

Voicemail message

Hi, this message is from Hastoe. We are ringing all our tenants to conduct a tenant satisfaction survey. You don't need to call us back; we may try to contact you another time.

Script

Hi, my name is ____ and I am calling from Hastoe Housing Association. We are conducting our tenant satisfaction research introduced by the Regulator of Social Housing which will be used to calculate our annual Tenant Satisfaction Measures and published on Hastoe's website. Your feedback would be really appreciated. Can you please spare 5 to 10 minutes to take part now?

- If yes, continue.
- If no, would you be happy for me to call you back another time?

Thank you (hang up if no).

If yes:

As you have agreed to participate in the survey, I will now record this call for quality and training purposes.

TERMINATE CALL IF RESIDENT INDICATES DISCOMFORT WITH RECORDING

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

Finally, you can visit our website www.hastoe.com to read more information about how we process your personal data, or if you wish to make a complaint

Thank you for your time today.

Questions

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 [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]*
2. [had_repair] Has Hastoe carried out a repair to your home in the last 12 months?
 - 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?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ *Not answered [Interviewer 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?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ *Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]*
5. [tp04_maint] How satisfied or dissatisfied are you that Hastoe provides a home that is well maintained?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ *Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]*
6. [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
7. [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
8. [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
9. [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
10. [Complaint] Have you made a complaint to Hastoe in the last 12 months?
- Yes **(Go to Q11)**
 - No **(Go to Q12)**
11. [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 *[Interviewer do not read out – only an option if respondent cannot answer/refused to answer]*
12. [communal] Do you live in a building with communal areas, either inside or outside, that Hastoe is responsible for maintaining?
- Yes **(Go to Q13)**
 - No **(Go to Q14)**
 - Don't know **(Go to Q14)**
13. [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]

14. [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

15. [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

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Thank you for your time today.

Lines re repairs/complaints/call termination

Thank you for mentioning this repair/complaint. I am unable to process repairs orders through this call. I would please ask you to report this to our Customer Service Team, either via your online MyHastoe account or by calling 0300 123 2250.

If we need to terminate a call

Thank you for your time so far. I can see that this is not the appropriate time to continue this survey, so will be terminating the call now.