

Quota Pools

Description	Date From	Criteria	Channel	Pools Priority	Deadline	Target Survey Count
TSM	1 Oct 2024		Telephone	Equally Important	0 day(s) after month end	27
						27

Opening and Closing Text

Contact: @Address

@Tel1

@Tel2

Details: @dateregarding - @CallSubject

ASK PERSON WHO ANSWERS PHONE

Good morning / afternoon / evening. My name is INTERVIEWER NAME and I'm calling from IFF Research on behalf of your housing provider, Local Space. Please can I speak to @Name?

The reason for my call today is to gather some feedback about your general experience of being a Local Space customer. This is as part of the tenant satisfaction measures to see how well landlords like Local Space are doing and will be used to help improve services.

If I can run through some quick questions with you today please, that would be really helpful, it shouldn't take us more than 10 minutes?

[IF AGREED TO TAKE PART]

I need to read out a quick statement before we start:

This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.

All interviewing is carried out in strict accordance with the Market Research Society's code of conduct and within UK GDPR guidelines.

Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with Local Space and your answers can be shared anonymously if you wish with no link to your personal information.

INTERVIEWER REASSURANCES TO USE IF NEEDED:

For further information on how IFF Research keep your data safe please see our data protection policy on our website: www.iffresearch.com/gdpr

If you would like to find out more about this survey, or confirm the validity of the survey please visit: <https://www.localspace.co.uk/contact/>

REASSURANCES TO USE IF NECESSARY

The interview will take around 10 minutes to complete.

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- MRS: Market Research Society on 0800 975 9596
- IFF: Emily Clark on 0207 250 3035
- Local Space: 0208 221 4000

Questionnaire

QID	Order	Question	Supression SQL	Pick	Responses	Response Type	Scored As	Skip to
(2878)	1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Local space? INTERVIEWER NOTE: Do not read out the Don't Know option		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(303)	2	Why do you say that?		One	Customer comment	Verbatim	Passive	
(732)	3	Has Local space carried out a repair to your home in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to 6
(5626)	4	How satisfied or dissatisfied are you with the overall repairs service from Local space over the last 12 months? INTERVIEWER NOTE: Do not read out Don't Know option		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5666)	5	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? INTERVIEWER NOTE: Do not read out Don't Know option		One	Very satisfied	Response	Positive	Skip to 7
					Fairly satisfied	Response	Positive	Skip to 7
					Neither satisfied nor dissatisfied	Response	Passive	Skip to 7
					Fairly dissatisfied	Response	Negative	Skip to 7

					Very dissatisfied	Response	Negative	Skip to 7
					(Don't know or not applicable)	Response	Passive	
(631)	6	Generally, how satisfied or dissatisfied are you with the way Local space deals with repairs and maintenance? INTERVIEWER NOTE: Do not read out Don't Know option		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Refused or unable to answer)	Response	Passive	
(5647)	7	How satisfied or dissatisfied are you that Local space provides a home that is well maintained? INTERVIEWER NOTE: Do not read out Don't Know option		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
(5627)	8	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Local space provides a home that is safe?		One	Very satisfied	Response	Positive	Skip to 10
					Fairly satisfied	Response	Positive	Skip to 10
					Neither satisfied nor dissatisfied	Response	Passive	Skip to 10
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(21)	9	Why do you say that?		One	Customer comment	Verbatim	Passive	
(5493)	10	How satisfied or dissatisfied are you that Local space listens to your views and acts upon them?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5494)	11			One	Very satisfied	Response	Positive	

		How satisfied or dissatisfied are you that Local Space keeps you informed about things that matter to you?			Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5485)	12	To what extent do you agree or disagree with the following "Local Space treats me fairly and with respect"?		One	Strongly agree	Response	Positive	
					Agree	Response	Positive	
					Neither agree nor disagree	Response	Passive	
					Disagree	Response	Negative	
					Strongly disagree	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5011)	13	How satisfied or dissatisfied are you that Local space are easy to deal with?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Don't know	Response	Passive	
(5643)	14	How strongly would you agree or disagree with the following statement, "I trust Local space to do what they say they will do"?		One	Strongly Agree	Response	Positive	
					Agree	Response	Positive	
					Neither agree nor disagree	Response	Passive	
					Disagree	Response	Negative	
					Strongly Disagree	Response	Negative	
					Not applicable/ don't know	Response	Passive	
(737)	15	Have you made a complaint to Local space in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to 17
(5645)	16	How satisfied or dissatisfied are you with Local Space's approach to complaints handling? INTERVIEWER NOTE: Do not read out the Don't Know option		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	

					Very dissatisfied	Response	Negative	
					Don't know / not applicable	Response	Passive	
(5667)	17	Do you live in a building with communal areas, either inside or outside, that Local space is responsible for maintaining?		One	Yes	Response	Positive	
					No	Response	Negative	Skip to 19
					Don't know	Response	Passive	Skip to 19
(5495)	18	How satisfied or dissatisfied are you that Local Space keeps these communal areas clean and well maintained? INTERVIEWER NOTE: Do not read out Don't Know option		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5669)	19	How satisfied or dissatisfied are you that Local space makes a positive contribution to your neighbourhood?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
(5644)	20	How satisfied or dissatisfied are you with Local Space's approach to handling anti-social behaviour?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
(735)	21	Have you reported anti-social behaviour to Local Space in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	
(4990)	22	Are you aware of the opportunities to get involved with Local Space?		One	Yes	Response	Positive	
					No	Response	Negative	
					Unable to answer / Not sure	Response	Passive	

(5559)	23	Would you be interested in taking part in any of the following;		Many	Joining a Virtual customer sounding board – reviewing documents before Local Space publish them	Response	Passive	
					Take part in a virtual focus group – talking about Local Spaces's services	Response	Passive	
					Attend an Estate Inspection with Local Space's officers	Response	Passive	
					Assist in reviewing Local Space's complaints to help ensure they take action	Response	Passive	
					Take part in reviewing the way customers interact with Local Space	Response	Passive	
					None of the above	Response	Passive	
(918)	24	Interviewer note: If they say yes to this question they will be asked EDI questions. If no will go to end script.		One	Yes	Filter	Passive	
		Are you happy for us to share your details along with your responses with Local Space?			No	Filter	Passive	Skip to end
(1878)	25	Before we finish, we'd like to ask a few questions about you to help Local Space understand their customers better. These questions are optional and you do not have to answer any of the questions if you do not wish to. Let me know and we can skip and move onto the next one. Firstly please can you confirm your full name?		One	Customer comment	Verbatim	Passive	
(1898)	26	Please can you tell me your date of birth? Interviewer note: Please write as (date/ month/year)		Many	Customer comment	Verbatim	Passive	
(2099)	27	Could you please share your sex registered at birth? We will come onto how you describe your gender next.		One	Male	Response	Passive	
					Female	Response	Passive	
					Prefer not to say	Response	Passive	
(5932)	28	How would you describe your gender?		One	Female (including transgender women)	Response	Passive	
					Male (including transgender men)	Response	Passive	
					Other/ prefer alternative self-description	Response	Passive	
					Prefer not to say	Response	Passive	
(5933)	29	What is your sexual orientation?		One	Heterosexual/ straight	Response	Passive	
					Gay or lesbian	Response	Passive	
					Bisexual	Response	Passive	
					Not known	Response	Passive	
					Other	Response	Passive	

					Prefer not to say	Response	Passive	
(5934)	30	Interviewer note: Please categorise as close as you can. If other please record exactly what has been said by respondent on following page. How would you describe your nationality?		One	United Kingdom (British/English/Scottish/Welsh/Northern Irish)	Response	Passive	
					Ireland	Response	Passive	
					Algeria	Response	Passive	
					Bangladesh	Response	Passive	
					Brazil	Response	Passive	
					Bulgaria	Response	Passive	
					China	Response	Passive	
					Democratic Republic of the Congo	Response	Passive	
					Dominica	Response	Passive	
					Eritrea	Response	Passive	
					France	Response	Passive	
					Germany	Response	Passive	
					Ghana	Response	Passive	
					Grenada	Response	Passive	
					India	Response	Passive	
					Iran	Response	Passive	
					Italy	Response	Passive	
					Jamaica	Response	Passive	
					Latvia	Response	Passive	
					Lithuania	Response	Passive	
					Mauritius	Response	Passive	
					Netherlands	Response	Passive	
					Nigeria	Response	Passive	
					Pakistan	Response	Passive	
					Poland	Response	Passive	
					Portugal	Response	Passive	
					Romania	Response	Passive	
					Russia	Response	Passive	

					Senegal	Response	Passive	
					Slovakia	Response	Passive	
					Slovenia	Response	Passive	
					Somalia	Response	Passive	
					Spain	Response	Passive	
					Sri Lanka	Response	Passive	
					Turkey	Response	Passive	
					Uganda	Response	Passive	
					Vietnam	Response	Passive	
					Other (please specify)	Response	Passive	
					Don't know	Response	Passive	
					Prefer not to say	Response	Passive	
(356)	31	If Other please specify?		One	Customer comment	Verbatim	Passive	
(5935)	32	Note to interviewer: Please do not read out this list, but code according to this. How would you describe your ethnicity?		One	Arab	Response	Passive	
					Asian & Asian British - Bangladeshi	Response	Passive	
					Asian & Asian British - Indian	Response	Passive	
					Asian & Asian British - Other Asian British background	Response	Passive	
					Asian & Asian British – Pakistani	Response	Passive	
					Asian or Asian British – Chinese	Response	Passive	
					Black or Black British – African	Response	Passive	
					Black or Black British - Caribbean	Response	Passive	
					Black or Black British - Other	Response	Passive	
					Mixed or Multiple ethnic groups Other Mixed background	Response	Passive	
					Mixed White & Asian	Response	Passive	
					Mixed White & Black African	Response	Passive	
					Mixed White & Black Caribbean	Response	Passive	
					White English Welsh Scottish Northern Irish or British	Response	Passive	
					White Irish	Response	Passive	

					White Other White background	Response	Passive	
					White Roma	Response	Passive	
					White/Irish Traveller	Response	Passive	
					Other Ethnic Group	Response	Passive	
					Prefer not to say	Response	Passive	
(5936)	33	How would you describe your religion or beliefs?		One	Agnostic	Response	Passive	
					Buddhist	Response	Passive	
					Catholic	Response	Passive	
					Christian	Response	Passive	
					Church of England (C of E)	Response	Passive	
					Hindu	Response	Passive	
					Jewish	Response	Passive	
					Muslim	Response	Passive	
					Sikh	Response	Passive	
					No Religion	Response	Passive	
					Other	Response	Passive	
					Prefer not to say	Response	Passive	
(5937)	34	Do you have any physical or mental health conditions or illness lasting or expected to last 12 months or more that reduce your ability to carry out day to day activities?		One	Yes	Response	Positive	
					No	Response	Negative	Skip to 36
					Prefer not to say	Response	Passive	Skip to 36
(5938)	35	Interviewer note: If unsure which of these categories condition comes under, please clarify with respondent and place under the best fitting option. Please can you tell me what type of health condition/disability you have?		Many	Breathing / Stamina / Fatigue	Response	Passive	
					Dexterity	Response	Passive	
					Hearing Impairment	Response	Passive	
					Learning difficulties	Response	Passive	
					Memory	Response	Passive	
					Mental Health	Response	Passive	
					Mobility Disability	Response	Passive	
					Socially or behaviourally	Response	Passive	
					Visual Impairment	Response	Passive	

					Other medical condition	Response	Passive	
					Prefer not to say	Response	Passive	
(5939)	36	Please can you tell me which of the following best describes your current employment status?		One	Employed	Response	Passive	
					Unemployed	Response	Passive	
					In education	Response	Passive	
					Retired	Response	Passive	
					Volunteer	Response	Passive	
					Prefer not to say	Response	Passive	
(5940)	37	Please can you tell me which of the following best describes your situation: Interviewer note re 'child under 16' option: means the tenant/ household member is a child under 16. Very unlikely someone will put this as an option.		One	Full time (30 hours or more)	Response	Passive	
					Part time (less than 30 hours)	Response	Passive	
					Zero hours contract	Response	Passive	
					Self employed	Response	Passive	
					Full time student	Response	Passive	
					In government training into work	Response	Passive	
					Jobseeker	Response	Passive	
					Not seeking work	Response	Passive	
					Unable to work because of long term sickness or disability	Response	Passive	
					Retired	Response	Passive	
					Child under 16	Response	Passive	
					Other	Response	Passive	
					Prefer not to say	Response	Passive	

Thank you for your completing the survey, your feedback is really important to Local Space and will be used to improve services. Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.