

TSM survey questionnaires 2024/25

Sovereign Network Group social rent (LCRA) telephone survey

Hello, is that <Customer Name>? My name is <Interviewer Name>. I'm calling on behalf of Sovereign Network Group 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 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 CustomerExperience@SNG.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 Network Group provides. We will report findings to Sovereign Network Group 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 Network Group?

- 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 Network Group 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 Network Group 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 Network Group is responsible for maintaining?

- Yes
- No
- Don't know

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

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied

- Fairly dissatisfied
- Very dissatisfied

TP02 - Has Sovereign Network Group 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 Network Group 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 Network Group 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 Network Group'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 Network Group?

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

TP06 - How satisfied or dissatisfied are you that Sovereign Network Group 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 Network Group 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 Network Group 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 Network Group 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 Network Group` ?

- 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 Network Group?

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

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Do not use

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

- Yes
- No

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

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

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

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

Extra question - If Sovereign Network Group 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 Network Group 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 Network Group to contact you to follow up any of the comments or issues you have raised?

- Yes
- No

Sovereign Network Group shared ownership (LCHO) telephone survey

Hello, is that <Customer Name>? My name is <Interviewer Name>. I'm calling on behalf of Sovereign Network Group 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 Network Group and reported back to the Regulator of Social Housing.

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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 Network Group provides. We will report findings to Sovereign Network Group 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 Network Group?

- 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 Network Group provides a home that is safe?

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- 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 Network Group is responsible for maintaining?

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- Don't know

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

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

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

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- 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 Network Group?

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

TP06 - How satisfied or dissatisfied are you that Sovereign Network Group listens to your views and acts upon them?

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- Yes
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Extra question - 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