Appendix 2b - Peabody Perception (LCHO) TSM Phone Survey V8

Survey in place from April 2025 to March 2026

Speak to someone named on the database only

Good morning/afternoon ----------

My name is ---------- and I am calling from TLF Research on behalf of Peabody who are conducting a survey with their residents. This survey will be used to help Peabody understand how well it is meeting their residents needs and will also be used to calculate annual Tenant Satisfaction Measure that will be published by Peabody and submitted to the Regulator of Social Housing. Peabody would really appreciate your feedback about the services they provide.

Would you be able to spare about 10 minutes to take part now, please?

- If yes, continue.
- If no, booking if willing

Thank you. Before we start, I'd like to reassure you that we follow the Market Research Society Code of Conduct and comply with data protection law [your responses will be subject to the market research rules of confidentiality]. In addition, this call may be recording for quality and training purposes.

Q1: [TP01] Taking everything into account, how satisfied or dissatisfied are you with the service provided by Peabody? (5-point verbal scale)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied **HOT ALERT**
- Very dissatisfied **HOT ALERT**

Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]

Interview instruction:
If very satisfied, probe "Why would you say you are satisfied?"

If fairly satisfied or neither satisfied nor dissatisfied, probe "What could Peabody do to make you satisfied?"

If fairly or very dissatisfied, probe "Why would you say you are dissatisfied?"

Q2: [TP05] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Peabody provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

Q3: [TP06] How satisfied or dissatisfied are you that Peabody listens to your views and acts upon them?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

Interview instruction:
Probe all: Why do you say you are [add their selected option for TP06_listens] with how Peabody listens to your views & acts upon them? Could you give me an example?

Q4: [TP07] How satisfied or dissatisfied are you that Peabody keeps you informed about things that matter to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

Q5: [TP08] To what extent do you agree or disagree with the following "Peabody treats me fairly and with respect"?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable/don't know

Q6: Have you made a complaint to Peabody in the last 12 months?

- Yes (Go to Q7)
- No (Go to Q8)

Q7: [TP09] How satisfied or dissatisfied are you with Peabody's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]

Q8: Do you live in a building with communal areas, either inside or outside, that Peabody is responsible for maintaining?

- Yes (Go to Q9)
- No (Go to Q10)
- Don't know (Go to Q10)

Q9: [TP10] How satisfied or dissatisfied are you that Peabody keeps these communal areas clean, and well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]

Q10: [TP11] How satisfied or dissatisfied are you that Peabody makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

Interview instruction:
Probe all: Why do you say you are [add their selected option for TP11_neighbour] with how Peabody makes a positive contribution to your neighbourhood? Could you give me an example?
[Probe in place from July 2025 to March 2026]

Q11: [TP12] How satisfied or dissatisfied are you with Peabody's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

Q12: [Peabody question] How easy or difficult do you find it to deal with Peabody?

- Very easy
- Fairly easy
- Neither easy or difficult
- Fairly difficult
- Very difficult
- Not applicable/don't know

Q13: [Peabody question] If Peabody could make one improvement to the service they provide you, what should it be?

Q14: Your answers are currently confidential. It may be useful for your name to be attached to your responses and passed to Peabody, or for Peabody to listen to this interview. Would that be ok?

- Yes – I agree to my name being attached to my responses (Go to Q16)
- No – I wish to remain anonymous (Go to End)

Q15: Are you happy for Peabody to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

- Yes
- No

Would you like our telephone number or that of the Market Research Society to check our credibility or make comments regarding this interview or our website address to read more information about how we process your personal data? (TLF = 01484 599610 and MRS = 0800 975 9596, Website= www.tlfresearch.com).