

TSM Questionnaire - GBC

Label	Question text	Rating scale	Routing?
	Hello, please could I speak to [RESIDENT NAME]? My name is [IVR NAME] and I'm calling on behalf of Guildford Borough Council from an independent research agency called Acuity. We are carrying out telephone surveys with customers 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 Guildford Borough Council. 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 Guildford Borough Council provides.		
	IVR READ OUT: The survey will be used to calculate annual tenant satisfaction measures to be published by Guildford Borough Council and reported back to the Regulator of Social Housing.		
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Guildford Borough Council?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
Overall Satisfaction Very Satisfied Comments	Please can you explain why you are very satisfied?	Open Ended	Overall Satisfaction = Very satisfied
Overall Satisfaction Neutral Comments	Overall, what could Guildford Borough Council have done differently or better to improve your satisfaction with the service?	Open Ended	Overall Satisfaction = Fairly satisfied or Neither satisfied nor dissatisfied or Fairly dissatisfied
Overall Satisfaction Very Dissatisfied Comments	Please can you explain why you are very dissatisfied? And what Guildford Borough Council needs to improve?	Open Ended	Overall Satisfaction = Very dissatisfied
Well Maintained Home	How satisfied or dissatisfied are you that Guildford Borough Council provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Guildford Borough Council provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that Guildford Borough Council is responsible for maintaining?	Yes, No, Don't Know	
Communal Area satisfaction	How satisfied or dissatisfied are you that Guildford Borough Council keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	Communal Areas = Yes
Repairs in last 12 months?	Has Guildford Borough Council carried out a repair to your home in the last 12 months?	Yes/No	
Repairs last 12 months satisfaction	How satisfied or dissatisfied are you with the overall repairs service from Guildford Borough Council over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	Repairs in last 12 months = Yes
Time taken repairs	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
Contribution to neighbourhood	How satisfied or dissatisfied are you that Guildford Borough Council makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	

Approach to ASB	How satisfied or dissatisfied are you with Guildford Borough Council's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
Listens to views & acts upon them	How satisfied or dissatisfied are you that Guildford Borough Council 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	
Fairly and with respect	To what extent do you agree or disagree with the following ` Guildford Borough Council treats me fairly and with respect` ?	Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Not Applicable/Don't Know	
Keeps you informed	How satisfied or dissatisfied are you that Guildford Borough Council 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	
Easy to Deal With	How satisfied or dissatisfied are you that Guildford Borough Council is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
Complaints in last 12 months?	Have you made a complaint to Guildford Borough Council in the last 12 months?	Yes/No	
Complaints Handling	How satisfied or dissatisfied are you with Guildford Borough Council's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	Complaints in last 12 months = Yes
Damp	Does your home currently suffer from any damp or mould issues?	Yes/No	
Reported Damp	And if yes, have you reported it to Guildford Borough Council?	Yes/No	Damp = Yes
Cost of Living	How concerned are you about the cost of living crisis for you personally?	Not at all, Slightly, Very concerned, Prefer not to say	
Future Contact	If you were contacted again in the future and asked to take part in another survey, what is your preferred method for taking part?	1=Telephone call, 2= Postal Questionnaire, 3=Email with link to online surey, 4=Text with link to online survey, 99=Not sure	
Permission 1	The results of this survey are confidential. However, would you be happy for us to give your responses to Guildford Borough Council with your name attached so that they have better information to help them improve services?	Yes/No	
Permission 2	Would you be happy for Guildford Borough Council to contact you to follow up any of the comments or issues you have raised?	Yes/No	Permission 1 = Yes
	Guildford Borough Council would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to Guildford Borough Council?		