

Hi, please can I speak to.....

My name is ____ and I am calling from TLF Research on behalf of Oldham Council and Great Places. We are conducting their tenant satisfaction research introduced by the Regulator of Social Housing which will be used to calculate the annual Tenant Satisfaction Measure and published on Oldham Council's website. Your feedback would be really appreciated. Can you please spare 5 to 10 minutes to take part now?

- If yes, continue.
- If no, booking if willing

Thank you. We follow the Market Research Society code of conduct and Data Legislation, in addition, the call may be recorded for quality and training purposes.

To be clear, Oldham Council is your landlord, and Great Places are responsible for managing the neighbourhood and estate services.

PFI only: Wates conduct the repairs service on behalf of Oldham Council.

1. [tp01_ovsat] Taking everything into account, how satisfied or dissatisfied are you with the service provided by Great Places **[PFI only: and Wates]** on behalf of Oldham Council?
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]

[c_probe_sat] If very satisfied probe “Why would you say you are satisfied?”

[c_probe_neither] If fairly satisfied or Neither satisfied nor dissatisfied probe “What could make you more satisfied?”

[c_probe_dissat] If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

2. [had_repair] Has **[GN only: Great Places]** / **[PFI only: Wates]** carried out a repair to your home in the last 12 months? **[LCRA only]**
 - Yes (Go to Q3)
 - No (Go to Q5)
3. [tp02_repairsat] How satisfied or dissatisfied are you with the overall repairs service from **[GN only: Great Places]** / **[PFI only: Wates]** over the last 12 months? **[LCRA only]**
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

- Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]
4. [tp03_repairtime] How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **[LCRA only]**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
- Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]

Just thinking back to the previous question regarding the overall repairs service from **[GN only: Great Places]** / **[PFI only: Wates]** over the last 12 months...

[c_probe_sat] If very satisfied probe “Why would you say you are satisfied?”

[c_probe_neither] If fairly satisfied or Neither satisfied nor dissatisfied probe “What could make you satisfied?”

[c_probe_dissat] If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

5. **[LCRA only]** [tp04_maint] How satisfied or dissatisfied are you that Great Places **[PFI only: and Wates]** provide/s a home that is well maintained?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]
6. [tp05_safe] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Great Places **[PFI only: and Wates]** provide/s a home that is safe?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don’t know.
7. [tp06_listens] How satisfied or dissatisfied are you that Great Places **[PFI only: and Wates]** listen/s to your views and acts upon them?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied

- Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don't know
8. [c_probe1_listens] If fairly or very dissatisfied probe: "Please can you give a specific example of when you feel Great Places **[PFI only: and Wates]** did not listen to your views or act upon them?"
9. [c_probe2_listens] If fairly or very dissatisfied probe but don't feel they can give a specific example above: "Thinking more generally then, how could Great Places **[PFI only: and Wates]** do this better?"
10. [tp07_informed] How satisfied or dissatisfied are you that Great Places **[PFI only: and Wates]** 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
11. [tp08_fair] To what extent do you agree or disagree with the following "Great Places **[PFI only: and Wates]** treat/s me fairly and with respect"?
- Strongly agree
 - Agree
 - Neither agree nor disagree
 - Disagree
 - Strongly disagree
 - Not applicable/don't know
12. [Complaint] Have you made a complaint to Great Places **[PFI only: and Wates]** in the last 12 months?
- Yes (Go to Q11)
 - No (Go to Q14)
13. [tp09_comphand] How satisfied or dissatisfied are you with Great Places **[PFI only: and Wates]** approach to complaints handling?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]
14. [communal] Do you live in a building with communal areas, either inside or outside, that Great Places **[PFI only: and Wates]** is/are responsible for maintaining?
- Yes (Go to Q15)
 - No (Go to Q16)

- Don't know (Go to Q16)

15. [tp10_communal] How satisfied or dissatisfied are you that Great Places **[PFI only: and Wates]** keeps these communal areas clean, and well maintained?

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

- Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]

16. [tp11_neighbour] How satisfied or dissatisfied are you that Great Places **[PFI only: and Wates]** make/s a positive contribution to your neighbourhood?

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

17. [tp12_asbo] How satisfied or dissatisfied are you with Great Places approach to handling anti-social behaviour?

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

19. [anon] Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Oldham Council and Great Places **[PFI only: and Wates]**. Would this be okay?

- Yes, I agree to my name being attached to my responses (Go to Q18)
- No, I would like to remain anonymous (Go to close)

<for non anonymous customers only>

20. [contact] Are you happy for Oldham Council or Great Places **[PFI only: or Wates]** to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

- Yes
- No

We would like to make you aware that if you would like to make a complaint to Great Places, you can do this in a number of ways. Would you like the details?

1. Call Customer Services on 0300 123 2003
2. On the website at <https://www.greatplaces.org.uk/contact-us/how-to-make-a-complaint/>

3. On the website via live chat

Finally, would you like details on how to contact us or the Market Research Society or how to find information about how we process your personal data? Yes / No

(If asked why - to check our credibility or make comments regarding this interview or our website address to read more information about how we process your personal data)

TLF Research: 01484 599610 / MRS: 0800 9759596 / TLF Website: www.tlfresearch.com

NOTE FOR THE INTERVIEWER – DO NOT READ OUT: Did the respondent mention at any point during the interview that they are currently experiencing any damp or mould in their home?

☐ Yes

☐ No

HOT ALERT – if resident answers 'Yes' goes to repairs@greatplaces.org.uk

NOTE FOR THE INTERVIEWER – DO NOT READ OUT: Did the respondent mention at any point during the interview that they are currently experiencing any physical health condition, disability or mental health condition?

☐ Yes

☐ No

HOT ALERT – if 'Impairment' column on DB is marked as 'NOT COLLECTED' and the resident answers 'Yes' – goes to inclusiveservices@greatplaces.org.uk