

Notes about the Introduction script

Hello, please could I speak to <NAMES>? Hello, my name isand I'm calling on behalf of Teign Housing, from an independent research agency called Marketing Means.

NOTE: IF PERSON 1 IS NOT AVAILABLE, BUT WE HAVE A NAME FOR PERSON 2, ASK FOR THEM. ARRANGE CALL BACK FOR PERSON 1 OR 2 IF POSSIBLE. IF NEITHER ARE AVAILABLE DURING SURVEY FIELDWORK, ASK TO SPEAK TO ANOTHER ADULT OR CARER IN THE HOUSEHOLD AGED 18+.

NOTE: IF RESPONDENT HAS ANSWERED A MOBILE PHONE NUMBER, CHECK WHETHER DRIVING. IF THEY ARE, DO NOT CONTINUE OTHER THAN TO CHECK A GOOD TIME TO CALL THEM BACK.

Teign Housing have asked us to conduct a survey to help them find out what residents think about their services. They will use your feedback to learn about what they do well and what they need to improve. You might already have been invited to take part by post or by email.

I hope you have 10 minutes to spare to go through the survey.

Please note that everything you say will be treated in confidence.

NOTE: IF NOT CONVENIENT, ARRANGE FOR A CALL BACK. IF THE CUSTOMER INDICATES THEY DON'T WISH TO PROCEED, END CALL AND CODE AS 'Refused'.

This conversation will be recorded for training and quality purposes only.

IF NEEDED: Contact name at Marketing Means: [REDACTED]

Teign Housing Customer First team - 01626 322722

Email customerhub@teignhousing.co.uk

IF CUSTOMER WANTS TO KNOW HOW WE OBTAINED THEIR CONTACT DETAILS: Teign Housing holds personal records for all of their customers and complies with GDPR. They share relevant information with third parties only in line with the act. One such occasion is for research and statistical purposes, such as this survey. Teign Housing always ensure that they engage a reputable third party such as Marketing Means, who are carrying out this survey on their behalf. To enable us to conduct this work we have been provided with your contact information. We will only use this information for the purposes of research associated with this survey. Teign Housing retains full ownership and responsibility for your personal information. Your details will not be linked to the survey answers that Marketing Means return to Teign Housing unless you give us permission to do so.

IF ANYONE COMPLAINS THAT WE SHOULDN'T BE CONTACTING THEM DUE TO GDPR: Under GDPR, organisations such as Teign Housing can commission agencies like us to conduct research based on the 'legitimate interests' of the organisation as a data controller to make sure they are providing a good service for customers. Market research on a client's own customers is considered to be within the reasonable expectations of those customers, and you do not need to have 'opted in' to a survey to be contacted in this way.

We are registered as data processors with the Information Commissioner's Office, we will store data securely and will destroy any personally identifiable data that we hold when the survey is complete.

NOTE FOR INTERVIEWER: Anyone that we call still has the right to object to their data being processed in this way (i.e. to being interviewed) and can do so without providing any specific reasons. [Please record any such request as a red flag]

Teign Housing Satisfaction Survey 2024-25

| Overall Services | |
|------------------|------------------|
| 1 | Overall Services |

Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Teign Housing?

Very dissatisfied

Repairs and Maintenance

Q2. Has Teign Housing carried out a repair to your home in the last 12 months?

No (go to Q5)

Q3. **How satisfied or dissatisfied are you with the overall repairs service from Teign Housing over the last 12 months?**

Very dissatisfied

☐

Q4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very dissatisfied

☐

Your Home

Q5. How satisfied or dissatisfied are you that Teign Housing provides a home that is well maintained?

Very dissatisfied

☐

Q6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Teign Housing provides a home that is safe?

Not applicable / Don't know

7

Customer Service

Q7.

How satisfied or dissatisfied are you that Teign Housing 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

☐

☐

☐

☐

☐

☐

Q8.

How satisfied or dissatisfied are you that Teign Housing 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

☐

☐

☐

☐

☐

☐

Q9.

To what extent do you agree or disagree with the following:

"Teign Housing treats me fairly and with respect"?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable / Don't know

☐

☐

☐

☐

☐

☐

Complaints

Q10.

Have you made a complaint to Teign Housing in the last 12 months?

Please tick one box only

Yes

No

☐

☐

Q11.

How satisfied or dissatisfied are you with Teign Housing's approach to complaints handling?

Please tick one box only

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

☐

☐

☐

☐

☐

Q12.

What was your complaint about?**READ OUT OPTIONS AND TICK ALL THAT APPLY**

- | | |
|--|---|
| <input type="checkbox"/> Repairs & maintenance | <input type="checkbox"/> Grounds maintenance service |
| <input type="checkbox"/> Damp and/or mould | <input type="checkbox"/> A member of staff |
| <input type="checkbox"/> Tenancy management | <input type="checkbox"/> Noise nuisance |
| <input type="checkbox"/> Not being kept informed / lack of communication | <input type="checkbox"/> Complaint about neighbour |
| <input type="checkbox"/> Caretaking service | <input type="checkbox"/> Other (please type in below what the complaint was about) |

Communal Areas

Q13.

Do you live in a building with communal areas, either inside or outside, that Teign Housing is responsible for maintaining?

Please tick one box only

Yes
☐No
☐Don't know
☐

Q14.

How satisfied or dissatisfied are you that Teign Housing keeps these communal areas clean and well maintained?

Please tick one box only

Very satisfied

☐

Fairly satisfied

☐Neither satisfied nor
dissatisfied☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Q15.

What services in the communal area can Teign Housing improve?**READ OUT, AND TICK ALL THAT APPLY**

- | | |
|--|---|
| <input type="checkbox"/> Litter picking | <input type="checkbox"/> Carrying out health & safety checks |
| <input type="checkbox"/> Removing fly-tipped items | <input type="checkbox"/> Grass cutting |
| <input type="checkbox"/> Sweeping and weeding paths | <input type="checkbox"/> Hedge cutting |
| <input type="checkbox"/> Mopping floors | <input type="checkbox"/> Maintaining shrub beds |
| <input type="checkbox"/> Replacing bulbs in communal areas | <input type="checkbox"/> Other (please type in below any other services Teign Housing can improve) |
| <input type="checkbox"/> Reporting repairs | |

Your Neighbourhood

Q16. **How satisfied or dissatisfied are you that Teign Housing makes a positive contribution to your neighbourhood?**

Please tick one box only

| | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|-----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Not applicable / Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q17. **How satisfied or dissatisfied are you with Teign Housing's approach to handling anti-social behaviour?**

Please tick one box only

| | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|-----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Not applicable / Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Permission

Teign Housing would welcome the opportunity to see your individual answers and comments, therefore, would you be happy for individual responses to be attributed to you when being passed back to them?

If you say 'Yes' your responses will be passed back to Teign Housing including your contact details.

Please tick one box only

- ☐ Yes, I agree to my contact details being attached to my responses
- ☐ No, I wish to remain anonymous

Thank you very much for taking part in this survey.

Just to confirm, my name is (...) and I've been calling today on behalf of Teign Housing from an independent research agency called Marketing Means.

If you need to check that this survey is a genuine piece of research I can provide you with our contact details. Would you like our contact details?

(If needed: Market Research Society on 0800 975 9596 or Marketing Means on 0800 849 8014).

Thank you for your time.

NOW CLICK 'Submit' BELOW