

## Pickering & Ferens – TSM Script & Questions

### Introduction

Hello, can I please speak to (customer name)?

My name is (researcher name) calling from Viewpoint on behalf of Pickering and Ferens Homes.

I'm calling today as I would like to ask you a few quick questions about the services you receive from the housing service.

Anything you tell me will be used to help improve the services they provide to you and calculate the annual Tenant Satisfaction Measures to be published by Pickering and Ferens Homes, as required by the Regulator of Social Housing.

The questions will take 5 to 10 minutes. Is now a convenient time?

Thank you. This interview will be carried out in accordance with the Market Research Society's Code of Conduct and we record calls for training purposes, is that alright with you?

Most of the questions are rated on a 5 point scale – Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied and very dissatisfied.

My first question is...

REF	QUESTIONS (questions in red are additional to the TSMs)
TP01	<p>Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pickering &amp; Ferens Homes?</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"><li>• Very satisfied</li><li>• Fairly satisfied</li><li>• Neither satisfied nor dissatisfied</li><li>• Fairly dissatisfied</li><li>• Very dissatisfied</li></ul>
	<p>Please can you explain the reason for your answer</p> <p><b>Open ended</b></p>
TP02	<p>'Has Pickering &amp; Ferens carried out a repair to your home in the last 12 months?'</p> <ul style="list-style-type: none"><li>• Yes</li><li>• No</li></ul> <p>If yes, 'How satisfied or dissatisfied are you with the overall repairs service from Pickering &amp; Ferens over the last 12 months?'</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"><li>• Very satisfied</li><li>• Fairly satisfied</li><li>• Neither satisfied nor dissatisfied</li><li>• Fairly dissatisfied</li><li>• Very dissatisfied</li></ul>
TP03	<p>If yes, 'How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?'</p>

	<b>Response options:</b> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> </ul>
TP04	How satisfied or dissatisfied are you that Pickering & Ferens provides a home that is well maintained?' <b>Response options:</b> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> </ul>
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Pickering & Ferens provides a home that is safe? <b>Response options:</b> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> <li>• Not applicable/ don't know</li> </ul>
TP06	How satisfied or dissatisfied are you that Pickering & Ferens listens to your views and acts upon them?' <b>Response options:</b> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> <li>• Not applicable/ don't know</li> </ul>
TP07	How satisfied or dissatisfied are you that Pickering & Ferens keeps you informed about things that matter to you?' <b>Response options:</b> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> <li>• Not applicable/ don't know</li> </ul>
TP08	To what extent do you agree or disagree with the following "Pickering & Ferens treats me fairly and with respect"?' <b>Response options:</b> <ul style="list-style-type: none"> <li>• Strongly agree</li> <li>• Agree</li> <li>• Neither agree nor disagree</li> <li>• Disagree</li> <li>• Strongly disagree</li> <li>• Not applicable/ don't know</li> </ul>
TP09	Have you made a complaint to Pickering & Ferens in the last 12 months?'

	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p>If yes, 'How satisfied or dissatisfied are you with PFH's approach to complaints handling?'</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> </ul>
	<p>Please could you tell us what the complaint was about and why you were satisfied/dissatisfied?</p> <p><b>Open ended</b></p>
TP10	<p>Do you live in a building with communal areas, either inside or outside, that Pickering &amp; Ferens is responsible for maintaining?' (If needed - Your landlord has confirmed it is responsible for maintaining communal areas for <u>all</u> residents)</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• Don't know</li> </ul> <p>If yes, 'How satisfied or dissatisfied are you that Pickering &amp; Ferens keeps these communal areas clean and well maintained?'</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> </ul>
TP11	<p>How satisfied or dissatisfied are you that Pickering &amp; Ferens makes a positive contribution to your neighbourhood?'</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> <li>• Not applicable/ don't know</li> </ul>
TP12	<p>How satisfied or dissatisfied are you with Pickering &amp; Ferens' approach to handling anti-social behaviour?'</p> <p><b>Response options:</b></p> <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Fairly satisfied</li> <li>• Neither satisfied nor dissatisfied</li> <li>• Fairly dissatisfied</li> <li>• Very dissatisfied</li> <li>• Not applicable/ don't know</li> </ul>
	<p>Finally, are you happy for Pickering &amp; Ferens to contact you, if needed, to discuss your responses to this survey?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>

### **Closing script**

Thank you very much, that's the end of my questions. This information will be extremely useful for Pickering & Ferens. Goodbye.

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### **Trouble shooting – further questions from the customer**

#### **If tenant asks ‘What happens to the Results?’**

Results are reported to the Regulator of social housing, which is a requirement of all social landlords. Headline satisfaction results may also appear on the Pickering & Ferens website and in other publications.

#### **If tenant asks about Confidentiality**

Your responses will remain completely anonymous. The results will be returned to Pickering & Ferens with some key demographic detail (such as geographic area, age) but will not be attached to your name or address. Any published reports, internal or external, will not include individual tenant names or addresses.

#### **If tenant has further problems, complaints or need to contact Pickering & Ferens**

If a customer wishes to contact Pickering & Ferens about any issues please explain that you are calling from an external organisation and refer them back to Pickering & Ferens:

Telephone: 01482 223783

Email: [info@pfh.org.uk](mailto:info@pfh.org.uk)

#### **If tenant asks ‘Who are Viewpoint?’**

Viewpoint Research is an independent research organisation and we have been commissioned to collect this information by Pickering & Ferens. Viewpoint operates within the Market Research Society Code of Conduct, Data Protection Act and GDPR.

#### **If tenant asks ‘How did you get my contact details?’**

Pickering & Ferens have directly provided us with details of their tenants. We have been asked to contact a sample of these tenants to conduct these satisfaction questionnaires to help Pickering & Ferens maintain and improve their service.

#### **If asked about legitimacy of survey under GDPR**

We are able to contact you to ask these questions under GDPR legislation as it is in the ‘legitimate business interest’ of Pickering & Ferens to seek the views and opinions of their customers.