

Red Kite Tenant Satisfaction Survey – TPTracker via phone call

Introductory script

Hello *[name of tenant]*, my name is *[name of caller]* and I am calling you on behalf of Red Kite Housing.

Red Kite have asked me to contact you to take part in a tenant satisfaction survey designed by the Regulator of Social Housing. Have you got 4 minutes to go through the questions now?

[If not, caller to arrange a more convenient time to call back.]

Just to let you know that this survey has been designed by the Regulator to assess how well social housing landlords are doing at providing good quality homes and services.

This is a confidential survey and any identifiable individual responses will not be shared within Red Kite, beyond those who produce the report.

[If someone has an issue that Red Kite needs to deal with: "As responses are confidential Red Kite are unable to contact you on any responses you provide, if there is a specific service or support you need, please contact contact@redkitehousing.org.uk or 01494 476100."]

Question	Response Type
Q1 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by Red Kite?	Satisfaction 1-5
Q2 - REPAIRS	
Q2a - Has Red Kite carried out a repair to your home in the last 12 months? If YES please go to question 2b; if NO go to question 3.	Yes, No
Q2b - If you have had a repair in the last 12 months, how satisfied or dissatisfied are you with the overall repairs service from Red Kite over the last 12 months?	Satisfaction 1-5
Q2c - If you have had a repair in the last 12 months, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Satisfaction 1-5
Q3 - How satisfied or dissatisfied are you that Red Kite provides a home that is well maintained?	Satisfaction 1-5
Q4 - Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Red Kite provides a home that is safe?	Satisfaction 1-6, N/A, DK
Q5 - How satisfied or dissatisfied are you that Red Kite listens to your views and acts upon them?	Satisfaction 1-6, N/A, DK
Q6 - How satisfied or dissatisfied are you that Red Kite keeps you informed about things that matter to you?	Satisfaction 1-6, N/A, DK

Q7 - To what extent do you agree or disagree with the following “Red Kite treats me fairly and with respect”?	Agree/disagree 1-6, N/A, DK
Q8 - COMPLAINT HANDLING	
Q8a - Have you made a complaint to Red Kite in the last 12 months? If YES go to question 8b; if NO go to question 9.	Yes, No
Q8b - How satisfied or dissatisfied are you with Red Kite’s approach to complaints handling?	Satisfaction 1-5
Q9 - COMMUNAL AREAS	
Q9a - Do you live in a building with communal areas, either inside or outside, that Red Kite is responsible for maintaining? If YES go to question 9b; if NO or DON'T KNOW go to question 10.	Yes, No, Don't Know
Q9b - How satisfied or dissatisfied are you that Red Kite keeps these communal areas clean and well maintained?	Satisfaction 1-5
Q10 - How satisfied or dissatisfied are you that Red Kite makes a positive contribution to your neighbourhood?	Satisfaction 1-6, N/A, DK
Q11 - How satisfied or dissatisfied are you with Red Kite’s approach to handling antisocial behaviour?	Satisfaction 1-6, N/A, DK

(Satisfaction 1-5 scale = Very satisfied to Very dissatisfied); N/A = Not applicable; DK = Don't know)

Closing script

Thank you for taking the time to give us your feedback today. How you have scored the questions and what you said will be combined with all the other responses we receive to give us very useful information about how we're doing and how we can improve.