

# Riverside Housing Customer Experience survey

Telephone/Online

## S Introduction

ASK PERSON WHO ANSWERS PHONE

- S1 Good morning / afternoon / evening. My name is [INTERVIEWER NAME] and I'm calling from IFF Research on behalf of [PROVIDER]. Please can I speak to [NAME]?

The reason for my call today is to gather some feedback about your general experience of being a [PROVIDER] customer. This feedback is being collected as part of the Tenant Satisfaction Measures which the Regulator of Social Housing requires landlords to publish each year.

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?

ASK ALL

- S3 I need to read out a quick statement before we start:  
<SHOW IF PROVIDER=RIVERSIDE OR ONE HOUSING IN SAMPLE: This feedback is being collected as part of the tenant satisfaction measures which the Regulator of Social Housing requires landlords to publish each year. ><SHOW IF PROVIDER=RIVERSIDE SCOTLAND IN SAMPLE: This feedback is being collected as part of the landlord performance reports which the Scottish Housing Regulator 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 [PROVIDER] and your answers can be shared anonymously if you wish with no link to your personal information. If a safety concern is raised as part of your survey response, we may have an obligation to notify [PROVIDER] of the concerns raised.

INTERVIEWER REASSURANCES TO USE 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](http://www.iffresearch.com/gdpr)  
If you would like to find out more about this survey, or confirm the validity of the survey please visit: [If in sample Provider = Riverside or Riverside Scotland: <https://www.riverside.org.uk/about-us/how-were-doing/research-partner-iff/>  
If Provider = One Housing: <https://onehousing.co.uk/home/privacy-notice>]

**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**
- **<If in sample Provider = Riverside or Riverside Scotland: Customer service centre: 0345 111 0000>**
- **<IF Provider = One Housing: Customer service centre: 0300 123 9966>**

## TSM Survey

### ASK ALL

**(2878) Taking everything into account, how satisfied or dissatisfied are you with the overall service provided?**

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

**(303) Why do you feel that way about [PROVIDER] and the service they provide?**

WRITE IN		
No comment	1	

ASK IF SHARED OWNER OR LEASEHOLDER IN SAMPLE (WTENTYPE = SHARED OWNER OR LEASEHOLDER)

**(5288) Do you receive a communal repairs service from [PROVIDER]?**

**By 'communal repairs service', we mean repairs in communal spaces such as hallways, stairwells or the building's exterior. This does not include repairs within your individual home or communal services like cleaning or gardening.**

Yes	1	
No	2	
Don't know	3	

ASK ALL EXCEPT PROVIDER = RIVERSIDE SCOTLAND OR 5288 = 2 OR 3

**(732) Has [PROVIDER] carried out a repair to your home in the last 12 months?**

Yes	1	
No	2	

ASK IF PROVIDER = RIVERSIDE SCOTLAND IN SAMPLE

**(5383) Have you had any repairs carried out in this property in the last 12 months?**

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 732 (732=1) AND ALL WHO SAID YES AT 5383 (5383=1)

**(5626) How satisfied or dissatisfied are you with the overall repairs service from [PROVIDER] over the last 12 months?**

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

ASK ALL WHO SAID NO AT 732 (732=2) AND ALL WHO SAID NO AT 5383 (5383 =2)

**(3457) Generally, how satisfied or dissatisfied are you with the overall repairs service from [PROVIDER]?**

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	

Fairly dissatisfied	4	
Very dissatisfied	5	

ASK ALL WHO SAID YES AT 5383 (5383 =1) (RIVERSIDE SCOTLAND ONLY)

**(675) Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Riverside Scotland?**

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

ASK ALL EXCEPT 5288=2 OR 3

**(5666) 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	
SHOW IF 5383 =2 OR Q732=2: Not applicable	6	

ASK ALL

**(5647) How satisfied or dissatisfied are you that [PROVIDER] provides a home that is well-maintained?**

*SINGLE CODE. READ OUT*

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

ASK ALL EXCEPT IF 5288= 2 OR 3

**309 Thinking generally about how you feel about the repairs and maintenance service received from [PROVIDER], why do you feel that way?**

WRITE IN		
No comment	2	

ASK TO IF PROVIDER = RIVERSIDE SCOTLAND IN SAMPLE ONLY

**(3062) Overall, how satisfied or dissatisfied are you with the quality of your home?**

*SINGLE CODE. READ OUT*

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

ASK ALL

**(5627) Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [PROVIDER] provides a home that is safe?**

*SINGLE CODE. READ OUT*

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

ASK ALL

**(372) And why do you say that?**

WRITE IN		
Don't know	1	

ASK ALL

**(5493) How satisfied or dissatisfied are you that [PROVIDER] 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	

ASK IF PROVIDER = RIVERSIDE OR ONE HOUSING IN SAMPLE ONLY

**(5494) How satisfied or dissatisfied are you that [PROVIDER] 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	

ASK ALL

**(5485) To what extent do you agree or disagree with the following “[PROVIDER] 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	

ASK IF PROVIDER = RIVERSIDE SCOTLAND IN SAMPLE

**(2822) How satisfied or dissatisfied are you with the opportunities given to you to participate in Riverside Scotland's decision making process?**

Very satisfied	1	
Fairly satisfied	2	



Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

ASK IF PROVIDER = RIVERSIDE SCOTLAND IN SAMPLE

**(1664) How good or poor do you feel Riverside Scotland is at keeping you informed about their services and decisions?**

Very good	1	
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

ASK ALL

**(737) Have you made a complaint to provider in the last 12 months?**

Yes	1	
No	2	

ASK ALL

**(5645) How satisfied or dissatisfied are you with [PROVIDER]'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

ASK ALL

**(5667) Do you live in a building with communal areas, either inside or outside, that [PROVIDER] is responsible for maintaining?**

Yes	1	
No	2	
Don't know	3	

ASK ALL WHO SAID YES AT 5667 (5667=1)

**(5495) How satisfied or dissatisfied are you that [PROVIDER] 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	

ASK IF PROVIDER = RIVERSIDE AND ONE HOUSING IN SAMPLE ONLY

**(5669) How satisfied or dissatisfied are you that [PROVIDER] 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	

## ASK IF PROVIDER = RIVERSIDE SCOTLAND IN SAMPLE ONLY

**(2821) Overall, how satisfied or dissatisfied are you with [PROVIDER]'s contribution to the management of the neighbourhood you live in?**

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

## ASK ALL

**(5644) How satisfied or dissatisfied are you with [PROVIDER]'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	

## ASK ALL

**(5558) Have you experienced any anti-social behaviour in your home or neighbourhood in the last 12 months?**

Yes	1	
No	2	

ASK IF PROVIDER = [RIVERSIDE OR ONE HOUSING] AND NOT LEASEHOLDER

**(4259) 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 PROVIDER = RIVERSIDE OR ONE HOUSING IN SAMPLE AND SERVICE CHARGE = YES

**(709) 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	

ASK IF PROVIDER = RIVERSIDE OR ONE HOUSING IN SAMPLE AND SERVICE CHARGE = YES

**(xx) And why do you say that?**

WRITE IN		
Don't know	1	

ASK IF PROVIDER = RIVERSIDE SCOTLAND IN SAMPLE ONLY  
(SCOTTISH REGULATORY QUESTION)

**(2826) Taking into account the accommodation and the services Riverside Scotland provides, do you think the rent for this property represents good or poor value for money?**

Very good	1	
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

ASK ALL

**(4971) Have you contacted [PROVIDER] in the last 12 months?**

Yes	1	
No	2	
Can't remember	3	

ASK IF 4971=1

**(5829) 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	
6- Don't know/ not resolved	8	

## ASK ALL

**(5830) 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	

## ASK ALL

**(918) Are you happy for us to share your details along with your responses with [PROVIDER]?**

Yes	1	
No	2	

## IF PROVIDER= RIVERSIDE IN SAMPLE AND METHODOLOGY IS 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 PROVIDER= RIVERSIDE AND METHODOLOGY IS CATI

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.

**(5831) Would you like to receive an email with further information on how to access those websites?**

Yes	1	
No	2	

**IF YES, collect email info and send email with the Riverside/IFF logo and following text:**

SUBJECT: Thank you for your feedback

Thank you for taking the time to complete the survey today.

If you wish to access 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](#) here.

Sincerely,

IFF Research

**IF PROVIDER= ONE HOUSING AND METHODOLOGY IS 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 PROVIDER= ONE HOUSING AND METHODOLOGY IS CATI**

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

Yes	1	
No	2	

**IF YES, collect email info and send email with the One Housing/IFF logo and following text:**

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