

## Flagship Tenant Satisfaction Measures

J12182

Date 01/04/2024

Telephone

## 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 landlord [management area], who is a part of Flagship Group. Please can I speak to **NAME**?

The reason for my call today is to gather some feedback about your general experience of being a Flagship customer. This is part of the tenant satisfaction measures to see how well landlords like Flagship 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, 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 [management area]?**

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 Great! Before we begin, I just need to let you know that this feedback is being collected as part of the tenant satisfaction measures, which the Regulator requires Flagship Group to publish each year.**

**We always follow the Market Research Society's code of conduct and GDPR guidelines to ensure that your information is safe.**

**Also, we may record our conversation for training and quality purposes, but we will ask for your consent to share your data with [management area].**

**If you wish, your answers can be shared anonymously, and there will be no link to your personal information.**

**For further information on how IFF Research keep your data safe please see our data protection policy on our website: [www.iffresearch.com/gdpr](http://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.samphire-homes.co.uk/TSM>
- <https://www.victory-homes.co.uk/TSM>
- <https://www.newtide-homes.co.uk/TSM>
- <https://flagship-homes.co.uk/TSM>

**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: Melanie Mackay on 0207 250 3035**
- **For more information about this survey, you can head to:**
  - <https://www.samphire-homes.co.uk/TSM>
  - <https://www.victory-homes.co.uk/TSM>
  - <https://www.newtide-homes.co.uk/TSM>
  - <https://flagship-homes.co.uk/TSM>

## TSM Survey

**ASK ALL**

**(2878) Taking everything into account, how satisfied or dissatisfied are you with the service provided by [management area]?**

*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 HIDE ON WEB	6	

**ASK ALL**

**(303) Why do you say that?**

**ASK IF LCRA IN SAMPLE**

**(732) Has [management area] 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), AND IF LCRA IN SAMPLE

**(5626) How satisfied or dissatisfied are you with the overall repairs service from [management area] 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 HIDE ON WEB	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 HIDE ON WEB	6	

ASK IF LCRA IN SAMPLE

**(5647) How satisfied or dissatisfied are you that [management area] 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 HIDE ON WEB	6	

## ASK ALL

**(5627) Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [management area] 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

**(5493) How satisfied or dissatisfied are you that [management area] 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 [management area] 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 "[management area] 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

**(737) Have you made a complaint to [management area] 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 [management area]'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 HIDE ON WEB	6	

ASK ALL

**(5667) Do you live in a building with communal areas, either inside or outside, that [management area] is responsible for maintaining?**

*SINGLE CODE. READ OUT*

Yes	1	
No	2	
Don't know	3	

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

**(5495) How satisfied or dissatisfied are you that [management area] keeps these communal areas clean and 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 HIDE ON WEB	6	

ASK ALL

**(5669) How satisfied or dissatisfied are you that [management area] 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 [management area]'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

**(918) Are you happy for us to share your details along with your responses with [management area]?**

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK IF 2878 = 4 OR 5 (DISSATISFIED WITH OVERALL SERVICE) AND IF 918 = 1 (HAPPY FOR DETAILS TO BE LINKED TO RESPONSES)

**(5296) Do you need [management area] to contact you about anything you've talked to me about today?**

*SINGLE CODE. READ OUT*

Yes	1	
No	2	

Thank you for taking the time to complete this survey, your input is really important to [management area]. 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 [management area] in any way that would allow you to be identified, unless you have agreed to share your feedback.

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

- **IFF: Melanie Mackay on 0207 250 3035**
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  - <https://flagship-homes.co.uk/TSM>

## C Cause for Concerns

The Cause for Concerns to be sent to:

[flagshipcustomerengagement@flagship-group.co.uk](mailto:flagshipcustomerengagement@flagship-group.co.uk)

INTERVIEWER NOTE: THE DETAILS ADDED HERE WILL AUTOMATICALLY BE SENT TO CLIENT AND YOU CANNOT COME BACK TO ADD MORE DETAIL. PLEASE PROVIDE AS MUCH DETAIL AS POSSIBLE BEFORE PRESSING NEXT.

## D Hot Alerts

Hot alerts recipients are linked to management area (or LCHO and LCRA):

Rule Group: Newtide Homes, Samphire Homes, Victory Homes (LCRA)	Action	IFF Alerts - TSM	<a href="mailto:contactcentremanagers@flagship-group.co.uk">contactcentremanagers@flagship-group.co.uk</a> ; <a href="mailto:Laura.Harvey@flagship-group.co.uk">Laura.Harvey@flagship-group.co.uk</a>
	Condition	(2878) Taking everything into account, how satisfied or dissatisfied are you with the service provided by [management area]? (5296) Thank you for taking part in the survey. Thinking about your feedback to question one, [management area] has asked if you'd like someone to call you to discuss things further. Are you happy with that?	Fairly dissatisfied, Very dissatisfied  Yes
Rule Group: Flagship Homes (LCHO)	Action	IFF Alerts - TSM	<a href="mailto:salesaftercare@flagship-homes.co.uk">salesaftercare@flagship-homes.co.uk</a> ; <a href="mailto:Laura.Harvey@flagship-group.co.uk">Laura.Harvey@flagship-group.co.uk</a>
	Condition	(2878) Taking everything into account, how satisfied or dissatisfied are you with the service provided by [management area]? (5296) Thank you for taking part in the survey. Thinking about your feedback to question one, [management area] has asked if you'd like someone to call you to discuss things further. Are you happy with that?	Fairly dissatisfied, Very dissatisfied  Yes