

SID: 0000000000 | NAME: | TELEPHONE:

Progress  8%

Navigate : INT02 GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Hello, I am... and I am calling on behalf of Islington & Shoreditch Housing Association. 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 Islington & Shoreditch Housing Association 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 ISHA's behalf.

Everyone who takes part in the survey can enter a prize draw with shopping vouchers worth £300 for the winner, £200 for second place and £100 for third place.

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 Islington & Shoreditch Housing Association on 0300 131 7300 or email [isha@isha.co.uk](mailto:isha@isha.co.uk) or 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

01

SID: 0000000000 | NAME: | TELEPHONE:

Progress  13%

... TEST ...

Navigate : REC1 ▼ GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

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





SID: 0000000000 | NAME: | TELEPHONE:

Progress  17%

... TEST ...

Navigate : TP01

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Islington & Shoreditch Housing Association?

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

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress  22%

... TEST ...

Navigate : TP02A GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Has Islington & Shoreditch Housing  
Association carried out a repair to your home  
in the last 12 months?

1 ☐ Yes

2 ☐ No

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress  26%

... TEST

Navigate : TP02B

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you with the overall repairs service from Islington & Shoreditch Housing Association over the last 12 months?

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

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress  30%

... TEST ...

Navigate : TP03

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

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  35%

... TEST ...

Navigate : TP04

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that  
Islington & Shoreditch Housing Association  
provides a home that is well maintained?

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

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress  39%

... TEST ...

Navigate : TP05

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Islington & Shoreditch Housing Association 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  43%

... TEST ...

Navigate : TP06

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that  
Islington & Shoreditch Housing Association  
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  48%

... TEST ...

Navigate : TP07

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that  
Islington & Shoreditch Housing Association  
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  52%

... TEST

Navigate : TP08

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

To what extent do you agree or disagree with the following Islington & Shoreditch Housing Association 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  57%

... TEST ...

Navigate : TP09A

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Have you made a complaint to Islington & Shoreditch Housing Association in the last 12 months?

1 ☐ Yes

2 ☐ No

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress  61%

... TEST ...

Navigate : TP09B

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you with  
Islington & Shoreditch Housing Association's  
approach to complaints handling?

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

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress  65%

... TEST ...

Navigate : TP10A

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Do you live in a building with communal areas, either inside or outside, that Islington & Shoreditch Housing Association is responsible for maintaining?

- 1 ☐ Yes  
2 ☐ No  
3 ☐ Don't know

Next

☐



SID: 0000000000 | NAME: | TELEPHONE:

Progress  70%

... TEST ...

Navigate : TP10B

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that  
Islington & Shoreditch Housing Association  
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

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress  74%

... TEST ...

Navigate : TP11

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that Islington & Shoreditch Housing Association 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  78%

... TEST ...

Navigate : TP12

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you with  
Islington & Shoreditch Housing Association'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

Next

☐



SID: 0000000000 | NAME: | TELEPHONE:

Progress  83%

... TEST ...

Navigate : REC2

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

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  87%

... TEST ...

Navigate : CLOSE1 GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

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  100%

... TEST ...

Navigate :

**NEW TELEPHONE NUMBER**

**CASE NOTES**

**CALL NOTES**

**RED FLAG**

**FAQ**

This completes our interview, thank you for your time.

**CO** ☒ Successes

Next

