

Hi, my name is _____ and I am calling from TLF Research on behalf of Arches Housing. 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 Arches Housing. 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 Arches Housing?

- ☐ **Very satisfied**
- ☐ **Fairly satisfied**
- ☐ **Neither satisfied nor dissatisfied**
- ☐ **Fairly dissatisfied**
- ☐ **Very dissatisfied** Hot Alert if the respondent chooses to waive anonymity and agrees to Arches Housing contacting them in relation to the survey.
- ☐ **Not answered** [Interview do not read out – only an option if respondent cannot answer/refused to answer]

[c_probe_sat_TP01] If very satisfied probe “Why would you say you are satisfied?”

[c_probe_neither_TP01] If fairly satisfied or Neither satisfied nor dissatisfied probe “What could Arches Housing do to make you satisfied?”

[c_probe_dissat_TP01] If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

2. [had_repair] Has Arches Housing 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 Arches Housing over the last 12 months? [LCRA only]

- ☐ **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]

3a. If 'Very dissatisfied' on Q3 [c_probe_dissat_TP02] What do Arches Housing need to do to make you more satisfied?

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** [Interview do not read out – only an option if respondent cannot answer/refused to answer]

4a. If 'Very dissatisfied' on Q4 [c_probe_dissat_TP03] What do Arches Housing need to do to make you more satisfied?

5. [tp04_maint] How satisfied or dissatisfied are you that Arches Housing provides a home that is well maintained? [LCRA only]

- ☐ **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]

5a. If 'Very dissatisfied' on Q5 [c_probe_dissat_TP04] What do Arches Housing need to do to make you more satisfied?

6. [tp05_safe] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Arches Housing provides a home that is safe?

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

6a. If 'Very dissatisfied' on Q6 [c_probe_dissat_TP05] What do Arches Housing need to do to make you more satisfied?

7. [tp06_listens] How satisfied or dissatisfied are you that Arches 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.**

7a. If 'Very dissatisfied' on Q7 [c_probe_dissat_TP06] What do Arches Housing need to do to make you more satisfied?

8. [tp07_informed] How satisfied or dissatisfied are you that Arches 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.**

8a. If 'Very dissatisfied' on Q8 [c_probe_dissat_TP07] What do Arches Housing need to do to make you more satisfied?

9. [tp08_fair] To what extent do you agree or disagree with the following "Arches Housing treats me fairly and with respect"?

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

9a. If 'Very dissatisfied' on Q9 [c_probe_dissat_TP08] What do Arches Housing need to do to make you agree with that statement?

10. [Complaint] Have you made a complaint to Arches Housing in the last 12 months?

- ☐ **Yes (Go to Q11)**
 - ☐ **No (Go to Q13)**
-

11. [tp09_comphand] How satisfied or dissatisfied are you with Arches Housing's approach to complaints handling?

- ☐ **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]

11a. If 'Very dissatisfied' on Q11 [c_probe_dissat_TP09] What do Arches Housing need to do to make you more satisfied?

12. [knowhow] To what extent do you agree or disagree with the following 'I know how to make a complaint to Arches Housing if I am not happy with the service I receive'?

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

12a. If 'Very dissatisfied' on Q12 [c_probe_dissat_knowhow] What do Arches Housing need to do to make you agree with that statement?

13. [communal] Do you live in a building with communal areas, either inside or outside, that Arches Housing is responsible for maintaining?

- ☐ **Yes (Go to Q14)**
 - ☐ **No (Go to Q15)**
 - ☐ **Don't know (Go to Q15)**
-

14. [tp10_communal] How satisfied or dissatisfied are you that Arches Housing keeps these communal areas clean, and well-maintained?

- ☐ **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]

14a. If 'Very dissatisfied' on Q14 [c_probe_dissat_TP10] What do Arches Housing need to do to make you more satisfied?

15. [tp11_neighbour] How satisfied or dissatisfied are you that Arches 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.**

15a. If 'Very dissatisfied' on Q15 [c_probe_dissat_TP11] What do Arches Housing need to do to make you more satisfied?

16. [tp12_asbo] How satisfied or dissatisfied are you with Arches 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.**

16a. If 'Very dissatisfied' on Q16 [c_probe_dissat_TP12] What do Arches Housing need to do to make you more satisfied?

17. [anon] Thank you for taking part in the survey. Your feedback is greatly appreciated.

Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Arches Housing. 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)

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

- ☐ **Yes**
- ☐ **No**

(TO BE ASKED ONLY IF ethnic_origin = blank AND THE RESPONDENT IS NOT ANONYMOUS)

19. [characteristics] Arches Housing would like to understand more about your ethnic group. The question is optional, but if you are willing to provide the information, it will be used to help Arches Housing to better understand the opinions and needs of different groups of residents. It will also be provided back to Arches Housing for them to update your tenancy record. Are you happy to provide this information for us to share with Arches Housing?

- ☐ **Yes (Go to Q20)**
 - ☐ **No (Go to close)**
-

20. [ethnicity] ONLY TO BE ASKED IF ethnic_origin = blank

What is your ethnic group?

☐ **Asian or Asian British**

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian (please specify)

☐ **Black, Black British, Caribbean or African**

- Caribbean
- African
- Any other (please specify)

☐ **Mixed or multiple ethnic groups**

- White and Black Caribbean
- White and Black African
- White and Asian
- Other mixed or multiple ethnic background (please specify)

☐ **White**

- English/Welsh/Scottish/Northern Irish/British
- Irish
- Gypsy or Irish Traveler
- Roma
- Other White (please specify)

☐ **Other ethnic group**

- Arab
- Other ethnic group (please specify)

☐ **Prefer not to say**

Close for everyone

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

MRS = 0800 975 9596

Website = www.tlfresearch.com