

## Being part of the tenant satisfaction survey

If you are selected to take part in the tenant satisfaction survey, here's how it will go:

### By phone:

#### Introduction:

- **Greeting** - The caller will tell you their name, say where they are calling from (IFF Research) and that it is on behalf of Beyond Housing
- **Purpose** - they will tell you why they are calling, for this survey it is to gather feedback about your experience as a Beyond Housing customer to help improve our services
- **Time** - The caller will tell you the approximate time it will take to do the survey, for this survey, it is about 10 minutes.

#### Before they start the survey:

- Check they are speaking with the correct person or if it needs to be someone else in your home
- If the time isn't convenient with you, they will ask if you are happy to arrange a call back for a time convenient
- If you're not able to answer the phone, and a voicemail is able they will leave you a message to let you know they will call back at another time
- You'll be given the choice to continue or if you prefer not to take part that's ok to, they'll take you off the list
- If you need the call in a different language, the caller will arrange this for you and call back when it's a good time for you.
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#### Reassurances:

- **Data Protection:** The caller will read out the following statement about data protection:

This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.

All interviewing is carried out in strict accordance with the Market Research Society's code of conduct and within GDPR guidelines.

Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with Beyond Housing and your answers can be shared anonymously if you wish with no link to your personal information.

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

If you would like to find out more about this survey, or confirm the validity of the survey please visit [www.beyondhousing.co.uk](http://www.beyondhousing.co.uk).

- **Survey validity:** The caller will be happy to provide contact details for confirming the validity of the survey if you wanted to do this.

## By email

If you are sent an email asking to take part in the survey, it will look like this:



## Help improve services provided by Beyond Housing

ID: [IFF ID]

Hello 'your name',

We're emailing you on behalf of your housing provider, Beyond Housing. They'd like to gather some feedback about your general experience of being a Beyond Housing customer. This is part of the tenant satisfaction measures to see how well landlords like Beyond Housing are doing and will be used to help improve services.

- The survey should take no more than 10 minutes to complete.
- We would kindly ask you to complete it as soon as possible
- You will be asked for consent to share your data with Beyond Housing and your answers can be shared anonymously if you wish with no link to your personal information.

[Take part now](#)

If the above button doesn't work, please go here:

[www.iffresearch.com/go/J11296](http://www.iffresearch.com/go/J11296)

and enter your reference number from the top of this email.

### Additional information:

- This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.
- The research is being conducted by IFF Research, an independent research organisation, on behalf of Beyond Housing
- Our work adheres to GDPR guidelines and the [Market Research Society's code of conduct](#).
- For further information on how IFF Research keep your data safe please see our data protection policy on our website: [www.iffresearch.com/gdpr](http://www.iffresearch.com/gdpr)

- If you would like to find out more about this survey, or confirm the validity of the survey please visit: [www.beyondhousing.co.uk](http://www.beyondhousing.co.uk)

Many thanks in advance for your help with this important research.

### **The IFF Research Team**

**If you are happy to take part and click on the link, the welcome screen will say:**

Beyond Housing would like to gather some feedback about your general experience as a customer. This is as part of the tenant satisfaction measures to see how well landlords like Beyond Housing are doing and will be used to help improve services.

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

You will be asked for consent to share your data with Beyond Housing and your answers can be shared anonymously if you wish with no link to your personal information.

Additional information:

This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.

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## The all important questions

All the questions are based on the below

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

A1 **Taking everything into account, how satisfied or dissatisfied are you with the service provided by Beyond Housing?**

A2 **Why do you say that?**

A3 **Has Beyond Housing carried out a repair to your home in the last 12 months?**

Yes	1	
No	2	

A4 **How satisfied or dissatisfied are you with the overall repairs service from Beyond Housing over the last 12 months?**

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

**A5 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**

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

**A6 Generally, how satisfied or dissatisfied are you with the way Beyond Housing deals with repairs and maintenance?**

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

**A7 How satisfied or dissatisfied are you that Beyond Housing provides a home that is well maintained?**

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

**A8 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Beyond Housing provides a home that is safe?**

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

**A9 How satisfied or dissatisfied are you that Beyond Housing listens to your views and acts upon them?**

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

**A10 How satisfied or dissatisfied are you that Beyond Housing keeps you informed about things that matter to you?**

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

**A11 To what extent do you agree or disagree with the following “Beyond Housing treats me fairly and with respect”?**

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

**A12 How satisfied or dissatisfied are you that Beyond Housing are easy to deal with?**

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

**A13 How strongly would you agree or disagree with the following statement, “I trust Beyond Housing to do what they say they will do”?**

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

A14 **Have you made a complaint to Beyond Housing in the last 12 months?**

Yes	1	
No	2	

A15 **How satisfied or dissatisfied are you with Beyond Housing's approach to complaints handling?**

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

A16 **How satisfied or dissatisfied are you with the outcome of your complaint?**

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable – no outcome has been reached	6	

A17 **Do you live in a building with communal areas, either inside or outside, that Beyond Housing is responsible for maintaining?**

Yes	1	
No	2	
Don't know	3	

A18 **How satisfied or dissatisfied are you that Beyond Housing keeps these communal areas clean and well maintained?**



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

**A19 How satisfied or dissatisfied are you that Beyond Housing makes a positive contribution to your neighbourhood?**

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

**A20 How satisfied or dissatisfied are you with Beyond Housing's approach to anti-social behaviour?**

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

**A21 Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?**

Yes	1	
No	2	

A22 Are you happy for us to share your details along with your responses with Beyond Housing?

Yes	1	
No	2	

**Thank you for taking the time to complete this survey, your feedback is really important to Beyond Housing and will be used to improve services. [IF CATI: 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.]**

THANK RESPONDENT AND CLOSE INTERVIEW