

Walsall Housing Group TSM survey v4.00

Date 23/12/24

CATI / Online

A Opening text

Telephone

ASK PERSON WHO ANSWERS PHONE

Contact: @Address

@Tel1

@Tel2

Details: @dateregarding - @CallSubject

ASK PERSON WHO ANSWERS PHONE

- S1 **Good morning / afternoon / evening. My name is INTERVIEWER NAME and I'm calling from IFF Research on behalf of your housing provider, whg. Please can I speak to NAME?**

The reason for my call today is to gather some feedback about your general experience of being a whg customer. This is as part of the tenant satisfaction measures to see how well landlords like whg are doing and will be used to help improve services.

If I can run through some quick questions with you today please, that would be really helpful, it shouldn't take us more than 10 minutes?

[IF AGREED TO TAKE PART]

I need to read out a quick statement before we start:

This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.

All interviewing is carried out in strict accordance with the Market Research Society's code of conduct and within UK GDPR guidelines.

Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with whg and your answers can be shared anonymously if you wish with no link to your personal information.

INTERVIEWER REASSURANCES TO USE IF NEEDED:

For further information on how IFF Research keep your data safe please see our data protection policy on our website: www.iffresearch.com/gdpr

If you would like to find out more about this survey, or confirm the validity of the survey please visit: <https://www.whg.uk.com/contact-us/>

REASSURANCES TO USE IF NECESSARY

The interview will take around 10 minutes to complete.

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- **MRS: Market Research Society on 0800 975 9596**
- **IFF: Emily Clark on 0207 250 3035**
- **whg: 0300 555 6666**

Online email invitation

Dear @NAME,

We're emailing you on behalf of your housing provider, whg. They'd like to gather some feedback about your general experience of being a whg customer. This is as part of the tenant satisfaction measures to see how well landlords like whg are doing and will be used to help improve services.

The survey should take no more than 10 minutes to complete.

[Take part now survey link]

We would kindly ask you to complete it as soon as possible.

You will be asked for consent to share your data with whg and your answers can be shared anonymously if you wish with no link to your personal information.

Additional information:

- This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.
- The research is being conducted by IFF Research, an independent research organisation, on behalf of whg
- Our work adheres to UK GDPR guidelines and the Market Research Society's code of conduct.
- For further information on how IFF Research keep your data safe please see our data protection policy on our website: www.iffresearch.com/gdpr
- If you would like to find out more about this survey, or confirm the validity of the survey please visit: <https://www.whg.uk.com/contact-us/>
- If you don't wish to participate in any future surveys then click unsubscribe.

Many thanks in advance for your help with this important research.

The IFF Research Team

Research Team – When designing/refining the agreed changes please highlight/add the required detail using
 (Green – Addition, Amber – Change, ~~Strikethrough Red~~ – Remove)

B Survey questions

QID	Order	Question	Suppression SQL [Routing]	Pick	Responses	Response Type	Scored As	Skip to
TP01 (2878)	1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by whg? INTERVIEWER NOTE: Do not read out the Don't Know option		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Don't know	Response	Passive	
[ProjCon to allocate]	2	Can you tell me why you feel that way?		One	Customer Comment	Verbatim	Passive	
TP02 (732)	3	Has whg carried out a repair to your home in the last 12 months?	LCRA only	One	Yes	Response	Passive	
					No	Response	Passive	Skip to 6
TP02 (5626)	4	How satisfied or dissatisfied are you with the overall repairs service from whg over the last 12 months? INTERVIEWER NOTE: Do not read out the Don't Know option	LCRA only	One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable / Don't know	Response	Passive	
TP03 (5666)	5	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	LCRA only	One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	

		INTERVIEWER NOTE: Do not read out the Don't Know option			Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
TP04 (5647)	6	How satisfied or dissatisfied are you that whg provides a home that is well maintained? INTERVIEWER NOTE: Do not read out the Don't Know option	LCRA only	One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
TP05 (5627)	7	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that whg provides a home that is safe?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
4259	8	How satisfied or dissatisfied are you that your rent provides value for money?	LCRA only	One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Refused or unable to answer	Response	Passive	
TP06 (5493)	9	How satisfied or dissatisfied are you that whg listens to your views and acts upon them?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	

					Not applicable/ don't know	Response	Passive	
TP07 (5494)	10	How satisfied or dissatisfied are you that whg keeps you informed about things that matter to you?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
TP08 (5485)	11	To what extent do you agree or disagree with the following "whg treats me fairly and with respect"?		One	Strongly Agree	Response	Positive	
					Agree	Response	Positive	
					Neither agree nor disagree	Response	Passive	
					Disagree	Response	Negative	
					Strongly Disagree	Response	Negative	
					Not applicable/ don't know	Response	Passive	
TP09 (737)	12	Have you made a complaint to whg in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to 14
TP09 (5645)	13	How satisfied or dissatisfied are you with whg's approach to complaints handling? INTERVIEWER NOTE: Do not read out the Don't Know option		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
TP10 (5667)	14	Do you live in a building with communal areas, either inside or outside, that whg is responsible for maintaining?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to 16
					Don't know	Response	Passive	Skip to 16
TP10 (5495)	15			One	Very Satisfied	Response	Positive	
					Fairly Satisfied	Response	Positive	

		How satisfied or dissatisfied are you that whg keeps these communal areas clean and well maintained?			Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
		INTERVIEWER NOTE: Do not read out the Don't Know option			Not applicable/ don't know	Response	Passive	
TP11 (5669)	16	How satisfied or dissatisfied are you that whg makes a positive contribution to your neighbourhood?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	Skip to Q18
[ProjCon to allocate]	17	Can you tell me why you feel that way?		One	Customer Comment	Verbatim	Passive	
TP12 (5644)	18	How satisfied or dissatisfied are you with whg's approach to handling anti-social behaviour?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
(735)	19	Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	
	20	How likely would you be to recommend whg to family or friends, where 0 is not likely at all and 10 is extremely likely?		One	0-Not likely at all	Response	Negative	
					1	Response	Negative	
					2	Response	Negative	
					3	Response	Negative	
					4	Response	Negative	
					5	Response	Negative	
					6	Response	Negative	

					7	Response	Passive	
					8	Response	Passive	
					9	Response	Positive	
					10Extremely likely	Response	Positive	
					(Refused or unable to answer)	Response	Passive	
(918)	21	Are you happy for us to share your details along with your responses with whg?		One	Yes	Filter	Passive	
					No	Filter	Passive	

THANK RESPONDENT AND CLOSE INTERVIEW

Thank you for your completing the survey, your feedback is really important to whg and will be used to improve services. Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.