



## Curo TSM Survey – 2024/25 Q3-Q4

### **Intro if [ThirdPartyUse] = no**

Hi, my name is \_\_\_\_ and I am calling from TLF Research on behalf of Curo. We are conducting their customer satisfaction research which will be used to calculate annual TSMs and this will be reported to the Regulator of Social Housing. This will also be published by your landlord to show you how they are performing. Your feedback would be really appreciated. Would you be able to spare 5 to 10 minutes to take part now please?

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

Thank you. We follow the Market Research Society code of conduct and Data Legislation which means your answers are confidential and we will check at the end if you are happy to have your name added to your feedback. In addition, the call may be recorded for quality and training purposes. Is this all okay?

### **Intro if [ThirdPartyUse] = yes**

Hi, my name is \_\_\_\_ and I am calling from TLF Research on behalf of Curo. We are conducting their customer satisfaction research which will be used to calculate annual TSMs and this will be reported to the Regulator of Social Housing. This will also be published by Curo to show tenants how they are performing.

I believe that you have third party permission or power of attorney for [Respondent Name]. Would you be willing to complete this Tenant Satisfaction Survey on their behalf? This will take 5 to 10 minutes, and your feedback would be really appreciated?

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

Thank you. We follow the Market Research Society code of conduct and Data Legislation which means your answers are confidential and we will check at the end if you are happy to have your name added to your feedback. In addition, the call may be recorded for quality and training purposes. Is this all okay?

### **Note to interviewers – do not call past 7:30pm**

1. [tp01\_ovsat] **Taking everything into account, how satisfied or dissatisfied are you with the service provided by Curo?**
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied (Hot alert)
  - Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]
- 1b. [c\_probe\_sat\_TP01] If very probe **“Why would you say you are satisfied?”**

[c\_probe\_neither\_TP01] If Fairly satisfied or Neither satisfied nor dissatisfied probe **“What could Curo do to make you satisfied?”**

[c\_probe\_dissat\_TP01] If fairly or very dissatisfied probe **“Why would you say you are dissatisfied?”**
2. [had\_repair] **Has Curo carried out a repair to your home in the last 12 months?** [LCRA only]
  - Yes (Go to Q3)
  - No (Go to Q5)
3. [tp02\_repairsat] **How satisfied or dissatisfied are you with the overall repairs service from Curo over the last 12 months?** [LCRA only]
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]
4. [tp03\_repairtime] **How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?** [LCRA only]
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]

Q4b. [outstanding] **Do you have any repairs you have reported that have been outstanding for longer than a month?** [LCRA only]

- Yes
- No
- Not applicable / don't know

5. [tp04\_maint] **How satisfied or dissatisfied are you that Curo provides a home that is well maintained?** [LCRA only]

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
  
- Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]

6. [tp05\_safe] **Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Curo provides a home that is safe?**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied (Hot alert)
- Not applicable/don't know

7. [tp06\_listens] **How satisfied or dissatisfied are you that Curo listens to your views and acts upon them?**

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

7b. [c\_probe\_sat\_listen\_TP06] If very satisfied probe **"what do Curo do that makes you feel you have been listened to and your views acted upon?"**

[c\_probe\_neither\_listen\_TP06] If Fairly satisfied or Neither satisfied nor dissatisfied probe **"What could Curo do to make you more satisfied with the way they listen to your views and act upon them?"**

[c\_probe\_dissat\_listen\_TP06] If fairly or very dissatisfied probe **"Why do you feel that Curo do not listen to your views and act upon them?"**

8. [tp07\_informed] **How satisfied or dissatisfied are you that Curo keeps you informed about things that matter to you?**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not applicable/don't know
9. [tp08\_fair] **To what extent do you agree or disagree with the following "Curo treats me fairly and with respect"?**
- Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly disagree
  - Not applicable/don't know

**9b. Probe LCHO only**

[c\_probe\_sat\_fair\_TP08] If very probe **"What do Curo do to make you feel you are treated fairly and with respect?"**

[c\_probe\_neither\_fair\_TP08] If Fairly satisfied or Neither satisfied nor dissatisfied probe **"What could Curo do to make you feel that they treat you fairly and with respect?"**

[c\_probe\_dissat\_fair\_TP08] If fairly or very dissatisfied probe **"Why would you say you disagree that Curo treats you fairly and with respect?"**

10. [Complaint] **Have you made a complaint to Curo in the last 12 months?**
- Yes (Go to Q11)
  - No (Go to Q12)

11. [tp09\_comphand] **How satisfied or dissatisfied are you with Curo's approach to complaints handling?**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]

12.[communal] **Do you live in a building with communal areas, either inside or outside, that Curo is responsible for maintaining?**

- Yes (Go to Q13)
- No (Go to Q14)
- Don't know (Go to Q14)

13.[tp10\_communal] **How satisfied or dissatisfied are you that Curo keeps these communal areas clean, and well maintained?**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]

13b. **Probe LCRA only**

[c\_probe\_sat\_ communal \_TP10] If very probe **"What does Curo do to make you satisfied with the way they keep communal areas clean and well maintained?"**

[c\_probe\_neither\_communal\_TP10] If Fairly satisfied or Neither satisfied nor dissatisfied probe **"What could Curo do to make you more satisfied with the way they keep communal areas clean and well maintained?"**

[c\_probe\_dissat\_ communal \_TP10] If fairly or very dissatisfied probe **"Why do you feel that Curo does not keep communal areas clean and well maintained?"**

14.[tp11\_neighbour] **How satisfied or dissatisfied are you that Curo makes a positive contribution to your neighbourhood?**

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

15.[tp12\_asbo] **How satisfied or dissatisfied are you with Curo's approach to handling anti-social behaviour?**

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

**Thanks for your answers so far. There are only a few more questions to go.**

**16. How easy are Curo to deal with?**

- ☐ Very easy
- ☐ Fairly easy
- ☐ Neither easy nor difficult
- ☐ Fairly difficult
- ☐ Very difficult

To what extent do you agree or disagree with the following statements:

**17a. 'I trust Curo'?**

**17b. 'I am proud of the quality of my home'**

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ NA/ don't know

**18. [anon] Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Curo. Would this be okay?**

- ☐ Yes, I agree to my name being attached to my responses (Go to Q19)
- ☐ No, I would like to remain anonymous (Go to close)

**<for non-anonymous customers only>**

**19. [contact] Are you happy for Curo to contact you in relation to the feedback that you have given during this survey, if they wish to do so?**

- ☐ Yes
- ☐ No

Please note, if you have raised any concerns or issues that you want addressing, please raise these directly with Curo via their Call Centre **01225 366000**. If you would like to make a complaint to Curo Housing, please visit the feedback section of the website for details:

**[www.curo-group.co.uk/contact-us/feedback/](http://www.curo-group.co.uk/contact-us/feedback/)**

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