

TSM survey questionnaires 2023/24

Sovereign social rent (LCRA) telephone survey

Hello, is that <Customer Name>? My name is <Interviewer Name>. I'm calling on behalf of Sovereign Housing Association from an independent research agency called Acuity. We are carrying out short satisfaction surveys to find out how satisfied you are with your home and with the services that 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?*

The survey will be used to calculate annual tenant satisfaction measures to be published by Sovereign 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 by email CustomerExperience@sovereign.org.uk or by phone 0300 5000 926.

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 that 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 landlords' 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 would 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 Sovereign provides. We will report findings to Sovereign without identifying you, unless you give us permission to do so. Are you happy to continue?

IF ASKED: call recordings are stored for 90 days to allow for our company to verify and validate the quality of the interviews.

TP01 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by Sovereign?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied

- Very dissatisfied

Extra question - What is the main reason for your answer when it comes to overall satisfaction?

TP04 - How satisfied or dissatisfied are you that Sovereign provides a home that is well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

TP05 - Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Sovereign provides a home that is safe?

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

TP10 - Do you live in a building with communal areas, either inside or outside, that Sovereign is responsible for maintaining?

- Yes
- No
- Don't know

[If yes] How satisfied or dissatisfied are you that Sovereign keeps these communal areas clean and well-maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

TP02 - Has Sovereign carried out a repair to your home in the last 12 months?

- Yes
- No

[If yes] How satisfied or dissatisfied are you with the overall repairs service from Sovereign over the last 12 months?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

TP03 – [If yes to TP02] 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

Extra question - 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 nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

TP11 - How satisfied or dissatisfied are you that Sovereign makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

- Not applicable / Don't know

TP12 - How satisfied or dissatisfied are you with Sovereign's approach to handling anti-social behaviour?

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

Extra question - Have you ever reported a case of anti-social behaviour to Sovereign?

- Yes - In the last 12 months
- Yes - More than 12 months ago
- No

TP06 - How satisfied or dissatisfied are you that Sovereign 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

TP08 - To what extent do you agree or disagree with the following `Sovereign treats me fairly and with respect` ?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable / Don't know

TP07 - How satisfied or dissatisfied are you that Sovereign 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

Extra question - How satisfied or dissatisfied are you that Sovereign is easy to deal with?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Extra question - How strongly would you agree or disagree with the following statement? `I trust Sovereign`

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable / Don't know

Extra question - Can you explain why you say that about trusting Sovereign?

Extra question - How satisfied or dissatisfied are you with the online services provided by Sovereign?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

- Do not use

TP09 - Have you made a complaint to Sovereign in the last 12 months?

- Yes
- No

[If yes] How satisfied or dissatisfied are you with Sovereign's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Extra question - If Sovereign could do ONE thing to improve its services, what would you like it to be?

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

- Yes
- No

Extra question - Would you be happy for Sovereign to contact you to follow up any of the comments or issues you have raised?

- Yes
- No

Sovereign shared ownership (LCHO) telephone survey

Hello, is that <Customer Name>? My name is <Interviewer Name>. I'm calling on behalf of Sovereign Housing Association from an independent research agency called Acuity. We are carrying out short satisfaction surveys to find out how satisfied you are with your home and with the services that 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?*

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IF ASKED: call recordings are stored for 90 days to allow for our company to verify and validate the quality of the interviews.

TP01 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by Sovereign?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Extra question - What is the main reason for your answer when it comes to overall satisfaction?

TP05 - Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Sovereign provides a home that is safe?

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

TP10 - Do you live in a building with communal areas, either inside or outside, that Sovereign is responsible for maintaining?

- Yes
- No
- Don't know

[If yes] How satisfied or dissatisfied are you that Sovereign keeps these communal areas clean and well-maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

TP11 - How satisfied or dissatisfied are you that Sovereign makes a positive contribution to your neighbourhood?

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

TP12 - How satisfied or dissatisfied are you with Sovereign's approach to handling anti-social behaviour?

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

Extra question - Have you ever reported a case of anti social behaviour to Sovereign?

- Yes - In the last 12 months
- Yes - More than 12 months ago
- No

TP06 - How satisfied or dissatisfied are you that Sovereign 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

TP08 - To what extent do you agree or disagree with the following `Sovereign treats me fairly and with respect`?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable / Don't know

TP07 - How satisfied or dissatisfied are you that Sovereign 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

Extra question - How satisfied or dissatisfied are you that Sovereign is easy to deal with?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Extra question - How strongly would you agree or disagree with the following statement? `I trust Sovereign`?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable / Don't know

Extra question - Can you explain why you say that about trusting Sovereign?

Extra question - How satisfied or dissatisfied are you with the online services provided by Sovereign?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

TP09 - Have you made a complaint to Sovereign in the last 12 months?

- Yes
- No

[If yes] How satisfied or dissatisfied are you with Sovereign's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Extra question - If Sovereign could do ONE thing to improve its services, what would you like it to be?

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

- Yes
- No

Extra question - Would you be happy for Sovereign to contact you to follow up any of the comments or issues you have raised?

- Yes
- No

Network social rent (LCRA) telephone survey

Good morning / afternoon / evening. My name is <INTERVIEWER NAME> and I'm calling from IFF Research on behalf of your housing provider, [Network Homes / SW9 Community Housing]. Please can I speak to <NAME>?

The reason for my call today is to gather some feedback about your general experience of being a [Network Homes / SW9 Community Housing] resident. This is as part of the tenant satisfaction measures to see how well landlords like [Network Homes / SW9 Community Housing] are doing and it will be used to help improve services.

If I can run through some quick questions with you today please, that would be really helpful, it shouldn't take us more than 10 minutes?

Please can you confirm that you are on the tenancy agreement with [Network Homes / SW9 Community Housing]?

Please can you confirm your name?

Can I ask what is your primary language? By this we mean the language you use most often to communicate with.

[If relevant] If we can, a member of our team will contact you in your primary language to get your feedback.

I need to read out a quick statement before we start: This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.

All interviewing is carried out in strict accordance with the Market Research Society's code of conduct and within GDPR guidelines.

Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with your [Network Homes / SW9 Community Housing] and your answers can be shared anonymously if you wish with no link to your personal information.

REASSURANCES IF NEEDED: For further information on how IFF Research keep your data safe please see our data protection policy on our website: www.iffresearch.com/gdpr

If you would like to find out more about this survey, or confirm the validity of the survey please visit:

Network Homes: <https://www.networkhomes.org.uk/>

SW9 Community Housing: <https://www.sw9.org.uk/>

TP01 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by Network Homes/SW9 Community Housing?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Extra question - Why do you say that?

TP02 - Has Network Homes / SW9 Community Housing carried out a repair to your home in the last 12 months?

- Yes
- No

[If yes] How satisfied or dissatisfied are you with the overall repairs service from Network Homes / SW9 Community Housing over the last 12 months?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

TP03 – [If yes to TP02] 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

TP04 - How satisfied or dissatisfied are you that Network Homes / SW9 Community Housing provides a home that is well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

TP05 - Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Network Homes / SW9 Community Housing provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied

- Fairly dissatisfied
- Very dissatisfied
- Not applicable / Don't know

Extra question - How satisfied or dissatisfied are you that Network Homes / SW9 Community Housing is easy to deal with?

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

TP06 - How satisfied or dissatisfied are you that Network Homes / SW9 Community Housing 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

TP07 - How satisfied or dissatisfied are you that Network Homes / SW9 Community Housing 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

TP08 - To what extent do you agree or disagree with the following "Network Homes / SW9 Community Housing treats me fairly and with respect"

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable / Don't know

Extra question - How strongly would you agree or disagree with the following statement, "I trust Network Homes / SW9 Community Housing to do what they say they will do"?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable/ don't know

TP10 - Do you live in a building with communal areas, either inside or outside, that Network Homes / SW9 Community Housing is responsible for maintaining?

- Yes
- No
- Don't know

[If yes] How satisfied or dissatisfied are you that Network Homes / SW9 Community Housing keeps these communal areas clean and well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

TP11 - How satisfied or dissatisfied are you that Network Homes / SW9 Community Housing makes a positive contribution to your neighbourhood?

- Very satisfied

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

TP09 - Have you made a complaint to Network Homes / SW9 Community Housing in the last 12 months?

- Yes
- No

[If yes] How satisfied or dissatisfied are you with Network Homes' / SW9 Community Housing's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

TP12 - How satisfied or dissatisfied are you with Network Homes' / SW9 Community Housing's approach to handling anti-social behaviour?

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

Extra question - Have you experienced anti-social behaviour in your neighbourhood in the last 12 months that you reported to Network Homes/SW9 Community Housing?

- Yes
- No

Thank you very much for your answers so far. Before we finish, please can you let me know which of the following best describes your ethnic group? Please only answer in relation to yourself and not anyone else in your household.

This will be used to help ensure we are including the views of people from a range of backgrounds.

White/White British

White British

White Irish

Gypsy, Romany or Irish Traveller

Any other White background (please describe)

Mixed/Multiple ethnic groups

White and Asian

White and Black African

White and Black Caribbean

Any other Mixed/multiple ethnic background (please describe)

Asian/Asian British

Bangladeshi

Indian

Pakistani

Chinese

Any other Asian/Asian British background (please describe)

Black/Black British

African

Caribbean

Any other Black/Black British background (please describe)

Other ethnic group

Arab

Any other ethnic group (please describe)

Prefer not to say

Are you happy for us to share your details along with your responses with Network Homes / SW9 Community Housing?

Thank you for your completing the survey, your feedback is really important to [Network Homes / SW9 Community Housing] and will be used to improve services.

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.

Network shared ownership (LCHO) telephone survey

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- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Extra question - Why do you say that?

TP05 - Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Network Homes / SW9 Community Housing provides a home that is safe?

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

Extra question - How satisfied or dissatisfied are you that Network Homes / SW9 Community Housing is easy to deal with?

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

TP06 - How satisfied or dissatisfied are you that Network Homes / SW9 Community Housing listens to your views and acts upon them?

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TP08 - To what extent do you agree or disagree with the following "Network Homes / SW9 Community Housing treats me fairly and with respect"

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable / Don't know

Extra question - How strongly would you agree or disagree with the following statement, "I trust Network Homes / SW9 Community Housing to do what they say they will do"?

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- Fairly satisfied
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- Fairly dissatisfied
- Very dissatisfied
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TP09 - Have you made a complaint to Network Homes / SW9 Community Housing in the last 12 months?

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TP12 - How satisfied or dissatisfied are you with Network Homes' / SW9 Community Housing's approach to handling anti-social behaviour?

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