over the last 12 months.

[Open-ended]

Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair being completed right first time?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied

How satisfied or dissatisfied are you that Sovereign Network Group makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ Don't know

Share your views on your landlord's contribution to your neighbourhood.

[Open-ended]

How satisfied or dissatisfied are you with Sovereign Network Group's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied

- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ Don't know

Give us your thoughts on Sovereign Network Group's approach to handling anti-social behaviour.

[Open-ended]

Have you ever reported a case of anti-social behaviour to Sovereign Network Group?

- Yes – in the last 12 months
- Yes – more than 12 months ago
- No

How satisfied or dissatisfied are you that Sovereign Network Group listens to your views and acts upon them?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ Don't know

Describe your experience with the customer service and communications you receive.

[Open-ended]

Have you made a complaint to Sovereign Network Group in the last 12 months?

- Yes
- No

How satisfied or dissatisfied are you with Sovereign Network Group's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ Don't know

Please describe your experience of how complaints are handled.

[Open-ended]

How satisfied or dissatisfied are you that Sovereign Network Group is easy to deal with?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied

How strongly would you agree or disagree with the following statement? `I trust Sovereign Network Group`

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ Don't know

Can you explain why you say that about trusting Sovereign Network Group?

[Open-ended]

How satisfied or dissatisfied are you with the online services provided by Sovereign Network Group?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Do not use

The results of this survey are confidential. However, would you be happy for us to give your responses to Sovereign Network Group with your name attached so that they have better information to help them improve services?

- Yes
- No

Would you be happy for Sovereign Network Group to contact you to follow up any of the comments or issues you have raised?

- Yes
- No

If you are dissatisfied with the service provided by SNG, they do have a complaints process you can access by calling 0300 373 3000, emailing customerservice@sng.org.uk or by completing a form on their website at www.sng.org.uk.

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 SNG, thank you very much for your time in completing the survey.

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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 Sovereign Network Group provides. Sovereign Network group will be able to identify you from your survey responses, are you happy to continue?

- Yes
- No

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

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Sovereign Network Group?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Please describe your specific experiences that have shaped your view of Sovereign Network Group's service.

[Open-ended]

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How satisfied or dissatisfied are you that Sovereign Network Group keeps these communal areas clean and well-maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Share your views on the safety of your home and the cleanliness and maintenance of any communal areas.

[Open-ended]

How satisfied or dissatisfied are you that Sovereign Network Group makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ Don't know

Share your views on your landlord's contribution to your neighbourhood.

[Open-ended]

How satisfied or dissatisfied are you with Sovereign Network Group's approach to handling anti-social behaviour?

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How satisfied or dissatisfied are you that Sovereign Network Group listens to your views and acts upon them?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ Don't know

How satisfied or dissatisfied are you that Sovereign Network Group keeps you informed about things that matter to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied not dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ Don't know

Describe your experience with the customer service and communications you receive.

[Open-ended]

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