

**THIS QUESTIONNAIRE IS THE STANDARD QUESTIONNAIRE.**

**IT INCLUDES 12 TSM QUESTIONS AND 3 ELIGIBILITY QUESTIONS (for repairs, complaints, communal areas).**

**You can include 5 more additional questions: 3 closed questions and 2 open questions.**

*The questions highlighted in yellow are based on the most popular additional questions that housing associations are tending to ask. They are additional questions; if you choose to include these you*

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Hi,

My name is \_\_\_ and I am calling from TLF Research on behalf of **Freebridge Community Housing**. We are conducting their tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measure and this will be reported to the Regulator of Social Housing. This will also be published by your landlord to show you how they are performing. Your feedback would be really appreciated. Would you be able to spare 5 to 10 minutes to take part now please?

- If yes, continue.
- If no, booking if willing

Thank you. We follow the Market Research Society code of conduct and Data Legislation which means your answers are confidential and we will check at the end if you are happy to have your name added to your feedback and share this with Freebridge. In addition, the call may be recorded for quality and training purposes.

1. [tp01\_ovsat] Taking everything into account, how satisfied or dissatisfied are you with the service provided by Freebridge?
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  
  - Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]

#### **OPTIONAL: PROBING COUNTS AS AN ADDITIONAL QUESTION**

[c\_probe\_sat\_TP01] If very satisfied probe “Why would you say you are satisfied?”

[c\_probe\_neither\_TP01] If fairly satisfied or Neither satisfied nor dissatisfied probe “What could Freebridge do to make you satisfied?”

[c\_probe\_dissat\_TP01] If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

2. [had\_repair] Has Freebridge carried out a repair to your home in the last 12 months? **[LCRA only]**
- Yes (Go to Q3)
  - No (Go to Q5)
3. [tp02\_repairsat] How satisfied or dissatisfied are you with the overall repairs service from Freebridge over the last 12 months? **[LCRA only]**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
- Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]
4. [tp03\_repairtime] How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **[LCRA only]**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
- Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]
5. [tp04\_maint] How satisfied or dissatisfied are you that Freebridge provides a home that is well maintained? **[LCRA only]**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
- Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]
6. **To what extent do you agree or disagree with the following “Freebridge maintains the external condition and appearance of my home?” [LCRA only]**
- Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly disagree
  - Not applicable/don't know

7. [tp05\_safe] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Freebridge provides a home that is safe?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not applicable/don't know.

8. And now thinking about the physical security of your property or building you live in, how satisfied or dissatisfied are you that Freebridge provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know.

9. [tp06\_listens] How satisfied or dissatisfied are you that Freebridge listens to your views and acts upon them?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

10. [tp07\_informed] How satisfied or dissatisfied are you that Freebridge keeps you informed about things that matter to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

11. [tp08\_fair] To what extent do you agree or disagree with the following "Freebridge treats me fairly and with respect"?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

- Not applicable/don't know
12. [Complaint] Have you made a complaint to Freebridge in the last 12 months?
- Yes (Go to Q13)
  - No (Go to Q15)
13. [tp09\_comphand] How satisfied or dissatisfied are you with Freebridge's approach to complaints handling?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
- Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]
14. Who did you report the complaint to?
- Income Advisor
  - Tenancy Advisor
  - Support Advisor
  - The Repairs Team
  - The Complaints Team
  - Don't remember
  - Someone else [FREE TEXT]
15. [communal] Do you live in a building with communal areas, either inside or outside, that Freebridge is responsible for maintaining?
- Yes (Go to Q16)
  - No (Go to Q17)
  - Don't know (Go to Q17)
16. [tp10\_communal] How satisfied or dissatisfied are you that Freebridge keeps these communal areas clean, and well maintained?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
- Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]
17. [tp11\_neighbour] How satisfied or dissatisfied are you that Freebridge makes a positive contribution to your neighbourhood?
- Very satisfied
  - Fairly satisfied

- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

18. [tp12\_asbo] How satisfied or dissatisfied are you with Freebridge's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

19. Have you reported any anti-social behaviour to Freebridge in the last 12 months?

- Yes (Go to 20)
- No (Go to 21)
- Don't know/Can't remember (Go to 21)

20. What was the nature of the anti-social behaviour you reported?

21. Have you noticed a change in the service provided by Freebridge in the last twelve months... has it?

- Improved (Go to Q21a)
- Not changed (Go to 22)
- Deteriorated (Go to Q21a)
- Can't say/Don't know (Go to 22)

21a. Why do you say that?

22. [anon] Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with \_\_\_\_\_. Would this be okay?

- Yes, I agree to my name being attached to my responses (Go to Q23)
- No, I would like to remain anonymous (Go to close)

<for non-anonymous customers only>

23. [contact] Are you happy for Freebridge to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

- Yes
- No

Finally, would you like our telephone number or that of the Market Research Society to check our credibility or make comments regarding this interview or our website address to read more information about how we process your personal data? (TLF = 01484 599610 and MRS = 0800 975 9596, Website= www.tlfresearch.com).