

QUESTIONNAIRE

Hi, my name is ___ and I am calling from TLF Research on behalf of Greatwell Homes. We are conducting their tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measures 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 Greatwell Homes. 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 Greatwell Homes?
 - 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]

[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 Greatwell Homes 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 Greatwell Homes 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 Greatwell Homes 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]
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]
5. [tp04_maint] How satisfied or dissatisfied are you that Greatwell Homes 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]
6. [tp05_safe] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Greatwell Homes provides a home that is safe?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don't know.

7. [tp06_listens] How satisfied or dissatisfied are you that Greatwell Homes 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
8. [tp07_informed] How satisfied or dissatisfied are you that Greatwell Homes 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
9. [tp08_fair] To what extent do you agree or disagree with the following "Greatwell Homes treats me fairly and with respect"?
- Strongly agree
 - Agree
 - Neither agree nor disagree
 - Disagree
 - Strongly disagree
 - Not applicable/don't know
10. [Complaint] Have you made a complaint to Greatwell Homes in the last 12 months?
- Yes (Go to Q11)
 - No (Go to Q12)
11. [tp09_comphand] How satisfied or dissatisfied are you with Greatwell Homes '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]

[c_probe_sat_complaint] If very satisfied probe "Why would you say you are satisfied?"

[c_probe_neither_complaint] If fairly satisfied or Neither satisfied nor dissatisfied probe
“What could Greatwell Homes do to make you satisfied?”

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

12. [formal_complaint] Did you make the complaint through Greatwell Homes’ formal complaints process?

- Yes (Go to Q13)
- No (Go to Q15)

13. [c_probe_formal_com_reason] Please can you very briefly explain what it was about?

14. [complaint_resolved] Has this now been resolved?

- Yes
- No

15. [communal] Do you live in a building with communal areas, either inside or outside, that Greatwell Homes is responsible for maintaining?

- Yes (Go to Q13)
- No (Go to Q14)
- Don’t know (Go to Q14)

16. [tp10_communal] How satisfied or dissatisfied are you that Greatwell Homes 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]

17. [tp11_neighbour] How satisfied or dissatisfied are you that Greatwell Homes makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don’t know

18. [c_probe_pos_cont] How could Greatwell Homes make more of a positive contribution in your neighbourhood?

19. [tp12_asbo] How satisfied or dissatisfied are you with Greatwell Homes 's approach to handling anti-social behaviour?

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

20. [c_probe_comms] What does good communication mean to you?

21. [anon] Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Greatwell Homes .

Would this be okay?

- Yes, I agree to my name being attached to my responses (Go to Q17)
- No, I would like to remain anonymous (Go to close)

<for non anonymous customers only>

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

- Yes
- No

If you are unhappy with a service you have received from Greatwell Homes, please be advised you can make a complaint by contacting Customer Services on 01933 234450 or via www.greatwellhomes.org.uk/contact/ or you can do so in person or in writing.

DO NOT READ OUT - This is only if they ask for the postal address: Greatwell Homes, PO Box 8041, Wellingborough, NN8 9ND

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 and MRS = 0800 975 9596, Website= www.tlfresearch.com).