

Hello my name is I am calling from TLF Research, on behalf of your landlord Moat. Moat have asked us to contact you, to see if you would be happy to take part in a customer satisfaction survey.

The survey feedback will be used to produce a set of tenant satisfaction measures which will be published in a yearly report for the Regulator of Social Housing so they can see how well Moat is doing. Moat will also share the survey findings with all of their customers.

Interviewer note - If necessary add;

The Regulator of Social Housing are an organisation who regulate landlords such as Moat– they’ve recently set up a system called Tenant Satisfaction Measures so they can monitor how well social landlords are doing at offering good quality homes and services.

If yes, continue

If no, - could we arrange a time more convenient to you to complete the survey?

Thank you. Before we start the survey, I just need to let you know that you have the right to withdraw from doing this at any point during our conversation. We follow the Market Research Society code of conduct and Data Legislation which means your answers are confidential and we will check at the end if you are happy to have your name added to your feedback and shared with Moat. In addition, the call may be recorded for quality and training purposes.

1. [tp01_ovsat] Taking everything into account, how satisfied or dissatisfied are you with the service provided by Moat?
- ☐ 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_TP01] If very satisfied probe “Why would you say you are satisfied with the service provided?”

[c_probe_neither_TP01] If fairly satisfied or neither satisfied nor dissatisfied probe “What could Moat do to make you very satisfied?”

[c_probe_dissat_TP01] If fairly or very dissatisfied probe “Why would you say you are dissatisfied with service provided?”

2. [had_repair] Has Moat 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 Moat over the last 12 months? **[LCRA only]**
 - 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]
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 [Interview do not read out – only an option if respondent cannot answer/refused to answer]
5. [tp04_maint] How satisfied or dissatisfied are you that Moat provides a home that is well maintained?
 - 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]
6. [tp05_safe] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Moat provides a home that is safe?
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don't know.

[c_probe_sat_TP05] If very or fairly satisfied probe “Why would you say you are satisfied with the safety of your home?”

[c_probe_neither_TP05] If neither satisfied nor dissatisfied probe “What could Moat do to make you satisfied with the safety of your home?”

[c_probe_dissat_TP05] If fairly or very dissatisfied probe “Why would you say you are dissatisfied with the safety of your home?”

7. [tp06_listens] How satisfied or dissatisfied are you that Moat listens 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. [tp07_informed] How satisfied or dissatisfied are you that Moat 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

9. [tp08_fair] To what extent do you agree or disagree with the following “Moat treats me fairly and with respect”?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable/don't know

10. [Complaint] Have you made a complaint to Moat in the last 12 months?

- ☐ Yes (Go to Q11)
- ☐ No (Go to Q12)

11. [tp09_comphand] How satisfied or dissatisfied are you with Moat's approach to complaints handling?

- ☐ 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]
12. [communal] Do you live in a building with communal areas, either inside or outside, that Moat is responsible for maintaining?
- Yes (Go to Q13)
 - No (Go to Q14)
 - Don't know (Go to Q14)
13. [tp10_communal] How satisfied or dissatisfied are you that Moat keeps these communal areas clean, and well maintained?
- 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]
14. [Blockcleaning] How satisfied or dissatisfied are you with the cleaning of your block? **[route from database – if Cleaning =Y]**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don't know
15. [groundmaintenance] How satisfied or dissatisfied are you with the ground's maintenance completed on your estate such as grass cutting, shrub trimming & litter picking? **[route from database – if Grounds maintenance=Y]**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don't know
16. [tp11_neighbour] How satisfied or dissatisfied are you that Moat makes 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 Moat's approach to handling anti-social behaviour?

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

18. [lastcontact6] Have you contacted Moat in the last six months? Please think about all the different ways you may have contacted Moat including by telephone, email, face-to-face and online.

- Yes (Go to Q19)
- No (Go to Anon)
- Don't know (Go to Anon)

19. [ease] How satisfied or dissatisfied are you that Moat is easy to deal with?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- I do not know

[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 Moat. Would this be okay?

- Yes, I agree to my name being attached to my responses
- No, I would like to remain anonymous

<for non anonymous customers only>

[contact] Are you happy for Moat to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

- Yes
- No

Finally, would you like our telephone number or that of the Market Research Society 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 = 01484 599610 and MRS = 0800 975 9596, Website= www.tlfresearch.com).