



Department for Levelling Up,
Housing & Communities

Social Housing Quality Residents Survey Methodological Report

December 2022



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Introduction

1. The Social Housing White Paper (SHWP)¹ programme seeks to drive long-lasting and transformational change across the social housing sector and improve the lives of social housing residents in England. Specific measures within the programme ensure that:
 - Landlords fulfil their responsibilities to provide decent, safe homes and neighbourhoods;
 - Landlords are held accountable for the services they provide and treat their residents fairly - being respectful, transparent and open, engaging and listening, and dealing promptly and effectively with complaints; and
 - Social housing residents feel respected and are able to make their voices heard and influence decisions which directly affect their experiences of social housing.
2. To understand social housing residents' experiences prior to implementation of the Social Housing White Paper measures, the Department for Levelling Up, Housing and Communities (DLUHC) has established a set of baseline metrics using available data. The SHWP residents survey will fill gaps and overcome limitations in DLUHC's existing baseline data by asking questions that align with the SHWP programme's intended outcomes. Metrics collected include:
 - If residents feel their home is safe;
 - How residents feel landlords handle anti-social behaviour cases;
 - Whether residents feel their landlord treats them with courtesy and respect.
3. IFF Research were commissioned by DLUHC in February 2022 to administer this survey. This paper sets out the methodological approach taken, including sampling, survey mode and timings, and the final response rate. It also presents our approach to analysis, data limitations, quality assurance, ethics processes, and the finalised survey questions.

¹ <https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper>

Questionnaire design

4. DLUHC devised an initial set of research questions, which IFF reviewed, before proceeding to draft a full questionnaire. After a couple of rounds of revision this was then signed off for fieldwork. A full copy of the final questionnaire can be found in Appendix A.
5. The questionnaire included a screener section, to ensure only relevant individuals took part. Respondents had to confirm they were a social housing resident and that they were the lead or joint lead tenant (otherwise, interviewers would ask to be transferred to the lead or joint lead tenant if they were taking part by telephone).
6. The main question areas covered in the survey were:
 - Property and respondent details
 - Overall satisfaction with landlord
 - Satisfaction with safety and maintenance
 - Satisfaction with repairs
 - Satisfaction with communal areas
 - Trust and respect of landlord
 - Anti-social behaviour
 - Complaints
7. As well as the main body of research questions, DLUHC were keen to safeguard against any potential wellbeing concerns. For those taking part by telephone, at the end of the interview the interviewer was required to flag if, based on what the respondent had said during the interview, they had a concern for their welfare (either an immediate / high risk of harm or not). If the interviewer had concerns, they offered to send the respondent an information sheet which included contact details for some organisations that might be able to support them. If they believed the risk of harm was immediate the interviewer also offered to contact someone on the respondent's behalf – such as a parent or doctor. Further information on this procedure can be found in the Ethics and Data Security sections later in this report.

Sample

Sources

8. An important consideration in the design of this research was how to access a representative sample of social housing residents, as there is no central database that exists. To meet the needs of this study, we considered accessibility (i.e. ensuring the survey was available to as wide a group of social housing residents as possible), sampling theory (ensuring the sample was representative of its population, and not too prone to sample bias), and the study's budget.
9. The approach taken was to generate a sample of social housing residents using a combination of Random Digit Dialling (RDD) and lifestyle telephone sample, use of recontact data from the English Housing Survey (EHS), and sample provided by an online research panel.
10. The RDD element involved generating telephone numbers randomly, while the lifestyle sample involved randomly selecting telephone numbers from a commercially available database. This hybrid approach was taken as while RDD sample provides comprehensive coverage of the population, certain subgroups are known to be less likely to respond to CATI surveys (including younger audiences); therefore, the lifestyle sample allowed the targeting of respondents known to belong to these harder-to-reach groups.
11. Around three-quarters of the recontact data from the EHS, supplied by DLUHC via secure transfer system to IFF, was from respondents to the 2020-21 EHS; the remainder was from the 2018-19 EHS (Recontacts from the 2019-20 EHS were not used, due to having been recently used as sample for the Household Resilience Study). EHS recontact data was used to address gaps and imbalances in the CATI sample.
12. The online panel was then used to further target harder to reach audiences, in particular younger and ethnic minority audiences.
13. Sample was drawn at a ratio of 15:1 for the RDD sample after screening for social housing residents had been accounted for (based on 17% of all households being social housing) and 10:1 for the Lifestyle sample. RDD sample was drawn randomly, in proportion to the regional distribution of the social housing population. Lifestyle sample was drawn in two stages, targeting in the second draw subgroups (within region, age and gender) that had experienced relatively low response rates initially (this occurred two weeks after fieldwork started). EHS sample was also loaded in two phases, with online fieldwork commencing at the start of the fieldwork, and then telephone calling at a two week remove.

Proportion of responses by sample source

Sample source	Number of completes	% of total completes
RDD	138	2.8%
Lifestyle	1,782	35.6%
EHS recontact sample	773	15.4%
Online panel	2,311	46.2%
Total	5,004	100%

Population targets

14. The reference population for this study was all social housing residents in England except leaseholders and market renters. This is shown in the table below, as taken from the EHS population profile.
15. A target of 5,000 responses was set, in order to give a good level of statistical confidence at both the overall level and among key groups (see table below), with an overall standard error at 95% of +/- 1.4%.
16. Had we allowed responses to 'fall out' in line with the population, we would have anticipated a standard error of less than +/-5% for most subgroups. By key demographics, the exception was young people (16-24) and some regions (North East, East Midlands and South West). We therefore increased targets in these areas, and reduced others slightly, targeting a minimum of 400 interviews with each subgroup (and therefore a standard error of +/-5%). 'Dwelling type' also left some subgroups with fewer than 400 anticipated responses, however as it was not possible to target interviews by this factor, sample was allowed to 'fall out' at this level.

Population targets and confidence intervals

Population sub-group	Population %	Representative target	Standard Error (+/- %)	Final target	Standard Error (+/- %)
All social renters	-	5,000	1.4	5,000	1.4

Population sub-group	Population %	Representative target	Standard Error (+/- %)	Final target	Standard Error (+/- %)
Landlord: Local authority	40	2,000	2.2	2,000	2.2
Landlord: Housing association	60	3,000	1.8	3,000	1.8
Age: 16 to 24	3	170	8	400	4.9
Age: 25 to 34	15	733	3.6	700	3.7
Age: 35 to 44	17	853	3.4	820	3.4
Age: 45 to 54	22	1,082	3	1,010	3.1
Age: 55 to 64	17	844	3.4	810	3.4
Age: 65 to 74	13	648	3.8	620	3.9
Age: 75 and over	13	669	3.8	640	3.9
Region: North East	7	334	5.4	400	4.9
Region: North West	13	661	3.8	640	3.9
Region: Yorkshire & the Humber	11	541	4.2	520	4.3
Region: East Midlands	7	368	5.1	400	4.9
Region: West Midlands	10	518	4.3	510	4.3
Region: East	10	523	4.3	520	4.3
Region: London	21	1,062	3	1,000	3.1
Region: South East	12	615	4	610	4.0
Region: South West	8	380	5	400	4.9
Sex: male	42	2,105	2.1	2,105	2.1
Sex: female	58	2,895	1.8	2,895	1.8
Ethnicity: all ethnic minorities (excluding white minorities)	19	950	3.2	950	3.2
Ethnicity: white	81	4,050	1.5	4,050	1.5

Population sub-group	Population %	Representative target	Standard Error (+/- %)	Final target	Standard Error (+/- %)
Dwelling type: terraced house	27	1,335	2.7	1,335	2.7
Dwelling type: semi-detached house	16	825	3.4	825	3.4
Dwelling type: detached house	1	33	17.2	33	17.2
Dwelling type: bungalow	11	538	4.2	538	4.2
Dwelling type: converted flat	2	120	8.9	120	8.9
Dwelling type: purpose build flat, low rise	37	1,855	2.3	1,855	2.3
Dwelling type: purpose build flat, high rise	6	294	5.7	294	5.7

Survey Mode

Mode and timings

17. As mentioned in the sample chapter above, a hybrid interviewing approach comprising both telephone and online fieldwork was chosen, as the use of telephone fieldwork (utilising a combination of sample sources) would allow us to reach a wide range of social housing residents, and to encourage those to take part who might not ordinarily participate in research. Use of an online panel allowed us to target any key subgroups with a lower level of response in the telephone survey.
18. Fieldwork ran from Tuesday 22nd March to Wednesday 11th May 2022. The entire fieldwork period comprised a number of stages, as follows:
- **Soft launch:** a random sample of the RDD and Lifestyle sample was called, and online invites sent to random selection of EHS recontact email addresses, in order to test the survey was working correctly in both CATI and online formats. The soft launch ran from 22nd March – 23rd March.
 - **Full launch:** following checks on the soft launch data, reviews of recordings and interviewer feedback, minor changes were made to the questionnaire. Then the remainder of the RDD and Lifestyle sample were loaded to the CATI survey, and invitations to the online survey were sent to the rest of EHS recontact records with email addresses. Mainstage CATI fieldwork ran from Thursday 24th March – Wednesday 4th May (with the online survey remaining open an extra week, until Wednesday 11th May).
 - **Fieldwork mid-point:** After two weeks of fieldwork, telephone calling of the EHS recontact sample began, targeting key subgroups; all EHS recontact records that had not completed online were loaded into the CATI survey on Tuesday 5th April. At the same time response levels across key groups were reviewed; based on this, a top-up batch of Lifestyle sample was ordered, to target particular subgroups. The second batch of Lifestyle sample was loaded on 14th April.
 - **Online panel pilot:** A pilot was carried out to check that eligible respondents could be reached via the panel, and to test the workings of the panel links. 50 completes were achieved for the pilot between 26th April and 28th April.
 - **Mainstage panel fieldwork:** Mainstage panel fieldwork launched on 28th April and ran until the total fieldwork target was reached on 11th May.

Response rates by mode

19. In total 5,004 interviews were completed. For the online fieldwork, a response rate of 16.2% was achieved overall, with a rate of 10.7% for the EHS recontact sample, and 16.7% for the panel sample.

Online response rates by sample source

Sample source	Number of invites delivered ²	Number of completes	% of total invites delivered
Lifestyle ³	n/a	1	n/a
EHS recontact sample	1,233	131	10.7%
Online panel	13,827	2,311	16.7%
Online total	15,060	2,443	16.2%

20. Any EHS respondents who did not complete online were subsequently contacted by telephone, with a further 642 going on to complete in that mode (see telephone response rates below).

21. In telephone fieldwork, an overall response rate of 7% of 'called' sample was achieved, and a response rate of 34% of 'reached' sample (completed interviews as a proportion of all records with a definite outcome).

Telephone response rates by sample source

Sample source	Completes	Response as % of sample called	Response as % of sample reached
RDD	138	2%	14%
Lifestyle	1,781	6%	33%
EHS recontact sample	642	32%	63%
Telephone total	2,561	7%	34%

22. It should be noted that the RDD sample, Lifestyle sample and online panel sample were not able to identify social housing residents specifically, and therefore will have included private renters and owners, who would not be eligible to complete the survey. The response rates of these groups should therefore be considered in light of the fact that only 17% of households in the UK are social housing,⁴ and therefore many of those contacted will have declined to start the survey. Any respondents who started the survey and were then found to be ineligible (e.g. not a social housing resident, or living outside of England) have been excluded from these calculations.

² Excluding any invites sent to sample records subsequently found to be ineligible for the survey (for example who responded they are no longer a social housing resident) and invites which were not delivered (i.e. "bounced" emails due to an incorrect email address)

³ One Lifestyle respondent requested that they answer the survey online instead of by telephone.

⁴ English Housing Survey 2019-20

Method of analysis

Coding

23. Survey questions that allowed free-text responses beyond the options already stated in the question were coded by IFF's coding team. In some cases, responses could be back-coded into pre-existing question options, however, in most cases new codes were added, which added further insight into respondent views and experiences.

Sampling errors and statistical confidence

24. Sampling errors for the survey results overall and for key sub-groups are presented in the table below. Figures have been based on a survey result of 50% (the 'worst' case in terms of statistical reliability) and have used a 95% confidence level. Where the table indicates that a survey result based on all respondents has a sampling error of $\pm 1.1\%$, this should be interpreted as follows: 'for a question asked of all respondents where the survey result is 50%, we are 95% confident that the true figure lies within the range 48.9% to 51.1%'. The further away from 50% a result is, either higher or lower, the smaller the confidence interval will be.

Final achieved interviews and confidence intervals

Population sub-group	Final target	Standard Error (+/- %)	Achieved interviews	% of target	Standard Error (+/- %)
All social renters	5,000	1.4	5,004	100	1.4
Age: 16 to 24	400	4.9	391	98	5.0
Age: 25 to 34	700	3.7	853	122	3.4
Age: 35 to 44	820	3.4	935	114	3.2
Age: 45 to 54	1,010	3.1	942	93	3.2
Age: 55 to 64	810	3.4	882	109	3.3
Age: 65 to 74	620	3.9	517	83	4.3
Age: 75 and over	640	3.9	451	70	4.6
Region: North East	400	4.9	394	99	4.9
Region: North West	640	3.9	638	100	3.9
Region: Yorkshire & the Humber	520	4.3	499	96	4.4

Population sub-group	Final target	Standard Error (+/- %)	Achieved interviews	% of target	Standard Error (+/- %)
Region: East Midlands	400	4.9	434	109	4.7
Region: West Midlands	510	4.3	578	113	4.1
Region: East	520	4.3	411	79	4.8
Region: London	1,000	3.1	894	89	3.3
Region: South East	610	4.0	691	113	3.7
Region: South West	400	4.9	465	116	4.5
Sex: male	2,105	2.1	1857	88	2.3
Sex: female	2,895	1.8	3130	108	1.8
Ethnicity: all ethnic minorities (excluding white minorities)	950	3.2	758	80	3.6
Ethnicity: white	4,050	1.5	4186	103	1.5
Dwelling type: terraced house	1,335	2.7	1109	83	2.9
Dwelling type: semi-detached house	825	3.4	1395	169	2.6
Dwelling type: detached house	33	17.2	175	530	7.4
Dwelling type: bungalow	538	4.2	393	73	4.9
Dwelling type: converted flat	120	8.9	319	266	5.5
Dwelling type: purpose build flat, low rise	1,855	2.3	1302	70	2.7
Dwelling type: purpose build flat, high rise	294	5.7	232	79	6.4

Weighting approach

25. Weighting was applied in order to bring the survey profile in line with the population profile, and to correct for the oversampling of particular subgroups such as younger social housing tenants.
26. Population data was taken from the most recent English Housing Survey (2020-21) where possible (for age, region, and ethnicity), otherwise EHS 2019-20 data was used (for gender and dwelling type).
27. RIM (Random Iterative Method) weights were applied for age, gender, dwelling type, region and ethnicity. All those coded into categories not in the population data (other / DK / refused) were given a weight of 1, with other targets adjusted accordingly.
28. Weighting by landlord type (local authority vs housing association) was found not to be possible, due to the fact that for a large proportion of completes (20%) landlord type was unknown (due to respondents answering 'don't know' or 'refused' when asked the name of their landlord, or entering a name which we could not match to a known social housing provider).
29. The table below shows the profile of the population, the number of completed interviews within each sub-group and unweighted proportion of the total, and finally the weighted proportion.

Population and survey profiles (weighted and unweighted)

Population sub-group	Population	Population %	Completed interviews	Unweighted %	Weighted %
All social renters	3,985,000	100	5,004	100	100
Age: 16 to 24	106,000	2.7	391	7.8	3.0
Age: 25 to 34	609,000	15.3	853	17.0	15.1
Age: 35 to 44	565,000	14.2	935	18.7	14.1
Age: 45 to 54	874,000	21.9	942	18.8	21.6
Age: 55 to 64	814,000	20.4	882	17.6	20.3
Age: 65+	1,017,000	25.5	968	19.3	25.3
Region: North East	266,000	6.7	394	7.9	6.6
Region: North West	539,000	13.5	638	12.7	13.3
Region: Yorkshire & the Humber	407,000	10.2	499	10.0	10.2
Region: East Midlands	302,000	7.6	434	8.7	7.6
Region: West Midlands	442,000	11.1	578	11.6	11.0
Region: East	403,000	10.1	411	8.2	10.0
Region: London	798,000	20.0	894	17.9	20.4
Region: South East	498,000	12.5	691	13.8	12.5
Region: South West	330,000	8.3	465	9.3	8.4
Sex: male	-	42.4	1857	37.1	41.7
Sex: female	-	57.6	3130	62.5	57.9
Ethnicity: all ethnic minorities (excluding white minorities)	616,000	15.5	758	15.1	15.5
Ethnicity: white	3,369,000	84.5	4186	83.7	83.3
Dwelling type: terraced house	-	26.7	1109	22.2	26.3

Population sub-group	Population	Population %	Completed interviews	Unweighted %	Weighted %
Dwelling type: semi-detached house	-	16.5	1395	27.9	16.3
Dwelling type: detached house	-	0.7	175	3.5	0.7
Dwelling type: bungalow	-	10.8	393	7.9	10.7
Dwelling type: converted flat	-	2.4	319	6.4	2.5
Dwelling type: purpose build flat, low rise	-	37.1	1302	26.0	36.2
Dwelling type: purpose build flat, high rise	-	5.9	232	4.6	5.8

Limitations of the data

30. While every effort has been made to ensure that the survey results are representative of the population, a few limitations and caveats should be considered when interpreting the data.

Sample and survey mode

31. Multiple sample sources were considered in order to reach the most representative sample for social housing residents; alongside EHS recontact sample (which represented a relatively small sample source), it was decided to use a combination of RDD, Lifestyle sample and an online panel. However, each of these sample sources came with potential limitations:

Sample source	Possible limitations
RDD sample	Certain subgroups harder to reach (particularly men, younger audiences and ethnic minority participants)
Lifestyle sample	Element of sampling bias as the pool of individuals within might be skewed from the general attitudinal and demographic profile of the resident population
Online Panel	Sample is somewhat skewed: they need to have internet access for example, and be digitally competent; Sample is self-selecting and therefore response bias might be at play. Any online approach is more prone to data quality issues, although our data quality approach mitigates these risks.

32. In addition to a variety of sample sources, the survey has also been conducted across two modes, telephone and online. This creates multimodal risks see participants respond in a different manner depending on the mode used.

33. We have attempted to mitigate these limitations by:

- Designing the survey to work across both modes (online and CATI), for example by having all pre-code lists read out in the CATI survey to more closely replicate the online experience.
- Conducting thorough checks for any response bias or mode effects in the data, to ensure that differences in response are not being driven by sample source or survey mode.
- Conducting thorough quality checks on online data during fieldwork, and removing and replacing any completed surveys that did not pass our quality standards (for example, completing the survey in an implausibly quick time, or giving repeat responses throughout).
- Weighting the data to English Housing Survey population figures, to ensure that final data is representative of the population.

Analysis

34. The base sizes achieved for most questions are sufficient to allow analysis across all key subgroups. However, subgroup analysis may be limited at questions G3 (“What was the reason you did not inform your landlord about the anti-social behaviour?”) and G4 (“How satisfied or dissatisfied were you with: the outcome of the case / your landlord’s handling of the case”) due to these questions only being asked of a relatively small sub-set of respondents. However, the base sizes for these questions (417 and 892 respectively) are sufficient to allow confident analysis at an overall level, and within some subgroups (e.g. gender).

35. As noted in the weighting section above, it was not possible to weight the data by landlord type, due to the high proportion of responses where landlord type is unknown; therefore, we cannot be certain that the data is fully representative in terms of the split by local authority vs. housing associations. We have compared responses to all the key measures between these two groups where landlord type is known, and in most cases there are no large differences in response patterns, which should mean that the data at an overall level will be representative, without being skewed if the proportions of local authority or housing association tenants are over- or under-represented in the dataset.

Quality Assurance

36. We have stringent practices in place to ensure there were no errors in the survey script. This included a number of rounds of checks of the survey programmes, as well as a soft launch of the survey. Fieldwork practices are conducted to industry level expectations, with robust quality control procedures underpinning interviewer recruitment and training, and regular support provided during fieldwork. Interviewer supervisors took responsibility for monitoring performance and ensuring quality.
37. In preparing the data we undertook a comprehensive data validation process as described in the previous section. Following this process, a total of 28 records were removed and replaced. The final dataset was prepared by our data services team, to a specification designed by the Research Manager, with a number of checks undertaken to ensure accuracy.

Ethics and data security

Ethics

38. This study was conducted in accordance with the five principles of research ethics, as set out by the Government Social Research unit (GSR) and the Social Research Association's Ethical Guidelines. Key ethical concerns were covered as follows:
39. **Informed consent:** Participants were informed who undertook the research, its purpose, what data we were collecting, whether and how the session was being recorded, and how the results and their personal data would be used.
40. **Ensuring accessibility of participation:** This included ensuring appropriate design of materials, using researchers trained in interviewing vulnerable individuals, including people with disabilities, ensuring we asked about and catered to specific needs of individuals (e.g. using translators if necessary), and providing alternative completion modes where requested. The online survey was also designed to meet accessibility requirements.
41. **Avoiding personal and social harm:** In the design of the survey we took care to avoid antagonising individuals' circumstances, ensuring that topics covered by the research were only as sensitive as absolutely necessary in order to meet the objectives. Respondents were informed that their participation was entirely voluntary. An escalation process was incorporated, to ensure concerns about wellbeing among research participants were detected and acted upon (see further details below).
42. **Protects individual confidentiality:** See Data Security section below.

Wellbeing checks

43. An escalation procedure was put in place to enable interviewers to identify when an individual taking part in the research might be at risk of harm, and what they must do about this. The survey questions related to people's housing and experiences with their landlord, which some could find upsetting; it was also possible that in their answers to the questions respondents may disclose being at risk of harm.
44. The escalation procedure only applied to the CATI version of the survey, as only telephone interviewers had direct contact with respondents.
45. Interviewers were thoroughly briefed on this procedure, and how to recognise different types of self-harm that may be disclosed during interviews. They also received detailed guidance notes, including a description of the different types of self-harm to keep as a reference, general guidance on how to react to information about self-harm, suicidal thoughts or harm, and a script to have available to use during interviews if necessary. This was programmed into the CATI script to be available when an interviewer flagged potential self-harm at the end of the interview

and was also available on paper in case an urgent issue was revealed earlier in the interview.

46. If an interviewer believed a respondent to be at immediate or high risk of harm, they would seek permission to contact someone on their behalf, providing reassurance that their information would remain confidential unless they gave permission to pass the disclosure on.
47. For respondents not believed to be at immediate or high risk of harm, interviewers offered to send the respondent a factsheet to signpost them to helpful resources and organisations (such as the Samaritans and Mind); this was sent by email automatically from our system if the respondent was happy to provide an email address or could be sent by post if not. The information could also be given over the phone.
48. The number of welfare concerns flagged during the telephone survey are shown in the table below.

Welfare concerns flagged during CATI survey

Risk of harm assessment	Number	%
Risk of harm – immediate or high	7	0.3%
Risk of harm – not immediate or high	40	2%
No risk of harm	2,514	98%
Total (all telephone responses)	2,561	100%

49. Of the 40 respondents flagged as being at risk of harm, but not immediate or high risk, just over half (22) requested the wellbeing factsheet. This was sent by email in all cases except one request for the sheet to be sent by post.
50. Of the seven respondents flagged as being at immediate or high risk of harm, two consented to a third person being contacted on their behalf.
51. Any respondents flagged as being at risk of harm, and who did not consent to being sent the wellbeing factsheet or to a third party being contacted on their behalf, were given the telephone number for the Samaritans at the end of the interview.

Data security

52. Key elements of our data security approach on this project were as follows:

- **Data transfer:** All participant data was transferred via our Secure File Transfer process with sophisticated encryption technologies and Extended Validation SSL. Access to files was restricted to authorised recipients.
- **Data storage:** All files containing personal data were saved to a project-specific folder on IFF's UK-hosted secure network which only the named project team could access.

- **Preservation of anonymity:** The data returned to DLUHC was anonymised, with contact information and any other identifying details stripped from the dataset.
- **Data destruction:** All personal data will be destroyed 6 months from the project end.

Appendix A – Survey questions

SHWP Baseline

J11746
Telephone

Date 7/12/22

S Screener

CATI: ASK PERSON WHO ANSWERS PHONE

- S1 **Good morning / afternoon / evening. My name is NAME and I'm calling from IFF Research. [IF EHS SAMPLE: Please can I speak to NAME?] [IF LIFESTYLE SAMPLE: Please could I speak to IF CONTACT NAME: NAME; IF NO CONTACT NAME: the lead member of your household] [IF RDD SAMPLE: Please could I speak to the lead member of your household?]**

Respondent answers phone	1	CONTINUE
Transferred to respondent	2	
Hard appointment	3	MAKE APPOINTMENT
Soft Appointment	4	
Engaged	5	CALL BACK
Refusal	6	CLOSE
Not available in deadline	7	
Fax Line	8	
No reply / Answer phone	9	
Business Number	10	
Dead line	11	
English not spoken	12	MAKE APPOINTMENT FOR CALL BACK
Request reassurance email		COLLECT EMAIL ADDRESS THEN CONTINUE OR MAKE APPOINTMENT (SEE APPENDIX B FOR EMAIL TEXT)

IF EHS SAMPLE AND CATI

S2 **Good morning / afternoon, my name is NAME, calling from IFF Research, an independent market research company. You recently took part in the English Housing Survey and kindly agreed to be contacted about future research.**

We're conducting a survey among social housing residents on behalf of the Department for Levelling Up, Housing and Communities. The purpose of the survey is to explore residents' views of their landlord. The findings will be used to set targets and monitor progress in order to ensure that:

- **landlords fulfil their responsibilities to provide decent, safe homes and neighbourhoods;**
- **landlords are held accountable for the services they provide and treat their residents fairly; and**
- **social housing residents feel respected and are able to make their voices heard.**

We would like to invite you to take part in a telephone survey lasting no more than approximately 12 minutes. Is now a good time to run through some questions with you?

ADD IF NECESSARY: YOU MAY RECENTLY HAVE RECEIVED AN EMAIL ABOUT THIS STUDY

Continue		CONTINUE
Referred to someone else in household NAME _____	1	TRANSFER AND RE-INTRODUCE
Hard appointment	2	MAKE APPOINTMENT
Soft appointment	3	
Refusal	4	GO TO S5b
Refusal – taken part in recent survey	5	
Not available in deadline	6	
No longer live in a property owned or part-owned by a social housing provider such as a housing association or local authority	7	THANK AND CLOSE
Need language other than English	8	MAKE APPOINTMENT FOR CALL BACK

Request reassurance email	9	COLLECT EMAIL ADDRESS THEN CONTINUE OR MAKE APPOINTMENT (SEE APPENDIX B FOR EMAIL TEXT)
---------------------------	---	--

ONLINE ONLY: ASK ALL

S2b **Thank you for your interest in taking part in this survey, which is being undertaken by IFF Research, an independent research company, on behalf of the Department for Levelling Up, Housing and Communities (DLUHC). The purpose of the survey is to explore social housing residents’ views about their landlord. The findings will be used to set targets and monitor progress in order to ensure that:**

- **landlords fulfil their responsibilities to provide decent, safe homes and neighbourhoods;**
- **landlords are held accountable for the services they provide and treat their residents fairly; and**
- **social housing residents feel respected and are able to make their voices heard.**

The survey will take no more than 10 minutes to complete.

You may have been or will be contacted at some point by either ourselves or other agencies to ask you similar questions on behalf of your landlord, but this survey is specifically for the DLUHC to gather information from social housing residents across England.

Please be assured that, in accordance with Market Research Society guidelines, all information provided will be treated in the strictest confidence and reported by IFF Research to DLUHC on an aggregated and anonymous basis.

If you have any questions about the research, you can contact Lizzie Simpson or Sarah Howell at IFF Research (email: residentsurvey@iffresearch.com; phone: 0207 250 3035). Further details on the research content can also be obtained from the DLUHC contact: Sophie Sarson at SHWPPMO@levellingup.gov.uk..

CONTINUE

ASK ALL (ONLINE AND CATI)

S3 **[IF RDD OR LIFESTYLE SAMPLE: Good morning / afternoon, my name is NAME, calling from IFF Research, an independent market research company. We’re conducting a survey among social housing residents on behalf of the Department for Levelling Up, Housing and Communities. Can I check whether] [IF ONLINE OR EHS SAMPLE: Do] you live in a home owned or part-owned by a social housing provider such as a housing association or local authority?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	CONTINUE
No	2	THANK AND CLOSE: Thank you for your time. We are

Refused	3	looking to speak to those living in a property owned or part-owned by a social housing provider such as a housing association or local authority.
---------	---	---

ASK ALL

S4 **And are you the lead or joint lead tenant?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	CONTINUE
No	2	ASK TO BE TRANSFERRED AND RE-INTRODUCE

IF CATI RDD OR LIFESTYLE SAMPLE

S5 **Thank you. The purpose of the survey is to explore residents' views of their landlord. The findings will be used to set targets and monitor progress in order to ensure that:**

- **landlords fulfil their responsibilities to provide decent, safe homes and neighbourhoods;**
- **landlords are held accountable for the services they provide and treat their residents fairly; and**
- **social housing residents feel respected and are able to make their voices heard.**

We would like to invite you to take part in a telephone survey lasting no more than approximately 12 minutes. Is now a good time to run through some questions with you?

Continue		CONTINUE
Referred to someone else in household NAME _____	1	TRANSFER AND RE-INTRODUCE
Hard appointment	2	MAKE APPOINTMENT
Soft appointment	3	

Refusal	4	GO TO S5b
Refusal – taken part in recent survey	6	
Not available in deadline	7	
Do not live in a property owned or part-owned by a social housing provider such as a housing association or local authority	8	THANK AND CLOSE
Need language other than English	9	MAKE APPOINTMENT FOR CALL BACK
Request reassurance email	10	COLLECT EMAIL ADDRESS THEN CONTINUE OR MAKE APPOINTMENT (SEE APPENDIX B FOR EMAIL TEXT)

IF REFUSED CATI SURVEY

S5b We could also send you a link to complete the survey online; would you be happy for us to send you the link?

Yes	1	RECORD NAME AND EMAIL AND SEND SURVEY LINK (SEE APPENDIX C FOR EMAIL TEXT)
No	2	THANK AND CLOSE

IF NEED LANGUAGE OTHER THAN ENGLISH

S6 INTERVIEWER RECORD LANGUAGE FOR CALL BACK. IF YOU ARE ABLE TO SPEAK THE NECESSARY LANGUAGE THEN SELECT LANGUAGE AND CONTINUE ON NEXT SCREEN.

Bengali	1	
Urdu	2	
Punjabi	3	
Polish	4	
Gujarati	5	
Welsh	6	
Other (WRITE IN)	8	

Don't know	9	
------------	---	--

ASK IF NEED LANGUAGE OTHER THAN ENGLISH

S6a SELECT CONTINUE IF YOU SPEAK THE NECESSARY LANGUAGE, OR ARRANGE CALL BACK TO PLACE IN CALL BACK QUEUE

CONTINUE	1	
ARRANGE CALL BACK	2	

IF S6A=2

READ OUT: **Thanks very much. We will arrange for someone to call you back in the next couple of days.**

CLOSE AND PUT INTO QUEUE FOR CALL BACK FROM BILINGUAL INTERVIEWER

IF BILINGUAL CALL BACK, SURVEY SHOULD RE-START HERE

ASK ALL CATI

S7 Before we begin, I need to read out a quick statement regarding GDPR legislation.

I want to reassure you that all information collected will be treated in the strictest confidence. You have the right to a copy of your data, change your data or withdraw from the research at any point. In order to guarantee this, and as part of our quality control procedures, all interviews are recorded. Is that OK?

Yes – agree to continue	1	
Refuse to continue	2	THANK AND CLOSE

REASSURANCES TO USE IF NECESSARY

The interview will take around 12 minutes to complete.

Please note that all data will be reported in aggregate form and your answers will not be reported to our client in any way that would allow you to be identified.

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- MRS: Market Research Society on 0800 975 9596
- IFF: Lizzie Simpson on 0207 250 3035 or via email at residentsurvey@iffresearch.com
- Department for Levelling Up, Housing and Communities: Sophie Sarson at SHWPPMO@levellingup.gov.uk.

A Property

ASK ALL

A7 Which of the following applies to your home?

READ OUT. SINGLE CODE.

I own it outright	1	THANK AND CLOSE
I'm buying it with the help of a mortgage or loan	2	THANK AND CLOSE
I part own and part rent (shared ownership)	3	
I rent it (including with the help of Housing Benefit or Local Housing Allowance)	4	
I live here rent-free (for example in a relative or friend's property)	5	THANK AND CLOSE
Don't know	6	
Refused	7	

ASK ALL

A1 Which region do you live in?

PROMPT AS NECESSARY. SINGLE CODE

East Midlands	1	
East of England	2	
London	3	
North East	4	
North West	5	
South East	6	
South West	7	
West Midlands	8	
Yorkshire & the Humber	9	

Outside of England	10	THANK AND CLOSE
--------------------	----	-----------------

ASK ALL

A2 **What is your age?**

WRITE IN		
Refused	1	

IF REFUSED TO GIVE AGE (A2=1)

A3 **Are you...?**

READ OUT. SINGLE CODE.

18-24	1	
25-34	2	
35-44	3	
45-54	4	
55-64	5	
65-74	6	
75+	7	
Refused	8	

ASK ALL

A4 **How would you describe your gender?**

READ OUT. SINGLE CODE.

Male	1	
Female	2	
In another way (please specify)	3	

Refused	4	
---------	---	--

ASK ALL

A5 What is the name of your social housing provider?

DS: Bring up a list of providers as people type (see list in sample spec)

WRITE IN		
Don't know	1	
Refused	2	

DUMMY VARIABLE: Landlord type

ALMO (arms-length management organisation)	1	CODED A5
Local authority	2	CODED A5
Non-Profit organisation	3	CODED A5
Profit organisation	4	CODED A5
Don't know	5	A5=1
Refused	6	A5=2

A6 QUESTION DELETED

A7 QUESTION MOVED

ASK ALL

A8 How would you describe the type of property you live in?

READ OUT. SINGLE CODE.

Terraced house	1	
Semi-detached house	2	
Detached house	3	
Bungalow	4	
Converted flat	5	
Purpose built flat, low rise (less than six storeys high)	6	
Purpose built flat, high rise (at least six storeys high)	7	
Don't know	8	
Refused	9	

ASK ALL

A9 **How would you describe your household type?**

READ OUT. SINGLE CODE.

Couple, no dependent child(ren)	1	
Couple with dependent child(ren)	2	
Lone parent with dependent child(ren)	3	
Other multi-person household	4	
One person household	5	
Don't know	6	
Refused	7	

B Overall Satisfaction

ASK ALL

- B1 **Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?**

READ OUT. SINGLE CODE.

Very satisfied	1	
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	

C Safety

ASK ALL

- C1 **How satisfied or dissatisfied are you that your home is well maintained?**
READ OUT. SINGLE CODE.

Very satisfied	1	
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

IF NEUTRAL OR DISSATISFIED WITH MAINTENANCE (C1=3, 4, 5)

- C2 **In what way is your home not well maintained?**
READ OUT. MULTI CODE.

Insulation	1	
Ventilation	2	
Mould / damp / condensation	3	
Electrical wiring	4	
Gas	5	
Any other (please specify)	6	
Don't know	7	

ASK ALL

- C3 **How satisfied or dissatisfied are you that your home is safe to live in? (e.g. safe from hazards)**
READ OUT. SINGLE CODE.

Very satisfied	1	
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

IF NEUTRAL OR DISSATISFIED WITH SAFETY (C3=3, 4, 5)

- C4 **In what way is your home not safe?**
READ OUT. MULTI CODE.

Insulation	1	
Ventilation	2	
Mould / damp / condensation	3	
Electrical wiring	4	
Fire risk	5	
Gas	6	
Any other (please specify)	7	
Don't know	8	

D Repairs

ASK ALL

D1 **Have you reported a repair to your landlord in the last 12 months?**

READ OUT. SINGLE CODE

Yes	1	
No	2	
Don't know	3	

IF REPORTED A REPAIR IN THE LAST 12 MONTHS (D1=1)

D2 **How satisfied or dissatisfied are you with the repairs service you have received to your home from [your landlord] over the last 12 months?**

READ OUT. SINGLE CODE.

Very satisfied	1	
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

IF REPORTED A REPAIR IN THE LAST 12 MONTHS (D1=1)

D3 **Thinking about your most recent repair, has this been resolved?**

READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

IF REPAIR HAS BEEN RESOLVED (D3=1)

D4 **How satisfied or dissatisfied were you with the time taken to complete your most recent repair after you reported it?**

READ OUT. SINGLE CODE.

Very satisfied	1	
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

E Communal

ASK ALL

- E1 **Do you live in a building with communal areas, either inside or outside, that you share with other people who live in the building? Examples might include lifts, stairwells, corridors and play areas that you have access to, as well as other people who are not part of your household.**

READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK ALL WITH COMMUNAL AREAS (E1=1)

- E2 **How satisfied or dissatisfied are you that communal areas in your building are kept safe? (e.g. communal electrics, fire door maintenance)**

READ OUT. SINGLE CODE.

Very satisfied	1	
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

ASK ALL WITH COMMUNAL AREAS (E1=1)

- E3 **How satisfied or dissatisfied are you that internal communal areas in your building are kept clean and well maintained? (e.g. lifts, stairwells, corridors, lighting)**

READ OUT. SINGLE CODE.

Very satisfied	1	
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	

Very dissatisfied	5	
Don't know	6	
Do not have any internal communal areas	7	

ASK ALL WITH COMMUNAL AREAS (E1=1)

- E4 **How satisfied or dissatisfied are you that communal areas outside your building are kept clean and well maintained? (e.g. play areas or green spaces)**
READ OUT. SINGLE CODE.

Very satisfied	1	
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	
Don't know	6	
Do not have any communal areas outside the building	7	

F Views/involvement/trust

ASK ALL

- F1 **How strongly do you agree or disagree that your landlord treats you with respect?**
READ OUT. SINGLE CODE.

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Don't know	6	

ASK ALL

- F2 **How satisfied or dissatisfied are you that [landlord] staff and their contractors act in a professional manner towards you?**
READ OUT. SINGLE CODE.

Very satisfied	1	
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

ASK ALL

- F3 **Do you know how to get in touch with your landlord?**
READ OUT. SINGLE CODE.

Yes	1	
No	2	

IF KNOWS HOW TO GET IN TOUCH (F3=1)

- F4 **How easy is it to get in touch with your landlord?**
READ OUT. SINGLE CODE.

Very easy	1	
Easy	2	
Neither easy nor difficult	3	
Difficult	4	
Very difficult	5	
Don't know	6	

ASK ALL

- F5 **To what extent do you agree with the following statement: I know how to access information relating to things that matter to me as a resident**
READ OUT. SINGLE CODE.

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Don't know	6	

ASK ALL

- F6 **How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?**
READ OUT. SINGLE CODE.

Very satisfied	1	
Satisfied	2	
Neither satisfied nor dissatisfied	3	

Dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

ASK ALL

- F7 **To what extent do you agree with the following statement: I trust my landlord to do what they say they will do**
READ OUT. SINGLE CODE.

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Don't know	6	

ASK ALL

- F8 **How strongly do you agree or disagree that your landlord consults you on:**
READ OUT. SINGLE CODE.

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
_1 Decisions that impact you and your home?	1	2	3	4	5	6
_2 Decisions that impact your local community and other residents?	1	2	3	4	5	6

ASK ALL

- F9 **Have you been involved with any of the following activities or groups connected to your landlord?**
READ OUT. MULTICODE.

_1 Board member	1	
------------------------	----------	--

_2 Committee member	2	
_3 Panel Member (such as a scrutiny panel or equality panel)	3	
_4 Green/block inspector	4	
_5 Tenant and Resident Association member	5	
_6 Estate related events (estate walkabouts, estate events, residents' meetings)	6	
_7 Other involvement with your landlord (please specify)	7	
Don't know	8	ALLOW SINGLE CODE ONLY
None of these	9	ALLOW SINGLE CODE ONLY

G Anti-social Behaviour

ASK ALL

- G1 **Have you been affected by anti-social behaviour where you live in the last 12 months?**
READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

IF BEEN AFFECTED BY ANTI-SOCIAL BEHAVIOUR (G1=1)

- G2 **Did you inform your landlord about the anti-social behaviour?**
READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

IF DID NOT INFORM LANDLORD (G2=2)

- G3 **What was the reason you did not inform your landlord about the anti-social behaviour?**
READ OUT. MULTI CODE

Sorted it out myself	1	
Didn't think landlord would do anything about it	2	
Didn't think it was landlord's responsibility	3	
Wanted to wait and see if it happened again	4	
Informed somebody else (specify)	5	
Another reason (please specify)	6	
Don't know	7	

IF DID INFORM LANDLORD (G2=1)

G4 **How satisfied or dissatisfied were you with:**
READ OUT. SINGLE CODE.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
_1 The outcome of the case?	1	2	3	4	5	6
_2 Your landlord's handling of the case?	1	2	3	4	5	6

ASK ALL

G5 **Are you aware of the Anti-Social Behaviour Case Review arrangements (also known as the community trigger)?**
READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

H Complaints

ASK ALL

H1 **Do you know how to make a complaint about the service you have received from your landlord?**

READ OUT. SINGLE CODE.

Yes	1	
No	2	

ASK ALL

H2 **Are you aware of the Housing Ombudsman?**

READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

I Personal information

I1a We just have a few final questions about you so that we can compare results among different groups of people.

ask all

I1 How would you describe your ethnicity?

PROMPT IF NEC. SINGLE CODE.

White		
English / Welsh / Scottish / Northern Irish / British	1	
Irish	2	
Gypsy or Irish Traveller	3	
Any other White background	4	
Mixed/ Multiple ethnic groups		
White and Black Caribbean	5	
White and Black African	6	
White and Asian	7	
Any other mixed / multiple ethnic background	8	
Asian/ Asian British		
Indian	9	
Pakistani	10	
Bangladeshi	11	
Any other Asian background	12	
Black/ African/ Caribbean/ Black British		
African	13	
Caribbean	14	
Any other Black / African / Caribbean background	15	
Other ethnic background		
Arab	16	
Chinese	17	

Other - Please can you describe your ethnic group or background? [WRITE IN]	18	
DO NOT READ OUT: Don't know	19	
DO NOT READ OUT: Refused	20	

ASK ALL

- 12 **Do you have any physical or mental health conditions or illness lasting or expected to last 12 months or more that reduce your ability to carry out day to day activities?**

READ OUT. SINGLE CODE.

Yes	1	
No	2	
Refused	3	

ASK IF HAVE HEALTH CONDITION (I2=1)

- 13 **What type of health condition/disability you have?**

PROMPT IF NEC. MULTI CODE.

Breathing or stamina	1	
Chronic health condition (for example, but not limited to, diabetes, coronary heart disease, stroke, epilepsy and hypertension)	2	
Dexterity (for example lifting and carrying objects, using a keyboard)	3	
Hearing (for example deafness or partial hearing)	4	
Learning or understanding or concentrating	5	
Long term pain	6	
Memory	7	
Mental health	8	
Mobility (for example walking short distances or climbing stairs)	9	
Social or behavioural (for example, but not limited to, associated with autism, attention deficit disorder or Asperger's syndrome)	10	

Speech or making yourself understood	11	
Vision (for example blindness or partial sight)	12	
Other (please specify)	13	
Don't know	14	ALLOW SINGLE CODE ONLY
Refused	15	ALLOW SINGLE CODE ONLY

ASK ALL

14 **Which of the following best describes your current employment status?**

READ OUT. SINGLE CODE.

CATI INTERVIEWER NOTE: IF THEY SAY MULTIPLE ASK FOR ONE THEY SPEND MOST TIME DOING

Full time paid work (over 30 hours per week)	1	
Part time paid work	2	
Full time education (school/college/university)	3	
Unemployed – looking for work	4	
Unemployed - due to disability/long term health condition	5	
Unemployed - not seeking work	6	
Self-employed	7	
Fully retired	8	
Carer	9	
Looking after home	10	
Other	11	
Refused	12	

J Closing questions

ASK ALL EXCEPT PANEL RESPONDENTS

- J1 **Thank you very much for taking the time to take part in this research today. Would you be willing for us to contact you in the future regarding:**

MULTICODE

This particular study – if we need to clarify any of the information	1	
Other research studies which may be relevant to you	2	
Neither of these	3	ALLOW SINGLE CODE ONLY

IF CONSENT TO RECONTACT (J1=1-2) AND HASTEL=1 OR HASEMAIL=1

- J2 **[IF CATI: And could I just check,] Are these the best contact details for us to reach you?**

	YES	NO
_1 [IF HASTEL]: INSERT SAMPLE TEL NO	1	2
_2 [IF HASEMAIL]: INSERT SAMPLE EMAIL	1	2

IF CONSENT TO RECONTACT (J1=1-2) AND HASTEL=2 OR HASEMAIL=2 OR HASCON=2

- J3 **Please could you tell us your [IF HASCON=2: name] [IF HASCON=2 AND (HASTEL=2 OR HASEMAIL=2): and] [IF (HASEMAIL=2 OR J2_2=2) AND J2_1=1: email address] [(IF HASTEL=2 OR J2_1=2) AND J2_2=1: phone number] [IF (HASTEL=2 OR J2_1=2) AND (HASEMAIL=2 OR J2_2=2): email address and phone number]?**

IF HASEMAIL=2 OR J2_2=2: WRITE IN PHONE NUMBER	1	
IF HASTEL=2 OR J2_1=2: WRITE IN EMAIL	2	
IF HASCON=2: WRITE IN NAME	3	
Refused	4	

ASK ALL – CATI ONLY

- J4 INTERVIEWER TO CODE WHETHER OR NOT THEY HAVE A CONCERN FOR THE RESPONDENT'S WELFARE

Yes – immediate / high risk of harm	1	GO TO J6
-------------------------------------	---	----------

Yes – not immediate / high risk of harm	2	GO TO J5
No	3	THANK RESPONDENT AND CLOSE INTERVIEW

IF CONCERNED FOR RESPONDENT'S WELFARE BUT NOT AT IMMEDIATE / HIGH RISK OF HARM (J4= 2)

J5 You have mentioned [summarise]. I'm sorry that you have been feeling that way.

Would you like me to send you some information with details for some organisations that may be able to support you? I can send this to you by email or give you the information over the phone.

Yes	1	SEND FACTSHEET IF EMAIL GIVEN AT J3 OR GO TO J9
No	2	

IF AT IMMEDIATE / HIGH RISK OF HARM (J4=1)

J6 **Would you like me to contact someone on your behalf about this – this could be a parent or carer, your doctor or someone else?**

Yes	1	
No	2	

IF NO CONTACT / FACTSHEET REQUESTED (J5=2 OR J6=2)

J7 Thank you for speaking with me about this. I won't pass along specific details without your permission, but I will need to notify my supervisors as part of our standard procedure.

IF NECESSARY: I am required to notify my supervisor on this job if anyone is at any risk of harm, but I will make your wishes clear when reporting to my supervisor.

If you decide you would like to speak to someone urgently, you can contact your GP or the Samaritans (the charity to support people struggling to cope) they have a 24/7 helpline – please take this number: 116 123. I can also send you a factsheet with this information if you would like?

Would like factsheet	1	SEND FACTSHEET IF EMAIL GIVEN AT J3 OR GO TO J9
Does not want factsheet	2	

IF CONTACT REQUESTED (J6=1)

J8 **INTERVIEWER ENTER DETAILS OF PERSON TO CONTACT – E.G. PARENT / CARER, DOCTOR, FRIEND/FAMILY.**

Write name of respondent
Write name of contact
Write relationship of contact
Take phone number of contact

IF CONTACT REQUESTED (J6=1)

J9 **Thank you for those contact details. Can I check if there is anyone else we could contact if needed?**

PROBE FOR ADDITIONAL PERSONAL / PROFESSIONAL CONTACT

IF NECESSARY: This could be your GP, a friend, relative, health professional, someone at an organisation you can get support, or someone else

Write name of contact
Write relationship of contact
Take phone number of contact

J10 **Thank you, one of my colleagues who manages this research will make contact. With your permission, I will let them know what you have told me just now, I will explain that I was interviewing you for the project and that you have given me permission to tell them you were feeling this way.**

IF FACTSHEET REQUESTED (J5=1 OR J7=1) AND EMAIL ADDRESS NOT GIVEN

J11 **Please can I take your email address to send the factsheet to?**

WRITE IN EMAIL

DS: SEND FACTSHEET EMAIL TO THIS EMAIL ADDRESS

ASK ALL CATI

THANK RESPONDENT AND CLOSE INTERVIEW

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.

ASK ALL ONLINE

Thank you for taking the time to complete the survey.

The survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct.

Please click on the submit button below to send your responses. Thank you again for your help today.

Appendix B: Reassurance Email

Subject: Research to explore residents' views about their landlord

Dear Sir/Madam,

The Department for Levelling Up, Housing and Communities (DLUHC) has commissioned IFF Research, an independent research company, to conduct important research to explore social housing residents' views about their landlord. The findings will be used to set targets and monitor progress in order to ensure that:

- landlords fulfil their responsibilities to provide decent, safe homes and neighbourhoods;
- landlords are held accountable for the services they provide and treat their residents fairly; and
- social housing residents feel respected and are able to make their voices heard.

We would like to invite you to take part in a telephone survey lasting no more than approximately 12 minutes.

Please be assured that, in accordance with Market Research Society guidelines, all information provided will be treated in the strictest confidence and reported by IFF Research to DLUHC on an aggregated and anonymous basis.

If you are willing to take part then you do not have to do anything, IFF Research will be in contact in due course. If you would rather not take part, please contact Lizzie Simpson or Sarah Howell at residentsurvey@iffresearch.com; phone: 0207 250 3035). Further details on the research content can also be obtained from the DLUHC contact: Sophie Sarson at SHWPPMO@levellingup.gov.uk.

We would like to thank you in advance for your help.

Yours faithfully,

Sarah Howell

Research Manager
IFF Research

Appendix C: Email with link to online survey (S5b=1)

Subject: Research to explore residents' views about their landlord

Dear [INSERT NAME FROM S5b],

Thank you for your interest in taking part in this survey. The survey is being carried out by IFF Research, an independent research organisation, on behalf of the Department for Levelling Up, Housing and Communities (DLUHC). The findings will be used to set targets and monitor progress in order to ensure that:

- landlords fulfil their responsibilities to provide decent, safe homes and neighbourhoods;
- landlords are held accountable for the services they provide and treat their residents fairly; and
- social housing residents feel respected and are able to make their voices heard.

The survey should take no more than 10 minutes to complete. You do not have to complete the survey all in one go. You can pause it and come back to it later. All responses are confidential – the results will be reported in a way that doesn't identify any individuals.

To take part in the survey, please click on the following link:

[INSERT SURVEY LINK]

If you have any questions about the research or would like to opt out, please contact Lizzie Simpson or Sarah Howell at residentsurvey@iffresearch.com or call 0207 250 3035. Further details on the research content can also be obtained from the DLUHC contact: Sophie Sarson at SHWPPMO@levellingup.gov.uk.

Thank you in advance for your help.

Yours sincerely,

Sarah Howell

Research Manager
IFF Research

