

Sanctuary Tenant Satisfaction Measures

J12054

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 Sanctuary. 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**

TSM Survey

ASK ALL

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

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 Sanctuary 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 Sanctuary 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 Sanctuary 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 Sanctuary 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 Sanctuary 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 Sanctuary 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 “Sanctuary 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 Sanctuary 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 Sanctuary 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 Sanctuary 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 Sanctuary'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	

ASK ALL

(5667) Do you live in a building with communal areas, either inside or outside, that Sanctuary 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 Sanctuary 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 Sanctuary 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	
Not applicable/ don't know	6	

ASK ALL

(5644) How satisfied or dissatisfied are you with Sanctuary'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	

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 Sanctuary?

SINGLE CODE. READ OUT

Yes	1	
No	2	

Thank you for taking the time to complete this survey, your input is really important to Sanctuary. 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.