

Date 23/8/24

A Opening text - CATI

CATI

ASK PERSON WHO ANSWERS PHONE

Contact: @Address

@Tel1

@Tel2

Details: @dateregarding - @CallSubject [Any other sample variables as necessary]

Good [time of day] please may I speak to [NAME]?

Hello, my name is [interviewer's name] and I am calling from IFF Research, an independent research company, on behalf of your landlord Sanctuary.

We are talking to customers today to gather your views around your general experience of being a valued *Sanctuary* customer. Feedback provided today will be used to improve the services delivered to *Sanctuary* residents.

The survey should take around 10 minutes to complete. Are you happy to proceed?

All interviewing is carried out in strict accordance with the Market Research Society's code of conduct and within GDPR guidelines. I also need to make you aware that calls may be recorded for training and quality control purposes.

We will confirm at the end of the survey whether you're happy to share your details along with your responses with Sanctuary. If you would prefer to remain anonymous, your feedback will be shared, but it will not be linked to your contact details. For full privacy information on how your personal data will be used, please visit (Web address) for our Tenant Satisfaction Privacy Notice.

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

ONLINE

[If using Online methodology, insert invite email text here]

Hi (customer name),

We're emailing you on behalf of Sanctuary as they'd like to gather your views around your general experience of being a valued *Sanctuary* customer. Feedback provided today will be used to improve the services delivered to *Sanctuary* residents.

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

This research is being carried out by IFF Research, an independent research company. All research is carried out in strict accordance with the Market Research Society's code of conduct, and within GDPR guidelines.

We will confirm at the end of the survey whether you're happy to share your details along with your responses with Sanctuary. If you would prefer to remain anonymous, your feedback will be shared, but it will not be linked to your contact details. For full privacy information on how your personal data will be used, please visit (Web address) for our Tenant Satisfaction Privacy Notice.

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

Thanks,

The IFF Research Team

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 <i>Sanctuary</i> ? 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	
(303)	2	Why do you say that?		One	Customer Comment	Verbatim	Passive	
TP02 (732)	3	Has <i>Sanctuary</i> 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 <i>Sanctuary</i> over the last 12 months? INTERVIEWER NOTE: Do not read out 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 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 <i>Sanctuary</i> provides a home that is well maintained? INTERVIEWER NOTE: Do not read out 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 <i>Sanctuary</i> 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	
(5011)	8	How satisfied or dissatisfied are you that <i>Sanctuary</i> are easy to deal with?		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	

TP06 (5493)	9	How satisfied or dissatisfied are you that <i>Sanctuary</i> 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	
(309)	10	Why do you say that?		One	Customer Comment	Verbatim	Passive	
TP07 (5494)	11	How satisfied or dissatisfied are you that <i>Sanctuary</i> 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)	12	To what extent do you agree or disagree with the following " <i>Sanctuary</i> 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	
(5643)	13	How strongly would you agree or disagree with the following statement, "I trust <i>Sanctuary</i> to do what they say they will do"?		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	
TP10 (5667)	14	Do you live in a building with communal areas, either inside or outside, that <i>Sanctuary</i> is responsible for maintaining?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to 15
					Don't know	Response	Passive	Skip to 15
TP10 (5495)	15	How satisfied or dissatisfied are you that <i>Sanctuary</i> keeps these communal areas clean and well maintained? INTERVIEWER NOTE: Do not read out 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	
TP11 (5645)	16	How satisfied or dissatisfied are you that <i>Sanctuary</i> 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	
TP12 (5644)	17	How satisfied or dissatisfied are you with <i>Sanctuary's</i> 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)	18	Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	
TP09 (737)	19	Have you made a complaint to <i>Sanctuary</i> in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to 20
TP09 (5645)	20	How satisfied or dissatisfied are you with <i>Sanctuary's</i> approach to handling complaints? 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	
(918)	21	Are you happy for us to share your details along with your responses with Sanctuary?		One	Yes	Filter	Passive	
					No	Filter	Passive	

Thank you for your completing the survey, your feedback is really important to [Sanctuary] and will be used to improve services.

THANK RESPONDENT AND CLOSE INTERVIEW

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.