



Quota Pools

Description	Date From	Criteria	Channel
Online via email - 18-24	1 Apr 2024	Age Group = 18-24	Online
Online via email - 25-44	1 Apr 2024	Age Group = 25-44	Online
Online via email - 45-74	1 Apr 2024	Age Group = 45-74	Online
Online via email - 75+	1 Apr 2024	Age Group = 75+	Online
Telephone - 18-24	1 Apr 2024	Age Group = 18-24	Telephone
Telephone - 25-44	1 Apr 2024	Age Group = 25-44	Telephone
Telephone - 45-74	1 Apr 2024	Age Group = 45-74	Telephone
Telephone - 75+	1 Apr 2024	Age Group = 75+	Telephone

Opening and Closing Text (Telephone)

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, Gentoo from IFF Research.

The reason for my call today is to gather some feedback about your general experience of being a Gentoo customer. This is as part of the tenant satisfaction measures to see how well landlords like Gentoo 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 11 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 Gentoo and your answers can be shared anonymously if you wish with no link to your personal information.

Thank you for your time, we really value your feedback. I hope you have a great day.

Questionnaire

QID	Order	Question	Conditionality	Pick	Responses	Response Type	Scored As	Skip to	X
(2878)	1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Gentoo? 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	Why do you say that?		One	Customer comment	Verbatim	Passive		
(732)	3	Has Gentoo 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 Gentoo in 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		LCRA or LCHO = LCRA	One	Very satisfied	Response	Positive		
					Fairly satisfied	Response	Positive		

		How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?			Neither satisfied nor dissatisfied	Response	Passive		
					Fairly dissatisfied	Response	Negative		
					Very dissatisfied	Response	Negative		
					(Don't know or not applicable)	Response	Passive		
(5647)	6	How satisfied or dissatisfied are you that Gentoo provides a home that is well-maintained?	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)	7	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Gentoo 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)	8	How satisfied or dissatisfied are you that Gentoo 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		
(309)	9	Why do you say that?		One	Customer comment	Verbatim	Passive		
(5494)	10	How satisfied or dissatisfied are you that Gentoo 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)	11	To what extent do you agree or disagree with the following "Gentoo 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)	12	How satisfied or dissatisfied are you that Gentoo 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)	13			One	Strongly Agree	Response	Positive		
					Agree	Response	Positive		

		How strongly would you agree or disagree with the following statement, "I trust Gentoo to do what they say they will do"?			Neither agree nor disagree	Response	Passive		
					Disagree	Response	Negative		
					Strongly Disagree	Response	Negative		
					Not applicable/ don't know	Response	Passive		
(737)	14	Have you made a complaint to Gentoo in the last 12 months?		One	Yes	Response	Passive		
					No	Response	Passive	Skip to 16	
(5645)	15	How satisfied or dissatisfied are you with the way Gentoo deals with complaints?		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)	16	Do you live in a building with communal areas, either inside or outside that Gentoo is responsible for maintaining?		One	Yes	Response	Positive		
					No	Response	Negative	Skip to 18	
					Don't know	Response	Passive	Skip to 18	
(5495)	17	How satisfied or dissatisfied are you that Gentoo keeps these communal areas clean and well maintained?		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)	18	How satisfied or dissatisfied are you that Gentoo 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)	19	How satisfied or dissatisfied are you with Gentoo '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)	20	Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?		One	Yes	Response	Passive		
					No	Response	Passive		
(2882)	21	How likely would you be to recommend Gentoo to your family or friends, on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?		One	10 – Extremely Likely	Response	Positive		
					9	Response	Positive		
					8	Response	Passive		
					7	Response	Passive		
					6	Response	Negative		
					5	Response	Negative		
					4	Response	Negative		
					3	Response	Negative		
					2	Response	Negative		
					1	Response	Negative		

					0 – Not at all Likely (Refused or unable to answer)	Response	Negative		
(918)	22	Do you give your permission for your details to be shared with Gentoo?		One	Yes	Filter	Passive		
					No	Filter	Passive		