



Hi, my name is ____ and I'm calling from TLF Research on behalf of **Octavia**. We're carrying out surveys on their behalf for the annual Tenant Satisfaction Measures (also known as TSMs), which will be reported to the Regulator of Social Housing. The results will also be published by your landlord to show you how they're performing. For more information on the TSMs, head to **Octavia's** website. Your feedback would be really appreciated. Would you be able to spare 5 to 10 minutes to take part now please?

We follow the Market Research Society code of conduct and Data Legislation which means your answers are confidential and we'll check at the end if you're happy to have your name added to your feedback and share this with **Octavia**. In addition, the call may be recorded for quality and training purposes.

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by **Octavia**?
 - ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - If very satisfied probe "Why would you say you are satisfied?"
 - If fairly satisfied or Neither satisfied nor dissatisfied probe "What could Abri/Silva do to make you satisfied?"
 - If fairly or very dissatisfied probe "Why would you say you are dissatisfied?"
2. Has **Octavia** carried out a repair to your home in the last 12 months? [**LCRA only**]
 - ☐ Yes
 - ☐ No
3. If Yes, how satisfied or dissatisfied are you with the overall repairs service from **Octavia** over the last 12 months? [**LCRA only**]
 - ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
4. 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
5. How satisfied or dissatisfied are you that **Octavia** provides a home that is well maintained? **[LCRA only]**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that **Octavia** provides a home that is safe?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable/don't know
7. How satisfied or dissatisfied are you that **Octavia** 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. How satisfied or dissatisfied are you that **Octavia** 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. To what extent do you agree or disagree with the following “**Octavia** treats me fairly and with respect”?
- Strongly agree
 - Agree
 - Neither agree nor disagree
 - Disagree
 - Strongly disagree
 - Not applicable/don't know
10. Have you made a complaint to **Octavia** in the last 12 months?
- Yes
 - No

11. If Yes, how satisfied or dissatisfied are you with **Octavia's** approach to complaints handling?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
12. Do you live in a building with communal areas, either inside or outside, that **Octavia** is responsible for maintaining?
- ☐ Yes
 - ☐ No
 - ☐ Don't know
13. If yes, how satisfied or dissatisfied are you that **Octavia** keeps these communal areas clean, and well maintained?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
14. How satisfied or dissatisfied are you that **Octavia** makes a positive contribution to your neighbourhood?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ Not applicable/don't know
15. How satisfied or dissatisfied are you with **Octavia's** approach to handling anti-social behaviour?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ Not applicable/don't know
16. Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?
- ☐ Yes
 - ☐ No
 - ☐ Don't know
17. How satisfied or dissatisfied are you that your rent provides value for money?
- ☐ Very satisfied
 - ☐ Fairly satisfied

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

18. How strongly would you agree or disagree with the following statement "I trust **Octavia** to do what they say they will do"?

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

19. Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with **Octavia**. Would this be okay?

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

20. If Yes, are you happy for **Octavia** to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

- o Yes
- o No

We would like to make you aware that if you would like to make a complaint to Octavia, you can do by visiting their website. Would you like the details?

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?