

Riverside - Customer Experience Survey Script (TSM Specific)

Outline

This document includes all questions asked to TSM eligible customers as part of the Customer Experience Survey. For simplicity, questions included as part of this survey solely asked to Scotland based customers have been removed from this script.

Non-TSM specific questions asked to customers as part of this survey are shown in green.

TSM measures not applicable to LCHO customers are still asked for TP02, TP03 and TP04 however are not reported as part of Riversides submission as per TSM requirements.

[Provider] as outlined in script below will be populated as 'Riverside' for TSM eligible customers.

Introduction

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?

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

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/about-us/how-were-doing/research-partner-iff/>

TSM Survey

ASK ALL

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

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

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

WRITE IN		
No comment	1	

ASK ONLY IF 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 IF 5288 = 2 OR 5288=3**(732) Has [PROVIDER] carried out a repair to your home in the last 12 months?**

Yes	1
No	2

ASK ALL WHO SAID YES AT 732 (732=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

*TSM measures not applicable to LCHO customers are still asked for TP02, TP03 and TP04 however are not reported as part of Riversides submission as per TSM requirements.

Ask all who said NO AT 732 (732=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
Not applicable/ don't know	6

ASK ALL EXCEPT 5288=2 OR 5288=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

ASK ALL

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

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

***TSM measures not applicable to LCHO customers are still asked for TP02, TP03 and TP04 however are not reported as part of Riversides submission as per TSM requirements.**

ASK ALL EXCEPT IF 5288= 2 OR 5288=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 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?

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

(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 ALL

(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 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

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 ALL

(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 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 ALL EXCEPT 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 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 SERVICE CHARGE = YES

(5869) Why do you say that?

WRITE IN		
Don't know	1	

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