

A copy of the telephone survey questions can be found below.

Introduction

Hello, is that [RESIDENT NAME]?

My name is [INTERVIEWER NAME] and I'm calling on behalf of Selwood Housing from an independent research agency called Acuity. We are carrying out short satisfaction surveys with residents to find out how satisfied you are with your home and with the services you receive from them. Would you be able to spare 6-8 minutes to go through the survey with me now?

IF NO: can I call back at another time?

IVR READ OUT: The survey will be used to calculate annual tenant satisfaction measures to be published by Selwood Housing and reported back to the Regulator of Social Housing.

IVR NOTE: If resident needs to contact the client to check the validity of the survey, contact at Selwood Housing: Katie Perkins, Group Research Analyst - Email: katie.perkins@selwoodhousing.com Tel: 01225 715 715. More details available on Selwood Housing website www.selwoodhousing.com

Data sharing (if challenged): "Your landlord will, from time to time, share your personal data with third parties for "legitimate interests". This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure that they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlord's website. You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details on to us and would rather we did not contact you again, we can remove your details from our system and flag this back to your landlord. I would however urge you to contact them to request your details are not shared with other parties."

Before we start, I need to make you aware that we are bound by the market Research Society Code of Conduct. All calls will be recorded for training and quality purposes, and we are bound by the Market Research Society Code of Conduct. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that Selwood Housing provides.

If asked: call recordings are stored for 90 days to allow our company to verify and validate the quality of the interviews.

Questionnaire

Your home and overall services

Q1 – Overall satisfaction (TSM TP01)

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Selwood Housing?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q2 – Building maintenance (TSM TP04)

How satisfied or dissatisfied are you that Selwood Housing provides a home that is well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q3 – Building safety (TSM TP05)

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Selwood Housing provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Communal areas (TP10)

Q4 Do you live in a building with communal areas, either inside or outside, that Selwood Housing is responsible for maintaining?
(Yes/No/Don't know)

Q5 [If Yes to Q4] How satisfied or dissatisfied are you that Selwood Housing keeps these communal areas clean and well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q6 – If you are not satisfied with your home or communal areas, please provide more information and what Selwood Housing could improve.

Repairs and maintenance

Q7 (TSM TP02 and TP03) Has Selwood Housing carried out a repair to your home in the last 12 months? (Yes/No)

Q8 (TSM TP02) [If Yes to Q7] How satisfied or dissatisfied are you with the repairs service you have received to your home from Selwood Housing over the last 12 months?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q9 (TSM TP03) [If Yes to Q7] How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q10 – If you are not satisfied with the repairs and maintenance service, please provide more information and what Selwood Housing could improve.

Respectful and helpful engagement

Q11 (TSM TP06) How satisfied or dissatisfied are you that Selwood 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

Q12 (TSM TP07) How satisfied or dissatisfied are you that Selwood 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

Q13 (TSM TP08) To what extent do you agree or disagree with the following: "Selwood Housing treats me fairly and with respect?"

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable/don't know

Q14 (Additional question) How satisfied or dissatisfied are you that Selwood Housing is easy to deal with?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q15 – If you are not satisfied with customer service and communications, please provide more information and what Selwood Housing could improve.

Your neighbourhood

Q16 (TSM TP11) How satisfied or dissatisfied are you that Selwood 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

Q17 (TSM TP12) How satisfied or dissatisfied are you with Selwood 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

Q18 (Additional) Have you had to make a complaint about antisocial behaviour to Selwood Housing in the last 12 months? (Yes/No)

Making a complaint

Q19 (TSM TP09) Have you made a complaint to Selwood Housing in the last 12 months? (Yes/No)

Q20 (TSM TP09) [If Yes to Q19] How satisfied or dissatisfied are you with Selwood Housing's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Permissions and confidentiality

Q20 The feedback you have provided will be sent to Selwood Housing. Are you happy for your individual responses to be linked with your identity or would you prefer to remain anonymous?

- Remain anonymous
- Include identity details

Q21 Are you happy for Selwood Housing to contact you regarding any information you have provided in this survey? (Yes/No) – *if YES then remind respondent that they cannot be anonymous at Q20*