

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 8%

... TEST ...

Navigate :

INT02

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

CONTACT DETAILS:

MOBILE: - -

LANDLINE: - -

CASE NOTES:

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 will publish the results from this survey every year as part of a core set of performance measures.

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

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 12%

... 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

Next

1

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 17%

... TEST ...

Navigate : TP01

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

Next

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 21%

... TEST ...

Navigate :

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

Next

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 25%

... TEST ...

Navigate : TP02B

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

Next

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 29%

... TEST ...

Navigate : TP03

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

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 33%

... TEST ...

Navigate : TP04

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

Next

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 38%

... TEST ...

Navigate : TP05

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

Next

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 42%

... TEST

Navigate : TP06

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

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 46%

... TEST ...

Navigate : TP07

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

Next

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 50%

... TEST ...

Navigate : TP08

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

Next

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 54%

... TEST ...

Navigate : TP09A

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

Next

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 58%

... TEST ...

Navigate : TP09B

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

Next

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 62%

... TEST

Navigate : TP10A

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

Next

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 67%

... TEST ...

Navigate : TP10B

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

Next

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 71%

... 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

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 75%

... TEST ...

Navigate : TP12

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

Next

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 79%

... TEST ...

Navigate : REC2

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

Next

☐

SID: 0000000000 | NAME: / | TELEPHONE:

Progress 83%

... 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:

Progress 92%

... 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:

Progress 100%

... TEST ...

Navigate :

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

This completes our interview, thank you for your time.

CO ☒ Successes

Next

CO