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## Tenant satisfaction measures survey

**This script is for the interviewer using computer assisted telephone interviewing (CATI) to carry out the tenant satisfaction measures survey. Each interviewer has access to the tenant's address and telephone number(s) prior to the interview.**

### **[Ask person who answers phone]:**

- Address
- Telephone number 1
- Telephone number 2

Good morning / afternoon / evening. My name is **[interviewer name]** and I'm calling from IFF Research on behalf of your housing provider, Local Space. Please can I speak to **[name]**?

The reason for my call today is to gather some feedback about your general experience of being a Local Space customer. This is as part of the tenant satisfaction measures to see how well landlords like Local Space are doing and will be used to help improve services.

If I can run through some quick questions with you today please, that would be really helpful, it shouldn't take us more than 10 minutes.

### **[If agreed to take part, please continue]**

I need to read out a quick statement before we start:

This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.

All interviewing is carried out in strict accordance with the Market Research Society's code of conduct and within UK GDPR guidelines.

Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with Local Space and your answers can be shared anonymously if you wish with no link to your personal information.

### **[Interview 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](http://www.iffresearch.com/gdpr)

If you would like to find out more about this survey, or confirm the validity of the survey please visit: [www.localspace.co.uk/contact/](http://www.localspace.co.uk/contact/)

### **[Additional reassurances to use if needed]:**

The interview will take around 10 minutes to complete.

If the respondent wishes to confirm the validity of survey or get more information about aims and objectives, they can call:

- MRS: Market Research Society on 0800 975 9596

- IFF: Emily Clark on 0207 250 3035
- Local Space: 020 8221 4000

### Quota pools

Description	Date from	Criteria	Channel	Pools priority	Deadline	Target survey count
Directly managed	1 Sep 2021	Quota pool = directly managed, DM	Telephone	Equally important	0 day(s) after month end	12
Growth plan A (GPA)	1 Sep 2021	Quota pool = GPA, LBN GPA	Telephone	Equally important	0 day(s) after month end	16
<b>Total</b>						<b>28</b>

## Survey questions

**Research team** – When designing/refining the agreed changes please highlight/add the required detail using (Green – Addition, Amber – Change, ~~Strikethrough Red~~ – Remove)

QID	Order	Question	Suppression SQL [Routing]	Pick	Responses	Response type	Scored as	Skip to
(2878)	1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Local space?  <b>[Interviewer note]:</b> Do not read out the 'Don't know' option.		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(303)	2	Why do you say that?		One	Customer comment	Verbatim	Passive	
(732)	3	Has Local Space carried out a repair to your home in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to 6
(5626)	4	How satisfied or dissatisfied are you with the overall repairs service from Local space over the last 12 months?  <b>[Interviewer note]:</b> Do not read out the 'Don't know' option.		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
	5			One	Very satisfied	Response	Positive	Skip to 7

(5666)		How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?  <b>[Interviewer note]:</b> Do not read out the 'Don't know' option.			Fairly satisfied	Response	Positive	Skip to 7
					Neither satisfied nor dissatisfied	Response	Passive	Skip to 7
					Fairly dissatisfied	Response	Negative	Skip to 7
					Very dissatisfied	Response	Negative	Skip to 7
					(Don't know or not applicable)	Response	Passive	
(631)	6	Generally, how satisfied or dissatisfied are you with the way Local Space deals with repairs and maintenance?  <b>[Interviewer note]:</b> Do not read out the 'Don't know' option.		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Refused or unable to answer)	Response	Passive	
(5647)	7	How satisfied or dissatisfied are you that Local Space provides a home that is well maintained?  <b>[Interviewer note]:</b> Do not read out the 'Don't know' option.		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/don't know	Response	Passive	
(5627)	8	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Local Space provides a home that is safe?		One	Very satisfied	Response	Positive	Skip to 10
					Fairly satisfied	Response	Positive	Skip to 10

					Neither satisfied nor dissatisfied	Response	Passive	Skip to 10
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(21)	9	Why do you say that?		One	Customer comment	Verbatim	Passive	
(5493)	10	How satisfied or dissatisfied are you that Local Space listens to your views and acts upon them?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5494)	11	How satisfied or dissatisfied are you that Local Space keeps you informed about things that matter to you?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5485)	12	To what extent do you agree or disagree with the following statement: "Local Space treats me fairly and with respect"?		One	Strongly agree	Response	Positive	
					Agree	Response	Positive	
					Neither agree nor disagree	Response	Passive	

					Disagree	Response	Negative	
					Strongly disagree	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5011)	13	How satisfied or dissatisfied are you that Local Space is easy to deal with?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Don't know	Response	Passive	
(5643)	14	How strongly would you agree or disagree with the following statement, "I trust Local Space to do what they say they will do"?		One	Strongly agree	Response	Positive	
					Agree	Response	Positive	
					Neither agree nor disagree	Response	Passive	
					Disagree	Response	Negative	
					Strongly disagree	Response	Negative	
					Not applicable/don't know	Response	Passive	
(737)	15	Have you made a complaint to Local Space in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to 17
(5645)	16	How satisfied or dissatisfied are you with Local Space's approach to complaints handling?  <b>[Interviewer note]:</b> Do not read out the 'Don't know' option.		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	

					Don't know/not applicable	Response	Passive	
(5667)	17	Do you live in a building with communal areas, either inside or outside, that Local Space is responsible for maintaining?		One	Yes	Response	Positive	
					No	Response	Negative	Skip to 19
					Don't know	Response	Passive	Skip to 19
(5495)	18	How satisfied or dissatisfied are you that Local Space keeps these communal areas clean and well maintained?  <b>[Interviewer note]:</b> Do not read out the 'Don't know' option.		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Don't know/not applicable	Response	Passive	
(5669)	19	How satisfied or dissatisfied are you that Local Space makes a positive contribution to your neighbourhood?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/don't know	Response	Passive	
(5644)	20	How satisfied or dissatisfied are you with Local Space's approach to handling antisocial behaviour?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/don't know	Response	Passive	

(735)	21	Have you reported antisocial behaviour to Local Space in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	
(4990)	22	Are you aware of the opportunities to get involved with Local Space?	Quota pool = directly managed	One	Yes	Response	Positive	
					No	Response	Negative	
					Unable to answer/ not sure	Response	Passive	
(5559)	23	Would you be interested in taking part in any of the following:	Quota pool = directly managed	Many	Joining a virtual customer sounding board – reviewing documents before Local Space publish them	Response	Passive	
					Take part in a virtual focus group – talking about Local Space’s services	Response	Passive	
					Attend an estate inspection with Local Space's officers	Response	Passive	
					Assist in reviewing Local Space's complaints to help ensure they take action	Response	Passive	
					Take part in reviewing the way customers interact with Local Space	Response	Passive	
					None of the above	Response	Passive	
(918)	24	Are you happy for us to share your details along with your responses with Local Space?		One	Yes	Filter	Passive	
					No	Filter	Passive	

**Thank respondent and close interview:**

Thank you for your completing the survey, your feedback is really important to Local Space and will be used to improve services. Finally, I would just like to confirm that this survey has been carried out under IFF Research’s instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.