



## Questionnaire & Introductory Text

Hello is that [Respondent Name],

My name is [Interviewer Name] and I'm calling on behalf of [Organisation Name] from an independent research agency called Acuity. We are carrying out short satisfaction surveys with [description] to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare [Survey Length] minutes to go through the survey with me now?

IF NO ASK: can I call back at another time?

**No appointments after [Project End Date]**

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by [Organisation Name] and reported back to the Regulator of Social Housing.

If the customer would like to verify the validity of this survey they need to contact [Organisation Name] by email [Email Address] or by phone [Telephone Number].

NB: Data sharing if challenged –

“Your landlord will, from time to time, share your personal data with third parties for *legitimate interests*. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlord's website.

You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us and would rather we did not contact you again, we can remove your details from our system and flag this back to your landlord. I however urge you to contact them to request your details are not shared with other parties.”

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that [Organisation Name] provides. [Organisation Name] will be able to identify you from your survey responses, are you happy to continue?

NB: If asked – call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews.

- Yes
- No



Question set for LCRA

| Label   | Question text   | Rating scale   |
|---|---|--|
| Overall Satisfaction                                    | Taking everything into account, how satisfied or dissatisfied are you with the service provided by City of London?  | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied                             |
| Overall Satisfaction Comments                           | Please describe your specific experiences that have shaped your view of City of London's service.   | Open ended   |
| Well Maintained Home                                    | How satisfied or dissatisfied are you that City of London provides a home that is well maintained?  | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied                             |
| Safe Home   | Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that City of London provides a home that is safe? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know |
| Communal Areas?   | Do you live in a building with communal areas, either inside or outside, that City of London is responsible for maintaining?                                  | Yes / No / Don't Know  |
| Communal Area satisfaction                              | How satisfied or dissatisfied are you that City of London keeps these communal areas clean and well-maintained?   | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied                             |
| Home or communal areas safe or well maintained Comments | Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.  | Open ended   |
| Repairs in last 12 months?                              | Has City of London carried out a repair to your home in the last 12 months?   | Yes / No   |
| Repairs last 12 months satisfaction                     | How satisfied or dissatisfied are you with the overall repairs service from City of London over the last 12 months?   | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied                             |
| Time taken repairs                                      | 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                             |
| Listens to views & acts upon them                       | How satisfied or dissatisfied are you that City of London 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 |
| Keeps you informed                                      | How satisfied or dissatisfied are you that City of London keeps you   | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied,  |



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|   | informed about things that matter to you?  | Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know   |
| Fairly and with respect                     | To what extent do you agree or disagree with the following `City of London treats me fairly and with respect`?   | Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Don't know / Not applicable                              |
| Easy to Deal With                           | How satisfied or dissatisfied are you that City of London is easy to deal with?  | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied                             |
| Customer Service and Communication Comments | Describe your experience with the customer service and communications you receive.   | Open ended   |
| Contribution to neighbourhood               | How satisfied or dissatisfied are you that City of London makes a positive contribution to your neighbourhood?   | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know |
| Approach to ASB                             | How satisfied or dissatisfied are you with City of London's approach to handling anti-social behaviour?  | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know |
| Complaints in last 12 months?               | Have you made a complaint to City of London in the last 12 months?   | Yes / No   |
| Complaints Handling                         | How satisfied or dissatisfied are you with City of London's approach to complaints handling?   | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied                             |
| Complaints Comments                         | Please describe your experience of how complaints are handled.   | Open ended   |
| Cost of Living                              | How concerned are you about the cost of living crisis for you personally?  | Not at all concerned, Slightly concerned, Very concerned, Prefer not to say  |
| Permission 1 - Happy to be identified       | The results of this survey are confidential. However, would you be happy for us to give your responses to City of London with your name attached so that they have better information to help them improve services? | Yes / No   |
| Permission 2 - Follow up                    | Would you be happy for City of London to contact you to follow up any of the comments or issues you have raised?   | Yes / No   |
| Call back                                   | You have indicated in the survey you are dissatisfied in one or more areas. Would you like a call back from City of London staff to discuss this?  | Yes / No   |



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|-----------------------|--|------------|
| Call Back<br>Comments | Please can you give me more information about what you want to discuss with City of London? This will be sent directly to City of London | Open ended |
|-----------------------|--|------------|

If you are dissatisfied with the service provided by your City of London, they do have a complaints process you can access by calling 0207 606 3030 , emailing [housing.complaints@cityoflondon.gov.uk](mailto:housing.complaints@cityoflondon.gov.uk) or by completing a form on their website where you will find more information <https://www.cityoflondon.gov.uk/services/housing-and-homelessness/housing-services/housing-complaints-and-customer-feedback>

We have now come to the end of the survey. Just to confirm my name is [INTERVIEWER NAME] and I've been calling from Acuity on behalf of City of London. Thank you very much for your time in completing the survey.

**Report by Acuity Research & Practice**

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