

SID: 0000000000 | NAME: | TELEPHONE:

Progress  9%

... TEST ...

Navigate : 

INT02

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Hello, I am... and I am calling on behalf of Stroud District Council Housing Services. They really want to know what you think of your home and the services they provide and have asked us to carry out a survey on their behalf. The results of this survey will also be used to calculate the annual Tenant Satisfaction Measures that Stroud District Council will publish for both tenants and the government housing regulator.

I am ringing today to ask whether you would be willing to spare around 7 minutes to take part?

I am calling from Prevision Research, and we are working together with ARP Research to run this survey on behalf of the Stroud District Council Housing Services.

I can assure you that this is a genuine market research survey which is conducted in accordance with the Market Research Society Code Of Conduct. No one will try to sell you anything during the interview or as a result of taking part and you will not at any stage be asked to provide any confidential information.

Are you willing to take part in this research?

#### IF NECESSARY:

If you have any concerns about the validity of this research you can contact Christine Welsh (Projects Officer) at Stroud District Council on 07774453357 or email [christine.welsh@stroud.gov.uk](mailto:christine.welsh@stroud.gov.uk) or the Market Research Society on Freephone 0800 975 9596

If you have any concerns about the information we hold on you or want to check your rights under the GDPR, our privacy policy is available on our website: [www.previsionresearch.co.uk/privacy](http://www.previsionresearch.co.uk/privacy)

- 01 ☒ Willing to continue
- 02 ☐ Refused
- P9 ☐ Refused - Add to do not call list
- 03 ☐ Not available - Schedule callback
- 04 ☐ Not available - No callback
- 05 ☐ Non qualifier
- 06 ☐ Duplicate record
- 07 ☐ Number unobtainable
- 08 ☐ Engaged
- 09 ☐ Answer phone
- 10 ☐ No reply
- 11 ☐ Wrong number

Next

01

SID: 0000000000 | NAME: | TELEPHONE:

Progress  13%

... TEST ...

Navigate : REC1 ▼ GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

The calls we make are sometimes recorded for quality and training purposes.

**IF REQUIRED:-** Any recordings we hold are either erased immediately after we listen to them or 90 days from project completion. Are you ok with this?

1 ☒ Yes

2 ☐ No - click on more and then click on record, wait for it to change from blue to grey and then continue

Next





SID: 0000000000 | NAME: | TELEPHONE:

Progress  17%

... TEST ...

Navigate : TP01

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

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

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

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  22%

... TEST ...

Navigate : TP02A

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Has Stroud District Council Housing Services  
carried out a repair to your home in the last 12  
months?

1 ☐ Yes

2 ☐ No

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  26%

... TEST ...

Navigate : TP02B

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

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

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

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  30%

... TES

Navigate : TP03

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

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

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

Next



SID: 0000000000 | NAME: | TELEPHONE:

Progress  35%

... TEST ...

Navigate : TP04

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that Stroud District Council Housing Services provides a home that is well maintained?

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

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  39%

... TEST

Navigate : TP 05 GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Stroud District Council Housing Services provides a home that is safe?

- 1

☐ Very satisfied
- 2

☐ Fairly satisfied
- 3

☐ Neither satisfied nor dissatisfied
- 4

☐ Fairly dissatisfied
- 5

☐ Very dissatisfied
- 6

☐ Not applicable/ don't know

Next ☐



SID: 0000000000 | NAME: | TELEPHONE:

Progress  43%

TEST . . .

Navigate : TP06

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that Stroud District Council Housing Services listens to your views and acts upon them?

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

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  48%

... TEST

Navigate : TP07

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that Stroud District Council Housing Services keeps you informed about things that matter to you?

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

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  52%

... TEST ...

Navigate : TP08

**NEW TELEPHONE NUMBER**

**CASE NOTES**

**CALL NOTES**

**RED FLAG**

**FAQ**

To what extent do you agree or disagree with the following Stroud District Council Housing Services treats me fairly and with respect?

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

Next



SID: 0000000000 | NAME: | TELEPHONE:

Progress  57%

... TEST

Navigate : TP09A

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Have you made a complaint to Stroud District  
Council Housing Services in the last 12 months?

1 ☐ Yes

2 ☐ No

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress  61%

... TEST ...

Navigate : TP09B

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you with Stroud District Council Housing Services's approach to complaints handling?

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

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  65%

... TEST ...

Navigate : TP10A

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

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

- 1 ☐ Yes  
2 ☐ No  
3 ☐ Don't know

Next



SID: 0000000000 | NAME: | TELEPHONE:

Progress  70%

... TEST ...

Navigate : TP10B

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that Stroud District Council Housing Services keeps these communal areas clean and well maintained?

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

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  74%

... TEST ...

Navigate : TP11

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that Stroud District Council Housing Services makes a positive contribution to your neighbourhood?

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

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  78%

... TEST ...

Navigate : TP12

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you with Stroud District Council Housing Services's approach to handling anti-social behaviour?

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

Next



SID: 0000000000 | NAME: | TELEPHONE:

Progress  83%

... TEST ...

Navigate : REC2

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Our clients sometimes like to have access to the recording to listen first hand to your views, if requested would you be happy for us to pass the recording to them?

1 ☐ Yes

2 ☐ No

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  87%

... TEST ...

Navigate : CLOSE1 GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

READ OUT

Would you be willing to be re-contacted in  
relation to this survey?

1 ☐ Yes

2 ☐ No

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress  91%

... TEST ...

Navigate : TENANT GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

INTERVIEWER: PLEASE CODE IF YOU SPOKE TO  
TENANT 1 OR TENANT 2.

1 ☐ Tenant 1

2 ☐ Tenant 2/3

Next

☐



SID: 0000000000 | NAME: | TELEPHONE:

Progress  96%

... TEST ...

Navigate :

**NEW TELEPHONE NUMBER**

**CASE NOTES**

**CALL NOTES**

**RED FLAG**

**FAQ**

Can I please confirm that your name is ?

- 1 ☒ Yes, name is correct  
2 ☐ No, name is incorrect - Please type in

Next



SID: 0000000000 | NAME: | TELEPHONE:

Progress  100%

... TEST ...

Navigate :

This completes our interview, thank you for your time.

This survey is only for confidential general feedback from the Council's tenants. To make a complaint about an issue with the Council's housing service you can do so on the [stroud.gov.uk](http://stroud.gov.uk) website, by email to [customer.services@stroud.gov.uk](mailto:customer.services@stroud.gov.uk) or by phone on **01453 766 321**

☐ ☒ Successes

Next

