

NEWHAM COUNCIL TENANTS' SATISFACTION SURVEY 2025-26

Good morning/afternoon/evening

Can I please speak to {main tenant respondent name} or their partner/spouse?

Interviewer note: You can speak to anyone who identifies as the main tenant, or the main tenant's partner or spouse but nobody else in the household. However, where the main tenant or spouse/partner has a language or accessibility barrier that would stop them taking part, it is possible for a carer, another member of the household or a friend to be used as an interpreter or to complete the survey on their behalf.

My name is {INTERVIEWER NAME} and I'm from Opinion Research Services, working on behalf of Newham Council. We've been asked to speak to tenants about the services {Newham Council, Regenter LCEP Ltd, Swan Housing Association or CTR Tenant Management Organisation} as your landlord are providing so that they can be sure which services residents are happy with and where they need to improve.

IF Regenter LCEP Ltd, Swan Housing Association or CTR Tenant Management Organisation: For some residents where day-to-day housing service are delivered by {Regenter LCEP Ltd, Swan Housing Association or CTR Tenant Management Organisation}, the Council is still the landlord so you have also been included in this survey.

You should have received a letter to say that your household has been chosen at random to take part.

Would you be willing to answer a few questions? Everything you say will be treated in confidence.

If necessary: The survey will take around 10 minutes.

READ OUT: Your responses will be passed back to Newham Council, but we will not share any information with them that would allow them to identify you or your household personally unless you give permission for this at the end of the survey. The information will not be used for any reason other than research or passed onto any other organisation. Newham Council will not retain any data collected as part of this survey, including personal information beyond December 2026.

ORS will destroy any information that identifies you or your individual household within 3 months following completion of this project, but the rest of your responses will be kept for statistical purposes. ORS strictly adheres to all data protection regulations and the MRS Code of conduct. For further details go to ors.org.uk/privacy.

Will you take part now? [book appointment if not convenient now]. Please note you have the right to withdraw at any time.

And can I confirm you are aged 16 or over?

If you would like to confirm my identity, you can contact ORS on Freephone . If you would like to confirm that ORS is a genuine research practice, you can contact the MRS on Freephone 0800 975 9596.

If you would like to speak to someone at Newham Council, you can contact Colin Thomas at Colin.Thomas@newham.gov.uk.

QUESTIONNAIRE

QA.

Before we begin, can I confirm that I am speaking to/ who I am speaking to? (names pulled in from sample) Interviewer - select name.

Main tenant name
Spouse or partner

And to confirm, the following questions refer to your landlord – which is [pull in name of landlord]

Q1 (ASK ALL)

Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

INTERVIEWER: Read out response options. Clarify if very or fairly.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
97. Don't know
98. Prefer not to say

Q2 (ASK ALL)

Has your landlord carried out a repair to your home in the last 12 months?

1. Yes
2. No
98. Prefer not to say

Q3 (ASK IF Q2 = YES)

How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

INTERVIEWER: Prompt with response options if necessary. Clarify if very or fairly.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
97. Don't know
98. Prefer not to say

Q4 (ASK IF Q2 = YES)

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

INTERVIEWER: Prompt with response options if necessary. Clarify if very or fairly.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
97. Don't know
98. Prefer not to say

Q5 (ASK ALL)

How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

INTERVIEWER: Prompt with response options if necessary. Clarify if very or fairly.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
97. Don't know
98. Prefer not to say

Q6 (ASK ALL)

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

INTERVIEWER: Prompt with response options if necessary. Clarify if very or fairly.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
96. Not applicable
97. Don't know
98. Prefer not to say

Q7 (ASK ALL)

How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

INTERVIEWER: Prompt with response options if necessary. Clarify if very or fairly.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
96. Not applicable
97. Don't know
98. Prefer not to say

Q8 (ASK ALL)

How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

INTERVIEWER: Prompt with response options if necessary. Clarify if very or fairly.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
96. Not applicable
97. Don't know
98. Prefer not to say

Q9 (ASK ALL)

To what extent do you agree or disagree with the following "my landlord treats me fairly and with respect"?

INTERVIEWER: Prompt with response options if necessary. Clarify if very or fairly.

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
96. Not applicable
97. Don't know
98. Prefer not to say

Q10 (ASK ALL)

Have you made a complaint to your landlord in the last 12 months?

1. Yes
2. No
98. Prefer not to say

Q11 (ASK IF Q10 = YES)

How satisfied or dissatisfied are you with your landlord's approach to complaints handling?

INTERVIEWER: Prompt with response options if necessary. Clarify if very or fairly.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
97. Don't know
98. Prefer not to say

Q12 (ASK ALL)

Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

1. Yes
2. No
97. Don't know
98. Prefer not to say

Q13 (ASK IF Q12 = YES)

How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?

INTERVIEWER: Prompt with response options if necessary. Clarify if very or fairly.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
97. Don't know
98. Prefer not to say

Q14 (ASK ALL)

How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

INTERVIEWER: Prompt with response options if necessary. Clarify if very or fairly.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
96. Not applicable
97. Don't know
98. Prefer not to say

Q15 (ASK ALL)

How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

INTERVIEWER: Prompt with response options if necessary. Clarify if very or fairly.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
96. Not applicable
97. Don't know
98. Prefer not to say

Under the Equalities Act 2010, Newham Council as an organisation has a duty to prevent discrimination and ensure a fair service to all. Therefore, we'd like to ask the following questions about you. Your answers will be kept confidential and will be collated so that individuals cannot be identified. However, the questions are entirely optional and we will take

the responses you have just given into account, regardless of whether you answer the following questions or not.

Q16 (ASK ALL)

How would you describe your gender?

INTERVIEWER: Read out question but do not read out options

1. Male
2. Female
3. Other (please specify)
98. Prefer not to say

Q17 (ASK ALL)

Please could you tell me which age band you are in?

INTERVIEWER: Read out options

1. Aged 18 to 24
2. Aged 25 to 34
3. Aged 35 to 44
4. Aged 45 to 54
5. Aged 55 to 64
6. Aged 65 to 74
7. Aged 75 to 84
8. Aged 85 or over
98. Prefer not to say

Q18 (ASK ALL)

What is your ethnic group?

Are you Asian, Black, of a mixed background, White, or of another ethnic group?

And is that...?

INTERVIEWER: Read from list below as appropriate

White

English/Welsh/Scottish/Northern Irish/British
Irish
Gypsy or Irish Traveller
Roma
Any other White background – please specify

Mixed/multiple ethnic groups

White and Black Caribbean
White and Black African
White and Asian
Any other Mixed/multiple ethnic background - please specify

Asian or Asian British

Indian
Pakistani
Bangladeshi
Chinese
Any other Asian background – please specify

Black/African/Caribbean/ Black British

Caribbean
African – please specify
Any other Black/Black British/Caribbean background – please specify

Other ethnic group

Arab
Any other ethnic group – please specify

Don't know

Prefer not to say

Q19 (ASK ALL)

Which of the following best describes your sexual orientation?

INTERVIEWER: Read out options

1. Straight/Heterosexual
2. Gay or Lesbian
3. Bisexual
4. Other (please specify)

98. Prefer not to say

Q20 (ASK ALL)

What is your religion?

INTERVIEWER: Read out options

1. Noreligion
2. Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
3. Buddhist
4. Hindu
5. Jewish
6. Muslim
7. Sikh
8. Any other religion (please specify)

98. Prefer not to say

FEEDBACK1 (ASK ALL)

Newham Council may wish to follow up on any issues raised as part of this survey. Therefore, would you be happy to give permission to pass your contact details together with your individual responses to back to Newham Council? This will enable them to identify you, and to investigate comments further. You may also be contacted in order to follow up any issues. However, unless you give permission, Newham Council will not be able to identify you in the information they receive.

Just to let you know, Newham Council will hold personal data collected for this purpose for as long as necessary and the Council has retention policies in place to meet these obligations. This data will not be passed on to any other party.

1. Yes
2. No

98. Prefer not to say

FEEDBACK2 (ASK ALL)

Newham Council would also like to use any information you have provided about your gender, age and ethnicity to update their customer database. Do you give permission for Newham Council to do this?

IF NECESSARY: This data will not be passed on to any other party.

1. Yes
2. No

98. Prefer not to say

RE-CONTACT (ASK ALL)

Finally, just to let you know that you may be contacted for quality control purposes or in the event of us wanting to speak to you very briefly again in relation to this survey only. Would we be able to contact you?

INTERVIEWER: Please explain if necessary that they will not necessarily be contacted again. It will only be in the case of us wanting to ask an additional question for the survey or for verifying something they've said for quality control purposes.

1. Yes – take down details
2. No

98. Prefer not to say

Thank you very much for your time today.

To repeat: This survey has been conducted by Opinion Research Services. We are a member of the Market Research Society, and we adhere to all data protection regulations and the MRS

Code of conduct. If you have any queries regarding the survey or our company, I can supply you with contact details.

Interviewer provide if requested:

Newham Council: e-mail colin.thomas@newham.gov.uk

Please note that this number is staffed during office hours only and a respondent can leave a message on the answer phone or e-mail if out of hours.