

## **1. Why are you carrying out this survey?**

At Octavia, we listen to our customers and colleagues, valuing all feedback we get and using it to deliver exceptional customer service. In 2020, the government published the social housing white paper, which sets out ways to improve things for people living in social housing. As a result of this paper, the Regulator of Social Housing (RSH) introduced a new framework for all social housing landlords to report on some Tenant Satisfaction Measures (TSMs). The Regulator will use the feedback from customers to understand how well we're doing at providing good quality homes and services.

## **2. Who will contact me?**

We're working with The Leadership Factor (TLF), a customer research agency specialising in customer experience, who may contact you to answer a series of questions about the services we deliver to you. The team of expert researchers will call from one number with a local area code.

## **3. When and how will TLF contact me?**

You may be called between 9am to 7pm Monday to Friday, 10am to 6pm on Saturday and 11am to 6pm on Sunday.

## **4. What will TLF ask me?**

TLF will ask for your opinions on the services that we provide and may check that your contact details are up to date. They will never ask for any personal passwords or financial information such as your bank account details. You can download a copy of the questionnaire [here](#).

## **5. How long will the survey take?**

We expect it'll take around 10 minutes.

## **6. Is my feedback confidential?**

TLF will ask you if you want your responses to remain completely anonymous. You can give your permission for Octavia to follow up on any of the things you shared in your survey responses if you want to. If there are any questions which you would prefer not to answer, please let them know and they will leave that answer blank. TLF will never

include anything in its findings that could identify you as an individual unless you want them too.

## **7. What information does Octavia share with TLF about me?**

The only information we share with TLF are details that are relevant to make sure feedback is representative of our different customer groups. The information will include your name, address, telephone number and email address.

Your privacy is as important to us as it is to you. TLF go to great lengths to preserve your privacy and protect the personal data used in conducting all research. All information collected in this survey will be treated in accordance [Octavia's Privacy Statement](#).

## **8. Why haven't I been contacted?**

You will only be eligible to complete the survey if you live in low-cost rental accommodation - including social rented homes, supported housing, intermediate rent and temporary social housing – or low-cost home ownership like shared ownership properties which are not fully stair cased.

To ensure the representativeness of our sample, we make sure we interview customers based on:

- Age
- Stock type
- Area
- Property type

We align the general proportion of responses to that of the total population, which is why we only contact a sample of our customers (enough to make sure the data is reliable), so you may not be contacted to complete the survey.

## **9. What if I don't want to take part?**

That's fine. The person calling will always check that you are happy to take part. If you would prefer not to, just let the person know, and we will make sure we remove you from our contact list.