

Sanctuary Tenant Satisfaction Measures

J12054

Date 01/04/24

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 your housing provider, [IF Provider=Sanctuary] Sanctuary, [IF Provider=Johnnie Johnson Housing, who Johnnie Johnson has recently joined as a subsidiary. Please can I speak to **NAME**?

We are calling today to gather your views around your experience of being a valued [provider] customer. This is as part of the tenant satisfaction measures to see how well housing providers, like [provider], are doing and 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 12 minutes?

Respondent answers phone	1	CONTINUE
Transferred to respondent	2	
Referred to someone else at household	3	GO TO S2 TO CHECK IF RESPONDENT IS ON THE TENANCY AGREEMENT
Hard appointment	4	MAKE APPOINTMENT
Soft Appointment	5	
Engaged	6	CALL BACK
No answer	7	
Busy at this time	8	
Answer phone	9	
Refusal (this research)	10	RESPONDENT DOESN'T WISH TO TAKE PART IN THIS SURVEY – SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
Wrong Number	11	SCREEN OUT
Business Number	12	SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE

No longer a [client name] tenant / customer	13	SCREEN OUT
Customer deceased	14	SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
Language Barrier	15	GO TO S4 TO CONFIRM PRIMARY LANGUAGE
Needs reassurances	16	BRING UP REASSURANCE SCREEN
Terminate Interview	17	IF BREAKDOWN DURING INTERVIEW

ASK IF REFERRAL S1=3

S2 Please can you confirm that you are on the tenancy agreement with [IF Provider=Sanctuary] Sanctuary/[IF Provider=Johnie Johnson Housing]Johnie Johnson Housing?

Yes	1	GO TO S3
No	2	SCREEN OUT
Don't know	3	SCREEN OUT

ASK IF S2 = 1

S3 Please can you confirm your name?

WRITE IN		
Refused	1	SCREEN OUT

ASK IF LANGUAGE BARRIER REFERRAL S1=15

S4 Can I ask what is your primary language? By this we mean the language you use most often to communicate with.

WRITE IN		
Don't know	1	SCREEN OUT

Refused	2	SCREEN OUT
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If we are able to we will contact you again in your primary language to get your feedback.

CLOSE INTERVIEW AND DD TO LANGUAGE SPECIFIC CONTACT LIST

ASK ALL

- S5 I need to read out a quick statement before we start:**
Your feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year. Our interviews are 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. We will confirm at the end of the survey whether you're happy to share your details along with your responses with [Provider]. If you would prefer to remain anonymous, your feedback will be shared, but it will not be linked to your contact details. For full privacy information on how your personal data will be used, please visit <https://www.Sanctuary.co.uk/iff-research-tenant-satisfaction-measures> for our Tenant Satisfaction Privacy Notice.

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

REASSURANCES TO USE IF NECESSARY

The interview will take around 12 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: William Douch on 0207 250 3035**
- **Sanctuary: 0800 131 3348**

ASK ALL

(2878) Taking everything into account, how satisfied or dissatisfied are you with the service provided by [IF Provider=Sanctuary] Sanctuary/[IF Provider=Johnie Johnson Housing]Johnie Johnson Housing?

SINGLE CODE. READ OUT

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

ASK ALL

(303) Please could you provide a reason for your answer?

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ASK IF LCRA IN SAMPLE

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

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 732 (732=1), AND IF LCRA IN SAMPLE

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

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	

Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

ASK ALL WHO SAID YES AT 732 (732=1), AND IF LCRA IN SAMPLE

(5666) How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

SINGLE CODE. READ OUT

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

ASK IF LCRA IN SAMPLE

(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

(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	
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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?

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

(5494) How satisfied or dissatisfied are you that [provider] keeps you informed about things that matter to you?

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

(5485) To what extent do you agree or disagree with the following “[provider] treats me fairly and with respect”?

SINGLE CODE. READ OUT

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

ASK ALL

(5011) How satisfied or dissatisfied are you that [provider] are easy to deal with?

SINGLE CODE. READ OUT

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

ASK ALL

(5643) How strongly would you agree or disagree with the following statement “I trust [provider] to do what they say they will do”?

SINGLE CODE. READ OUT

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	

Strongly disagree	5	
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ASK ALL

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

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 737 (737=1)

(5645) How satisfied or dissatisfied are you with [provider]'s approach to complaints handling?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

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

SINGLE CODE. READ OUT

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?

SINGLE CODE. READ OUT

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?

SINGLE CODE. READ OUT

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?

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	
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ASK ALL

(735) Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL

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

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK IF (PROVIDER=JOHNNIE JOHNSON HOUSING)

(5724) INTERVIEWER NOTE: DO NOT READ OUT Did the tenant mention an issue regarding damp, mould or condensation?

SINGLE CODE. DO NOT READ OUT

Yes	1	
No	2	

Thank you for taking the time to complete this survey, your input is really important to [Provider]. The results will be fed back to them. 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.