



## (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 – Under 24-year-olds	1 Apr 2023	Age Group = 24 & Under, LCRA or LCHO = LCRA	Telephone	Equally Important	0 day(s) after month end	2
LCRA – 25–35-year-olds	1 Apr 2023	Age Group = 25 - 35, LCRA or LCHO = LCRA	Telephone	Equally Important	0 day(s) after month end	11
LCRA – 36–45-year-olds	1 Apr 2023	Age Group = 36 - 45, LCRA or LCHO = LCRA	Telephone	Equally Important	0 day(s) after month end	17
LCRA – 46–55-year-olds	1 Apr 2023	Age Group = 46 - 55, LCRA or LCHO = LCRA	Telephone	Equally Important	0 day(s) after month end	16
LCRA – 56–65-year-olds	1 Apr 2023	Age Group = 56 - 65, LCRA or LCHO = LCRA	Telephone	Equally Important	0 day(s) after month end	20
LCRA – 66–75-year-olds	1 Apr 2023	Age Group = 66 - 75, LCRA or LCHO = LCRA	Telephone	Equally Important	0 day(s) after month end	12
LCRA – Over 75-year-olds	1 Apr 2023	Age Group = 75+, LCRA or LCHO = LCRA	Telephone	Equally Important	0 day(s) after month end	9
						<b>100</b>

### Opening and Closing Text

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

My name is [INTERVIEWER NAME] I'm calling from Emotional Logic on behalf of your landlord Thrive Homes.

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.

I can assure you that this is a genuine market research survey which is conducted in accordance with the Market Research Society Code Of Conduct and within GDPR guidelines. No one will try to sell you anything during the interview or as a result of taking part and you will not at any stage be asked to provide any confidential information. The calls we make are sometimes recorded for quality and training purposes.

Are you willing to take part in this research?

If you have any concerns about the validity of this research you can contact Thrive Homes on 0800 917 6077 or enquiries@thrivehomes.org.uk or call the Market Research Society on Freephone 0800 975 9596

If you have any concerns about the information we hold on you or want to check your rights under the GDPR, our privacy policy is available on our website: [www.previsionresearch.co.uk/privacy](http://www.previsionresearch.co.uk/privacy) or Emotional Logic website <https://www.emotional-logic.co.uk/surveyprivacy/>

## Questionnaire

QID	Order	Question	Suppression 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	<p>DO NOT READ OUT - INTERVIEWER TO FURTHER CODE CUSTOMERS' RESPONSES TO QUESTION 2 – What could Thrive do to improve.</p> <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>		Many	Charges	Response	Passive	
					Complaint Handling	Response	Passive	
					Compensation	Response	Passive	
					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	<p>How satisfied or dissatisfied are you with the overall repairs service from Thrive over the last 12 months?</p> <p>INTERVIEWER NOTE: Do not read out Don't Know option</p>	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.  Taking this into account, was your issue resolved at first point of contact?		One	Yes	Response	Positive	
					No	Response	Negative	
					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	
(737)	17	Have you made a complaint to Thrive in the last 12 months?	One	Yes	Response	Passive	
				No	Response	Passive	Skip to 20
(5645)	18	How satisfied or dissatisfied are you with Thrive approach to handling complaints?  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 / not applicable	Response	Passive	
(5667)	19	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)	20	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)	21	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)	22	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)	23	Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?	One	Yes	Response	Passive	
				No	Response	Passive	
(918)	24	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 27
				Not Supplied	Filter	Passive	
				Not Supplied	Filter	Passive	
				Not Supplied	Filter	Passive	
				Not Supplied	Filter	Passive	
	25	I noticed on your customer record that we don't have [in order of preference: disability, ethnicity, gender, preferred language, religion] information for you, do you mind if I quickly update this information on behalf of Thrive? DISABILITY	One	One	Response	Passive	ONLY ASK 2 IN ORDER OF PRIORITY
	26	I noticed on your customer record that we don't have [in order of preference: disability, ethnicity, gender, preferred language, religion] information for you, do you mind if I quickly update this information on behalf of Thrive? ETHNICITY	One	One	Response	Passive	
		I noticed on your customer record that we don't have [in order of preference: disability, ethnicity, gender, preferred language, religion] information for you, do you mind if I quickly update this information on behalf of Thrive? GENDER	One	One	Response	Passive	
		I noticed on your customer record that we don't have [in order of preference: disability, ethnicity, gender, preferred language, religion] information for you, do	One	One	Response	Passive	

		you mind if I quickly update this information on behalf of Thrive? PREFERRED LANGUAGE					
		I noticed on your customer record that we don't have [in order of preference: disability, ethnicity, gender, preferred language, religion] information for you, do you mind if I quickly update this information on behalf of Thrive? RELIGION		One	One	Response	Passive
(4399)	27	INTERVIEWER TO CODE CUSTOMERS' RESPONSES TO THE WHOLE SURVEY.  Thrive Homes have asked us to help them identify which surveys need their attention and how urgent it is that they contact the customer.  COLD: The customer provided mostly satisfied or positive responses throughout the survey WARM: The tenant has given mostly negative responses or mentions that further action is required in that household with regards to issues such as pest infestations, ASB, vulnerable or isolated tenants, missed appointments/no shows, communication failures, rent and financial concerns or general maintenance issues. HOT: ONLY code if the property is unsafe (for example: damp/mould, condensation, health & safety hazards, accessibility issues, utility failures) or there is a concern for the customer's welfare (safeguarding concerns, inappropriate staff conduct, data breach) or in the case of a formal complaint or a threat to escalate matters Using the guidance above please categorise the customers' responses to the whole survey as cold, warm or hot.		One	Cold Warm Hot	Filter Filter Filter	Positive Passive Negative
(4400)	28	If HOT - selected interviewer to explain why this survey has been categorised as 'HOT'		One	Customer comment	Verbatim	Passive

Finally, I would just like to confirm that this survey has been carried out under Emotional Logic instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.