

**Questionnaire used to generate survey responses including any additional questions and introductory or explanatory wording communicated to tenants alongside the TSM questions.**

### **Opening and Closing Text**

Good [time of day] please may I speak to @NAME?

Hello, my name is [INTERVIEWER NAME] and I'm calling on behalf of your housing provider, Thrive. from IFF Research.

The reason for my call today is to gather some feedback about your general experience of being a Thrive customer. This is as part of the tenant satisfaction measures to see how well landlords like Thrive are doing and used to help improve services.

If I can run through some quick questions with you today please, that would be really helpful, shouldn't take us more than 10 minutes?

I need to read out a quick statement before we start:

This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.

All interviewing is carried out in strict accordance with the Market Research Society's code of conduct and within GDPR guidelines.

Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with Thrive and your answers can be shared anonymously if you wish with no link to your personal information.

**INTERVIEWER REASSURANCES TO USE IF NEEDED:**

For further information on how IFF Research keep your data safe please see our data protection policy on our website:  
[www.iffresearch.com/gdpr](http://www.iffresearch.com/gdpr)

## Questionnaire

Order	Question	Responses	Response Type	Scored As	Skip to
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Thrive?	Very satisfied	Response	Positive	
		Fairly satisfied	Response	Positive	
		Neither satisfied nor dissatisfied	Response	Passive	
		Fairly dissatisfied	Response	Negative	
		Very dissatisfied	Response	Negative	
		(Don't know or not applicable)	Response	Passive	
2	What could Thrive do to improve? (ADDITIONAL QUESTION)	Customer comment	Verbatim	Passive	
3	<p>Thrive have asked us to help them identify what areas of service need their attention most. Please code the verbatim response to the area of greatest respondent concern.</p> <p>Please only select Not Applicable if response to Q2 is blank/no areas to improve</p>	Ease of Contact	Response	Passive	
		Resolved first time	Response	Passive	
		Effective and efficient	Response	Passive	
		Do what we say	Response	Passive	
		Trust	Response	Passive	
		Treat with Respect	Response	Passive	
		Keeping Informed	Response	Passive	
		Latest News and Information	Response	Passive	
		VFM (Value for money)	Response	Passive	
		Quality of Home	Response	Passive	
		Easy to deal with	Response	Passive	
		Listen and Acts	Response	Passive	
		Health and Safety	Response	Passive	
Other	Response	Passive			

		Not Applicable / None	Response	Passive	
4	<p>In addition to identifying what areas of service need their attention most. Please also code the verbatim response to the service of greatest respondent concern.</p> <p>Please only select Not Applicable if response to Q2 is blank/no areas to improve</p>	Charges	Response	Passive	
		Complaint Handling	Response	Passive	
		Compensation	Response	Passive	
		Property Condition	Response	Passive	
		Occupancy Rights	Response	Passive	
		Governance	Response	Passive	
		Estate Management	Response	Passive	
		Home Ownership	Response	Passive	
		Tenants Behaviour	Response	Passive	
		Moving Home	Response	Passive	
		Responsive Repairs	Response	Passive	
		Staff	Response	Passive	
		Other	Response	Passive	
		Not Applicable / None	Response	Passive	
5	Has Thrive carried out a repair to your home in the last 12 months?	Yes	Response	Passive	
		No	Response	Passive	Skip to 10
6	How satisfied or dissatisfied are you with the overall repairs service from Thrive over the last 12 months?	Very satisfied	Response	Positive	
		Fairly satisfied	Response	Positive	
		Neither satisfied nor dissatisfied	Response	Passive	
		Fairly dissatisfied	Response	Negative	
		Very dissatisfied	Response	Negative	
		(Don't know or not applicable)	Response	Passive	
7	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied	Response	Positive	
		Fairly satisfied	Response	Positive	

		Neither satisfied nor dissatisfied	Response	Passive	
		Fairly dissatisfied	Response	Negative	
		Very dissatisfied	Response	Negative	
		(Don't know or not applicable)	Response	Passive	
8	How satisfied or dissatisfied were you with your most recent contact? ADDITIONAL QUESTION	Very satisfied	Response	Positive	
		Fairly satisfied	Response	Positive	
		Neither satisfied nor dissatisfied	Response	Passive	
		Fairly dissatisfied	Response	Negative	
		Very dissatisfied	Response	Negative	
9	If a customer reports a repair and is given an appointment, the Contact Centre would consider the issue resolved, even if the repair work has not yet been completed.	Yes	Response	Positive	
		No	Response	Negative	
	Taking this into account, was your issue resolved at first point of contact? ADDITIONAL QUESTION	Not sure / can't remember	Response	Passive	
10	How satisfied or dissatisfied are you that Thrive provides a home that is well maintained?	Very satisfied	Response	Positive	
		Fairly satisfied	Response	Positive	
		Neither satisfied nor dissatisfied	Response	Passive	
		Fairly dissatisfied	Response	Negative	
		Very dissatisfied	Response	Negative	
		Not applicable/ don't know	Response	Passive	
11	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Thrive provides a home that is safe?	Very satisfied	Response	Positive	
		Fairly satisfied	Response	Positive	
		Neither satisfied nor dissatisfied	Response	Passive	
		Fairly dissatisfied	Response	Negative	
		Very dissatisfied	Response	Negative	
		(Don't know or not applicable)	Response	Passive	

12	How satisfied or dissatisfied are you that Thrive listens to your views and acts upon them?	Very satisfied	Response	Positive	
		Fairly satisfied	Response	Positive	
		Neither satisfied nor dissatisfied	Response	Passive	
		Fairly dissatisfied	Response	Negative	
		Very dissatisfied	Response	Negative	
		(Don't know or not applicable)	Response	Passive	
13	How satisfied or dissatisfied are you that Thrive keeps you informed about things that matter to you?	Very satisfied	Response	Positive	
		Fairly satisfied	Response	Positive	
		Neither satisfied nor dissatisfied	Response	Passive	
		Fairly dissatisfied	Response	Negative	
		Very dissatisfied	Response	Negative	
		(Don't know or not applicable)	Response	Passive	
14	To what extent do you agree or disagree with the following statement? Thrive treats me fairly and with respect	Strongly agree	Response	Positive	
		Agree	Response	Positive	
		Neither agree nor disagree	Response	Passive	
		Disagree	Response	Negative	
		Strongly disagree	Response	Negative	
		(Don't know or not applicable)	Response	Passive	
15	How satisfied or dissatisfied are you that Thrive are easy to deal with? ADDITIONAL QUESTION	Very satisfied	Response	Positive	
		Fairly satisfied	Response	Positive	
		Neither satisfied nor dissatisfied	Response	Passive	
		Fairly dissatisfied	Response	Negative	
		Very dissatisfied	Response	Negative	
		Don't know	Response	Passive	
16		Strongly Agree	Response	Positive	

		Agree	Response	Positive	
		Neither agree nor disagree	Response	Passive	
		Disagree	Response	Negative	
		Strongly Disagree	Response	Negative	
		Not applicable/ don't know	Response	Passive	
	How strongly would you agree or disagree with the following statement, "I trust Thrive to do what they say they will do"? ADDITIONAL QUESTION				
17	I'm now going to ask you if you agree or disagree with some statements about Thrive: Thrive provides an effective and efficient service ADDITIONAL QUESTION	Strongly Agree	Response	Positive	
		Agree	Response	Positive	
		Neither agree nor disagree	Response	Passive	
		Disagree	Response	Negative	
		Strongly Disagree	Response	Negative	
18	Have you made a complaint to Thrive in the last 12 months?	Yes	Response	Passive	
		No	Response	Passive	Skip to 20
19	How satisfied or dissatisfied are you with Thrive approach to handling complaints?	Very satisfied	Response	Positive	
		Fairly satisfied	Response	Positive	
		Neither satisfied nor dissatisfied	Response	Passive	
		Fairly dissatisfied	Response	Negative	
		Very dissatisfied	Response	Negative	
		Don't know / not applicable	Response	Passive	
20	Do you live in a building with communal areas, either inside or outside, that Thrive is responsible for maintaining?	Yes	Response	Positive	
		No	Response	Negative	Skip to 22
		Don't know	Response	Passive	Skip to 22
21	How satisfied or dissatisfied are you that Thrive keeps these communal areas clean and well maintained?'	Very satisfied	Response	Positive	
		Fairly satisfied	Response	Positive	
		Neither satisfied nor dissatisfied	Response	Passive	
		Fairly dissatisfied	Response	Negative	

		Very dissatisfied	Response	Negative	
		(Don't know or not applicable)	Response	Passive	
22	How satisfied or dissatisfied are you that Thrive makes a positive contribution to your neighbourhood?	Very satisfied	Response	Positive	
		Fairly satisfied	Response	Positive	
		Neither satisfied nor dissatisfied	Response	Passive	
		Fairly dissatisfied	Response	Negative	
		Very dissatisfied	Response	Negative	
		Not applicable/ don't know	Response	Passive	
23	How satisfied or dissatisfied are you with Thrive approach to handling anti-social behaviour?	Very satisfied	Response	Positive	
		Fairly satisfied	Response	Positive	
		Neither satisfied nor dissatisfied	Response	Passive	
		Fairly dissatisfied	Response	Negative	
		Very dissatisfied	Response	Negative	
		Not applicable/ don't know	Response	Passive	
24	Have you experienced anti-social behaviour in your neighbourhood in the last 12 months? ADDITIONAL QUESTION	Yes	Response	Passive	
		No	Response	Passive	
25	Are you happy for us to share your details along with your responses with Thrive?	Yes	Filter	Passive	
		No	Filter	Passive	Skip to 26
		Not Supplied	Filter	Passive	
		Not Supplied	Filter	Passive	
		Not Supplied	Filter	Passive	
		Not Supplied	Filter	Passive	
26	INTERVIEWER TO CODE CUSTOMERS' RESPONSES TO THE WHOLE SURVEY. Thrive have asked us to help them identify which surveys need their attention and how urgent it is that they contact the customer.	Green	Filter	Positive	
		Amber	Filter	Passive	
		Red	Filter	Negative	

	<p>GREEN: The customer provided mostly satisfied or positive responses throughout the survey AMBER=The tenant has given mostly negative responses or informs that further action is required in that household in terms of a problem still being outstanding needs to be taken RED: ONLY code if the property is unsafe (for example customer can smell gas or there is leaking water) or there is a concern for the customer's welfare (for example they are threatening self-harm or are in need of medical help)</p> <p>Using the guidance above please categorise the customers' responses to the whole survey as green, amber or red.</p>				
27	If RED - selected interviewer to explain why this survey has been categorised as 'RED'	Customer comment	Verbatim	Passive	

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.