

SID: 0000000000 | NAME: | TELEPHONE:

Progress 9%

... TEST ...

Navigate :

Hello, I am... and I am calling on behalf of the London Borough of Barking and Dagenham. They really want to know what you think of your home and the housing 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 the Council publishes 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 behalf of Barking & Dagenham Council.

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 Barking and Dagenham Direct on 020 8215 3000 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

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Progress  14%

... TEST ...

Navigate : REC1

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

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Progress  18%

... TEST ...

Navigate : TP01

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Barking & Dagenham Council housing services?

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

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Progress  23%

... TEST ...

Navigate : TP02A

Has Barking & Dagenham Council housing services carried out a repair to your home in the last 12 months?

- 1 Yes
- 2 No

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Progress  27%

... TEST ...

Navigate : TP02

How satisfied or dissatisfied are you with the overall repairs service from Barking & Dagenham Council housing services over the last 12 months?

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

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Progress  32%

... TEST ...

Navigate : TP03

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

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Progress  36%

... TEST ...

Navigate : TP04

How satisfied or dissatisfied are you that Barking & Dagenham Council housing services provides a home that is well maintained?

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

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Progress  41%


... TEST ...

Navigate : TP05

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Barking & Dagenham Council housing services 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

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Progress  45%


... TEST ...

Navigate : TP06

How satisfied or dissatisfied are you that Barking & Dagenham Council housing services 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

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Progress  50%


... TEST ...

Navigate : TP07

How satisfied or dissatisfied are you that Barking & Dagenham Council housing services 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

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Progress  55%

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Navigate : TP08

To what extent do you agree or disagree with the following Barking & Dagenham Council housing services 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

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Progress  59%

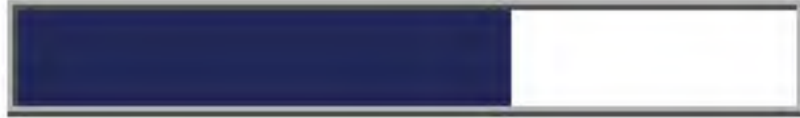
... TEST ...

Navigate : TP09A

Have you made a complaint to Barking & Dagenham Council housing services in the last 12 months?

- 1 Yes
- 2 No

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Progress  64%

... TEST ...

Navigate : TP09B

How satisfied or dissatisfied are you with Barking & Dagenham Council housing services's approach to complaints handling?

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

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Progress  68%

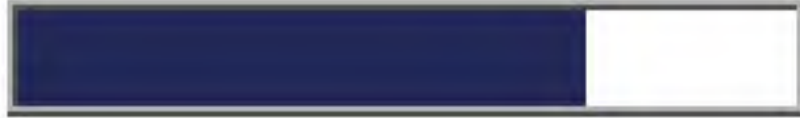
... TEST ...

Navigate : TP10A

Do you live in a building with communal areas, either inside or outside, that Barking & Dagenham Council housing services is responsible for maintaining?

- 1 Yes
- 2 No
- 3 Don't know

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Progress  73%

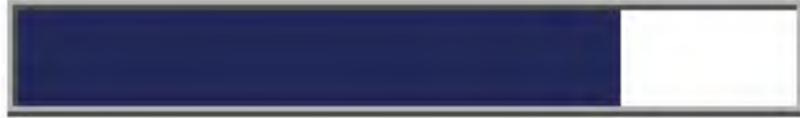
... TEST ...

Navigate : TP10B

How satisfied or dissatisfied are you that Barking & Dagenham Council housing services 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

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Progress  77%

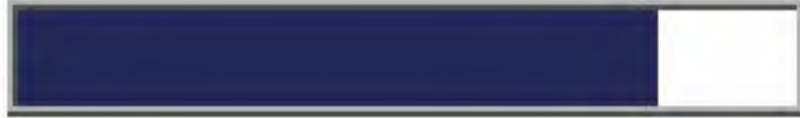
... TEST ...

Navigate : TP11

How satisfied or dissatisfied are you that Barking & Dagenham Council housing services 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

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Progress  82%

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Navigate : TP12

How satisfied or dissatisfied are you with Barking & Dagenham Council housing services'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

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Progress  86%

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Navigate : REC2

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

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Progress  91%

... TEST ...

Navigate :

READ OUT

Would you be willing to be re-contacted in relation to this survey?

- 1 Yes
- 2 No

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Progress  95%

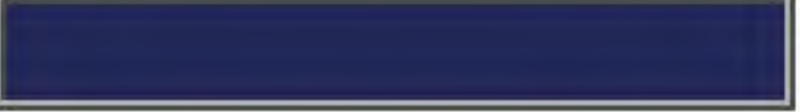
... TEST ...

Navigate : NAME2

Can I please confirm that your name is ?

1 Yes, name is correct
2 No, name is incorrect - Please type in

SID: 0000000000 | NAME: | TELEPHONE:

Progress  100%

... TEST ...

Navigate :

This survey is for general tenant feedback, and you'll not receive a direct response to anything you've said confidentially in this interview. To make a specific complaint about any aspect of Barking & Dagenham Council's service please just email complaints@lbbd.gov.uk, visit their website www.lbbd.gov.uk or phone them on 0208 215 3000.

This completes our interview, thank you for your time.

CO Successes