



## (CO07) - Contract Sign-Off Document

### Quota Pools

Description	Date From	Criteria	Channel	Pools Priority	Deadline	Target Survey Count
LCHO	1 Apr 2023	LCRA or LCHO = LCHO	Telephone	Equally Important	0 day(s) after month end	13
LCRA - 18-24 year olds	1 Apr 2023	Age Group = 18 - 24, LCRA or LCHO = LCRA	Telephone	Equally Important	0 day(s) after month end	2
LCRA - 25-44 year olds	1 Apr 2023	Age Group = 25 - 44, LCRA or LCHO = LCRA	Telephone	Equally Important	0 day(s) after month end	27
LCRA - 45-74 year olds	1 Apr 2023	Age Group = 45 - 74, LCRA or LCHO = LCRA	Telephone	Equally Important	0 day(s) after month end	48
LCRA - 75+ year olds	1 Apr 2023	Age Group = 75+, LCRA or LCHO = LCRA	Telephone	Equally Important	0 day(s) after month end	10
						<b>100</b>

### Opening and Closing Text

Good [time of day] please may I speak to @NAME?

Hello, my name is [INTERVIEWER NAME] and I'm calling on behalf of your housing provider, Thrive. from IFF Research.

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

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.

All interviewing is 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 Thrive 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](http://www.iffresearch.com/gdpr)

## Questionnaire

QID	Order	Question	Supression SQL	Pick	Responses	Response Type	Scored As	Skip to
(2878)	1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Thrive?  INTERVIEWER NOTE: Do not read out the Don't Know option		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(303)	2	What could Thrive do to improve?		One	Customer comment	Verbatim	Passive	
(5607)	3	DO NOT READ OUT - INTERVIEWER TO CODE CUSTOMERS' RESPONSES TO QUESTION 2 – What could Thrive do to improve.  Thrive have asked us to help them identify what areas of service need their attention most. Please code the verbatim response to the area of greatest respondent concern.  Please only select Not Applicable if response to Q2 is blank/no areas to improve		Many	Ease of Contact	Response	Passive	
					Resolved first time	Response	Passive	
					Effective and efficient	Response	Passive	
					Do what we say	Response	Passive	
					Trust	Response	Passive	
					Treat with Respect	Response	Passive	
					Keeping Informed	Response	Passive	
					Latest News and Information	Response	Passive	
					VFM (Value for money)	Response	Passive	
					Quality of Home	Response	Passive	
					Easy to deal with	Response	Passive	
					Listen and Acts	Response	Passive	
					Health and Safety	Response	Passive	
					Other	Response	Passive	
					Not Applicable / None	Response	Passive	
(5608)	4	DO NOT READ OUT - INTERVIEWER TO FURTHER CODE CUSTOMERS' RESPONSES TO QUESTION 2 – What could Thrive do to improve.		Many	Charges	Response	Passive	
					Complaint Handling	Response	Passive	
					Compensation	Response	Passive	

		<p>In addition to identifying what areas of service need their attention most. Please also code the verbatim response to the service of greatest respondent concern.</p> <p>Please only select Not Applicable if response to Q2 is blank/no areas to improve</p>				Property Condition	Response	Passive	
						Occupancy Rights	Response	Passive	
						Governance	Response	Passive	
						Estate Management	Response	Passive	
						Home Ownership	Response	Passive	
						Tenants Behaviour	Response	Passive	
						Moving Home	Response	Passive	
						Responsive Repairs	Response	Passive	
						Staff	Response	Passive	
						Other	Response	Passive	
						Not Applicable / None	Response	Passive	
(732)	5	Has Thrive carried out a repair to your home in the last 12 months?	LCRA or LCHO = LCRA	One	Yes	Response	Passive		
					No	Response	Passive		Skip to 10
(5626)	6	How satisfied or dissatisfied are you with the overall repairs service from Thrive over the last 12 months?  INTERVIEWER NOTE: Do not read out Don't Know option	LCRA or LCHO = LCRA	One	Very satisfied	Response	Positive		
					Fairly satisfied	Response	Positive		
					Neither satisfied nor dissatisfied	Response	Passive		
					Fairly dissatisfied	Response	Negative		
					Very dissatisfied	Response	Negative		
					(Don't know or not applicable)	Response	Passive		
(5666)	7	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?  INTERVIEWER NOTE: Do not read out Don't Know option	LCRA or LCHO = LCRA	One	Very satisfied	Response	Positive		
					Fairly satisfied	Response	Positive		
					Neither satisfied nor dissatisfied	Response	Passive		
					Fairly dissatisfied	Response	Negative		
					Very dissatisfied	Response	Negative		
					(Don't know or not applicable)	Response	Passive		
(1857)	8	How satisfied or dissatisfied were you with your most recent contact?		One	Very satisfied	Response	Positive		
					Fairly satisfied	Response	Positive		
					Neither satisfied nor dissatisfied	Response	Passive		

					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
(5142)	9	If a customer reports a repair and is given an appointment, the Contact Centre would consider the issue resolved, even if the repair work has not yet been completed.		One	Yes	Response	Positive	
					No	Response	Negative	
		Taking this into account, was your issue resolved at first point of contact?			Not sure / can't remember	Response	Passive	
(5647)	10	How satisfied or dissatisfied are you that Thrive provides a home that is well maintained?  INTERVIEWER NOTE: Do not read out Don't Know option	LCRA or LCHO = LCRA	One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
(5627)	11	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Thrive provides a home that is safe?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5493)	12	How satisfied or dissatisfied are you that Thrive listens to your views and acts upon them?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5494)	13	How satisfied or dissatisfied are you that Thrive keeps you informed about things that matter to you?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	

					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5485)	14	To what extent do you agree or disagree with the following statement? Thrive treats me fairly and with respect		One	Strongly agree	Response	Positive	
					Agree	Response	Positive	
					Neither agree nor disagree	Response	Passive	
					Disagree	Response	Negative	
					Strongly disagree	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5011)	15	How satisfied or dissatisfied are you that Thrive are easy to deal with?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Don't know	Response	Passive	
(5643)	16	How strongly would you agree or disagree with the following statement, "I trust Thrive to do what they say they will do"?		One	Strongly Agree	Response	Positive	
					Agree	Response	Positive	
					Neither agree nor disagree	Response	Passive	
					Disagree	Response	Negative	
					Strongly Disagree	Response	Negative	
					Not applicable/ don't know	Response	Passive	
(4865)	17	I'm now going to ask you if you agree or disagree with some statements about Thrive:  Thrive provides an effective and efficient service		One	Strongly Agree	Response	Positive	
					Agree	Response	Positive	
					Neither agree nor disagree	Response	Passive	
					Disagree	Response	Negative	
					Strongly Disagree	Response	Negative	
(737)	18	Have you made a complaint to Thrive in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to 20
(5645)	19			One	Very satisfied	Response	Positive	

		How satisfied or dissatisfied are you with Thrive approach to handling complaints?  INTERVIEWER NOTE: Do not read out the Don't Know option			Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Don't know / not applicable	Response	Passive	
(5667)	20	Do you live in a building with communal areas, either inside or outside, that Thrive is responsible for maintaining?		One	Yes	Response	Positive	
					No	Response	Negative	Skip to 22
					Don't know	Response	Passive	Skip to 22
(5495)	21	How satisfied or dissatisfied are you that Thrive keeps these communal areas clean and well maintained?'  INTERVIEWER NOTE: Do not read out Don't Know option		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	
(5669)	22	How satisfied or dissatisfied are you that Thrive makes a positive contribution to your neighbourhood?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
(5644)	23	How satisfied or dissatisfied are you with Thrive approach to handling anti-social behaviour?		One	Very satisfied	Response	Positive	
					Fairly satisfied	Response	Positive	
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Not applicable/ don't know	Response	Passive	
(735)	24			One	Yes	Response	Passive	

		Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?			No	Response	Passive	
(918)	25	Note to Interviewer - DO NOT code 'Not Supplied'  Are you happy for us to share your details along with your responses with Thrive?		One	Yes	Filter	Passive	
					No	Filter	Passive	Skip to 26
					Not Supplied	Filter	Passive	
					Not Supplied	Filter	Passive	
					Not Supplied	Filter	Passive	
					Not Supplied	Filter	Passive	
(4399)	26	INTERVIEWER TO CODE CUSTOMERS' RESPONSES TO THE WHOLE SURVEY.  Thrive have asked us to help them identify which surveys need their attention and how urgent it is that they contact the customer.  GREEN: The customer provided mostly satisfied or positive responses throughout the survey AMBER=The tenant has given mostly negative responses or informs that further action is required in that household in terms of a problem still being outstanding needs to be taken RED: ONLY code if the property is unsafe (for example customer can smell gas or there is leaking water) or there is a concern for the customer's welfare (for example they are threatening self-harm or are in need of medical help)  Using the guidance above please categorise the customers' responses to the whole survey as green, amber or red.		One	Green	Filter	Positive	
					Amber	Filter	Passive	
					Red	Filter	Negative	
(4400)	27	If RED - selected interviewer to explain why this survey has been categorised as 'RED'		One	Customer comment	Verbatim	Passive	

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.