

Survey Script

Good morning/afternoon/evening. Please can I speak to [[lead tenant name]]. My name is and I am calling from M·E·L Research, an independent research agency, on behalf of Lambeth Housing who have asked us to call you.

Lambeth Housing would like to hear your views on the services they provide for their customers and gain an understanding of your wider perceptions of the organisation. Feedback from this survey will be used to calculate annual Tenant Satisfaction Measures (TSMs), which will be published. The TSMs inform the government regulator of how Lambeth Housing are performing as an organisation.

Feedback will also be used to help Lambeth Housing better understand issues and priorities among customers, to help the organisation improve the services they provide.

This survey will only take around 15 minutes of your time.

Also just to let you know, this survey will be conducted following the Code of Conduct of the Market Research Society. You can change your mind on taking part at any point during the survey. The information you provide in this survey will be used for research purposes and any personal information will only ever be shared with Lambeth Housing with your express permission.

Just so you know, calls may be recorded for quality, monitoring and training purposes.

IF NECESSARY: If you would like a copy of our privacy notice emailed to you, I can do that now if you provide me with your email address

- Yes (agreed to participate) (1)
- Do not agree to participate (2) [[end survey]]

Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lambeth Housing?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)

Q1b. Could you please tell us in detail why you feel this way about the service provided by Lambeth Housing?

Q2. Has Lambeth Housing carried out a repair to your home in the last 12 months?

- Yes (1)
- No (2)

If Q2 = Yes. Q3. How satisfied or dissatisfied are you with the overall repairs service from Lambeth Housing over the last 12 months?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)

If Q3 = Very dissatisfied or Fairly dissatisfied. Q3b. Could you please tell us in detail why you feel this way about the repairs service provided by Lambeth Housing?

If Q2 = Yes. Q4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)

If Q4 = Very dissatisfied or Fairly dissatisfied. Q4b. Could you please tell us in detail why you feel this way?

Q5. How satisfied or dissatisfied are you that Lambeth Housing provides a home that is well maintained?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)

If Q5 = Very dissatisfied or Fairly dissatisfied. Q5b. Could you please tell us in detail why you feel this way?

Q6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Lambeth Housing provides a home that is safe?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)
- Not applicable / don't know (6)

If Q6 = Very dissatisfied or Fairly dissatisfied. Q6b. Could you please tell us in detail why you feel this way?

Q7. How satisfied or dissatisfied are you that Lambeth Housing listens to your views and acts upon them?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)
- Not applicable / don't know (6)

If Q7 = Very dissatisfied or Fairly dissatisfied. Q7b. Could you please tell us in detail why you feel this way?

Q8. How satisfied or dissatisfied are you that Lambeth Housing keeps you informed about things that matter to you?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)
- Not applicable / don't know (6)

If Q8 = Very dissatisfied or Fairly dissatisfied. Q8b. Could you please tell us in detail why you feel this way?

Q9. To what extent do you agree or disagree with the following “Lambeth Housing treats me fairly and with respect”?

- Strongly agree (1)
- Agree (2)
- Neither agree nor disagree (3)
- Disagree (4)
- Strongly disagree (5)
- Not applicable / don't know (6)

If Q9 = Very dissatisfied or Fairly dissatisfied. Q9b. Could you please tell us in detail why you feel this way?

Q9a. Have you made a complaint to Lambeth Housing in the last 12 months?

- Yes (1)
- No (2)

If Q9a = Yes. Q11. How satisfied or dissatisfied are you with Lambeth Housing's approach to complaints handling?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)

If Q11 = Very dissatisfied or Fairly dissatisfied. Q11b. Could you please tell us in detail why you feel this way?

Q12. Do you live in a building with communal areas, either inside or outside, that Lambeth Housing is responsible for maintaining?

- Yes (1)
- No (2)
- Don't know (3)

If Q12 = Yes. Q13. How satisfied or dissatisfied are that Lambeth Housing keeps these communal areas clean and well maintained?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)

If Q9 = Very dissatisfied or Fairly dissatisfied. Q13b. Could you please tell us in detail why you feel this way?

Q14. How satisfied or dissatisfied are you that Lambeth Housing makes a positive contribution to your neighbourhood?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)
- Not applicable/ don't know (6)

If Q14 = Very dissatisfied or Fairly dissatisfied. Q14b. Could you please tell us in detail why you feel this way?

Q15. How satisfied or dissatisfied are you with Lambeth Housing's approach to handling anti-social behaviour?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)
- Not applicable / don't know (6)

If Q15 = Very dissatisfied or Fairly dissatisfied. Q15b. Could you please tell us in detail why you feel this way?

Q16. The next section asks a variety of questions about you. These questions are asked to ensure we speak to a cross section of residents so that we are getting the views and opinions of everyone. The answers you give will remain confidential. If you do not feel comfortable answering any of them please feel free not to answer them.

Which age group do you fall into?

- 16-24 (1)
- 25-34 (2)
- 35-44 (3)
- 45-54 (4)
- 55-64 (5)
- 65-74 (6)
- 75-84 (7)
- 85+ (8)
- Prefer not to say (DNRO) (9)

Q18. What is your gender identity?

- Man (including trans man) (1)
- Woman (including trans woman) (2)
- Other gender identity (3)
- Prefer not to say (DNRO) (4)

Q19. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

PLEASE INCLUDE PROBLEMS RELATED TO OLD AGE

- Yes limited a lot (1)
- Yes limited a little (2)
- No (3)
- Prefer not to say (4)

If Q19 = Yes limited a lot or Yes limited a little. Q19b. What is the nature of your disability?

- Physical disability (1)
- Other mobility or access needs (2)
- Partially sighted (3)
- Partially deaf (4)
- Blind (5)
- Fully deaf (6)
- Wheelchair user (7)
- Mental health condition (8)
- Other (Please specify) (9) _____
- Prefer not to say (DNRO) (10)

Q20. What is your ethnicity?

White

- English / Welsh / Scottish / Northern Irish / British (1)
- Irish (2)
- Portuguese (3)
- Polish (4)
- Gypsy or Irish Traveller (5)
- Any other White background (Please specify) (6)_____

Mixed

- White and Black Caribbean (7)
- White and Black African (8)
- White and Asian (9)
- Any other Mixed/ multiple ethnic background (please specify) (10)_____

Asian

- Indian (11)
- Pakistani (12)
- Bangladeshi (13)
- Chinese (14)
- Any other Asian Background (please specify) (15)_____

Black

- African Somali (16)
- Other African (17)
- Caribbean (18)
- Any other black background (Please specify) (19)_____

Other ethnic group

- Latin American (20)
- Arab (21)
- Any other ethnic group (please specify) (22)_____
- Prefer not to say (DNRO) (23)

Q21. What is your main language?

- English (1)
- Portuguese (2)
- Yoruba (3)
- Polish (4)
- Spanish (5)
- French (6)
- Italian (7)
- Somalian (8)
- Twi (9)
- Other (please specify) (10)_____
- Prefer not to say (DNRO) (11)

Q22. What is your religion or belief?

- No religion (1)
- Atheist (2)
- Buddhist (3)
- Christian (4)
- Hindu (5)
- Jewish (6)
- Muslim (7)
- Sikh (8)
- Other (please specify) (9) _____
- Prefer not to say (DNRO) (10)

Q23. Which best describes your sexual orientation?

- I am heterosexual/ straight (1)
- I am gay or lesbian (homosexual) (2)
- I am bisexual (3)
- Other (4)
- Don't know (DNRO) (5)
- Prefer not to say (DNRO) (6)

Q24. Which of these activities best describes what you are doing at present?

- Employee in full-time job (30 hours plus per week) (1)
- Employee in part-time job (under 30 hours per week) (2)
- Self employed full time (3)
- Self employed part time (4)
- On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work) (5)
- Full-time education at school, college or university (6)
- Unemployed and available for work (7)
- permanently sick/ disabled (8)
- Wholly retired from work (9)
- Looking after the home (10)
- Doing something else (Please specify) (11) _____
- Don't know (DNRO) (12)
- Prefer not to say (DNRO) (13)

Q14. Lambeth Housing may want to follow up feedback to this survey. Are you happy for your personal information to be shared with Lambeth Housing along with your responses to this survey, in order to do this?

- Yes (1)

- No (2)

Q26. Finally, would you be happy for a recording of your answers to be passed to Lambeth Housing? This may be used for quality control and training purposes.

- Yes – happy for a recording of answers to be passed to Lambeth Housing (1)
- No (2)