

Hi, my name is ____ and I am calling from TLF Research on behalf of thirteen. We are conducting their tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measure 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 thirteen. 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 thirteen?
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied (**Hot Alert Trigger**)
 - 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 thirteen do to make you satisfied?”

[c_probe_dissat_TP01] If very dissatisfied probe “Why would you say you are dissatisfied?”

Hot alert trigger if [tp01_ovsat] = Very dissatisfied, [anon] = yes & [contact] = yes.

2. [had_repair] Has thirteen 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 thirteen 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
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- 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 thirteen provides a home that is well maintained? **[LCRA only]**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
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- 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 thirteen 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 thirteen 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 thirteen 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 “thirteen 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 thirteen in the last 12 months?
 - Yes (Go to Q11)
 - No (Go to Q12)
- 11. [tp09_comphand] How satisfied or dissatisfied are you with thirteen's approach to complaints handling?
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
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 - Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]

Q11b: What was your complaint about?

If you have had more than one complaint, please think about your most recent complaint.

Q11c: When did you report the complaint?

Q11c: Who did you report the complaint to?

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

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

13. [tp10_communal] How satisfied or dissatisfied are you that thirteen 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]

14. [tp11_neighbour] How satisfied or dissatisfied are you that thirteen makes a positive contribution to your neighbourhood?

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

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

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

[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 thirteen. Would this be okay?

- ☐ Yes, I agree to my name being attached to my responses (Go to Q24)
- ☐ No, I would like to remain anonymous (Go to close)

<for non anonymous customers only>

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

- ☐ Yes
- ☐ No

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).