

Question number	Question text	Question type	Rating scale
<b>Intro script</b>	Hello is that [RESIDENT NAME]?	<i>Intro</i>	
	My name is [INTERVIEWER NAME]		
	I am calling on behalf of Croydon Council Housing Services who wish to carry out a short satisfaction survey with residents. Your opinion would be greatly appreciated. Would you be able to spare 10 minutes to go through the survey with me now?		
	Before we start, I need to make you aware that I work for an independent research agency called Acuity, working on behalf of Croydon 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 Croydon Council Housing Services provides.		
	IVR READ OUT: The survey will be used to calculate annual tenant satisfaction measures to be published by Croydon Council Housing Services and reported back to the Regulator of Social Housing.		
	IVR READ OUT: Please remember we are asking about Croydon Council Housing Services specifically not the council as a whole.		
<b>1</b>	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Croydon Council Housing Services?	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
<b>2</b>	How satisfied or dissatisfied are you that Croydon Council Housing Services provides a home that is well maintained?	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
<b>3</b>	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Croydon Council Housing Services provides a home that is safe?	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
<b>3a</b>	As you do not feel that your home is well maintained or safe, please can you explain why and suggest what could be improved?	Text200	n/a
<b>4</b>	Do you live in a building with communal areas, either inside or outside, that Croydon Council Housing Services is responsible for maintaining?	Radio	Yes, No, Don` t know
<b>5</b>	How satisfied or dissatisfied are you that Croydon Council Housing Services keeps these communal areas clean and well-maintained?	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
<b>5a</b>	If you do not feel that your communal areas are clean and well maintained, please can you explain why and suggest what could be improved?	Text200	n/a
<b>6</b>	Has Croydon Council Housing Services carried out a repair to your home in the last 12 months?	Radio	Yes, No

7	How satisfied or dissatisfied are you with the overall repairs service from Croydon Council Housing Services over the last 12 months?	Radio	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?	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
9	Generally, how satisfied or dissatisfied are you with the way Croydon Council Housing Services deals with repairs and maintenance?	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
10	Can you please explain why you say that about repairs and maintenance with Croydon Council Housing Services?	Text200	n/a
11	How satisfied or dissatisfied are you that Croydon Council Housing Services makes a positive contribution to your neighbourhood?	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don `t know
12	How satisfied or dissatisfied are you with Croydon Council Housing Services's approach to handling anti-social behaviour?	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don `t know
13	Have you reported any anti-social behaviour to Croydon Council Housing Services in the last 12 months?	Radio	Yes, No
14	How satisfied or dissatisfied are you that Croydon Council Housing Services listens to your views and acts upon them?	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don `t know
15	How satisfied or dissatisfied are you that Croydon Council Housing Services keeps you informed about things that matter to you?	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don `t know
15a	If you are not satisfied with the way Croydon Council Housing Services listens to your views or keeps you informed, can you explain why?	Text200	n/a
16	To what extent do you agree or disagree with the following `Croydon Council Housing Services treats me fairly and with respect`?	Radio	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don `t know
17	How satisfied or dissatisfied are you that Croydon Council Housing Services is easy to deal with?	Radio	Very satisfied , Fairly satisfied , Neither satisfied nor dissatisfied, Fairly dissatisfied , Very dissatisfied
18	Have you made a complaint to Croydon Council Housing Services in the last 12 months?	Radio	Yes, No
19	How satisfied or dissatisfied are you with Croydon Council Housing Services' approach to complaints handling?	Radio	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied

	IVR Read out: While you are on the phone is it okay if we check your details in order for Croydon Council's Housing Service to update their tenancy records?	IV_Notes	
<b>20</b>	Can I confirm your preferred contact telephone number? (home or mobile)	Text200	n/a
<b>21</b>	Can you confirm your email address?	Text	n/a
<b>22</b>	If email address is provided - Would you like to be sent e-newsletters from Croydon Council Housing Services	Radio	Yes, No
<b>23</b>	Would you like Croydon Council Housing Services to provide you with some information about resident involvement opportunities and the ways you can make your views known?	Radio	Yes, No
	IVR READ OUT: The next question is being asked as Croydon Council would like to better understand the diversity of their residents and examine their practices fully. This will help the Council ensure that they deliver a fair service to all their community. All information will be treated in the strictest of confidence and will only be used to monitor and improve the Council services.	IV_Notes	
<b>24</b>	What is your ethnicity?	Radio	Asian or Asian British - Indian, Asian or Asian British - Pakistani, Asian or Asian British - Bangladeshi, Asian or Asian British - Chinese, Any other Asian background, Black or Black British - Caribbean, Black or Black British - African, Any other Black/African/Caribbean background, Mixed - White and Black Caribbean, Mixed - White and Black African, Mixed - White and Asian, Any other mixed / multiple ethnic background, White - British /English/ Welsh/ Scottish/ Northern Irish, White - Irish, White - Gypsy or Irish Traveller , White - Roma, Any other White background, Other Ethnic Groups: Arab, Any other ethnic group, Prefer not to say
<b>P1</b>	The results of this survey are confidential. However, would you be happy for us to give your responses to Croydon Council Housing Services with your name attached so that they have better information to help them improve services?	Radio	Yes, No
<b>P2</b>	Would you be happy for Croydon Council Housing Services to contact you to follow up any of the comments or issues you have raised?	Radio	Yes, No
	IVR READ OUT - If you are dissatisfied with the service provided, Croydon Council Housing Services do have a complaints process you can access either by phone, email or the website. Would you like me to provide you with details of any of these options?	IV_Notes	

<b>Closing script</b>	IVR IF NEEDED - Telephone: 020 8726 6000 ext 44010 or email: complaints@croydon.gov.uk or website: <a href="https://www.croydon.gov.uk/council-and-elections/make-comment-or-complaint-and-have-your-say/comments-and-complaints-procedures/making-complaint">https://www.croydon.gov.uk/council-and-elections/make-comment-or-complaint-and-have-your-say/comments-and-complaints-procedures/making-complaint</a>		
	IVR Note: If resident asks for contact details to check this is a genuine piece of market research: Acuity â€” Tel: 01273 287114, alternatively The Market Research Society (of which Acuity is a member) Tel: 0800 975 9596		
	IVR READ OUT: We have now come to the end of the interview. We greatly appreciate the time and effort you devoted to the survey. Thank you very much, have a nice day.	IV_Notes	