

10503 South Liverpool Homes: TSM survey continuous Jan 2025

10503

Date 3/9/25

Telephone

A Opening text - CATI

ASK PERSON WHO ANSWERS PHONE

CONTACT: @ADDRESS

@TEL1

@TEL2

DETAILS: @DATEREGARDING - @CALLSUBJECT

ASK PERSON WHO ANSWERS PHONE

- S1 Good morning / afternoon / evening. My name is **INTERVIEWER NAME** and I'm calling from IFF Research on behalf of your housing provider, South Liverpool Homes. Please can I speak to **NAME**?

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

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

[IF AGREED TO TAKE PART]

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 UK GDPR guidelines.

Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with South Liverpool Homes 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

If you would like to find out more about this survey, or confirm the validity of the survey please visit: <https://www.southliverpoolhomes.co.uk/get-in-touch/>

REASSURANCES TO USE IF NECESSARY

The interview will take around 10 minutes to complete.

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- **MRS: Market Research Society on 0800 975 9596**
- **IFF: 0207 250 3035**
- **South Liverpool Homes: info@southliverpoolhomes.co.uk / 0330 303 3000**

<https://www.southliverpoolhomes.co.uk/get-in-touch/>

Research Team – When designing/refining the agreed changes please highlight/add the required detail using (Green – Addition, Amber – Change, Red – Remove)

B Survey questions

QID	Order	Question	Suppression SQL	Pick Responses	Response Type	Scored As	Skip to	
TP01 (2878)	1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by SLH? INTERVIEWER NOTE: Do not read out the Don't Know option		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
				(Refused or unable to answer)	Response	Passive		
(303)	2	Why do you say this?		One	Customer comment	Verbatim	Passive	
TP02 (732)	3	Has SLH carried out a repair to your home in the last 12 months?	LCRA only	One	Yes	Response	Passive	
					No	Response	Passive	Q7
TP02 (5626)	4	How satisfied or dissatisfied are you with the overall repairs service from SLH over the last 12 months? INTERVIEWER NOTE: Do not read out Don't Know option	LCRA only	One	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				
TP03 (5666)	5	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? INTERVIEWER NOTE: Do not read out Don't Know option	LCRA only		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				
(309)	6	Why do you say this?	LCRA only	One	Customer comment	Verbatim	Passive	
(631)	7	Generally, how satisfied or dissatisfied are you with the way SLH deals with repairs and maintenance?	LCRA only	One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
		Very dissatisfied	Response	Negative				
TP04 (5647)	8	How satisfied or dissatisfied	LCRA only	One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	

		are you that SLH provides a home that is well maintained?			Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
		INTERVIEWER NOTE: Do not read out Don't Know option			(Not applicable/ don't know)	Response	Passive	
TP05 (5627)	9	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that SLH provides a home that is safe?		One	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	
TP06 (5493)	10	How satisfied or dissatisfied are you that SLH listens to your views and acts upon them?		One	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	
(1537)	11	Why do you say this?		One	Customer comment	Verbatim	Passive	
TP07 (5494)	12	How satisfied or dissatisfied are you that SLH keeps you informed about things that matter to you?			Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Not applicable/ don't know	Response	Passive	
TP08 (5485)	13	To what extent do you agree or disagree with the following: "SLH treats me fairly and with respect"?		One	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	
(5643)	14	How strongly do you agree or disagree with the following: I trust SLH will do what they say they will do?		One	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	
(5011)	15	How satisfied or dissatisfied are you that SLH are easy to deal with?		One	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	
TP09 (737)	16 17	Have you made a complaint to SLH in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to Q20

TP09 (5645)	18	How satisfied or dissatisfied are you with SLH's approach to complaints handling?		One	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		
INTERVIEWER NOTE: Do not read out Don't Know option								
(1045)	19	Why do you say this?		One	Customer comment	Verbatim	Passive	
(206)	20	What was the reason for your complaint?		One	Customer comment	Verbatim	Passive	
TP10 (5667)	21	Do you live in a building with communal areas, either inside or outside, that SLH is responsible for maintaining?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to Q23
					Don't know			Skip to Q23
TP10 (5495)	22	How satisfied or dissatisfied are you that SLH keeps these communal areas clean and well-maintained?		One	Very satisfied	Response	Positive	Skip to Q23
					Fairly satisfied	Response	Positive	Skip to Q23
					Neither satisfied nor dissatisfied	Response	Passive	Skip to Q23
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Refused or unable to answer)	Response	Passive	Skip to Q23
INTERVIEWER NOTE: Do not read out Don't Know option								
(356)	23	Please provide details as to why you say this – specify internal or external area		One	Customer comment	Verbatim	Passive	
TP11 (5669)	24	How satisfied or dissatisfied are you that SLH makes a positive contribution to your neighbourhood?		One	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	
TP12 (5644)	25	How satisfied or dissatisfied are you with SLH's approach to handling anti-social behaviour?		One	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	
(735)	26	Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	

(4901)	27	Aside from any queries relating to anti-social behaviour and complaints, have you contacted SLH in the last 12 months?		One	Yes	Response	Positive	
					No	Response	Negative	Skip to Q29
					Not sure	Response	Passive	Skip to Q29
(805)	28	How satisfied or dissatisfied were you with how your query was dealt with?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
(352)	29	Please provide details as to why you think this		One	Customer comment	Verbatim	Passive	
(4259)	30	How satisfied or dissatisfied are you that your rent provides value for money?	LCRA only	One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Refused or unable to answer)	Response	Passive	
(709)	31	How satisfied or dissatisfied are you that your service charges provide value for money?	Service charge (Yes/No) = SC	One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
(2882)	32	How likely would you be to recommend SLH to family or friends on a scale of 0 to 10, where 0 means not at all likely and 10 means extremely likely?		One	10 – Extremely Likely	Response	Positive	
					9	Response	Positive	
					8	Response	Passive	
					7	Response	Passive	
					6	Response	Negative	
					5	Response	Negative	
					4	Response	Negative	
					3	Response	Negative	
					2	Response	Negative	
					1	Response	Negative	
					0 – Not at all Likely	Response	Negative	
					(Refused or unable to answer)	Response	Passive	
(918)	33	Are you happy for us to share your details along with your responses with South Liverpool Homes?		One	Yes	Filter	Passive	
					No	Filter	Passive	
		INTERVIEWER NOTE: If tenant has expressed concerns about finances please state the following;						

		If you would like additional support please contact South Liverpool Homes on 0330 303 3000 and select option 2, ask for the Benefits and Energy Advice Team if you require financial support.						

Thank you for your completing the survey, your feedback is really important to SLH and will be used to improve services.

If you would like to raise a formal complaint with SLH about anything you have discussed here today, you can contact SLH by:

Telephone: 0330 303 3000

Visiting the website: <https://www.southliverpoolhomes.co.uk/get-involved/your-voice/give-your-feedback/>

Email: customer.feedback@southliverpoolhomes.co.uk

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.