

Legal and General Homes Tenant Satisfaction Measures J12172

Date 26/7/24

Telephone/Online

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 housing provider, Legal and General Homes. Please can I speak to NAME?**

The reason for my call today is to gather some feedback about your general experience of being a Legal and General Homes customer. This is as part of the tenant satisfaction measures to see how well landlords like Legal and General Homes 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 Legal and General Homes?

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
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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 Legal and General Homes 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 Legal and General Homes.

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

If you would like to find out more about this survey, or confirm the validity of the survey please visit: Your tenant satisfaction matters - Legal & General Affordable Homes (landgah.com)

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: Hannah Kew on 0207 250 3035**
- **Legal and General Homes: customerexperience@landgah.com**

Online introduction:**Help improve services provided by Legal and General Homes**

Dear @NAME,

We're emailing you on behalf of your housing provider, Legal and General Homes. They'd like to gather some feedback about your general experience of being a Legal and General Homes customer. This is as part of the tenant satisfaction measures to see how well landlords like Legal and General Homes are doing and used to help improve services.

- The survey should take no more than 8 minutes to complete.
- We would kindly ask you to complete it as soon as possible
- You will be asked for consent to share your data with Legal and General Homes and your answers can be shared anonymously if you wish with no link to your personal information.

Take part now

Additional information:

- This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.
- The research is being conducted by IFF Research, an independent research organisation, on behalf of Legal and General Homes.
- Our work adheres to GDPR guidelines and the [Market Research Society's code of conduct](#).
- For further information on how IFF Research keep your data safe please see our data protection policy on our website: www.iffresearch.com/gdpr

- If you would like to find out more about this survey, or confirm the validity of the survey please visit: [Your tenant satisfaction matters - Legal & General Affordable Homes \(landgah.com\)](http://Your%20tenant%20satisfaction%20matters%20-%20Legal%20&%20General%20Affordable%20Homes%20(landgah.com))

Many thanks in advance for your help with this important research.

The IFF Research Team



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T TSM Survey

ASK ALL

(2878) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Legal and General Homes?

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) Please could you provide a reason for your answer?

ASK IF LCRA IN SAMPLE

(732) Has Legal and General Homes 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 Legal and General Homes 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 Legal and General Homes 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 Legal and General Homes 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 Legal and General Homes listens to your views and acts upon them?

SINGLE CODE. READ OUT

Very satisfied	1	
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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 Legal and General Homes 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 "Legal and General Homes 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 Legal and General Homes 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 Legal and General Homes' 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 Legal and General Homes 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 Legal and General Homes 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 Legal and General Homes 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 Legal and General Homes' 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 Legal and General Homes?

SINGLE CODE. READ OUT

Yes	1	
No	2	

Thank you for taking the time to complete this survey, your input is really important to Legal and General Homes. 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.