

Telephone Survey Introduction

Good morning / afternoon / evening. My name is [interview name] and I'm calling from IFF Research on behalf of [Riverside / One Housing]. Please can I speak to [customer named on tenancy]?

The reason for my call today is to gather some feedback about your general experience of being a [Riverside / One Housing] customer. This is collected as part of the tenant satisfaction measures to see how well landlords like [Riverside / One Housing] are doing and used to help improve services.

If I can run through some quick questions with you today please, that would be really helpful, shouldn't take us more than 15 minutes?

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 [Riverside / One Housing] and your answers can be shared anonymously if you wish with no link to your personal information.

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: <https://www.riverside.org.uk/privacy/>

REASSURANCES TO USE IF NECESSARY

The interview will take around 15 minutes to complete.

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- **MRS: Market Research Society on 0800 975 9596**
- **IFF: Melanie Mackay on 0207 250 3035**
- **Riverside: Customer Service Centre 0345 111 000**
- **One Housing: Customer Service Centre 0300 123 9966**

Online Survey Introduction**Help improve services provided by [Riverside / One Housing]**

Dear @Customer Name,

We're emailing you on behalf of [Riverside/One Housing]. They'd like to gather some feedback about your general experience of being a [Riverside/One Housing] customer. This is collected as part of the tenant satisfaction measures to see how well landlords like [Riverside/One Housing] are doing and used to help improve services.

- The survey should take no more than 10 minutes to complete.
- We would kindly ask you to complete it as soon as possible
- You will be asked for consent to share your data with [Riverside/One Housing] and your answers can be shared anonymously if you wish with no link to your personal information.

Take part now

Additional information:

- This feedback is being collected as part of the tenant satisfaction measures which the Regulator of Social Housing requires landlords to publish each year.
- The research is being conducted by IFF Research, an independent research organisation, on behalf of [Riverside/One Housing].
- Our work adheres to GDPR guidelines and the [Market Research Society's code of conduct](#).
- 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:

<https://www.riverside.org.uk/privacy/>

Many thanks in advance for your help with this important research.

The IFF Research Team



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Registered office: 5th Floor, St. Magnus House, 3 Lower Thames St, London, EC3R 6HD

SURVEY QUESTIONS

Questions labelled with a TP number e.g. TP01 are used to collect performance on Tenant Satisfaction Measures.

1. **(TP01) Taking everything into account, how satisfied or dissatisfied are you with the service provided by [Riverside / One Housing]?**

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

2. **Why do you feel that way about [Riverside / One Housing] and the service they provide?**

Open comment question		
No comment	1	

3. **Has [Riverside / One Housing] carried out a repair to your home in the last 12 months?**

Yes	1	
No	2	

(ASK ALL WHO SAID YES RIVERSIDE / ONE HOUSING HAS CARRIED OUT A REPAIR TO YOUR HOME IN THE LAST 12 MONTHS)

4. **(TP02) How satisfied or dissatisfied are you with the overall repairs service from [Riverside / One Housing] over the last 12 months?**

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	

Very dissatisfied	5	
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(ASK ALL WHO SAID NO RIVERSIDE / ONE HOUSING HAS CARRIED OUT A REPAIR TO YOUR HOME IN THE LAST 12 MONTHS)

5. **Generally, how satisfied or dissatisfied are you with the overall repairs service from [Riverside / One Housing]?**

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

6. **(TP03) How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

7. **(TP04) How satisfied or dissatisfied are you that [Riverside / One Housing] provides a home that is well-maintained?**

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

8. **Thinking generally about how you feel about the repairs and maintenance service received from [Riverside / One Housing] ,why do you feel that way?**

Open comment question		
No comment	2	

(ASK HOME OWNERSHIP CUSTOMERS ONLY)

9. Do you receive a communal repairs service from [Riverside / One Housing]?

Yes	1	
No	2	

10. (TP05) Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [Riverside / One Housing] provides a home that is safe?

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

11. (TP06) How satisfied or dissatisfied are you that [Riverside / One Housing] listens to your views and acts upon them?

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

12. (TP07) How satisfied or dissatisfied are you that [Riverside / One Housing] keeps you informed about things that matter to you?

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

13. (TP08) To what extent do you agree or disagree with the following “[Riverside / One Housing] treats me fairly and with respect”?

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Not applicable/ don't know	6	

14. Have you made a complaint to [Riverside / One Housing] in the last 12 months?

Yes	1	
No	2	

15. (TP09) How satisfied or dissatisfied are you with [Riverside / One Housing]'s approach to complaints handling?

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

Not applicable/ don't know	6	SHOW TO 737=2 ONLY
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16. Do you live in a building with communal areas, either inside or outside, that [Riverside / One Housing] is responsible for maintaining?

Yes	1	
No	2	
Don't know	3	

ASK ALL WHO SAID YES ABOVE (LIVE IN A BUILDING WITH COMMUNAL AREAS THAT RIVERSIDE/ONE HOUSING IS RESPONSIBLE FOR MAINTAINING)

17. (TP10) How satisfied or dissatisfied are you that [Riverside / One Housing] keeps these communal areas clean and well maintained?

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

18. (TP11) How satisfied or dissatisfied are you that [Riverside / One Housing] makes a positive contribution to your neighbourhood?

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

19. (TP12) How satisfied or dissatisfied are you with [Riverside / One Housing]'s approach to handling anti-social behaviour?

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

20. Have you experienced any anti-social behaviour in your home or neighbourhood in the last 12 months?

Yes	1	
No	2	

(ASK IF IS NOT A LEASEHOLDER)

21. How satisfied or dissatisfied are you that your rent provides value for money?

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

(ASK IF CUSTOMER PAYS A SERVICE CHARGE)

22. How satisfied or dissatisfied are you that your service charge provides value for money?

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

23. Have you contacted [Riverside / One Housing] in the last 12 months?

Yes	1	
No	2	
Can't remember	3	

(ASK IF CUSTOMER HAS CONTACTED RIVERSIDE / ONE HOUSING IN THE LAST 12 MONTHS)

24. Overall, how easy was it to get your query resolved on a scale where '1' is EXTREMELY EASY and '7' is EXTREMELY DIFFICULT?

1- Extremely Easy	1	
2	2	
3	3	
4	4	
5	5	
6	6	
7- Extremely difficult	7	

25. And why do you say that?

Open comment question		
Don't know	1	

26. Are you currently in full, part time or self-employment?

Full time employment (more than 30 hours)	1	
Part time employment (30 hrs or less)	2	
Self-employed	3	
Unemployed	4	
Retired	5	

Unable to work	6	
Other	7	
Prefer not to say	8	

27. Are you happy for us to share your details along with your responses with [Riverside / One Housing]?

Yes	1	
No	2	

IF CUSTOMER IS COMPLETING SURVEY ONLINE

Thank you for taking the time to complete the survey.

If you wish to access our complaints process all details can be found on [Riverside's customer feedback page](#). You can also find information about the [Housing Ombudsman Service here](#).

IF CUSTOMER IS COMPLETING SURVEY VIA TELEPHONE

Thank you for your time today.

For more information on riverside's complaints process all details can be found on Riverside's customer feedback page. You can also find information about the Housing Ombudsman service on their website. 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.

Would you like to receive an email with further information on how to access those websites?

Yes	1	
No	2	

IF LANDLORD IS ONE HOUSING AND COMPLETING SURVEY ONLINE

Thank you for taking the time to complete the survey.

If you wish to access our complaints process all details can be found on the [One Housing putting things right page](#). You can also find information about the [Housing Ombudsman service here](#). 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.

IF LANDLORD IS ONE HOUSING AND COMPLETING SURVEY VIA TELEPHONE

Thank you for your time today.

For more information on One Housing's complaints process all details can be found on one housing's customer feedback page. You can also find information about the Housing Ombudsman service on their website. 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.

Would you like to receive an email with further information on how to access those websites?

Yes	1	
No	2	