

SID: 0000000000 | NAME: | TELEPHONE:

Progress 7%

... TEST ...

Navigate :

INT02

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Hello, I am... and I am ringing today to ask whether you would be willing to spare around 7 minutes to take part in a tenant survey for Islington & Shoreditch Housing Association?

I am calling from Prevision Research, and we are working together with ARP Research to run this survey every three months on ISHA's behalf. Everyone who takes part this month can enter a prize draw with shopping vouchers worth £150 for the winner.

This survey is part of the government's Tenant Satisfaction Measures. Every year all social housing landlords must publish a range of standard customer satisfaction information which will include some the results from this survey.

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 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

- 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 11%

... 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

1

SID: 0000000000 | NAME: | TELEPHONE:

Progress 15%

... 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 19%

... TEST ...

Navigate : TP02A

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 22%

... 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 26%

... 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 30%

... 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 33%

... 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 37%

... 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 41%

... 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 44%

... 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 48%

... 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 52%

... 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 59%

... 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 63%

... 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 67%

... 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 70%

... 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 74%

... TEST ...

Navigate : Q22

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

To help ISHA tailor its services to the needs of its residents, please can you tell me if you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

- 1 ☐ Yes
- 2 ☐ No
- 3 ☐ Prefer not to say

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress 74%

... TEST ...

Navigate : Q22 GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

To help ISHA tailor its services to the needs of its residents, please can you tell me if you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

- 1 ☒ Yes
- 2 ☐ No
- 3 ☐ Prefer not to say

Next

1

SID: 0000000000 | NAME: | TELEPHONE:

Progress 78%

... TEST ...

Navigate : Q23

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Do any of your conditions or illnesses reduce your ability to carry out day to day activities?

- 1 ☐ Yes, a lot
2 ☐ Yes, a little
3 ☐ Not at all
4 ☐ Prefer not to say

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress 81%

... TEST ...

Navigate : Q24

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

ISHA would like to know who you are for the questions about disability. Do you consent for us to share this information with them?

1 ☐ Yes

2 ☐ No

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress 85%

... TEST ...

Navigate : PDCONSENT

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Can you confirm that you are happy to be entered into the prize draw with shopping vouchers worth £150 for the winner?

1 ☐ Yes

2 ☐ No

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress 89%

... 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 93%

... 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 96%

... TEST ...

Navigate : NAME2 GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Can I please confirm that your name is ?

1 ☒ Yes, name is correct

2 ☐ No, name is incorrect - Please type in

Next

1

SID: 0000000000 | NAME: | TELEPHONE:

Progress 100%

... TEST ...

Navigate :

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Thank you

This survey is only for general feedback from tenants. To make a complaint about an issue with ISHA services you can call them on 0300 131 7300, email complaints@isha.co.uk or use the online form on their website.

CO ☒ Successes

Next

CO