

SID: 0000000000 | NAME: | TELEPHONE:

Progress 8%

... TEST ...

Navigate :

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 Cali Gadd (Tenant Engagement Officer) at Stroud District Council on 01453 766321 / cali.gadd@stroud.gov.uk or Christine Welsh (Projects Officer) on 07774453357 / 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

- 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

SID: 0000000000 | NAME: | TELEPHONE:

Progress  12%

... TEST ...

Navigate : REC1

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

SID: 0000000000 | NAME: | TELEPHONE:

Progress  15%

... TEST ...

Navigate : TP01

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

SID: 000000000 | NAME: | TELEPHONE:

Progress  19%

... TEST ...

Navigate : TP01A

Please can you tell me why you have given this answer?

1 Please type in...

SID: 000000000 | NAME: | TELEPHONE:

Progress  23%

... TEST ...

Navigate : TP02A

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

- 1 Yes
- 2 No

SID: 000000000 | NAME: | TELEPHONE:

Progress  27%

... TEST ...

Navigate : TP02B

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

SID: 0000000000 | NAME: | TELEPHONE:

Progress  31%

... TEST ...

Navigate : TP02C

Please can you tell me why you have given this answer?

1 Please type in...

SID: 0000000000 | NAME: | TELEPHONE:

Progress  35%

... TEST ...

Navigate : TP03

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

SID: 0000000000 | NAME: | TELEPHONE:

Progress  38%

... TEST ...

Navigate : TP04

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

SID: 0000000000 | NAME: | TELEPHONE:

Progress  42%


... TEST ...

Navigate : TP05

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

SID: 0000000000 | NAME: | TELEPHONE:

Progress  46%

... TEST ...

Navigate : TP06

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

SID: 000000000 | NAME: | TELEPHONE:

Progress  50%


... TEST ...

Navigate : TP06A

Please can you tell me why you have given this answer?

1 Please type in...

SID: 000000000 | NAME: | TELEPHONE:

Progress  54%

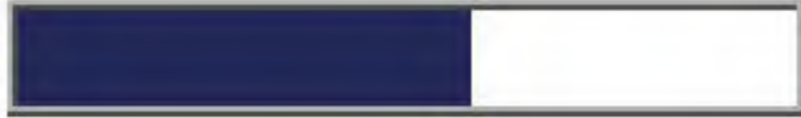
... TEST ...

Navigate : TP07

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

SID: 000000000 | NAME: | TELEPHONE:

Progress  58%

... TEST ...

Navigate : TP08

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

SID: 000000000 | NAME: | TELEPHONE:

Progress  62%

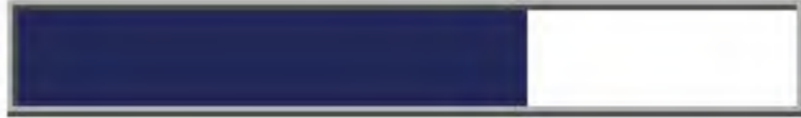
... TEST ...

Navigate : TP09A

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

- 1 Yes
- 2 No

SID: 0000000000 | NAME: | TELEPHONE:

Progress  65%

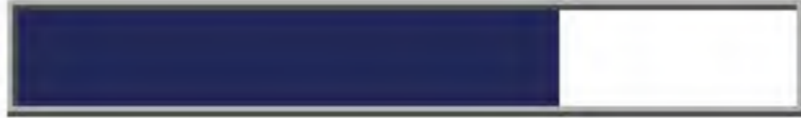
... TEST ...

Navigate : TP09B

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

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Progress  69%

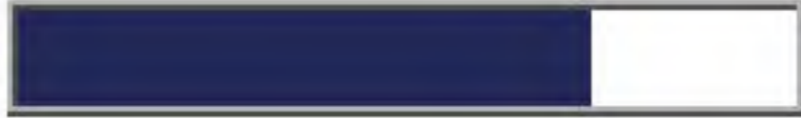
... TEST ...

Navigate : TP10A

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

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Progress  73%

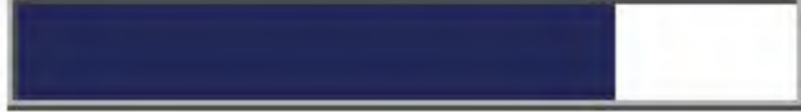
... TEST ...

Navigate : TP10B

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

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Progress  77%

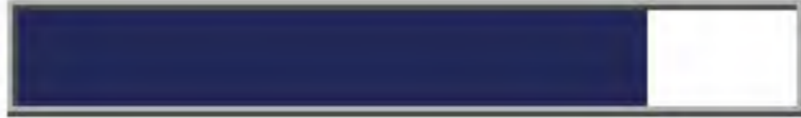
... TEST ...

Navigate : TP11

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

SID: 0000000000 | NAME: | TELEPHONE:

Progress  81%

... TEST ...

Navigate : TP12

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

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Progress  85%

... TEST ...

Navigate : REC2

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

SID: 0000000000 | NAME: | TELEPHONE:

Progress  88%

... TEST ...

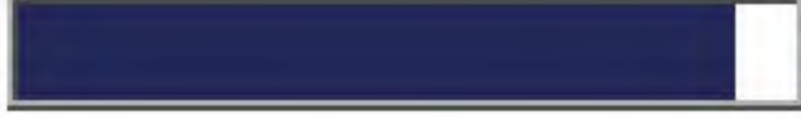
Navigate :

READ OUT

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

- 1 Yes
- 2 No

SID: 0000000000 | NAME: | TELEPHONE:

Progress  92%

... TEST ...

Navigate :

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

- 1 Tenant 1
- 2 Tenant 2/3

SID: 0000000000 | NAME: | TELEPHONE:

Progress  96%

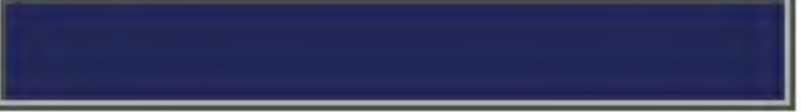
... TEST ...

Navigate : NAME2

Can I please confirm that your name is ?

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

SID: 0000000000 | NAME: | TELEPHONE:

Progress  100%

... TEST ...

Navigate :

This survey is to ask for confidential general feedback, and you'll not receive a direct response from the Council to anything you've said today. To report an issue such as a repair please contact the Council directly.

To make a complaint about an issue with the Council's housing service you can do so on the stroud.gov.uk website, by email to customer.services@stroud.gov.uk or by phone on 01453 766 321.

This completes our interview, thank you for your time.

CO Successes