

NEWHAM COUNCIL TENANTS' SATISFACTION SURVEY 2025-26 - TELEPHONE

SCRIPT KEY	
Black Text	Survey Question(read out as stated)
Red Text	Interviewer instruction (not read out)
Green Text	Routing instruction (automated in electronic survey)

PLEASE NOTE: WHERE NO ROUTING INSTRUCTIONS ARE SPECIFIED THE SCRIPT PROGRESSES SEQUENTIALLY. WHERE NO "ASK ONLY IF" STATEMENTS ARE PRESENT ALL RESPONDENTS CAN POTENTIALLY ANSWER THE QUESTION.

Section A: INTRO, CALL AND QUOTA MANAGEMENT

INTERVIEWER: Read out

Hello, My name's %N. I'm calling from Opinion Research Services and I am working on behalf of Newham Council. Before I go on, I just need to let you know that this call may be recorded and monitored for training and quality purposes. Please can I speak to either {main tenant respondent name} or their partner/spouse?

(If named customer(s) is not immediately available, please try to speak to partner/spouse. If they are not available, then please make call back arrangements)

We've been asked to speak to tenants about the services (Newham Council / CTR Tenant Management Organisation / Regenter LCEP Ltd / Swan Housing Association) as your landlord, are providing so that they can be sure which services tenants are happy with and where they need to improve.

IF Regenter LCEP Ltd, Swan Housing Association or CTR Tenant Management Organisation: For some tenants where day-to-day housing services 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. The survey will take around 10 minutes depending on your answers.

Read out if necessary – I.e. If respondent asks where we got their details from: Newham Council holds personal records for all of their customers. The Data Protection Act and GDPR (If necessary: General Data Protection Regulation) allow relevant details to be passed to us where Newham Council have a legitimate interest in carrying out research to improve their service. We will only use your personal data for research around customer satisfaction.

Respondent agrees:

Can I just check you are not currently driving?

- ☐ **Respondent not driving – Continue with interview**
- ☐ **Respondent driving – Book appointment and close**

If currently driving:

Can I please book an appointment to call you back at a more convenient time to carry out this interview?

(Market Research Society guidelines prevent us interviewing people whilst driving - even if they have hands free kit and are willing to participate, you must not continue the interview)
INTERVIEWER - DO NOT PRESS NEXT - BOOK APPOINTMENT AND ABANDON INTERVIEW

The interview takes about 10 minutes, depending on your answers; I should also mention this conversation is recorded and may be monitored for training and quality purposes only.

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.

Read out if necessary – Newham Council are the data controllers of the information interviewers collect as part of this interview, and ORS is the data processor.

If necessary – i.e. respondent wants more information or to speak to Newham Council about Data protection:

You can view Newham Council's privacy Statement at www.newham.gov.uk/contact-information/processing-personal-data-privacy-notice or you can contact the Newham Council data protection officer (Ian Gibbs) via email at information.governance@newham.gov.uk.

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

If you would like to confirm my identity, have any concerns about who I am or what the call is regarding, or about any of the questions in the survey, I can give you the necessary details.

Provide if requested

Newham:

If the resident has any concerns about who you are or what the call is regarding or any of the questions in the survey, then they can call Colin Thomas at Colin.Thomas@newham.gov.uk.

ORS: You can contact ORS on Freephone .

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

INTERVIEWER IF NECESSARY: The interview takes about 15 minutes.

Respondent agrees – to Mobile	☐	1
No reply – Close	☐	2
Answerphone – Close	☐	3
Engaged – Close	☐	4
Fax – Close	☐	5
Unobtainable (Dead Number) – Close	☐	6
Refused – Close	☐	7
Person does not live here anymore – Close	☐	8
Wrong Number / Never heard of this person – Close	☐	9
Other - used for numbers that will not be dialled again – Close	☐	11
Currently driving – close – arrange call back	☐	12

If currently driving:

Can I please book an appointment to call you back at a more convenient time to carry out this interview?

(Market Research Society guidelines prevent us interviewing people whilst driving - even if they have hands free kit and are willing to participate, you must not continue the interview)

INTERVIEWER - DO NOT PRESS NEXT - BOOK APPOINTMENT AND ABANDON INTERVIEW

S3

Can I confirm you are aged 16 or over?

- | | | |
|---|--------------------------|---|
| Yes – to S4 | ☐ | 1 |
| No – to Display below (TERMINATE INTERVIEW) | ☐ | 2 |

I'm sorry you have to be 16 or over to take part in this interview, unfortunately I'm not allowed to continue.

Thank you for your time anyway and sorry to have disturbed you.

INTERVIEWER - TERMINATE THE CALL

Q16 (ASK ALL)

How would you describe your gender?

INTERVIEWER: Read out question but do not read out options

1. Male – to Q17
 2. Female – to Q17
 3. Other (please specify) – to Q17
- 98. Prefer not to say – to Display below (TERMINATE INTERVIEW)**

Unfortunately, without knowing your gender, I cannot continue with the interview.

Interviewer: If the respondent changes their mind at this point MOVE BACK to GENDER question to enter details.

Thank you for your time anyway and sorry to have disturbed you.

INTERVIEWER - TERMINATE THE CALL

Q17 (ASK ALL)

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

INTERVIEWER: Read out options

1. Aged 18 to 24 –to Q18
2. Aged 25 to 34 –to Q18
3. Aged 35 to 44 –to Q18
4. Aged 45 to 54 –to Q18
5. Aged 55 to 64 –to Q18
6. Aged 65 to 74 –to Q18
7. Aged 75 to 84 –to Q18
8. Aged 85 or over –to Q18
98. Prefer not to say – to Display below (TERMINATE INTERVIEW)

Unfortunately, without knowing your age, I cannot continue with the interview.

Interviewer: If the respondent changes their mind at this point MOVE BACK to AGE question to enter details.

Thank you for your time anyway and sorry to have disturbed you.

INTERVIEWER - TERMINATE THE CALL

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

Can I confirm that I am speaking to/ who I am speaking to? (name pulled in from sample)

☐ Main tenant name

- ☐ Spouse or partner
- ☐ Other member of household

If other member of the household:

I'm sorry, but I am only able to speak to the main tenant or their spouse or partner. If necessary: This is because Newham Council only hold information about named customers within the household, and we need to know this information to ensure the survey is representative across all households.

Can I please book an appointment to call back at a convenient time to carry out this interview with main tenant name or their spouse or partner?

INTERVIEWER - DO NOT PRESS NEXT - BOOK APPOINTMENT AND ABANDON INTERVIEW

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.

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. No religion
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.