

Southwark Council TSM LCRA

Your Home & Overall Services

12%

Name: N/A Test

TRX type: N/A test

Hello, please could I speak to [RESIDENT NAME]? My name is [IVR NAME] and I'm calling on behalf of Southwark Council Housing Services from an independent research agency called Acuity.

We are carrying out telephone surveys with residents to find out how satisfied you are with your home and with the services that you receive from them.

Would it be convenient to go through the survey with you now? It should take around 10 minutes

IF NO: could I call back at another time?

Before we start I need to make you aware that I work for an independent research agency called Acuity, working on behalf of Southwark Council Housing Services. All calls will be recorded for training and quality purposes and we are bound by the Market Research Society Code of Conduct. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that Southwark Council Housing Services provides.

IVR READ OUT: The survey will be used to calculate annual tenant satisfaction measures to be published by Southwark Council Housing Services and reported back to the Regulator of Social Housing.

IVR NOTE: If resident would like to check the validity of the survey further information is available on the Council's website: www.southwark.gov.uk/news/2023/sep/southwark-council-housing-services-tenant-satisfaction-survey, alternatively contact: Southwark on 020 7525 5000

CATI BRIEF

Client - Southwark Council Housing Services (pronounced suh thuk)

Project Name - Southwark Council TSM LCRA 2023/24

Type of Survey - Tenant Satisfaction Measure (TSM) survey

Frequency - Annual

Target - 2254

Quotas - Tenure/Ward/Age

Length of Interview - 8-10 minutes

Difficulty - 3.0

Interview dates - 11th September - 23rd October (no callbacks after this date)

Calling times - Mon - 9am - 8pm Monday - Friday & 10am - 6pm Saturday

Survey abnormalities - Standard TSM with 2 open questions and EDI questions

Flags Automated Red, Amber and Green. Red flag Damp/Mould

Other surveys - We currently run no other surveys for Southwark Council

IVR NOTE - Demographic questions Q17 - Q21 will only appear if no data currently held by Southwark Council Housing Services

Background: Southwark Council own, manage and maintain over 36,000 properties in London which includes general needs, TMOs, temporary accommodation and sheltered accommodation. This survey only includes Low Cost Rental Accommodation (LCRA) Tenants.

IVR READ OUT: Please remember we are asking about Southwark Council's Housing services specifically not the council as a whole.

1: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Southwark Council Housing Services?

Please select one only

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

2: How satisfied or dissatisfied are you that Southwark Council Housing Services provides a home that is well maintained?

Please select one only

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

Very dissatisfied

3: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Southwark Council Housing Services provides a home that is safe? (Please read all response options).

Please select one only

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable / Don't know

Next

NB: Survey test mode

Click the [Finish] button at the end to remove any data you have saved while testing the survey.

Southwark Council TSM LCRA

Communal Areas

25%

Name: N/A Test
TRX type: N/A test

4: Do you live in a building with communal areas, either inside or outside, that Southwark Council Housing Services is responsible for maintaining?

Please select one only

- Yes**
- No**
- Don't know**

5: How satisfied or dissatisfied are you that Southwark Council Housing Services keeps these communal areas clean and well maintained?

Please select one only

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

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Southwark Council TSM LCRA

Repairs & Maintenance

38%

Name: N/A Test
TRX type: N/A test

6: Has Southwark Council Housing Services carried out a repair to your home in the last 12 months?

Please select one only

Yes

No

7: How satisfied or dissatisfied are you with the overall repairs service from Southwark Council Housing Services over the last 12 months?

Please select one only

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

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

Please select one only

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

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Southwark Council TSM LCRA

Customer Service, Communications & Information

50%

Name: N/A Test
TRX type: N/A test

9: How satisfied or dissatisfied are you that Southwark Council Housing Services listens to your views and acts upon them? (Please read all response options).

Please select one only

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

10: How satisfied or dissatisfied are you that Southwark Council Housing Services keeps you informed about things that matter to you? (Please read all response options).

Please select one only

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

Not applicable / Don't know

11: To what extent do you agree or disagree with the following 'Southwark Council Housing Services treats me fairly and with respect'? (Please read all response options).

Please select one only

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable / Don't know

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Southwark Council TSM LCRA

Your Neighbourhood

62%

Name: N/A Test
TRX type: N/A test

12: How satisfied or dissatisfied are you that Southwark Council Housing Services makes a positive contribution to your neighbourhood? (Please read all response options).

Please select one only

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

13: How satisfied or dissatisfied are you with Southwark Council Housing Services's approach to handling anti-social behaviour? (Please read all response options).

Please select one only

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



Not applicable / Don't know

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Southwark Council TSM LCRA

Making a Complaint

75%

Name: N/A Test
TRX type: N/A test

14: Have you made a complaint to Southwark Council Housing Services in the last 12 months?

Please select one only

Yes

No

15: How satisfied or dissatisfied are you with Southwark Council Housing Services's approach to complaints handling?

Please select one only

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

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Southwark Council TSM LCRA

Southwark Council

88%

Name: N/A Test
TRX type: N/A test

16: If there was one thing Southwark Council Housing Services could improve, what would that be?

(Max 1000 char)

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Southwark Council TSM LCRA EDI

100%

Name: N/A Test
TRX type: N/A test

If any of questions 17 to 21 appear - IVR Read out: The following information is confidential and any responses you give will be used to update Southwark Council Housing Services's housing management records.

P1: Southwark Council Housing Services would welcome the opportunity to see your individual answers and comments; would you therefore be happy for your individual responses to be attributed to you when being passed back to Southwark Council Housing Services and thereby waiving your right to anonymity?

Please select one only

Yes

No

P2: Would you be happy for Southwark Council Housing Services to contact you to follow up any of the comments or issues you have raised?

Please select one only

Yes

No

IVR READ OUT: We have now come to the end of the survey. Just to confirm my name is _____ and I've been calling from Acuity on behalf of Southwark Council Housing Services, thank you very much for your time in completing the survey.

IVR Note: If resident asks for contact details to check this is a genuine piece of market research: Acuity – Tel: 01273 287114, alternatively The Market Research Society (of which Acuity is a member) Tel: 0800 975 9596

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Finish

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