

Telephone Intro:

Hello, is that [Respondent Name]?

My name is [Interviewer Name], and I'm calling on behalf of [Organisation Name] from an independent research agency called Acuity. We are carrying out short satisfaction surveys with [description] to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare [Survey Length] minutes to go through the survey with me now? IF NO, ASK; can I call back at another time?

No appointments after [Project End Date]

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

If the customer would like to verify the validity of this survey, they need to contact [Organisation Name] by email [Email Address] or by phone [Telephone Number].

NB: 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 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 to us and would rather we did not contact you again, we can remove your details from system and flag this back to your landlord. I, 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. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that [Organisation Name] provides.

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

- Yes
- No

Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Eastbourne Borough Council Housing Service?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied

Well Maintained Home	How satisfied or dissatisfied are you that Eastbourne Borough Council Housing Service provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Eastbourne Borough Council Housing Service provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Overall Quality of Home	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that Eastbourne Borough Council Housing Service is responsible for maintaining?	Yes, No, Don't know
Communal Areas Clean & Well Maintained	How satisfied or dissatisfied are you that Eastbourne Borough Council Housing Service keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Repair in Last 12 Months?	Has Eastbourne Borough Council Housing Service carried out a repair to your home in the last 12 months?	Yes, No
Overall Repairs Service Last 12 Months	How satisfied or dissatisfied are you with the overall repairs service from Eastbourne Borough Council Housing Service over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Time Taken Last Repair	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
Repairs & Maintenance	How satisfied or dissatisfied are you with the way Eastbourne Borough Council Housing Service deals with repairs and maintenance?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Repairs Comments	If you are not satisfied with how Eastbourne Borough Council Housing Service deals with repairs and maintenance, could you please explain the reason why?	n/a
Neighbourhood Contribution	How satisfied or dissatisfied are you that Eastbourne Borough Council Housing Service makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Approach to Handling ASB	How satisfied or dissatisfied are you with Eastbourne Borough Council Housing Service's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Reported ASB?	Have you ever reported a case of anti-social behaviour to Eastbourne Borough Council's Housing Service?	Yes - In the last 12 months, Yes - More than 12 months ago, No
Made a Complaint?	Have you made a complaint to Eastbourne Borough Council Housing Service in the last 12 months?	Yes, No
Approach to Complaints Handling	How satisfied or dissatisfied are you with Eastbourne Borough Council Housing Service's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Treated Fairly & with Respect	To what extent do you agree or disagree with the following "Eastbourne Borough Council Housing Service treats me fairly and with respect"?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
Listens & Acts Upon Views	How satisfied or dissatisfied are you that Eastbourne Borough Council Housing Service 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
Kept Informed	How satisfied or dissatisfied are you that Eastbourne Borough Council Housing Service	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know

keeps you informed about things that matter to you?

Easy to Deal With	How satisfied or dissatisfied are you that Eastbourne Borough Council Housing Service is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Easy to Deal With Comments	Why do you say that about the ease of dealing with Eastbourne Borough Council Housing Service?	n/a
Improvement Suggestions	If Eastbourne Borough Council Housing Service could do ONE thing to improve its services, what would you like it to be?	n/a
Permission 1	The results of this survey are confidential. However, would you be happy for us to give your responses to Eastbourne Borough Council Housing Service with your name attached so that they have better information to help them improve services?	Yes, No
Permission 2	Would you be happy for Eastbourne Borough Council Housing Service to contact you to follow up on any of the comments or issues you have raised?	Yes, No
Contact Requests	Do you have any housing related issues at the moment that you would like a member of Eastbourne Borough Council Housing Service staff to contact you about?	Yes, No