

Hi, please can I speak to...

My name is ____ and I am calling on behalf of Teign Housing from TLF Research. We are conducting their tenant satisfaction research introduced by the Regulator of Social Housing which will be used to calculate the annual Tenant Satisfaction Measure and published on Teign Housing website. Your feedback would be really appreciated. If I can run through some quick questions with you today, please, it shouldn't take us more than 10 minutes.

- If not, booking if willing

Thank you. We follow the Market Research Society code of conduct and Data Legislation. In addition, the call may be recorded for quality and training purposes.

If the respondent queries where we have got their contact details from

It was provided to us by Teign Housing to allow us to conduct tenant satisfaction research on their behalf. There is a contract in place between TLF Research and Teign Housing which means we will only use your information for the purposes of conducting this research. There is more information in the privacy notice on Teign Housing's website about their use of your personal data.

<https://www.teignhousing.co.uk/privacy-notice/>

If the respondent says that we shouldn't be contacting them due to GDPR

Under GDPR, companies like Teign Housing can use customers' data to conduct surveys such as this one in order to understand customers' needs and how they feel about the service they are being provided with. There is more information in the privacy notice on Teign Housing's website about their use of your personal data.

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1. [tp01_ovsat] Taking everything into account, how satisfied or dissatisfied are you with the service provided by Teign Housing?
 - 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]

[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 Teign Housing do to make you more satisfied?”

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

2. [had_repair] Has Teign Housing carried out a repair to your home in the last 12 months?
 - Yes (Go to Q3)
 - No (Go to Q6)
3. [tp02_repairsat] How satisfied or dissatisfied are you with the overall repairs service from Teign Housing over the last 12 months?
 - 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?
 - 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]
5. Thinking about the overall repairs service, what could Teign Housing do to improve their service?
6. [tp04_maint] How satisfied or dissatisfied are you that Teign Housing provides a home that is 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]
7. [tp05_safe] 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?
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied

- Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don't know.
8. [tp06_listens] 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
9. [tp07_informed] 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
10. [tp08_fair] 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
11. [Complaint] Have you made a complaint to Teign Housing in the last 12 months?
- Yes (Go to Q12)
 - No (Go to Q14)
12. [tp09_comphand] How satisfied or dissatisfied are you with Teign Housing's approach to complaints handling?
- 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]

13. Thinking about the complaints process, is there anything Teign Housing could do to improve their service?
14. [communal] Do you live in a building with communal areas, either inside or outside, that Teign Housing is responsible for maintaining?
- Yes (Go to Q15)
 - No (Go to Q17)
 - Don't know (Go to Q17)
15. [tp10_communal] How satisfied or dissatisfied are you that Teign Housing 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]
16. Thinking about the communal areas where you live, is there anything Teign Housing could do to improve these areas?
17. [tp11_neighbour] How satisfied or dissatisfied are you that Teign Housing makes a positive contribution to your neighbourhood?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don't know
18. Thinking about Teign Housing's contribution to your neighbourhood, is there anything they could do to improve their service?
19. [tp12_asbo] How satisfied or dissatisfied are you with Teign Housing's approach to handling anti-social behaviour?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don't know
20. What could Teign Housing do to improve their overall services?

21. [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 Teign Housing. Would this be okay?

- ☐ Yes, I agree to my name being attached to my responses (Go to Q22)
- ☐ No, I would like to remain anonymous (Go to close)

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

- ☐ Yes
- ☐ No

We would like to make you aware that if you would like to make a complaint to Teign Housing, you can do this in a number of ways. Would you like the details?

1. Call Teign Housing on 01626 322722
2. E-mail makethingsright@teignhousing.co.uk
3. Visit the TEIGN HOUSING website, click on make a complaint (<https://www.teignhousing.co.uk/i-want-to/make-a-complaint/>)

Would you like the details on how to access Teign Housing's privacy notice?

<https://www.teignhousing.co.uk/privacy-notice/>

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).