

Hi, my name is \_\_\_\_\_ and I am calling from TLF Research on behalf of Orwell Housing. 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 Orwell's website. Your feedback would be really appreciated. Can you please spare 8 to 10 minutes to take part now?

- If yes, continue.
- If no, 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.

**1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Orwell?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

If very satisfied probe "Why would you say you are satisfied?"

If fairly satisfied or Neither satisfied nor dissatisfied probe "What could --- do to make you satisfied?"

If fairly or very dissatisfied probe "Why would you say you are dissatisfied?"

**2. [Has Orwell carried out a repair to your home in the last 12 months?**

- ☐ Yes (Go to Q3)
- ☐ No (Go to Q5)

**3. How satisfied or dissatisfied are you with the overall repairs service from Orwell over the last 12 months?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

**4. 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

**5. How satisfied or dissatisfied are you that Orwell provides a home that is well maintained?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

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

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

**7. How satisfied or dissatisfied are you that Orwell 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. How satisfied or dissatisfied are you that Orwell 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. To what extent do you agree or disagree with the following "Orwell treats me fairly and with respect"?**

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable/don't know

**10. Have you made a complaint to Orwell in the last 12 months?**

- ☐ Yes (Go to Q11)
- ☐ No (Go to Q12)

**11. How satisfied or dissatisfied are you with Orwell's approach to complaints handling?**

- ☐ Very satisfied

- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

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

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

**13. How satisfied or dissatisfied are you that Orwell keeps these communal areas clean, and well maintained?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

**14. How satisfied or dissatisfied are you that Orwell 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. How satisfied or dissatisfied are you with Orwell's approach to handling anti-social behaviour?**

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

If fairly or very dissatisfied probe "Why would you say you are dissatisfied?"

**Q16: Have you reported anti-social behaviour within the last 12 months?**

- ☐ Yes (Go to Q17)
- ☐ No (Go to Q18)
- ☐ Don't know/Can't remember (Go to Q18)

**Q17: Who did you report the problem to?**

- ☐ Customer Services Team
- ☐ Complaints Officer
- ☐ Housing Officer
- ☐ Tenancy Sustainment Officer

- ☐ Support Worker
- ☐ Carer
- ☐ Repairs Operative
- ☐ Caretaker
- ☐ Cleaner
- ☐ Other
- ☐ Don't remember

**Q18: Have you had an ASB issue you have not reported?**

- ☐ Yes (Go to Q19)
- ☐ No (Go to Q20)
- ☐ Not sure/Can't remember (Go to Q20)

**Q19: Why did you not report the problem?**

- ☐ They won't deal with it anyway
- ☐ They are aware of the problem
- ☐ Not had time
- ☐ It takes too long
- ☐ Not been feeling well
- ☐ I will deal with it myself
- ☐ I don't like to complain
- ☐ I am scared of repercussions
- ☐ They don't respond
- ☐ It isn't bad enough to report
- ☐ I don't know how to report it
- ☐ Other
- ☐ Don't know/can't remember

**Q20:** Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with \_\_\_\_\_. Would this be okay?

- ☐ Yes, I agree to my name being attached to my responses (Go to Q20)
- ☐ No, I would like to remain anonymous (Go to close)

<for non-anonymous customers only>

**Q21:** Are you happy for --- 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 Orwell Housing, you can do this in a number of ways. Would you like the details?

1. Call 0345 60 100 30

2. E-mail [info@orwell-housing.co.uk](mailto:info@orwell-housing.co.uk)

3. Visit the Orwell Housing website, [www.orwell-housing.co.uk/about-us/complaints-compliments-policy-and-procedure/](http://www.orwell-housing.co.uk/about-us/complaints-compliments-policy-and-procedure/)

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](http://www.tlfresearch.com)).