

Hello, please can I speak to..... 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 Housing's website. Your feedback would be really appreciated. Can you please spare 5 to 10 minutes to take part now?

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 yes, continue.
 - If no, booking if willing
1. [tp01_ovsat] 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

[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 --- do to make you satisfied?"

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

1. [had_repair] Has Orwell carried out a repair to your home in the last 12 months?
- Yes (Go to Q3)
 - No (Go to Q5)

2. [tp02_repairsat] 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
 - Not answered

3. [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

4. [tp04_maint] 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

5. [tp05_safe] 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.

6. What affects how safe you feel in your home?
 - Security of doors and windows

- Damp and mould
- Condition of the building or block
- How anti-social behaviour is dealt with/ASB
- Lighting around my home
- Who can access the building / estate
- How quickly safety issues are responded to
- Outstanding repairs
- My neighbours
- Don't know
- Other

7. [tp06_listens] 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. [tp07_informed] 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. [tp08_fair] 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. [Complaint] Have you made a complaint to Orwell in the last 12 months?
- Yes (Go to Q11)
 - No (Go to Q13)
11. [tp09_comphand] 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. [communal] Do you live in a building with communal areas, either inside or outside, that Orwell is responsible for maintaining?
- Yes (Go to Q16)
 - No (Go to Q17)
 - Don't know (Go to Q17)
13. [tp10_communal] 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

[c_probe_sat_TP10] If very satisfied probe "Why would you say you are satisfied?"

[c_probe_neither_TP10] If fairly satisfied or Neither satisfied nor dissatisfied probe "What could --- do to make you satisfied?"

[c_probe_dissat_TP10] If fairly or very dissatisfied probe "Why would you say you are dissatisfied?"

14. [tp11_neighbour] 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. What improvements would you like to see in your neighbourhood?

- Cleaner communal and outdoor areas
- Car parking
- Children's play spaces
- Better maintenance of buildings and spaces
- More action to tackle anti-social behaviour
- Improvements to green spaces
- Better communication about what Orwell is doing
- More involvement of residents in local decisions
- Don't know
- Other (Please specify)

16. [tp12_asbo] 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

17. Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Orwell. Would this be okay?

- Yes, I agree to my name being attached to my responses (Go to Q18)
- No, I would like to remain anonymous (Go to close)

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

- Yes

- No

19. 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).