

Orbit Tenant Satisfaction Measures

Telephone Script: 2025-2026

| SCRIPT KEY | |
|-------------------|------------------------------------------------------|
| Black Text | Survey Question (read out as stated) |
| Red Text | Interviewer instruction (not read out) |
| Green Text | Routing instruction (automated in electronic survey) |

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

My name's (name of ORS staff member). 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 2026. 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 or ors.org.uk/privacy

Orbit holds personal records for all of their customers. The Data Protection Act and 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

TP01a. (Ask all)

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

INTERVIEWER IF NECESSARY: Read out response options. Clarify if very or fairly.

- | | | |
|------------------------------------|--------------------------|-----------|
| 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?

Interviewer: Probe but do not prompt

- | | | |
|---------------------------------|--------------------------|-----------|
| 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?’

INTERVIEWER IF NECESSARY: Prompt with response options if necessary. Clarify if very or fairly.

- | | | |
|------------------------------------|--------------------------|----|
| 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 |

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?

INTERVIEWER IF NECESSARY: Prompt with response options if necessary. Clarify if very or fairly.

- | | | |
|------------------------------------|--------------------------|----|
| 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 |

TP04. (Ask if Renter)

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

INTERVIEWER IF NECESSARY: Prompt with response options if necessary. Clarify if very or fairly.

- | | | |
|------------------------------------|--------------------------|----|
| 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 |

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?

INTERVIEWER IF NECESSARY: Prompt with response options if necessary.

Clarify if very or fairly.

| | | |
|------------------------------------|--------------------------|-----------|
| 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 |

TP06. (Ask all)

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

INTERVIEWER IF NECESSARY: Prompt with response options if necessary.

Clarify if very or fairly.

| | | |
|------------------------------------|--------------------------|-----------|
| 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 |

TP07 (Ask all)

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

INTERVIEWER IF NECESSARY: Prompt with response options if necessary.

Clarify if very or fairly.

| | | |
|------------------------------------|--------------------------|----|
| 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 |

TP08 (Ask all)

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

INTERVIEWER IF NECESSARY: Prompt with response options if necessary.

Clarify if agree/disagree strongly or just agree/disagree.

| | | |
|----------------------------|--------------------------|----|
| 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 |
| Refused | <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?

INTERVIEWER IF NECESSARY: Read out options – except don't know or refused. Clarify whether very or fairly.

| | | |
|------------------------------------|--------------------------|----|
| 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 |

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?

INTERVIEWER IF NECESSARY: Read out options – except don't know or refused. Clarify whether very or fairly.

| | | |
|------------------------------------|--------------------------|----|
| 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?

INTERVIEWER IF NECESSARY: Read out options – except don't know or refused. Clarify whether very or fairly.

| | | |
|------------------------------------|--------------------------|----|
| 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 |

TP11b. (Ask if TP11 = = Very satisfied-Very dissatisfied)

Why do you say that?

Interviewer: Probe but do not prompt

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

TP12. (Ask all)

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

INTERVIEWER IF NECESSARY: Read out options – except don't know or refused. Clarify whether very or fairly.

| | | |
|------------------------------------|--------------------------|----|
| 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 |

TP17. (Ask all)

How satisfied or dissatisfied are you that Orbit provides a home you are proud to live in

| | | |
|------------------------------------|--------------------------|-----------|
| 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 |

FEEDBACK. (Ask all)

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.

| | | |
|----------------|--|-----------|
| 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?

INTERVIEWER: Please explain if necessary that they will not necessarily be contacted again. It will only be in the case of us wanting to ask an additional question for the survey or for verifying something they've said for quality control purposes.

| | | |
|-------------------|--------------------------|-----------|
| 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.



To repeat: 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.

Interviewer provide if requested