

Hello, please can I speak to.....

My name is ___ and I am calling from TLF Research on behalf of Stonewater. We are conducting their tenant satisfaction research introduced by the Regulator of Social Housing which will be used to calculate the annual Tenant Satisfaction Measure and published on Stonewater's website. Your feedback would be really appreciated. Can you please spare 8 to 10 minutes to take part now?

Thank you. We follow the Market Research Society code of conduct and Data Legislation, In addition, the call may be recorded for quality and training purposes.

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stonewater?
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

- 1a. If very satisfied probe "Why would you say you are satisfied?"
- 1b. If fairly satisfied or Neither satisfied nor dissatisfied probe "What could Stonewater do to make you more satisfied?"
- 1c. If fairly or very dissatisfied probe "Why would you say you are dissatisfied?"

2. Has Stonewater carried out a repair to your home in the last 12 months? **[LCRA only]**
 - Yes (Go to Q3)
 - No (Go to Q5)

3. How satisfied or dissatisfied are you with the overall repairs service from Stonewater over the last 12 months? **[LCRA only]**
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

4. 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

4b. Do any of the repairs you have reported in the last 12 months still need work doing to complete them? **[LCRA only]**

- Yes (Go to Q4c)
- No (Go to Q5)
- Not applicable/don't know (Go to Q5)

4c. IN a sentence can you please explain what is still outstanding?

5. How satisfied or dissatisfied are you that Stonewater provides a home that is well maintained?
[LCRA only]

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

5a. If very satisfied probe "Why would you say you are satisfied?"

5b. If fairly satisfied or Neither satisfied nor dissatisfied probe "What could Stonewater do to make you more satisfied?"

5c. If fairly or very dissatisfied probe "Why would you say you are dissatisfied?"

6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Stonewater provides a home that is safe?

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

6c. If fairly or very dissatisfied probe "Why would you say you are dissatisfied?"

7. How satisfied or dissatisfied are you that Stonewater 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

8. How satisfied or dissatisfied are you that Stonewater 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
9. To what extent do you agree or disagree with the following "Stonewater treats me fairly and with respect"?
- Strongly agree
 - Agree
 - Neither agree nor disagree
 - Disagree
 - Strongly disagree
 - Not applicable/don't know
10. Have you made a complaint to Stonewater in the last 12 months?
- Yes (Go to Q11)
 - No (Go to Q13)
11. How satisfied or dissatisfied are you with Stonewater's approach to complaints handling?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
12. Do you feel this complaint has now been resolved? Yes/ No/Don't know/
13. Do you live in a building with communal areas, either inside or outside, that Stonewater is responsible for maintaining?
- Yes (Go to Q14)
 - No (Go to Q16)
 - Don't know (Go to Q16)
14. How satisfied or dissatisfied are you that Stonewater keeps these communal areas clean, and well maintained?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
15.)If yes for Q13) How satisfied or dissatisfied are you with the ground's maintenance service (communal grass cutting, hedge trimming etc)
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

16. How satisfied or dissatisfied are you that Stonewater makes a positive contribution to your neighborhood?

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

17. How satisfied or dissatisfied are you with Stonewater's approach to handling anti-social behaviour?

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

18. Within the last 12 months have you reported an incident of ASB to Stonewater?

- Yes
- No
- Don't know

Q19. During the last 12 months how easy or difficult have Stonewater been to deal with?

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult
- Not applicable/don't know

Q20. Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with your landlord, Would this be okay?

- Yes, I agree to my name being attached to my responses (Go to Q21)
- No, I would like to remain anonymous (Go to close)

Q21. Are you happy for your landlord 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 details on how to contact us or the Market Research Society or how to find information about how we process your personal data?

Yes - ask which and provide (If asked why - 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 Research 01484 599610 www.tlfresearch.com or MRS 0800 9759596

If you would like to make a complaint to Stonewater, you can do this by visiting their website?

www.stonewater.org and go to the 'Contact Us Page' then 'Make a Complaint'