

Legal & General Homes - Tenant Satisfaction Measures J12172

Date 14/8/26

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 housing provider, Legal & 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 & General Homes customer. This is part of the tenant satisfaction measures to see how well landlords like Legal & 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	RESPONDENT DOESN'T WISH TO TAKE PART IN THIS SURVEY – SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
Wrong Number	11	SCREEN OUT

Business Number	12	SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
No longer a [client name] tenant / customer	13	SCREEN OUT
Customer deceased	14	SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
Language Barrier	15	GO TO S4 TO CONFIRM PRIMARY LANGUAGE
Needs reassurances	16	BRING UP REASSURANCE SCREEN
Terminate Interview	17	IF BREAKDOWN DURING INTERVIEW

ASK IF REFERRAL S1=3

S2 Please can you confirm that you are on the tenancy agreement with Legal & 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

ASK IF LANGUAGE BARRIER REFERRAL S1=15

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 I need to read out a quick statement before we start:

This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year. Our interviews are carried out in strict accordance with the Market Research Society's code of conduct and within GDPR guidelines. Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with Legal & General Homes and your answers can be shared anonymously if you wish with no link to your personal information.

INTERVIEWER REASSURANCES TO USE IF NEEDED:

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: <https://landgh.com/latest-news/your-tenant-satisfaction-matters/>

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: Hollie Jones on 0207 250 3035**

Yes – agree to continue	1	START SURVEY
Refuse to continue	2	SCREEN OUT

T TSM Survey

ASK ALL

(2878) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Legal & 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	6	

ASK ALL

(303) Please could you provide a reason for your answer?

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ASK IF LCRA IN SAMPLE

(732) Has Legal & 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 & 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	6	

ASK IF 5626 = 4 OR 5 (DISSATISFIED WITH REPAIRS SERVICE) **ASKED FROM OCTOBER 2025 ONWARDS**

(5869) I am sorry to hear you were not happy with the repairs service. What can your landlord do to improve this service?

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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	6	

ASK IF LCRA IN SAMPLE

(5647) How satisfied or dissatisfied are you that Legal & 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	6	

ASK ALL

(5627) Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Legal & 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 & General Homes 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	
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ASK ALL

(206) Why do you say that?

WRITE IN

ASK ALL

(5494) How satisfied or dissatisfied are you that Legal & 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 & 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 & General Homes in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 737 (737=1) ASKED FROM SEPTEMBER 2025 ONWARDS

(2233) You mentioned you have made a complaint to Legal & General Homes in the last 12 months. Could you briefly summarise what your complaint was about in a few sentences?

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ASK ALL WHO SAID YES AT 737 (737=1) ASKED FROM SEPTEMBER 2025 ONWARDS

(5891) Who did you raise your complaint with?

MULTI CODE. READ OUT

Customer Services – by email	1	
Customer Services – by telephone	2	
Housing Officer	3	
Other (please specify)	4	WRITE IN

ASK ALL WHO SAID YES AT 737 (737=1) ASKED FROM SEPTEMBER 2025 ONWARDS

(1650) What was done in response to your complaint?

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ASK ALL WHO SAID YES AT 737 (737=1)

(5645) How satisfied or dissatisfied are you with Legal & 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	6	

ASK ALL

(5667) Do you live in a building with communal areas, either inside or outside, that Legal & General Homes is responsible for maintaining?

SINGLE CODE. READ OUT

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	

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

(5495) How satisfied or dissatisfied are you that Legal & 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	6	

ASK ALL

(5669) How satisfied or dissatisfied are you that Legal & 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 & 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 & General Homes?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 918 (918 = 1)

Before we finish, we'd like to ask a few questions about you to help Legal & General Homes understand their customers better. These questions are optional, and you do not have to answer any of the questions if you do not wish to. Let me know and we can skip and move onto the next one.

ASK ALL WHO SAID YES AT 918 (918 = 1) **ASKED FROM OCTOBER 2025 ONWARDS**

(1898) Please can you tell me which age group you are?

Under 18	1	
18-30	2	
30-44	3	
45-59	4	
60+	5	
Prefer not to say	6	

ASK ALL WHO SAID YES AT 918 (918 = 1) **ASKED FROM OCTOBER 2025 ONWARDS**

(5935) How would you describe your ethnicity?

NOTE TO INTERVIEWER: PLEASE DO NOT READ OUT THIS LIST, BUT CODE ACCORDING TO THIS

Arab	1	
Asian & Asian British - Bangladeshi	2	
Asian & Asian British - Indian	3	
Asian & Asian British – Other Asian British background	4	
Asian & Asian British - Pakistani	5	
Asian or Asian British - Chinese	6	
Black or Black British - African	7	
Black or Black British - Caribbean	8	
Black or Black British - Other	9	
Mixed or Multiple ethnic groups Other Mixed background	10	

Mixed White & Asian	11	
Mixed White & Black African	12	
Mixed White & Black Caribbean	13	
White English Welsh Scottish Northern Irish or British	14	
White Irish	15	
White Other White background	16	
White Roma	17	
White/Irish Traveller	18	
Other Ethnic Group	19	
Prefer not to say	20	

ASK ALL WHO SAID YES AT 918 (918 = 1) **ASKED FROM OCTOBER 2025 ONWARDS**

(5937) Do you have any physical or mental health conditions or illness lasting or expected to last 12 months or more that reduce your ability to carry out day to day activities?

SINGLE CODE. READ OUT

Yes	1	GO TO 5938
No	2	SKIP 5938
Prefer not to say	3	SKIP 5938

ASK ALL WHO SAID YES AT 918 (918 = 1) AND YES AT 5937 ABOVE (5937 =1). **ASKED FROM OCTOBER 2025 ONWARDS**

(5938) Please can you tell me what type of health condition/disability you have?

SINGLE CODE. READ OUT

INTERVIEWER NOTE: IF UNSURE WHICH OF THESE CATEGORIES CONDITION COMES UNDER, PLEASE CLARIFY WITH RESPONDENT AND PLACE UNDER THE BEST FITTING OPTION

Breathing / Stamina / Fatigue	1	
Dexterity	2	

Hearing Impairment	3	
Learning difficulties	4	
Memory	5	
Mental Health	6	
Mobility Disability	7	
Socially or behaviourally	8	
Visual Impairment	9	
Other medical condition	10	
Prefer not to say	11	

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

R Reassurance Email

All data IFF collect from this survey will be reported in aggregate form and your answers will not be reported to Legal & General Homes 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:

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- **MRS: Market Research Society on 0800 975 9596**