



## RBH Tenant Satisfaction Measures survey script

### Introduction

Hello, my name is xxx calling from Viewpoint on behalf of Rochdale Boroughwide Housing.

I'm calling today as I would like to ask you a few questions about the services you receive from RBH.

Anything you tell me will be used to calculate the annual Tenant Satisfaction Measures to be published by RBH and to help improve the services they provide to you.

The questions should take 5 to 10 minutes. Is now a convenient time?

Thank you. This interview will be carried out in accordance with the Market Research Society's Code of Conduct and we record calls for training purposes, is that alright with you?

Thank you. Most of the questions are rated on a 5 point scale – Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied and very dissatisfied.

My first question is...

REF	QUESTIONS (ones in red are additional to the TSMs)
TP01	<p>Taking everything into account, how satisfied or dissatisfied are you with the service provided by RBH?</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> </ul>
	<p>Please can you explain your response – open ended</p>
TP02	<p>'Has RBH carried out a repair to your home in the last 12 months?'</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p>If yes, 'How satisfied or dissatisfied are you with the overall repairs service from RBH over the last 12 months?'</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> </ul>

TP03	<p>Has RBH carried out a repair to your home in the last 12 months?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p>If yes, 'How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?'</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> </ul>
TP04	<p>How satisfied or dissatisfied are you that RBH provides a home that is well maintained?</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> </ul>
TP05	<p>Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that RBH provides a home that is safe?</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> <li>• Not applicable/ don't know</li> </ul>
TP06	<p>How satisfied or dissatisfied are you that RBH listens to your views and acts upon them?</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> <li>• Not applicable/ don't know</li> </ul>
TP07	<p>How satisfied or dissatisfied are you that RBH keeps you informed about things that matter to you?</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> <li>• Not applicable/ don't know</li> </ul>

TP08	<p>To what extent do you agree or disagree with the following “RBH treats me fairly and with respect”?’</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Strongly agree</li> <li>• Agree</li> <li>• Neither agree nor disagree</li> <li>• Disagree</li> <li>• Strongly disagree</li> <li>• Not applicable/ don’t know</li> </ul>
	<p>How satisfied or dissatisfied are you with opportunities to get involved with RBH?</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> <li>• Not applicable/ don’t know</li> </ul>
TP09	<p>Have you made a complaint to RBH in the last 12 months?’</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p>If yes, ‘How satisfied or dissatisfied are you with RBH’s approach to complaints handling?’</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> </ul>
TP10	<p>Do you live in a building with communal areas, either inside or outside, that RBH is responsible for maintaining?’</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• Don’t know</li> </ul> <p>If yes, ‘How satisfied or dissatisfied are you that RBH keeps these communal areas clean and well maintained?’</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> </ul>
TP11	<p>How satisfied or dissatisfied are you that RBH makes a positive contribution to your neighbourhood?’</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> <li>• Not applicable/ don’t know</li> </ul>

	<p>How satisfied or dissatisfied are you with your neighbourhood as a place to live?</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> </ul>
TP12	<p>How satisfied or dissatisfied are you with RBH's approach to handling anti-social behaviour?'</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> <li>• Not applicable/ don't know</li> </ul>
	<p>Have you contacted RBH at all in the past 12 months?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p>If yes, how satisfied are you that RBH are easy to deal with?</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> </ul> <p>How could RBH make resolving issues easier for you? – open ended</p>
	<p>Are you happy for someone from RBH to contact you to discuss your responses further</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>