

This survey has been designed to transfer smoothly to QA's CATI system, and looks slightly different to a conventional survey. The questions themselves are the same, but are simply presented differently. The explanation below should help, but please do contact your contact at QA if you are unsure.

All questions, (including prompts for interviewers/respondents e.g. 'Tick all that apply') are formatted with the 'Question' style in blue.

All responses are listed and formatted using the 'Response' style in red.

Questions followed by a blank line are an open-ended or numeric question.

Instructions (i.e. routing instructions) are formatted using the 'Instruction' style in italic. Rating questions are simply listed with the scale listed first followed by the responses and formatted using the 'Response' style.

### **Habitare Homes Limited - Tenant Satisfaction Survey 2026**

**Good morning / afternoon. My name is <NAME> and I'm calling from Qa Research, on behalf of (*TEXT SUB FROM SAMPLE: Habitare Homes / In Place Alconbury Ltd*) and in conjunction with Sheffield Hallam University.**

**We are conducting a survey of tenants to collect data on satisfaction with their landlord (*TEXT SUB FROM SAMPLE: Habitare / In Place Alconbury*). (*TEXT SUB IF HABITARE: This data will be used by Habitare to submit information about its performance as a social housing landlord to the Regulator of Social Housing.*)**

**The findings will also be used as part of a wider study being undertaken by Sheffield Hallam University to understand the impact of new housing development.**

**Would you be able to spare around 10 minutes to answer some questions about this?**

**At the end of the survey, you will be asked if you'd like to enter a prize draw, where you will have the chance to win a first place prize of £250, second place prize of £150, or a third place prize of £100.**

**Please click on the NEXT button to start the survey.**

**Before we begin, I need to read out a quick statement regarding GDPR legislation. Any personal data collected in this survey will be held securely and will not be shared with any third party. Any identifiable information will**

be kept securely on our servers and deleted within 12 months after the completion of the project. As part of our quality control procedures, all interviews are recorded. Is that OK?

**ADD IF NECESSARY:** If you would like to find out more about how Qa Research and (*TEXT SUB FROM SAMPLE: Habitare Homes / In Place Alconbury Ltd*) protect your personal data, you can access their privacy policy at: <https://www.qaresearch.co.uk/privacy/> and (*TEXT SUB FROM SAMPLE: https://habitarehomes.co.uk/privacy-notice/* / [QA TO ADD LINK])

## **Section 1 – TSM Standard Questions**

**Q1. (TP01) Taking everything into account, how satisfied or dissatisfied are you with the service provided by (*TEXT SUB FROM SAMPLE: Habitare / In Place Alconbury*)? READ OUT**

**SINGLECODE**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/Don't know (DO NOT READ OUT)

**ASK Q2a-Q4 IF LCRA STOCK ON DATABASE, IF LCHO STOCK GO TO Q5**

**Q2a. (TP02/3) Has (*TEXT SUB FROM SAMPLE: Habitare / In Place Alconbury*) carried out a repair to your home in the last 12 months?**

**SINGLECODE**

Yes

No

**ASK Q2b-Q3 IF 'YES' AT Q2a, OTHERS GOTO Q4**

**Q2b. (TP02) How satisfied or dissatisfied are you with the overall repairs service from (*TEXT SUB FROM SAMPLE: Habitare / In Place Alconbury*) over the last twelve months? READ OUT**

**SINGLECODE**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/Don't know (DO NOT READ OUT)

**Q3 (TP03). How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? READ OUT**

**SINGLECODE**

Very satisfied

Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied  
Very dissatisfied  
Not applicable/Don't know (DO NOT READ OUT)

**ASK ALL LCRA STOCK ON DATABASE**

**Q4. (TP04) How satisfied or dissatisfied are you that (TEXT SUB FROM SAMPLE: Habitare / In Place Alconbury) provides a home that is well maintained? READ OUT**

**SINGLECODE**

Very satisfied  
Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied  
Very dissatisfied  
Not applicable/Don't know (DO NOT READ OUT)

**ASK ALL**

**Q5. (TP05) Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that (TEXT SUB FROM SAMPLE: Habitare / In Place Alconbury) provides a home that is safe? READ OUT**

**SINGLECODE**

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

**Q6. (TP06) How satisfied or dissatisfied are you that (TEXT SUB FROM SAMPLE: Habitare / In Place Alconbury) listens to your views and acts upon them? READ OUT**

**SINGLECODE**

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

**Q7. (TP07) How satisfied or dissatisfied are you that (TEXT SUB FROM SAMPLE: Habitare / In Place Alconbury) keeps you informed about things that matter to you? READ OUT**

**SINGLECODE**

Very satisfied  
Fairly satisfied

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

**Q8. (TP08) To what extent do you agree or disagree with the following  
'(TEXT SUB FROM SAMPLE: *Habitare / In Place Alconbury*) treats me fairly  
and with respect'? READ OUT**

**SINGLECODE**

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

**Q9a. (TP09) Have you made a complaint to (TEXT SUB FROM SAMPLE:  
*Habitare / In Place Alconbury*) in the last 12 months?**

**SINGLECODE**

Yes  
No

**ASK Q9b IF 'Yes' AT Q9a, OTHERS GOTO Q10a**

**Q9b. (TP09) How satisfied or dissatisfied are you with (TEXT SUB FROM  
SAMPLE: *Habitare's / In Place Alconbury's*) approach to complaints  
handling? READ OUT**

**SINGLECODE**

Very satisfied  
Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied  
Very dissatisfied  
Not applicable/Don't know (DO NOT READ OUT)

**ASK ALL**

**Q10a. (TP010) Do you live in a building with communal areas, either inside  
or outside, that (TEXT SUB FROM SAMPLE: *Habitare / In Place Alconbury*)  
is responsible for maintaining?**

**SINGLECODE**

Yes  
No  
Don't know

**ASK Q10b IF 'Yes' AT Q10a, OTHERS GOTO Q11**

**Q10b. (TP010) How satisfied or dissatisfied are you that (*TEXT SUB FROM SAMPLE: Habitare / In Place Alconbury*) keeps these communal areas clean and well maintained? READ OUT**

**SINGLECODE**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/Don't know (DO NOT READ OUT)

**ASK ALL**

**Q11. (TP011) How satisfied or dissatisfied are you that (*TEXT SUB FROM SAMPLE: Habitare / In Place Alconbury*) makes a positive contribution to your neighbourhood? READ OUT**

**SINGLECODE**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable / Don't know

**Q12. (TP012) How satisfied or dissatisfied are you with (*TEXT SUB FROM SAMPLE: Habitare's / In Place Alconbury's*) approach to handling anti-social behaviour? READ OUT**

**SINGLECODE**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable / Don't know

## **Section 2 – Additional, non-regulatory questions**

**Q13. Do you need any help to live independently in your home?**

**SINGLECODE**

Yes

No

Don't know

**Q14. When did you move into your home? Please provide the month and year.**

**DO NOT READ OUT: Interviewer note – if respondent is unable to remember the exact date, please ask for a best estimate.**

**Month:**

**SINGLECODE**

January

February

March

April

May

June

July

August

September

October

November

December

Don't know (DO NOT READ OUT)

**Year:**

**CODES OPEN – CHECK FORMAT**

Don't know (DO NOT READ OUT)

**Q15. Thinking back to when you moved into your home, how satisfied or dissatisfied are you with the outcome of the snagging period? READ OUT**

**SINGLECODE**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable / Don't know

**ASK Q16 IF MARKED AS SHARED OWNERSHIP ON DATABASE, OTHERS  
GOTO Q17**

**Q16. To what extent do you agree or disagree with the following statement  
'I purchased this home because I could not afford to buy through other  
means'? READ OUT**

**SINGLECODE**

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable/Don't know (DO NOT READ OUT)

**ASK ALL**

**Q17. Thinking about your rent and/or mortgage, that is the amount you pay yourself on top of any after Housing Benefit / Local Housing Allowance / Universal Credit, how easy or difficult is it for you to afford this? READ OUT**

**SINGLECODE**

Very easy

Fairly easy

Fairly difficult

Very difficult

Not applicable/Don't know (DO NOT READ OUT)

**Q18. On a scale of 0 to 10, where 0 is “not at all” and 10 is “completely”, overall, how satisfied are you with your life nowadays?**

**SINGLECODE**

0 – Not at all

1

2

3

4

5

6

7

8

9

10 – Completely

Not applicable/Don't know (DO NOT READ OUT)

**Q19. To what extent would you agree or disagree with the following statement, “I would recommend this development to a friend or family looking for a home”? READ OUT**

**SINGLECODE**

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable/Don't know (DO NOT READ OUT)

### **Section 3 – Profiling questions**

**This section is about you. We are aware that this information is personal and we would like to remind you that your answers are confidential and anonymous.**

**Q20. What is your age?**

**SINGLECODE**

16-24  
25-34  
35-44  
45-54  
55-64  
65-74  
75-84  
85+  
Prefer not to say

**Q21. What is your gender?**

**SINGLECODE**

Male  
Female  
Other - please describe

**CODES OPEN**

Prefer not to say

**Q22. What is your ethnic group?**

**SINGLECODE**

**White**

English / Welsh / Scottish / Northern Irish / British Irish  
Gypsy or Irish Traveller  
Any other White background - please describe

**CODES OPEN**

**Mixed / Multiple ethnic groups**

White and Black Caribbean  
White and Black African  
White and Asian  
Any other Mixed / Multiple ethnic - please describe

**CODES OPEN**

**Asian / Asian British**

Indian  
Pakistani  
Bangladeshi  
Chinese  
Any other Asian / Asian British background – please describe

**CODES OPEN**

**Black / African / Caribbean / Black British**

African  
Caribbean  
Any other Black / African / Caribbean - please describe

**CODES OPEN**

**Other ethnic group**

Arab  
Any other – please describe

**CODES OPEN**

Prefer not to say

**Q23. Do you have any long-standing illness, disability or infirmity - by long-standing I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time?**

**SINGLECODE**

Yes

No

Prefer not to say

**Section 4 – Prize Draw and Re-contact Consent**

**Q24. Would you like to be entered into a free prize draw with the chance to win up to £250?**

First place in the prize draw will receive £250, second place will receive £150, and third place will receive £100.

The draw will be administered by Qa Research. To enter, you must give your consent and provide your name and contact details so Qa can contact you if you win, to arrange payment/delivery of the prize.

Your contact details will not be used for any other purpose and will be securely stored by Qa Research for 12 months after completion of the research and then deleted.

**SINGLECODE**

Yes, I consent to being entered into the draw

No, I would not like to be entered

**READ OUT IF NECESSARY: Terms and Conditions of prize draw can be viewed at [QA TO INSERT LINK] and are listed here:**

1) The closing date is 31 March 2026 2) Late entries will not be accepted. 3) There are three prizes: the first place prize is £250, the second place prize is £150 and the third place prize is £100. 4) One entry per household. 5) The winner will be drawn at random within one month of the closing date of the draw and notified by the contact details provided. 6) Qa will attempt to contact winners by phone three times and if on record, by email two times. If contact is not made within seven working days, Qa reserves the right to draw a new winner at random. 7) Winners will receive their prize within 3 weeks of the draw being held. 8) The decision of Qa Research is final and no correspondence will be entered into. 9) The draw is being administered by Qa Research.

**Q25. In addition to this survey, Qa Research are conducting follow-up interviews with some residents on behalf of Sheffield Hallam University. This is to better understand your experience of living in your home, and how this has affected your life.**

For those selected to take part in the interviews, Qa Research are offering a £50 payment in recognition of their time.

Do you consent to Qa Research potentially re-contacting you for this reason?

**SINGLECODE**

Yes, I consent to Qa Research re-contacting me

No, I do not want Qa Research to re-contact me

**ASK Q26 IF 'Yes...' TO Q24 OR Q25, OTHERS THANK & CLOSE**

**Q26. Please provide your name and your phone and/or email contact details:.**

Your name: **CODES OPEN**

Telephone number: **CODES OPEN = CHECK FORMAT**

Email address: **CODES OPEN – CHECK FORMAT**

**THANK & CLOSE**