

SID: 0000000000 | NAME: | TELEPHONE:

Progress  8%

Navigate :

**CONTACT DETAILS: -**

**CASE NOTES:**

Hello, I am... and I am calling on behalf of The Longhurst Group. They really want to know what you think of your home and the services they provide and have asked us to carry out a survey on their behalf. The results of this survey will also be used to calculate the annual Tenant Satisfaction Measures that Longhurst Group will publish for both tenants and the government housing regulator.

I am ringing today to ask whether you would be willing to spare around 7 minutes to take part?

I am calling from Prevision Research, and we are working together with ARP Research to run this survey on behalf of the Longhurst Group.

I can assure you that this is a genuine market research survey which is conducted in accordance with the Market Research Society Code Of Conduct. No one will try to sell you anything during the interview or as a result of taking part and you will not at any stage be asked to provide any confidential information.

Are you willing to take part in this research?

**IF NECESSARY:**

If you have any concerns about the validity of this research you can contact the Market Research Society on Freephone 0800 975 9596

If you have any concerns about the information we hold on you or want to check your rights under the GDPR, our privacy policy is available on our website:

[www.previsionresearch.co.uk/privacy](http://www.previsionresearch.co.uk/privacy)

- 01  Willing to continue
- 02  Refused
- P9  Refused - Add to do not call list
- 03  Not available - Schedule callback
- 04  Not available - No callback
- 05  Non qualifier
- 06  Duplicate record
- 07  Number unobtainable
- 08  Engaged
- 09  Answer phone
- 10  No reply
- 11  Wrong number

Next

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Progress  12%


... TEST ...

Navigate : REC1

The calls we make are sometimes recorded for quality and training purposes.

**IF REQUIRED:-** Any recordings we hold are either erased immediately after we listen to them or 90 days from project completion. Are you ok with this?

- 1  Yes
- 2  No - click on more and then click on record, wait for it to change from blue to grey and then continue

Next 

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Progress  17%

... TEST ...

Navigate : TP01

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Longhurst Group?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied

Next



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Progress  25%

... TEST ...

Navigate : TP02A

Has Longhurst Group carried out a repair to your home in the last 12 months?

- 1  Yes
- 2  No

Next

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Progress  29%

... TEST ...

Navigate : TP02B

How satisfied or dissatisfied are you with the overall repairs service from Longhurst Group over the last 12 months?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied

Next

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Progress  33%

... TEST ...

Navigate : TP03

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  38%

... TEST ...

Navigate : TP04

How satisfied or dissatisfied are you that Longhurst Group provides a home that is well maintained?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied



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Progress  42%

... TEST ...

Navigate : TP05

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Longhurst Group provides a home that is safe?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied
- 6  Not applicable/ don't know

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  46%

... TEST ...

Navigate : TP06

How satisfied or dissatisfied are you that Longhurst Group listens to your views and acts upon them?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied
- 6  Not applicable/ don't know

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  50%

... TEST ...

Navigate : TP07

How satisfied or dissatisfied are you that Longhurst Group keeps you informed about things that matter to you?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied
- 6  Not applicable/ don't know

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  54%

... TEST ...

Navigate : TP08

To what extent do you agree or disagree with the following  
Longhurst Group treats me fairly and with respect?

- 1  Strongly agree
- 2  Agree
- 3  Neither agree nor disagree
- 4  Disagree
- 5  Strongly disagree
- 6  Not applicable/ don't know

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  58%

... TEST ...

Navigate : TP08A

To what extent do you agree or disagree with the following  
"I have trust in Longhurst Group"?

- 1  Strongly agree
- 2  Agree
- 3  Neither agree nor disagree
- 4  Disagree
- 5  Strongly disagree
- 6  Not applicable/ don't know

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  62%

... TEST ...

Navigate : TP09A

Have you made a complaint to Longhurst Group in the last 12 months?

- 1  Yes
- 2  No

Next

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Progress  67%

... TEST ...

Navigate : TP09B

How satisfied or dissatisfied are you with Longhurst Group's approach to complaints handling?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied

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Progress  71%

... TEST ...

Navigate : TP10A

Do you live in a building with communal areas, either inside or outside, that Longhurst Group is responsible for maintaining?

- 1  Yes
- 2  No
- 3  Don't know

Next



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Progress  75%

... TEST ...

Navigate : TP10B

How satisfied or dissatisfied are you that Longhurst Group keeps these communal areas clean and well maintained?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied

Next

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Progress  79%

... TEST ...

Navigate : TP11

How satisfied or dissatisfied are you that Longhurst Group makes a positive contribution to your neighbourhood?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied
- 6  Not applicable/ don't know

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  83%

... TEST ...

Navigate : TP12

How satisfied or dissatisfied are you with Longhurst Group's approach to handling anti-social behaviour?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied
- 6  Not applicable/ don't know

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Progress  88%

... TEST ...

Navigate : REC2

Our clients sometimes like to have access to the recording to listen first hand to your views, if requested would you be happy for us to pass the recording to them?

- 1  Yes
- 2  No

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  92%

... TEST ...

Navigate :

READ OUT

Would you be willing to be re-contacted in relation to this survey?

- 1  Yes
- 2  No

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress  96%

... TEST ...

Navigate :

Can I please confirm that your name is ?

- 1  Yes, name is correct
- 2  No, name is incorrect - Please type in

Next 

SID: 0000000000 | NAME: | TELEPHONE:

Progress  100%

... TEST ...

Navigate :

This completes our interview, thank you for your time.

**CO**  Successes