



Client and Questionnaire Details

Questionnaire Number:	634
Service:	Perception (TSM)
Start Date:	01 Nov 2021
Contract Status	Purchase order received
Internal Contact:	amanda.oleary@b3living.org.uk
Questionnaire Type:	Quarterly Tracker

Client Name:	B3 Living
Classification:	Housing Association (Traditional)
Address:	
Postcode:	
Stock Size:	10000

Quota Pools

Description	Date From	Criteria	Channel	Pools Priority	Deadline	Target Survey Count
18-21 LCRA	1 Jun 2023	Age Group = 18-21, LCRA or LCHO = LCRA	Telephone	Equally Important	30 day(s) after month end	3
22-34 LCRA	1 Jun 2023	Age Group = 22-34, LCRA or LCHO = LCRA	Telephone	Equally Important	30 day(s) after month end	21
35-54 LCRA	1 Jun 2023	Age Group = 35-54, LCRA or LCHO = LCRA	Telephone	Equally Important	30 day(s) after month end	52
35-54 LCHO	1 Jun 2023	Age Group = 35-54, LCRA or LCHO = LCHO	Telephone	Most Important	30 day(s) after month end	37
55-64 LCRA	1 Jun 2023	Age Group = 55-64, LCRA or LCHO = LCRA	Telephone	Equally Important	30 day(s) after month end	28
55-64 LCHO	1 Jun 2023	Age Group = 55-64, LCRA or LCHO = LCHO	Telephone	Most Important	30 day(s) after month end	29
65+ LCRA	1 Jun 2023	Age Group = 65+, LCRA or LCHO = LCRA	Telephone	Equally Important	30 day(s) after month end	31
65+ LCHO	1 Jun 2023	Age Group = 65+, LCRA or LCHO = LCHO	Telephone	Most Important	30 day(s) after month end	39
#N/A LCHO	1 Jun 2023	Age Group = #N/A, LCRA or LCHO = LCHO	Telephone	Most Important	30 day(s) after month end	8

Leaseholders	1 Nov 2023	LCRA or LCHO = LCHO, LCRA or LCHO = OTHER	Telephone	Equally Important	60 day(s) after month end	999
18-21 LCHO	1 Feb 2024	Age Group = 18-21, LCRA or LCHO = LCHO	Telephone	Most Important	30 day(s) after month end	2
						1249

Opening and Closing Text

Contact: @Address

@Tel1

@Tel2

Details: @dateregarding - @CallSubject

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, B3 Living, from IFF Research.

The reason for my call today is to gather some feedback about your general experience of being a B3 Living customer. This is part of the tenant satisfaction measures to see how well landlords like B3 Living 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?

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 B3 Living and your answers can be shared anonymously if you wish with no link to your personal information.

Questionnaire

QID	Order	Question	Conditionality	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 B3 Living? INTERVIEWER NOTE: Do not read out the Don't Know option		One	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied	Response Response Response	Positive Positive Passive	

(2878)	1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by B3 Living?		One	Fairly dissatisfied	Response	Negative	
		Very dissatisfied			Response	Negative		
		(Don't know or not applicable)			Response	Passive		
(303)	2	Why do you say that?		One	Customer comment	Verbatim	Passive	
(732)	3	Has B3 Living 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 6
(5626)	4	How satisfied or dissatisfied are you with the overall repairs service from B3 Living 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)	5	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	Skip to 7
					Fairly satisfied	Response	Positive	Skip to 7
					Neither satisfied nor dissatisfied	Response	Passive	Skip to 7
					Fairly dissatisfied	Response	Negative	Skip to 7
					Very dissatisfied	Response	Negative	Skip to 7
					(Don't know or not applicable)	Response	Passive	Skip to 7
(631)	6	Generally, how satisfied or dissatisfied are you with the way B3 Living deals with repairs and maintenance? 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	
					(Refused or unable to answer)	Response	Passive	

(5647)	7	How satisfied or dissatisfied are you that B3 Living 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)	8	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that B3 Living 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)	9	How satisfied or dissatisfied are you that B3 Living listens to your views and acts upon them?		One	Very satisfied	Response	Positive	Skip to 11
					Fairly satisfied	Response	Positive	Skip to 11
					Neither satisfied nor dissatisfied	Response	Passive	Skip to 11
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					(Don't know or not applicable)	Response	Passive	Skip to 11
(202)	10	Why do you say this?		One	Customer comment	Verbatim	Passive	
(5494)	11	How satisfied or dissatisfied are you that B3 Living 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)	12	To what extent do you agree or disagree with the following "B3 Living treats me fairly and with respect"?		One	Strongly agree	Response	Positive	

(5485)	12	To what extent do you agree or disagree with the following "B3 Living treats me fairly and with respect"?		One	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)	13	How satisfied or dissatisfied are you that B3 Living are easy to deal with?		One	Very satisfied	Response	Positive	Skip to 15
					Fairly satisfied	Response	Positive	Skip to 15
					Neither satisfied nor dissatisfied	Response	Passive	
					Fairly dissatisfied	Response	Negative	
					Very dissatisfied	Response	Negative	
					Don't know	Response	Passive	Skip to 15
(2040)	14	As you were not satisfied with B3Living being easy to deal with could you tell me why?		One	Customer comment	Verbatim	Passive	
(5643)	15	How strongly would you agree or disagree with the following statement, "I trust B3 Living 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)	16	Have you made a complaint to B3 Living in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to 18
(5645)	17	How satisfied or dissatisfied are you with B3 Living's approach to complaints handling? 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)	18	Do you live in a building with communal areas, either inside or outside, that B3 Living is responsible for maintaining?		One	Yes	Response	Positive	

(5667)	18	Do you live in a building with communal areas, either inside or outside, that B3 Living is responsible for maintaining?		One	No	Response	Negative	Skip to 20
					Don't know	Response	Passive	Skip to 20
(5495)	19	How satisfied or dissatisfied are you that B3 Living 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)	20	How satisfied or dissatisfied are you that B3 Living 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	
(5496)	21	How satisfied or dissatisfied are you with your neighbourhood as a place to live?"	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	
(5644)	22	How satisfied or dissatisfied are you with B3 Living's 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	
(3001)	24	How satisfied or dissatisfied are you that your rent provides value for money?	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	
					(Refused or unable to answer)	Response	Passive	
(2078)	25	B3Living are looking to recruit residents to a community group to discuss specific projects for example the way B3Living engage with their customers or the repairs service. Is this something you would be interested in? (if yes we will pass on your name and address to B3Living who will be in touch).		One	Yes	Response	Positive	
					No	Response	Negative	
(918)	26	The results of this survey are confidential. However, would you be happy for us to give your responses to B3Living with your name attached so that they have better information to help them improve services?		One	Yes	Filter	Passive	
					No	Filter	Passive	
(4182)	27	Would you be happy for B3Living to contact you to follow up any of the comments or issues you have raised?		One	Yes	Response	Positive	
					No	Response	Negative	

Thank you for your time, we really value your feedback. I hope you have a great day. B3Living accepts written or verbal complaints from customers, or their representatives, and customers can be accompanied by a representative at any meeting. You can check for further information on B3Living's website (www.b3living.org.uk) or call them on 01992 453 700 (freephone: 0300 100 0023).

Contract Filters

Filter Name	Is Confidential Data	Allow New Values	Is Visible	Mapping Column (If being passed from Customers Data)
Area	False	True	True	FILTER_Area
Ethnicity	True	True	True	FILTER_Ethnicity
Property Type	False	True	True	FILTER_PropertyType
Consent To Contact	False	False	True	
Age Group	True	True	True	FILTER_AgeGroup
Gender	True	True	True	FILTER_Gender
Language	False	True	True	FILTER_Language
Disability (Y-N)	True	True	True	FILTER_DisabilityYN
Hearing Impaired	True	True	True	FILTER_Hearing
Local Authority	False	True	True	FILTER_LOCAUTH
Customer Group	False	True	True	FILTER_CustomerGroup
Age	False	True	True	FILTER_Age
Needs Category	False	True	True	FILTER_Needscat
JCLENT	False	True	True	FILTER_JCLENT
Age2	False	True	True	FILTER_Age2
DisabilityYN2	False	True	True	FILTER_DisabilityYN2
Ethnicity2	False	True	True	FILTER_Ethnicity2
Gender2	False	True	True	FILTER_Gender2
Language2	False	True	True	FILTER_Language2
Hearing2	False	True	True	FILTER_Hearing2
InBlock	False	True	True	FILTER_InBlock
LCRA or LCHO	False	True	True	FILTER_LCRA_LCHO
Overriding Emotion	False	False	True	
Channel	False	False	True	

Data Requirements

Description	Mapping Column Name	Column Name within the Data File	Req'd
UPRN	The Unique Property Reference Number (UPRN) of the property upon which the service was carried out.	UPRN	Y
Tenant or Account Number	A unique reference identifying either the tenant or the tenancy.	Tenant_Number	Y
Job, Ticket or Order Number	This will be either the job number (repairs) or the case number (Complaints or ASB) or some other system generate reference code specific to the job in hand. In principal it is the reference that uniquely identifies that specific instance.	PK_Job_Number	Y
Completion Date	The date the service was delivered, completed or closed on.	Completion_Date	Y
Tenant Name	The name of the tenant(s) or customers(s) associated with the property	Tenant_Name	Y
Tenant Address	The address of the property where the service was carried out. Presented in a single column, on a single line, including the postcode <i>e.g. 1 High Street, London, NW1 1LN.</i>	Tenant_Address	Y
Postcode	The Postcode of the property as a separate field	Postcode	N
Contact Number (Primary)	Contact telephone number (with STD code included and any alpha's removed – if possible)	Tenant_Contact_Number_1	Y
Contact Number (Supplementary)	Contact telephone number (with STD code included and any alpha's removed – if possible)	Tenant_Contact_Number_2	N
Contact Number (Supplementary)	Contact telephone number (with STD code included and any alpha's removed – if possible)	Tenant_Contact_Number_3	N
Service Description	Description of the service delivered e.g. "Replace radiator", "New Lettings", "Rats nest" etc.	Job_Description	Y
Area	The Area code or description used by B3 Living	FILTER_Area	N
Ethnicity	The Ethnicity code or description used by B3 Living	FILTER_Ethnicity	N
Property Type	The Property Type code or description used by B3 Living	FILTER_PropertyType	N
Consent To Contact	The Consent To Contact code or description used by B3 Living		N
Age Group	The Age Group code or description used by B3 Living	FILTER_AgeGroup	N
Gender	The Gender code or description used by B3 Living	FILTER_Gender	N
Language	The Language code or description used by B3 Living	FILTER_Language	N
Disability (Y-N)	The Disability (Y-N) code or description used by B3 Living	FILTER_DisabilityYN	N
Hearing Impaired	The Hearing Impaired code or description used by B3 Living	FILTER_Hearing	N
Local Authority	The Local Authority code or description used by B3 Living	FILTER_LOCAUTH	N
Customer Group	The Customer Group code or description used by B3 Living	FILTER_CustomerGroup	N
Age	The Age code or description used by B3 Living	FILTER_Age	N
Needs Category	The Needs Category code or description used by B3 Living	FILTER_Needscat	N
JCLENT	The JCLENT code or description used by B3 Living	FILTER_JCLENT	N

Age2	The Age2 code or description used by B3 Living	FILTER_Age2	N
DisabilityYN2	The DisabilityYN2 code or description used by B3 Living	FILTER_DisabilityYN2	N
Ethnicity2	The Ethnicity2 code or description used by B3 Living	FILTER_Ethnicity2	N
Gender2	The Gender2 code or description used by B3 Living	FILTER_Gender2	N
Language2	The Language2 code or description used by B3 Living	FILTER_Language2	N
Hearing2	The Hearing2 code or description used by B3 Living	FILTER_Hearing2	N
InBlock	The InBlock code or description used by B3 Living	FILTER_InBlock	N
LCRA or LCHO	The LCRA or LCHO code or description used by B3 Living	FILTER_LCRA_LCHO	N

Data Requirements

FTP Location:	c:\uploads\B3living\TSM\
Survey Fatigue Days:	365
FTP Login:	
FTP Password:	

Validation Checks

Check Type	Observation
Advisory	The client record has no Address defined.
Advisory	The client record has no Postcode defined.
Observation	Question 10 (QUID 202) added for 2024-05-01 is new to this survey
Observation	Question 2 (QUID 303) added for 2024-05-01 is new to this survey
Observation	Question 26 (QUID 918) added for 2024-05-01 is new to this survey
Observation	Question 14 (QUID 2040) added for 2024-05-01 is new to this survey

Sign-Off

On behalf of IFF Research

On behalf of Customer

Print:

Print:

Date:

Date: