

Local Space Tenant Satisfaction Measures

J10255

Date 29/6/26

Telephone

Q Quotas

TSM – TELEPHONE - 28

S Screener

ASK PERSON WHO ANSWERS PHONE

S1 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 used to help improve services.

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

Respondent answers phone	1	CONTINUE
Transferred to respondent	2	
Referred to someone else at household	3	GO TO S2 TO CHECK IF RESPONDENT IS ON THE TENANCY AGREEMENT
Hard appointment	4	MAKE APPOINTMENT
Soft Appointment	5	
Engaged	6	CALL BACK
No answer	7	
Busy at this time	8	
Answer phone	9	

Refusal (this research)	10	SCREEN OUT RESPONDENT DOESN'T WISH TO TAKE PART IN THIS SURVEY BUT HASN'T SPECIFIED WHETHER THEY WISH TO OPT OUT OF ALL CALLS FROM US
Refusal (all future interviews)	11	SCREEN OUT SAMPLE CODED AS SUCH AND CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
Wrong Number	12	SCREEN OUT
Business Number	13	SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
No longer a [client name] tenant / customer	14	SCREEN OUT
Customer deceased	15	SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
Language Barrier	16	GO TO S4 TO CONFIRM PRIMARY LANGUAGE
Needs reassurances	17	BRING UP REASSURANCE SCREEN
Terminate Interview	18	IF BREAKDOWN DURING INTERVIEW

ASK IF REFERRAL S1=3

S2 Please can you confirm that you are on the tenancy agreement with Local Space?

Yes	1	GO TO S3
No	2	SCREEN OUT
Don't know	3	SCREEN OUT

ASK IF S2 = 1

S3 Please can you confirm your name?

WRITE IN		
Refused	1	SCREEN OUT

ASK IF LANGUAGE BARRIER REFERRAL S1=16

S4 Can I ask what is your primary language? By this we mean the language you use most often to communicate with.

WRITE IN		
Don't know	1	SCREEN OUT
Refused	2	SCREEN OUT

If we are able to we will contact you again in your primary language to get your feedback.

CLOSE INTERVIEW AND DD TO LANGUAGE SPECIFIC CONTACT LIST

ASK ALL

**S5 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 GDPR guidelines.****Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with your 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**

T TSM Survey

ASK ALL

(2878) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Local Space?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Don't know	6	

ASK ALL

(303) Why do you say that?

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ASK ALL

(732) Has Local Space carried out a repair to your home in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 732 (732=1)

(5626) How satisfied or dissatisfied are you with the overall repairs service from Local Space over the last 12 months?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL WHO SAID YES AT 732 (732=1), AND IF LCRA IN SAMPLE

(5666) How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL WHO SAID NO AT 732 (732=2)

(631) Generally, how satisfied or dissatisfied are you with the way Local Space deals with repairs and maintenance?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

(5647) How satisfied or dissatisfied are you that Local Space provides a home that is well maintained?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

(5627) 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?

SINGLE CODE. READ OUT

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

ASK ALL WHO ARE DISSATISFIED AT 5627 (5627 = 4 OR 5 OR 6)

(21) Why do you say that?

ASK ALL

(5493) How satisfied or dissatisfied are you that Local Space listens to your views and acts upon them?

SINGLE CODE. READ OUT

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

ASK ALL

(5494) How satisfied or dissatisfied are you that Local Space keeps you informed about things that matter to you?

SINGLE CODE. READ OUT

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

ASK ALL

(5485) To what extent do you agree or disagree with the following "Local Space treats me fairly and with respect"?

SINGLE CODE. READ OUT

Strongly agree	1	
Agree	2	

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

ASK ALL

(5011) How satisfied or dissatisfied are you that Local Space are easy to deal with?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

(5643) How strongly would you agree or disagree with the following statement "I trust Local Space to do what they say they will do"?

SINGLE CODE. READ OUT

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

(737) Have you made a complaint to Local Space in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 737 (737=1)

(5645) How satisfied or dissatisfied are you with Local Space's approach to complaints handling?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

(5667) Do you live in a building with communal areas, either inside or outside, that Local Space is responsible for maintaining?

SINGLE CODE. READ OUT

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	

ASK ALL WHO SAID YES AT 5667 (5667=1)

(5495) How satisfied or dissatisfied are you that Local Space keeps these communal areas clean and well maintained?

SINGLE CODE. READ OUT

Very satisfied	1	
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Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

(5669) How satisfied or dissatisfied are you that Local Space makes a positive contribution to your neighbourhood?

SINGLE CODE. READ OUT

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

ASK ALL

(5644) How satisfied or dissatisfied are you with Local Space's approach to handling anti-social behaviour?

SINGLE CODE. READ OUT

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

ASK ALL

(735) Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL

(4990) Are you aware of the opportunities to get involved with Local Space?

SINGLE CODE. READ OUT

Yes	1	
No	2	
Unable to answer / Not sure	3	

ASK ALL

(5559) Would you be interested in taking part in any of the following:

SINGLE CODE. READ OUT

Joining a Virtual customer sounding board – reviewing documents before Local Space publish them	1	
Take part in a virtual focus group – talking about Local Spaces's services	2	
Attend an Estate Inspection with Local Space's officers	3	
Assist in reviewing Local Space's complaints to help ensure they take action	4	
Take part in reviewing the way customers interact with Local Space	5	
None of the above	6	

ASK ALL

(918) Are you happy for us to share your details along with your responses with Local Space?**Interviewer note: If they say yes to this question they will be asked EDI questions. If no will go to end script.**

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 918 (918 = 1)

(1878) 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?

ASK ALL WHO SAID YES AT 918 (918 = 1)

(1898) Please can you tell me your date of birth?

INTERVIEWER NOTE: PLEASE WRITE AS (DATE/MONTH/YEAR)

ASK ALL WHO SAID YES AT 918 (918 = 1)

(2099) Could you please share your sex registered at birth? We will come onto how you describe your gender next.

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 918 (918 = 1)

(5932) How would you describe your gender?

SINGLE CODE. READ OUT

Female (including transgender women)	1	
Male (including transgender men)	2	
Other/ prefer alternative self-description	3	
Prefer not to say	4	

ASK ALL WHO SAID YES AT 918 (918 = 1)

(5933) What is your sexual orientation?

SINGLE CODE. READ OUT

Heterosexual/ straight	1	
Gay or lesbian	2	
Bisexual	3	
Not known	4	
Other	5	
Prefer not to say	6	

ASK ALL WHO SAID YES AT 918 (918 = 1)

(5934) How would you describe your nationality?

SINGLE CODE. READ OUT

INTERVIEWER NOTE: PLEASE CATEGORISE AS CLOSE AS YOU CAN. IF OTHER PLEASE RECORD EXACTLY WHAT HAS BEEN SAID BY RESPONDENT ON FOLLOWING PAGE.

United Kingdom (British/English/Scottish/Welsh/Northern Irish)	1	
Ireland	2	
Algeria	3	
Bangladesh	4	

Brazil	5	
Bulgaria	6	
China	7	
Democratic Republic of the Congo	8	
Dominica	9	
Eritrea	10	
France	11	
Germany	12	
Ghana	13	
Grenada	14	
India	15	
Iran	16	
Italy	17	
Jamaica	18	
Latvia	19	
Lithuania	20	
Mauritius	21	
Netherlands	22	
Nigeria	23	
Pakistan	24	
Poland	25	
Portugal	26	
Romania	27	
Russia	28	
Senegal	29	
Slovakia	30	

Slovenia	31	
Somalia	32	
Spain	32	
Sri Lanka	33	
Turkey	34	
Uganda	35	
Vietnam	36	
Other (please specify)	37	
Don't know	38	
Prefer not to say	39	

ASK ALL WHO SAID YES AT 918 (918 = 1)

(356) If Other please specify?

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ASK ALL WHO SAID YES AT 918 (918 = 1)

(5935) How would you describe your ethnicity?

NOTE TO INTERVIEWER: PLEASE DO NOT READ OUT THIS LIST, BUT CODE ACCORDING TO THIS

Arab	1	
Asian & Asian British - Bangladeshi	2	
Asian & Asian British - Indian	3	
Asian & Asian British – Other Asian British background	4	
Asian & Asian British - Pakistani	5	

Asian or Asian British - Chinese	6	
Black or Black British - African	7	
Black or Black British - Caribbean	8	
Black or Black British - Other	9	
Mixed or Multiple ethnic groups Other Mixed background	10	
Mixed White & Asian	11	
Mixed White & Black African	12	
Mixed White & Black Caribbean	13	
White English Welsh Scottish Northern Irish or British	14	
White Irish	15	
White Other White background	16	
White Roma	17	
White/Irish Traveller	18	
Other Ethnic Group	19	
Prefer not to say	20	

ASK ALL WHO SAID YES AT 918 (918 = 1)

(5936) How would you describe your religion or beliefs?

SINGLE CODE. READ OUT

Agnostic	1	
Buddhist	2	
Catholic	3	
Christian	4	
Church of England (C of E)	5	
Hindu	6	
Jewish	7	

Muslim	8	
Sikh	9	
No Religion	10	
Other	11	
Prefer not to say	12	

ASK ALL WHO SAID YES AT 918 (918 = 1)

(5937) 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?

SINGLE CODE. READ OUT

Yes	1	
No	2	
Prefer not to say	3	

ASK ALL WHO SAID YES AT 918 (918 = 1)

(5938) Please can you tell me what type of health condition/disability you have?

SINGLE CODE. READ OUT

INTERVIEWER NOTE: IF UNSURE WHICH OF THESE CATEGORIES CONDITION COMES UNDER, PLEASE CLARIFY WITH RESPONDENT AND PLACE UNDER THE BEST FITTING OPTION

Breathing / Stamina / Fatigue	1	
Dexterity	2	
Hearing Impairment	3	
Learning difficulties	4	
Memory	5	
Mental Health	6	
Mobility Disability	7	
Socially or behaviourally	8	

Visual Impairment	9	
Other medical condition	10	
Prefer not to say	11	

ASK ALL WHO SAID YES AT 918 (918 = 1)

(5939) Please can you tell me which of the following best describes your current employment status?

SINGLE CODE. READ OUT

Employed	1	
Unemployed	2	
In education	3	
Retired	4	
Volunteer	5	
Prefer not to say	6	

ASK ALL WHO SAID YES AT 918 (918 = 1)

(5940) Please can you tell me which of the following best describes your situation:

SINGLE CODE. READ OUT

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.

Full time (30 hours or more)	1	
Part time (less than 30 hours)	2	
Zero hours contract	3	
Self employed	4	
Full time student	5	
In government training into work	6	
Jobseeker	7	

Not seeking work	8	
Unable to work because of long term sickness or disability	9	
Retired	10	
Child under 16	11	
Other	12	
Prefer not to say	13	

Thank you for taking the time to complete this survey, your input is really important to [Housing Provider]. The results will be fed back to them. 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.

R Reassurance Email

All data IFF collect from this survey will be reported in aggregate form and your answers will not be reported to Local Space in any way that would allow you to be identified, unless you have agreed to share your feedback.

If you would like to find out more about this survey, or confirm the validity of the survey please visit:

[Tenant-Satisfaction-Measures.pdf](#)

For more information on Local Space's Privacy and Data protection policy please click [here](#).

If you wish to confirm the validity of this survey or get more information about aims and objectives, please call:

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

C Cause for Concerns (for ProjCon)

RESEARCH TO ADD DETAILS OF CFC AND FEEDBACK TO PROJCON