

SID: 0000000000 | NAME: | TELEPHONE:

Progress 9%

... TEST ...

Navigate : INT02 GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Hello, I am... and I am ringing today to ask whether you would be willing to spare around 7 minutes to take part in a tenant survey for YMCA St. Pauls?

I am calling from Prevision Research, and we are working together with ARP Research to run this survey on YMCA St. Pauls behalf.

Everyone who takes part in the survey can enter a prize draw for prizes of 1x £40, 2x £20 and 2x £10 in Love2Shop shopping vouchers.

This is part of the government's Tenant Satisfaction Measures. Every year all social housing landlords must publish a range of standard customer satisfaction information which include some of the results from this survey.

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. 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.

Are you willing to take part in this research?

IF NECESSARY:

If you have any concerns about the validity of this research you can contact YMCA St. Pauls on 020 8399 5427 or enquiries@ymcaspg.org , ask a member of staff on your project 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

- 01 ☒ Willing to continue
- 02 ☐ Refused
- P9 ☐ Refused - Add to do not call list
- 03 ☐ Not available - Schedule callback
- 04 ☐ Not available - No callback
- 05 ☐ Non qualifier
- 06 ☐ Duplicate record
- 07 ☐ Number unobtainable
- 08 ☐ Engaged
- 09 ☐ Answer phone
- 10 ☐ No reply
- 11 ☐ Wrong number

Next

01

SID: 0000000000 | NAME: | TELEPHONE:

Progress 14%

... TEST ...

Navigate : REC1 ▼ GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

The calls we make are sometimes recorded for quality and training purposes.

IF REQUIRED:- Any recordings we hold are either erased immediately after we listen to them or 90 days from project completion. Are you ok with this?

- 1 ☒ Yes
- 2 ☐ No - click on more and then click on record, wait for it to change from blue to grey and then continue

Next

1

SID: 0000000000 | NAME: | TELEPHONE:

Progress 18%

... TEST ...

Navigate : TP01

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Taking everything into account, how satisfied or dissatisfied are you with the service provided by YMCA St. Pauls?

- 1 ☐ Very satisfied
- 2 ☐ Fairly satisfied
- 3 ☐ Neither satisfied nor dissatisfied
- 4 ☐ Fairly dissatisfied
- 5 ☐ Very dissatisfied

SID: 0000000000 | NAME: | TELEPHONE:

Progress23%

... TEST ...

Navigate : TP02A

GOBackNextQuitTrace

NEW TELEPHONE NUMBERCASE NOTESCALL NOTESRED FLAGFAQ

Has YMCA St. Pauls carried out a repair to your home in the last 12 months?

1

☐ Yes

2

☐ No

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress 27%

... TEST ...

Navigate : TP02B GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you with the overall repairs service from YMCA St. Pauls over the last 12 months?

- 1 ☐ Very satisfied
- 2 ☐ Fairly satisfied
- 3 ☐ Neither satisfied nor dissatisfied
- 4 ☐ Fairly dissatisfied
- 5 ☐ Very dissatisfied

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress 32%

... TEST ...

Navigate : TP03 GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- 1 ☐ Very satisfied
- 2 ☐ Fairly satisfied
- 3 ☐ Neither satisfied nor dissatisfied
- 4 ☐ Fairly dissatisfied
- 5 ☐ Very dissatisfied

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress 36%

... TEST ...

Navigate : TP04 GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that YMCA St. Pauls provides a home that is well maintained?

- 1 ☐ Very satisfied
- 2 ☐ Fairly satisfied
- 3 ☐ Neither satisfied nor dissatisfied
- 4 ☐ Fairly dissatisfied
- 5 ☐ Very dissatisfied

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress 41%

... TEST ...

Navigate : TP05 GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that YMCA St. Pauls provides a home that is safe?

- 1 ☐ Very satisfied
- 2 ☐ Fairly satisfied
- 3 ☐ Neither satisfied nor dissatisfied
- 4 ☐ Fairly dissatisfied
- 5 ☐ Very dissatisfied
- 6 ☐ Not applicable/ don't know

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress 45%

... TEST ...

Navigate : TP06

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that YMCA St. Pauls listens to your views and acts upon them?

- 1 ☐ Very satisfied
- 2 ☐ Fairly satisfied
- 3 ☐ Neither satisfied nor dissatisfied
- 4 ☐ Fairly dissatisfied
- 5 ☐ Very dissatisfied
- 6 ☐ Not applicable/ don't know

SID: 0000000000 | NAME: | TELEPHONE:

Progress 50%

... TEST ...

Navigate : TP07

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that YMCA St. Pauls keeps you informed about things that matter to you?

- 1 ☐ Very satisfied
- 2 ☐ Fairly satisfied
- 3 ☐ Neither satisfied nor dissatisfied
- 4 ☐ Fairly dissatisfied
- 5 ☐ Very dissatisfied
- 6 ☐ Not applicable/ don't know

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress 55%

... TEST ...

Navigate : TP08

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

To what extent do you agree or disagree with the following YMCA St. Pauls treats me fairly and with respect?

- 1 ☐ Strongly agree
- 2 ☐ Agree
- 3 ☐ Neither agree nor disagree
- 4 ☐ Disagree
- 5 ☐ Strongly disagree
- 6 ☐ Not applicable/ don't know

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress59%

... TEST ...

Navigate : TP09A

GOBackNextQuitTrace

NEW TELEPHONE NUMBERCASE NOTESCALL NOTESRED FLAGFAQ

Have you made a complaint to YMCA St. Pauls
in the last 12 months?

1 ☐ Yes

2 ☐ No

Next

SID: 0000000000 | NAME: | TELEPHONE:

Progress 64%

... TEST ...

Navigate : TP09B

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you with
YMCA St. Pauls's approach to complaints
handling?

- 1 ☐ Very satisfied
- 2 ☐ Fairly satisfied
- 3 ☐ Neither satisfied nor dissatisfied
- 4 ☐ Fairly dissatisfied
- 5 ☐ Very dissatisfied

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress68%

... TEST ...

Navigate : TP10A

GO

Back

Next

Quit

Trace

- NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Do you live in a building with communal areas, either inside or outside, that YMCA St. Pauls is responsible for maintaining?

- 1 ☐ Yes
- 2 ☐ No
- 3 ☐ Don't know

SID: 0000000000 | NAME: | TELEPHONE:

Progress 73%

... TEST ...

Navigate :

TP10B

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that YMCA St. Pauls keeps these communal areas clean and well maintained?

- 1 ☐ Very satisfied
- 2 ☐ Fairly satisfied
- 3 ☐ Neither satisfied nor dissatisfied
- 4 ☐ Fairly dissatisfied
- 5 ☐ Very dissatisfied

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress 77%

... TEST ...

Navigate : TP11

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you that YMCA St. Pauls makes a positive contribution to your neighbourhood?

- 1 ☐ Very satisfied
- 2 ☐ Fairly satisfied
- 3 ☐ Neither satisfied nor dissatisfied
- 4 ☐ Fairly dissatisfied
- 5 ☐ Very dissatisfied
- 6 ☐ Not applicable/ don't know

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress 82%

... TEST ...

Navigate : TP12

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

How satisfied or dissatisfied are you with
YMCA St. Pauls's approach to handling anti-
social behaviour?

- 1 ☐ Very satisfied
- 2 ☐ Fairly satisfied
- 3 ☐ Neither satisfied nor dissatisfied
- 4 ☐ Fairly dissatisfied
- 5 ☐ Very dissatisfied
- 6 ☐ Not applicable/ don't know

SID: 0000000000 | NAME: | TELEPHONE:

Progress 86%

... TEST ...

Navigate : REC2 ▼ GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Our clients sometimes like to have access to the recording to listen first hand to your views, if requested would you be happy for us to pass the recording to them?

1 ☐ Yes

2 ☐ No

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress 91%

... TEST ...

Navigate :

CLOSE1

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

READ OUT

Would you be willing to be re-contacted in
relation to this survey?

1 ☐ Yes

2 ☐ No

Next

☐

SID: 0000000000 | NAME: | TELEPHONE:

Progress 95%

... TEST ...

Navigate : NAME2 ▼ GO Back Next Quit Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

Can I please confirm that your name is ?

- 1 ☒ Yes, name is correct
- 2 ☐ No, name is incorrect - Please type in

Next

1

SID: 0000000000 | NAME: | TELEPHONE:

Progress 100%

... TEST ...

Navigate :

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

This survey is only for general feedback from YMCA tenants. To make a complaint about an issue with YMCA's service you can fill in a complaint form on the website, at reception, or a member of staff can do it for you. You can also complain by email to complaints@ymcaspg.org

This completes our interview, thank you for your time.

CO ☒ Successes