

## Orbit Tenant Satisfaction Measures Telephone Script: May 2023 (2023/24)

Hello, Can I speak to either (name pulled in from sample) or (name pulled in from sample) please?

We're ringing to invite you to take part in a customer satisfaction survey for Orbit, but we can only speak to either the lead or joint customer. This is because Orbit only hold information about named customers within the household, and we need to know this information to ensure the survey is representative across all households.

My name's xxxx. I'm calling from Opinion Research Services and I am working on behalf of Orbit. Orbit along with all other Registered Housing Providers in England must now ask their customers a standard set of questions about service delivery and must report these results to their Regulator ( Regulator of Social Housing).

Could you spare a few minutes to answer some questions about your experiences of the service you receive from Orbit? Any feedback you provide will be used to find ways of improving the service provided.

The interview takes about 8 minutes, depending on your answers, and everything you say will be treated in confidence. Just to let you know, in the data we send to Orbit you will not be identified, unless you agree otherwise. None of your personal information will be passed to any person or organisation outside of Orbit and ORS. ORS will destroy any information which identifies you as an individual by the end of June 2024. ORS adheres to the principles of the Market Research Society, and all Data Protection legislation. For more information on how Orbit and ORS handle your personal data, please go to [www.orbitcustomerhub.org.uk/privacy-policy](http://www.orbitcustomerhub.org.uk/privacy-policy) or [ors.org.uk/privacy](http://ors.org.uk/privacy)

Orbit holds personal records for all of their customers. The Data Protection Act and GDPR allow relevant details to be passed to us where Orbit have a legitimate interest in carrying out research to improve their service. We will only use your personal data for research around customer satisfaction.

I also need to point out that this conversation will be recorded and may be monitored for training and quality purposes only. If you would like to confirm my identity, I can supply you with a contact name and telephone number for Orbit or Opinion Research Services to allow you to do this.

Orbit – Tel: 0800 678 1221

ORS - Tel: 01792 535300

## Survey Questions

Response options in red are not read out but are recorded if customer offers these responses

**TP01a.** (Ask all)

**Taking everything into account, how satisfied or dissatisfied are you with the service provided by Orbit?**

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

**TP01b.** (Ask if TP01a = Very satisfied-Very dissatisfied)

**Why do you say that?**

Freetext (record word for word)	<input type="checkbox"/>	90
Not sure/No real reason	<input type="checkbox"/>	93
Refused	<input type="checkbox"/>	98

**TP02a** (Ask if Renter)

**Has Orbit carried out a repair to your home in the last 12 months?**

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

**TP02b.** (Ask if TP02a = Yes)

**How satisfied or dissatisfied are you with the overall repairs service from Orbit over the last 12 months?'**

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

Don't know  
Refused

**TP06. (Ask all)**

**How satisfied or dissatisfied are you that Orbit listens to your views and acts upon them?**

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not Applicable	<input type="checkbox"/>	96
Don't know	<input type="checkbox"/>	97
<b>Refused</b>	<input type="checkbox"/>	98

**TP03. (Ask if TP02a = Yes)**

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

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
<b>Don't know</b>	<input type="checkbox"/>	97
<b>Refused</b>	<input type="checkbox"/>	98

**TP04. (Ask if Renter)**

**How satisfied or dissatisfied are you that Orbit provides a home that is well maintained?**

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
<b>Don't know</b>	<input type="checkbox"/>	97
<b>Refused</b>	<input type="checkbox"/>	98

**TP05. (Ask All)**

**Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Orbit provides a home that is safe?**

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not Applicable	<input type="checkbox"/>	96
Don't know	<input type="checkbox"/>	97
<b>Refused</b>	<input type="checkbox"/>	98

**TP07** (Ask all)

**How satisfied or dissatisfied are you that Orbit keeps you informed about things that matter to you?’**

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not Applicable	<input type="checkbox"/>	96
Don't know	<input type="checkbox"/>	97
<b>Refused</b>	<input type="checkbox"/>	98

**TP08** (Ask all)

**To what extent do you agree or disagree with the following “Orbit treats me fairly and with respect”?**

Strongly agree	<input type="checkbox"/>	1
Agree	<input type="checkbox"/>	2
Neither agree nor disagree	<input type="checkbox"/>	3
Disagree	<input type="checkbox"/>	4
Strongly disagree	<input type="checkbox"/>	5
Not Applicable	<input type="checkbox"/>	96
Don't know	<input type="checkbox"/>	97
<b>Refused</b>	<input type="checkbox"/>	98

**TP09a** (Ask all)

**Have you made a complaint to Orbit in the last 12 months?**

Yes  
No

**Don't know**  
**Refused**

**TP09b.** (Ask if TP09a = Yes)

**How satisfied or dissatisfied are you with Orbit's approach to complaints handling?**

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
<b>Don't know</b>	<input type="checkbox"/>	97
<b>Refused</b>	<input type="checkbox"/>	98

**TP10a.** (Ask all)

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

Yes

No

Don't know

Refused

**TP10b.** (Ask if TP10a = Yes)

**How satisfied or dissatisfied are you that Orbit keeps these communal areas clean and well maintained?**

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

**TP11.** (Ask all)

**How satisfied or dissatisfied are you that Orbit makes a positive contribution to your neighbourhood?**

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not applicable	<input type="checkbox"/>	96
Don't know	<input type="checkbox"/>	97
Refused	<input type="checkbox"/>	98

**TP12.** (Ask all)

**How satisfied or dissatisfied are you with Orbit's approach to handling anti-social behaviour?**

Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not applicable		
Don't know		
Refused	<input type="checkbox"/>	98

Orbit may wish to follow up on any issues raised as part of this survey. Therefore, would you be happy to give permission to pass your contact details together with your individual responses to back to Orbit? This will enable them to identify you, and to investigate comments further. You may also be contacted in order to follow up any issues. However, unless you give permission, Orbit will not be able to identify you in the information they receive.

Yes	1
No	2
Refused	98

**Re-contact** (Ask all)

Finally, just to let you know that you may be contacted for quality control purposes or in the event of us wanting to speak to you very briefly again in relation to this survey only. Would we be able to contact you?

Yes – record name	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2
Refused	<input type="checkbox"/>	98

**Thank you very much for your time today.**

This survey has been conducted by Opinion Research Services. We are a member of the Market Research Society and we adhere to the requirements of the UK Data Protection Act and the EU General Data Protection Regulation (GDPR). If you have any queries regarding the survey or our company, I can supply you with contact details.