

Walsall Housing Group - Tenant Satisfaction Measures

J0760

Date 18/6/26

Telephone/Online

S Screener

ASK PERSON WHO ANSWERS PHONE

S1 **Contact:** @Address

@Tel1

@Tel2

Details: @dateregarding - @CallSubject

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?

Respondent answers phone	1	CONTINUE
Transferred to respondent	2	
Referred to someone else at household	3	GO TO S2 TO CHECK IF RESPONDENT IS ON THE TENANCY AGREEMENT
Hard appointment	4	MAKE APPOINTMENT
Soft Appointment	5	
Engaged	6	CALL BACK
No answer	7	
Busy at this time	8	
Answer phone	9	

Refusal (this research)	10	SCREEN OUT RESPONDENT DOESN'T WISH TO TAKE PART IN THIS SURVEY BUT HASN'T SPECIFIED WHETHER THEY WISH TO OPT OUT OF ALL CALLS FROM US
Refusal (all future interviews)	11	SCREEN OUT SAMPLE CODED AS SUCH AND CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
Wrong Number	12	SCREEN OUT
Business Number	13	SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
No longer a [client name] tenant / customer	14	SCREEN OUT
Customer deceased	15	SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
Language Barrier	16	GO TO S4 TO CONFIRM PRIMARY LANGUAGE
Needs reassurances	17	BRING UP REASSURANCE SCREEN
Terminate Interview	18	IF BREAKDOWN DURING INTERVIEW

ASK IF REFERRAL S1=3

S2 Please can you confirm that you are on the tenancy agreement with whg??

Yes	1	GO TO S3
No	2	SCREEN OUT
Don't know	3	SCREEN OUT

ASK IF S2 = 1

S3 Please can you confirm your name?

WRITE IN		
Refused	1	SCREEN OUT

ASK IF LANGUAGE BARRIER REFERRAL S1=16

S4 Can I ask what is your primary language? By this we mean the language you use most often to communicate with.

WRITE IN		
Don't know	1	SCREEN OUT
Refused	2	SCREEN OUT

If we are able to we will contact you again in your primary language to get your feedback.

CLOSE INTERVIEW AND DD TO LANGUAGE SPECIFIC CONTACT LIST

ASK ALL

S5 Thank you. 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/>

TSM Survey

ASK ALL

(2878) Taking everything into account, how satisfied or dissatisfied are you with the service provided by whg?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Don't know HIDE ON WEB	6	

ASK ALL

(787) Can you tell me why you feel that way?

WRITE IN		
Don't know	1	

ASK IF LCRA IN SAMPLE

(732) Has whg carried out a repair to your home in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 732 (732=1), AND IF LCRA IN SAMPLE

(5626) How satisfied or dissatisfied are you with the overall repairs service from whg over the last 12 months?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know HIDE ON WEB	6	

ASK ALL WHO SAID YES AT 732 (732=1), AND IF LCRA IN SAMPLE

(5666) How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know HIDE ON WEB	6	

ASK IF LCRA IN SAMPLE

(5647) How satisfied or dissatisfied are you that whg provides a home that is well maintained?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know HIDE ON WEB	6	

ASK ALL

(5627) 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?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable or don't know	6	

ASK IF LCRA IN SAMPLE

(4259) How satisfied or dissatisfied are you that your rent provides value for money?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable or don't know	6	

ASK ALL

(5493) How satisfied or dissatisfied are you that whg listens to your views and acts upon them?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	

Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable or don't know	6	

ASK ALL WHO RATED THEIR SATISFACTION AT 5493 (5493=1-5)

(1187) Can you tell me why you feel that way?

WRITE IN		
Don't know	1	

ASK ALL

(5494) How satisfied or dissatisfied are you that whg keeps you informed about things that matter to you?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable or don't know	6	

ASK ALL

(5485) To what extent do you agree or disagree with the following “whg treats me fairly and with respect”?

SINGLE CODE. READ OUT

Strongly agree	1	
Agree	2	

Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Don't know or not applicable	6	

ASK ALL

(737) Have you made a complaint to whg in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 737 (737=1)

(5645) How satisfied or dissatisfied are you with whg's approach to complaints handling?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable or don't know HIDE ON WEB	6	

ASK ALL

(5667) Do you live in a building with communal areas, either inside or outside, that whg is responsible for maintaining?

SINGLE CODE. READ OUT

Yes	1	
No	2	

Don't know	3	
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ASK ALL WHO SAID YES AT 5667 (5667=1)

(5495) How satisfied or dissatisfied are you that whg keeps these communal areas clean and well maintained?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable or don't know HIDE ON WEB	6	

ASK ALL

(5669) How satisfied or dissatisfied are you that whg makes a positive contribution to your neighbourhood?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable or don't know	6	

ASK ALL

(5644) How satisfied or dissatisfied are you with whg's approach to handling anti-social behaviour?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied		
Fairly dissatisfied		
Very dissatisfied		
Not applicable or don't know		

ASK ALL

(735) Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL

(2882) How likely would you be to recommend whg to family or friends, where 0 is not likely at all and 10 is extremely likely?

SINGLE CODE. READ OUT

10- extremely likely	1	
9	2	
8	3	
7	4	
6	5	
5	6	
4	7	

3	8	
2	9	
1	10	
0 - Not at all likely	11	
Don't know or prefer not to say	12	

ASK ALL

(918) Are you happy for us to share your details along with your responses with WHG?

SINGLE CODE. READ OUT

Yes	1	
No	2	

Thank you for taking the time to complete this 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.

C Cause for Concerns

The Cause for Concerns to be sent to: SPMB-Complaints@whgrp.co.uk

INTERVIEWER NOTE: THE DETAILS ADDED HERE WILL AUTOMATICALLY BE SENT TO CLIENT AND YOU CANNOT COME BACK TO ADD MORE DETAIL. PLEASE PROVIDE AS MUCH DETAIL AS POSSIBLE BEFORE PRESSING NEXT.