

[Johnnie Johnson Housing] Tenant Satisfaction Measures J12279

Date 23/8/24

Telephone/Online

Q Quotas

Quarterly targets

Age Group	online	telephone
16-24	0	2
25-44	4	37
45-64	6	58
65-74	3	23
75+	4	33
unknown	0	3
Other	999	999
TOTAL	17	156

TenType	online	telephone	TOTAL
LCRA	17	156	522
LCHO	999	999	999
Leaseholders	999	999	999

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, Johnnie Johnson Housing. Please can I speak to NAME?**

The reason for my call today is to gather some feedback about your general experience of being a Johnnie Johnson Housing customer. This is as part of the tenant satisfaction measures to see how well landlords like Johnnie Johnson Housing 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 8 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 Johnnie Johnson Housing?

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=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 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.**

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 your Johnnie Johnson Housing 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: [Housing Provider website URL]**

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: RM on 0207 250 3035**
- **Johnnie Johnson Housing: Rachel Ojuederie Rache.Ojuederie@JJHousing.co.uk**

Online introduction:**Help improve services provided by Johnnie Johnson Housing**

Dear @NAME,

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

- The survey should take no more than [TIME] 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 Johnnie Johnson Housing 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 Johnnie Johnson Housing
- 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: [Listening to the voice of our customers \(jjhousing.co.uk\)](http://Listening%20to%20the%20voice%20of%20our%20customers%20(jjhousing.co.uk))

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

The IFF Research Team



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myopinions@iffresearch.com to your address book may 'whitelist' us from your spam filter, helping future emails get to your inbox.

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Registered office: 5th Floor, St. Magnus House, 3 Lower Thames St, London, EC3R 6HD

T TSM Survey

ASK ALL

(2878) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Johnnie Johnson Housing?

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 Johnnie Johnson Housing 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 Johnnie Johnson Housing 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 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 ALL WHO SAID NO AT 732 (732=2), AND IF LCRA IN SAMPLE

(631) Generally, how satisfied or dissatisfied are you with the way Johnnie Johnson Housing deals with repairs and maintenance?

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 Johnnie Johnson Housing 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 Johnnie Johnson Housing 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 Johnnie Johnson Housing 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 Johnnie Johnson Housing 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 “Johnnie Johnson Housing 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

(5011) How satisfied or dissatisfied are you that Johnnie Johnson Housing are easy to deal with?

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

(5643) How strongly would you agree or disagree with the following statement "I trust Johnnie Johnson Housing to do what they say they will do"?

SINGLE CODE. READ OUT

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

(737) Have you made a complaint to Johnnie Johnson Housing 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 Johnnie Johnson Housing's 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 Johnnie Johnson Housing 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 Johnnie Johnson Housing 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	
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ASK ALL

(5669) How satisfied or dissatisfied are you that Johnnie Johnson Housing 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 Johnnie Johnson Housing's 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

(735) Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
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No	2	
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ASK ALL

(918) Are you happy for us to share your details along with your responses with Johnnie Johnson Housing?

SINGLE CODE. READ OUT

Yes	1	
No	2	

INTERVIEWER TO SILENTLY CODE

(5724) INTERVIEWER NOTE: DO NOT READ OUT Did the tenant mention an issue regarding damp, mould or condensation?

SINGLE CODE. DO NOT READ OUT

Yes	1	
No	2	

Thank you for taking the time to complete this survey, your input is really important to Johnnie Johnson Housing. 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 Johnnie Johnson Housing in any way that would allow you to be identified, unless you have agreed to share your feedback.

If you would like to find out more about this survey, or confirm the validity of the survey please visit: [LINK TO Johnnie Johnson Housing WEBSITE ABOUT SURVEY AND TSMS]

For more information on Johnnie Johnson Housing's Privacy and Data protection policy please click here.

If you wish to confirm the validity of this survey or get more information about aims and objectives, please call:

- **Johnnie Johnson Housing: Rachel.Ojuederie@JHousing.co.uk**
- **IFF: Hannah Kew on 0207 250 3035**
- **MRS: Market Research Society on 0800 975 9596**

C Cause for Concerns (for ProjCon)

DIMS/UNICOM Variable	Resident Voice Filter
Tenancyid	Tenant_Number
Uprn	UPRN
Personid	Person_Reference
Contact	Tenant_Name
tel1	Tenant_Contact_Number_1
tel2	Tenant_Contact_Number_2
tel3	Tenant_Contact_Number_3
Email	Email
Samtype	FILTER_LCRA_LCHO
Mode	Channel Type
Address	Tenant_Address
Pcode	Postcode
jobdescript	Job_Description
ageband	Age_Group
Gender	Sex
Ethnicity	EthnicGroup
Proptype	FILTER_PropertyType
Scheme	FILTER_Scheme
Stock Type	FILTER_StockType
TenLen	FILYER_TenancyLength

RESEARCH TO ADD
DETAILS OF CFC
AND FEEDBACK TO
PROJCON