

Hi, my name is ____ and I am calling from TLF Research on behalf of Hastoe Housing Association. 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 Hastoe'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 (if language barrier this will be captured)

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. [tp01_ovsat] Taking everything into account, how satisfied or dissatisfied are you with the service provided by Hastoe?
 - 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 Hastoe do to make you satisfied?"

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

2. [had_repair] Has Hastoe carried out a repair to your home in the last 12 months? **[LCRA only]**
 - Yes **(Go to Q3)**
 - No **(Go to Q6)**
3. [tp02_repairsat] How satisfied or dissatisfied are you with the overall repairs service from Hastoe over the last 12 months? **[LCRA only]**
 - 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? **[LCRA only]**
- 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. What was your most recent repair? (Interviewer to read out options)
- Heating (Renewables)
 - Heating (electric)
 - Heating (gas/solid fuel/oil)
 - Electrical works
 - Plumbing
 - Carpentry
 - Roofing
 - Other (please specify)
6. [tp04_maint] How satisfied or dissatisfied are you that Hastoe provides a home that is well maintained? **[LCRA only]**
- 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 Hastoe 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 Hastoe 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 Hastoe 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 "Hastoe 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 Hastoe in the last 12 months?
- ☐ Yes **(Go to Q12)**
 - ☐ No **(Go to Q14)**
12. [tp09_comphand] How satisfied or dissatisfied are you with Hastoe'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. [completter] Did you receive a formal written response to your complaint?
- ☐ Yes
 - ☐ No

14. [communal] Do you live in a building with communal areas, either inside or outside, that Hastoe is responsible for maintaining?
- ☐ Yes **(Go to Q15)**
 - ☐ No **(Go to Q16)**
 - ☐ Don't know **(Go to Q16)**
15. [tp10_communal] How satisfied or dissatisfied are you that Hastoe 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. [tp11_neighbour] How satisfied or dissatisfied are you that Hastoe makes a positive contribution to your neighbourhood?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ Not applicable/don't know
17. [tp12_asbo] How satisfied or dissatisfied are you with Hastoe's approach to handling anti-social behaviour?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ Not applicable/don't know
18. What one improvement would you like Hastoe to make in order to improve the service you receive? [Open comment]
19. [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 Hastoe. 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 segmentation)**
20. [contact] Are you happy for Hastoe to contact you in relation to the feedback that you have given during this survey, if they wish to do so?
- ☐ Yes
 - ☐ No

Thank you. We have now finished the Tenant Satisfaction Measurement questions.

We now have a couple more questions that will help us understand how different groups of residents feel about living in a Hastoe home. These questions will allow us to understand how needs vary. If you don't wish to provide any of the information asked for below, we can record that you would 'prefer not to say'.

Please be aware that your responses to these questions will remain confidential and will not be linked to your details or shared with Hastoe. They are for generalised analysis purposes only. Please could you spare another minute to answer these additional questions?

- ☐ Yes [continue to segmentation questions]
- ☐ No [go to SURVEY CLOSE at the end]

21. How would you define your ethnic group?

- ☐ White British
- ☐ White Other
- ☐ Asian/Asian British
- ☐ Black/African/Caribbean/Black British
- ☐ Mixed or multiple ethnic groups
- ☐ Prefer not to say
- ☐ Other (please specify)

22. Do you have an impairment, health condition or learning difference that has a substantial or long-term impact on your ability to carry out day-to-day activities?

- a) Yes
- b) No
- c) Prefer not to say

If you would like to make a complaint to Hastoe, please visit the 'make a complaint' section of the website for details, <https://www.hastoe.com/contact-us/make-a-complaint/>

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).