

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 8%

... TEST ...

Navigate :

INT02

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Hello, I am... and I am ringing today to ask whether you would be willing to spare around 7 minutes to take part in a tenant survey for Southway Housing Trust?

I am calling from Prevision Research, and we are running this survey on Southway's behalf.

This is part of the government's Tenant Satisfaction Measures for landlords. Southway publish the results from this survey every year as part of a core set of performance measures.

As a thank you, the unique and confidential code from all finished surveys will be entered into a free prize draw. 1 lucky person will win £100 in shopping vouchers every three months!

I can assure you that this is a genuine market research survey which is conducted in accordance with the Market Research Society Code Of Conduct. No one will try to sell you anything during the interview or as a result of taking part and you will not at any stage be asked to provide any confidential information.

Are you willing to take part in this research?

IF NECESSARY:

If you have any concerns about the validity of this research you can contact Southway Housing Trust on 0161 448 4200 or the Market Research Society on Freephone 0800 975 9596

If you have any concerns about the information we hold on you or want to check your rights under the GDPR, our privacy policy is available on our website:

www.previsionresearch.co.uk/privacy

01 ☒ Willing to continue

02 ☐ Refused

P9 ☐ Refused - Add to do not call list

03 ☐ Not available - Schedule callback

04 ☐ Not available - No callback

05 ☐ Non qualifier

06 ☐ Duplicate record

07 ☐ Number unobtainable

08 ☐ Engaged

09 ☐ Answer phone

10 ☐ No reply

11 ☐ Wrong number

Next

01

Progress12%

... TEST ...

Navigate : REC1

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

The calls we make are sometimes recorded for quality and training purposes.

IF REQUIRED:- Any recordings we hold are either erased immediately after we listen to them or 90 days from project completion. Are you ok with this?

- 1 ☒ Yes
- 2 ☐ No - click on more and then click on record, wait for it to change from blue to grey and then continue

Progress15%

... TEST ...

Navigate : TP01

GO

Back

Next

Quit

Trace

- NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Southway Housing Trust?

- 1

☐ Very satisfied
- 2

☐ Fairly satisfied
- 3

☐ Neither satisfied nor dissatisfied
- 4

☐ Fairly dissatisfied
- 5

☐ Very dissatisfied

Progress19%

... TEST ...

Navigate : TP01A

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Please tell us why you gave this answer?

1

Please type in.

Progress23%

...TEST...

Navigate : TP02A

GO

Back

Next

Quit

Trace

- NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Has Southway Housing Trust carried out a repair to your home in the last 12 months?

- 1

☐ Yes
- 2

☐ No

Progress

27%

... TEST ...

Navigate :

TP02B

GO

Back

Next

Quit

Trace

- NEW TELEPHONE NUMBER
- CASE NOTES
- CALL NOTES
- RED FLAG
- FAQ

How satisfied or dissatisfied are you with the overall repairs service from Southway Housing Trust over the last 12 months?

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

Progress

31%

...TEST...

Navigate :

TP03

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

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

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

Next

☐

Progress35%

... TEST ...

Navigate : TP04

GO

Back

Next

Quit

Trace

- NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that Southway Housing Trust provides a home that is well maintained?

- 1

☐

Very satisfied
- 2

☐

Fairly satisfied
- 3

☐

Neither satisfied nor dissatisfied
- 4

☐

Fairly dissatisfied
- 5

☐

Very dissatisfied

Progress

38%

... TEST ...

Navigate :

TP05

GO

Back

Next

Quit

Trace

- NEW TELEPHONE NUMBER
- CASE NOTES
- CALL NOTES
- RED FLAG
- FAQ

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

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

Progress

42%

... TEST ...

Navigate :

TP06

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that Southway Housing Trust listens to your views and acts upon them?

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

Next

Progress

46%

... TEST ...

Navigate :

TP07

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that Southway Housing Trust keeps you informed about things that matter to you?

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

Progress

50%

... TEST ...

Navigate :

TP08

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

To what extent do you agree or disagree with the following Southway Housing Trust treats me fairly and with respect?

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

Progress54%

...TEST...

Navigate : TP09A

GO

Back

Next

Quit

Trace

- NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Have you made a complaint to Southway Housing Trust in the last 12 months?

- 1

☐ Yes
- 2

☐ No

Progress

58%

... TEST ...

Navigate :

TP09B

GO

Back

Next

Quit

Trace

- NEW TELEPHONE NUMBER
- CASE NOTES
- CALL NOTES
- RED FLAG
- FAQ

How satisfied or dissatisfied are you with Southway Housing Trust’s approach to complaints handling?

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

Progress62%

... TEST ...

Navigate : TP10A

GO

Back

Next

Quit

Trace

- NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

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

- 1

☐ Yes
- 2

☐ No
- 3

☐ Don't know

Progress

65%

...TEST...

Navigate :

TP10B

GO

Back

Next

Quit

Trace

- NEW TELEPHONE NUMBER
- CASE NOTES
- CALL NOTES
- RED FLAG
- FAQ

How satisfied or dissatisfied are you that Southway Housing Trust keeps these communal areas clean and well maintained?

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

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 69%

... TEST ...

Navigate : TP11

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that Southway Housing Trust makes a positive contribution to your neighbourhood?

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

Next

Progress

73%

... TEST ...

Navigate :

TP12

GO

Back

Next

Quit

Trace

- NEW TELEPHONE NUMBER
- CASE NOTES
- CALL NOTES
- RED FLAG
- FAQ

How satisfied or dissatisfied are you with Southway Housing Trust’s approach to handling anti-social behaviour?

- 1 ☐ Very satisfied
- 2 ☐ Fairly satisfied
- 3 ☐ Neither satisfied nor dissatisfied
- 4 ☐ Fairly dissatisfied
- 5 ☐ Very dissatisfied
- 6 ☐ Not applicable/ don’t know

Progress

77%

...TEST...

Navigate :

QA

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Southway has a range of ways in which customers of any age, background, or amount of time available, can get involved and help shape our services or provide feedback. Would you like to get involved too?

If you answer yes, you give your consent for Southway to contact you about this

- 1 ☐ Yes - I would like Southway to contact me about getting involved
- 2 ☐ No

Progress

81%

... TEST ...

Navigate :

REC2

▼

GO

Back

Next

Quit

Trace

- NEW TELEPHONE NUMBER
- CASE NOTES
- CALL NOTES
- RED FLAG
- FAQ

Our clients sometimes like to have access to the recording to listen first hand to your views, if requested would you be happy for us to pass the recording to them?

- 1 ☐ Yes
- 2 ☐ No

Progress

85%

...TEST...

Navigate :

CLOSE1

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

READ OUT

Would you be willing to be re-contacted in
relation to this survey?

- 1 ☐ Yes
- 2 ☐ No

Next

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 88%

... TEST ...

Navigate :

CLOSE2

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

This survey is only for general feedback from Southway's tenants. To make a complaint about an issue with Southway's services you can do so on Southway's website, the customer hub, in person or on the phone at 0161 448 4200.

DON'T READ OUT - only for those tenants that express a clear desire to make a complaint

If you give your consent, we can pass your details on to Southway who will contact you about making a complaint? - tick for consent, plus open text for VERY BRIEF topic for complaint e.g. repair not complete, neighbourhood issue, customer service, housing officer etc.

1 ☒ Continue

2 ☐ Consent to send details to Southway

Next

1

SID: 0000000000 | NAME: / | TELEPHONE:

Progress92%

... TEST ...

Navigate :

TENANT

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

INTERVIEWER: PLEASE CODE IF YOU SPOKE TO
TENANT 1 OR TENANT 2.

- 1

Tenant 1
- 2

Tenant 2

Next

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 96%

... TEST ...

Navigate : NAME2 ▼ GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Can I please confirm that your name is / ?

1 ☒ Yes, name is correct

2 ☐ No, name is incorrect - Please type in

Next

1

SID: 0000000000 | NAME: / | TELEPHONE:

Progress100%

... TEST ...

Navigate :

INT99

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

This completes our interview, thank you for your time.

CO ☒ Successes

Progress

492%

... TEST ...

Navigate :

EXIT1

▼

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

The survey is now complete. please close the case.

1

☒ Close the case