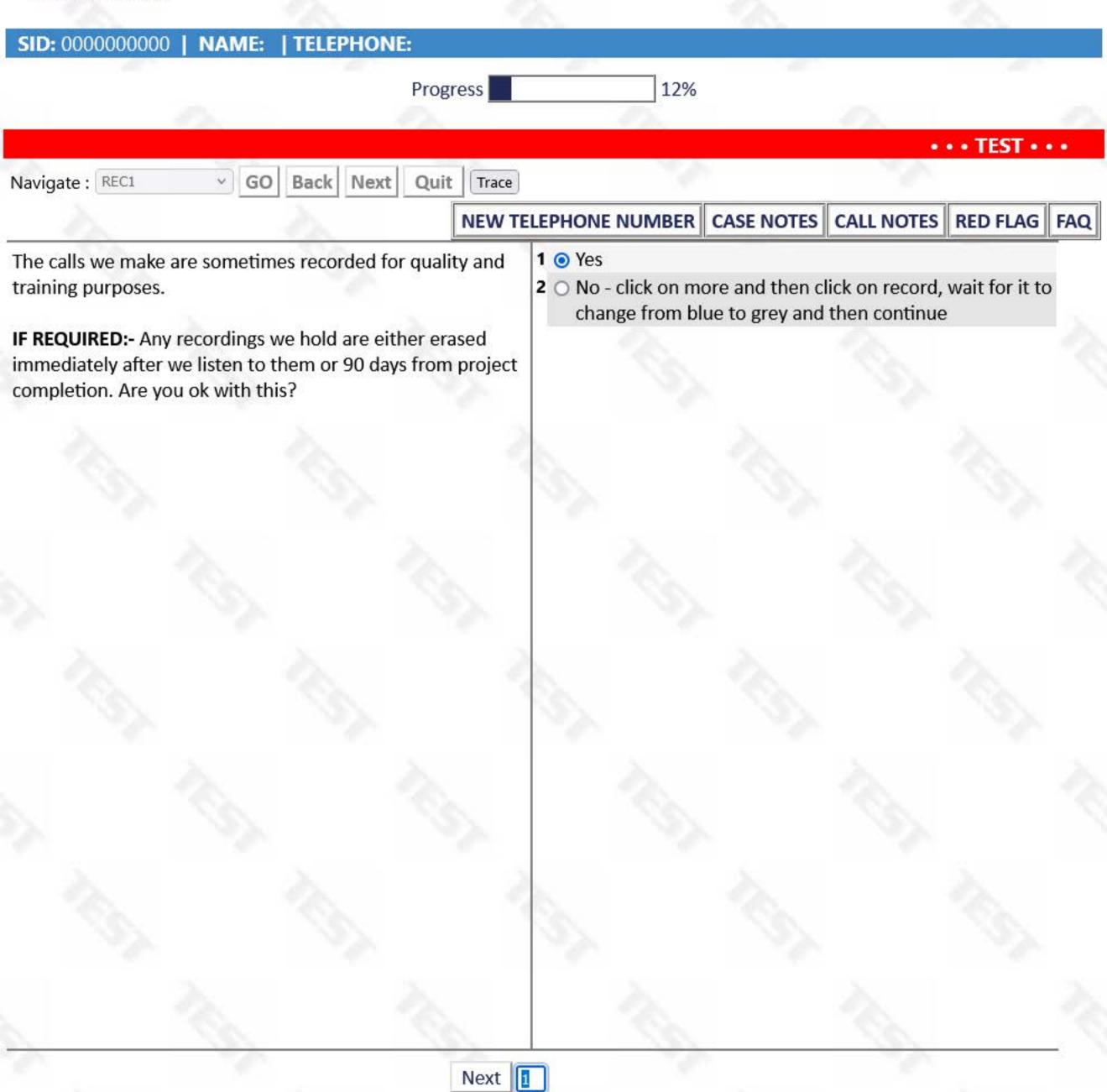


THE DATA COLLECTION EXPERTS								
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	- 0	).	NEW TELEP	HONE NUMBER C	ASE NOTES	CALL NOTES	RED FLAG	FAC
CONTACT DETAILS: - CASE NOTES:  Hello, I am and I am know what you think of to carry out a survey of calculate the annual To for both tenants and to I am ringing today to a take part?  I am calling from Previous run this survey on both tenance with the Note accordance	of your home on their behal enant Satisfac he governme sk whether y sion Research ehalf of the I	and the service of. The results of the results of the cition Measures and housing regular, and we are whose the market reserves.	es they provide of this survey wi that Longhurs ulator. villing to spare a vorking together up.	e and have asked us Il also be used to t Group will publish around 7 minutes to er with ARP Researc	02	used - Add to t available - So back t available - No n qualifier olicate record mber unobtain gaged swer phone	do not call hedule o callback	
sell you anything during any stage be asked to any stage.  If NECESSARY:  If you have any concer Market Research Society and any concer your rights under the any stage.	ng the intervience of the provide any of the part in this restricted and the sty on Freephones about the GDPR, our principles.	ew or as a result confidential information with a confidential	research you come hold on you come	an contact the				







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			Progress <b>T</b>	17%				
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		ès.	NEW T	ELEPHONE NUMBER	CASE NOTES	CALL NOTES	RED FLAG	FAQ
Taking everything in are you with the ser	100			<ol> <li>Very satisfied</li> <li>Fairly satisfied</li> <li>Neither satisfied</li> <li>Fairly dissatisfied</li> <li>Very dissatisfied</li> </ol>	ed	ed		
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		2/2		NEW TE	LEPHONE NUMBER	CASE NOTES	CALL NOTES	RED FLAG	FAQ
Please can you tell u	ıs why you g	gave this ans	swer?		01 Please type in	open response	e	101	
							Mr.		
					3				
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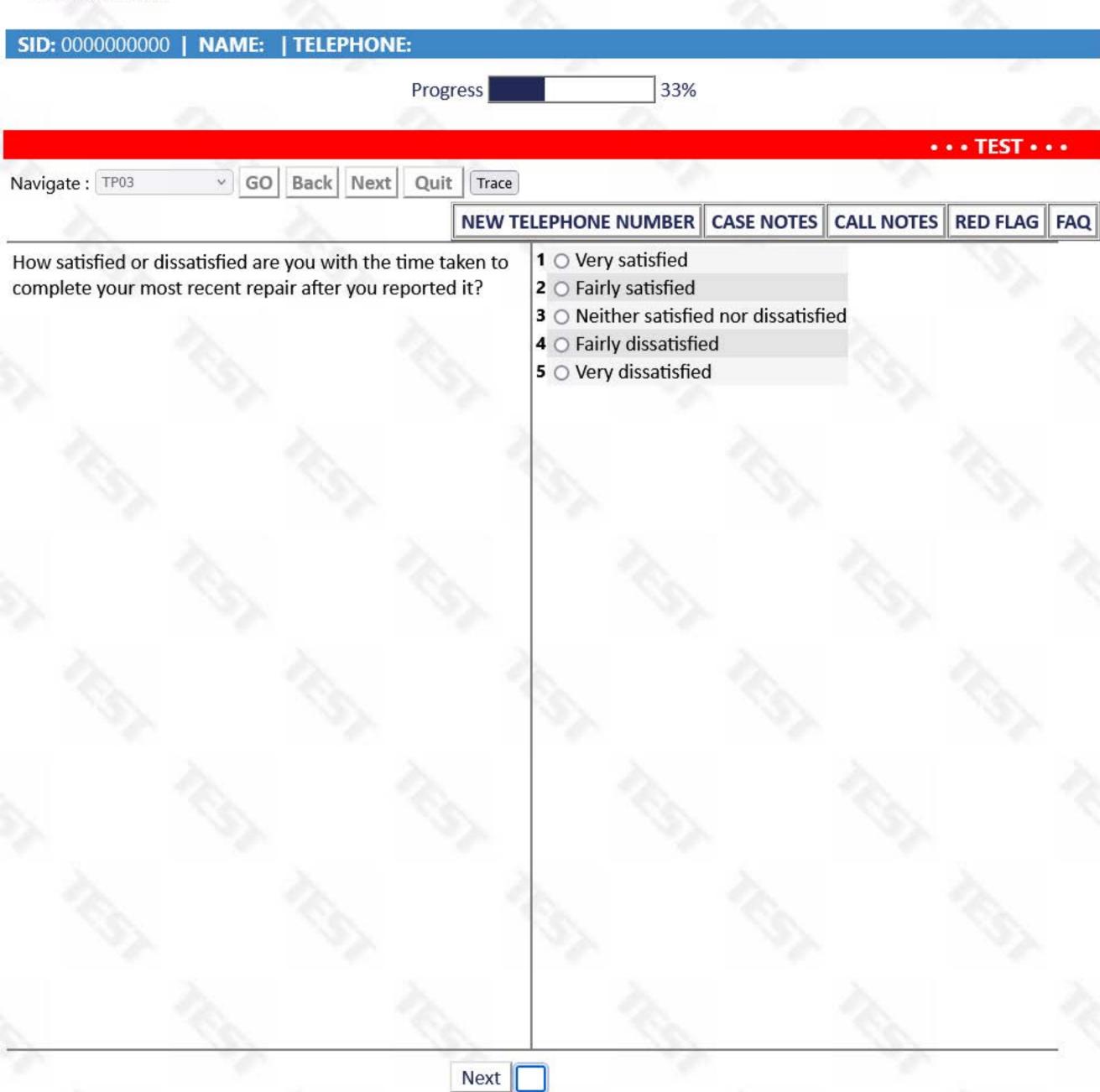


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			NEW TE	LEPHONE	NUMBER	CASE NOTES	CALL NOTES	RED FLAG	FAQ
Has Longhurst Gro the last 12 months		t a repair to your ho	ome in	1 O Yes 2 O No		13		13	
				8					
				-60					
				3					
				- 6-					
				3					
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	130				137		127		_
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		42		NEW TI	ELEPHONE NUMBER	CASE NOTES	CALL NOTES	RED FLAG	FAQ
How satisfied or diss service from Longhu		7.1		700	<ul> <li>1 O Very satisfied</li> <li>2 O Fairly satisfied</li> <li>3 O Neither satisfied</li> <li>4 O Fairly dissatisfied</li> <li>5 O Very dissatisfied</li> </ul>	ed	ied		
	197		2	12			127		
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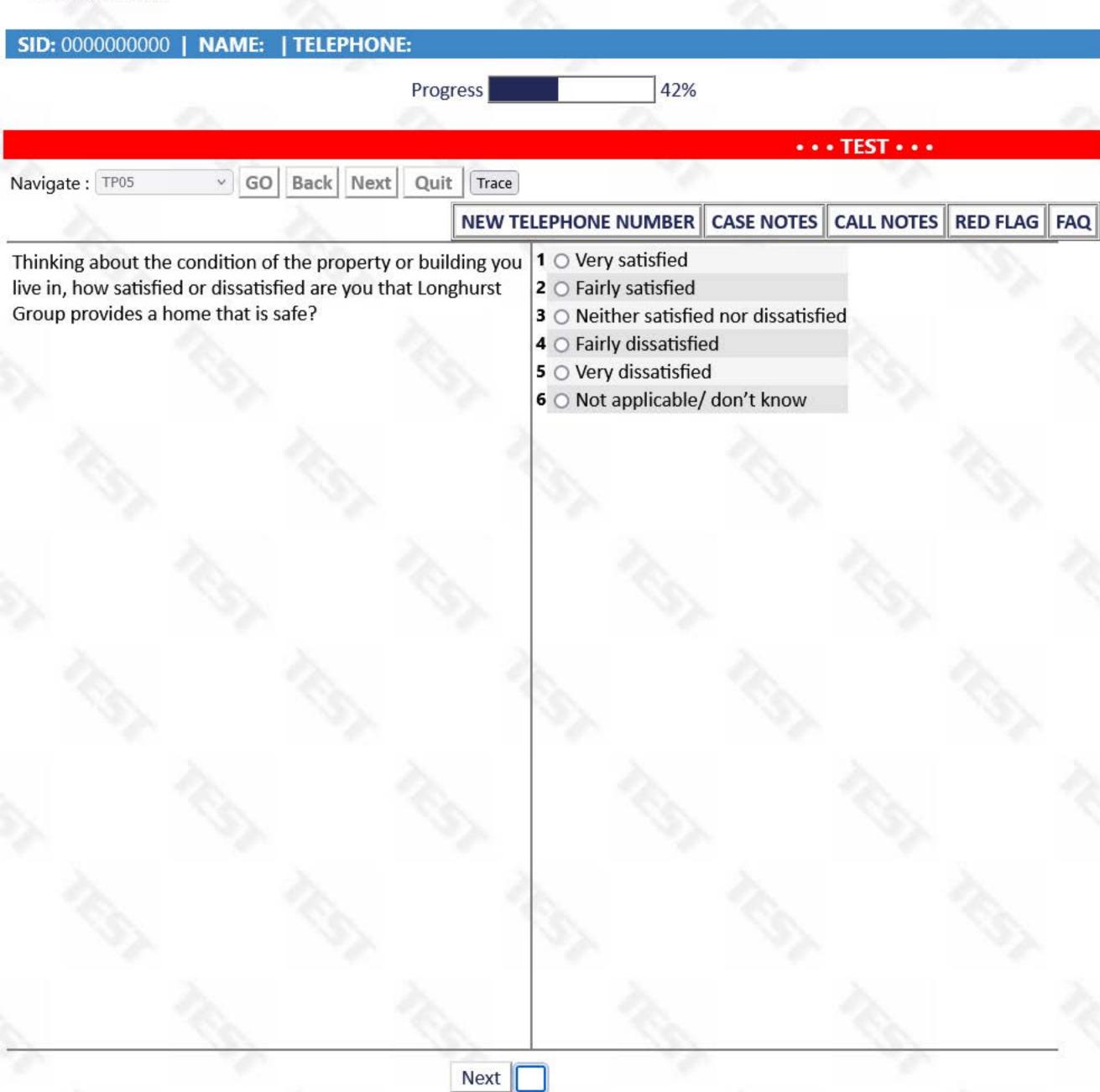






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How satisfied or dissa provides a home that	atisfied are you that Longhur t is well maintained?		1 O Very satisfied 2 O Fairly satisfied 3 O Neither satisfie 4 O Fairly dissatisfie 5 O Very dissatisfied	d nor dissatisfi ed	RED FLAG	FAQ
3						Ą







Navigate : TP06	GO Back Next	Quit Trace	·	CASE NOTES	CALL NOTES	• • • TEST	ar
	atisfied are you that Longh and acts upon them?	L	1 O Very satisfied 2 O Fairly satisfied 3 O Neither satisfied 4 O Fairly dissatisfied 5 O Very dissatisfied 6 O Not applicable	d nor dissatisfi ed d		RED FLAG	FAQ



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Navigate : TP07	∨ GO	Back Next	Quit	Trace					
			N	EW TELE	PHONE NUMBER	CASE NOTES	CALL NOTES	RED FLAG	FAQ
How satisfied or diss keeps you informed a				2	<ul><li>Very satisfied</li><li>Fairly satisfied</li><li>Neither satisfied</li></ul>		ed	10	
				5	<ul><li>Fairly dissatisfie</li><li>Very dissatisfie</li><li>Not applicable</li></ul>	ed			
				3					
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Navigate : TP08	* GO	Back No	ext Quit			CASE NOTES	CALL MOTES	DED ELAC	F4.0
					ELEPHONE NUMBER	CASE NOTES	CALL NOTES	RED FLAG	FAQ
To what extent do y Longhurst Group tre				lowing	1 O Strongly agree 2 O Agree				
Longitude Group til	outs mo ium	, and men	respect.		3 O Neither agree r	or disagree			
					4 O Disagree				
					<ul><li>5 O Strongly disagre</li><li>6 O Not applicable/</li></ul>				
					100				
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25.		25.	N	IEW TEL	EPHONE NUMBER	CASE NOTES	CALL NOTES	RED FLAG	FAQ
To what extent do y "I have trust in Long			h the follo	3	O Strongly agree O Agree O Neither agree O Disagree O Strongly disagr	nor disagree			À
			N. Committee				1		_
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		<u></u>		V TELEPHONE NU	JMBER CA	ASE NOTES	CALL NOTES	RED FLAG	FAQ
Have you made a of 12 months?	complaint to L	onghurst Gr	oup in the las	1 O Yes 2 O No					
				24.					
				100					
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M Trees	co	nl- N		1=		• • • TE	51 • • •		
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					LEPHONE NUMBER	CASE NOTES	CALL NOTES	RED FLAG	FAQ
How satisfied or diss approach to compla			Longhurst	Group's	<ul><li>1 O Very satisfied</li><li>2 O Fairly satisfied</li></ul>				
approach to compla	into nanami				3 O Neither satisfie	d nor dissatisf	ied		
					4 O Fairly dissatisfie				
					5 O Very dissatisfie	d			
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- 20.	- 4	N	NEW TI	ELEPHONE NUMBER	CASE NOTES	CALL NOTES	RED FLAG	FAQ
Do you live in a build or outside, that Long maintaining?				1 O Yes 2 O No 3 O Don't know				
				100				
			S.					_
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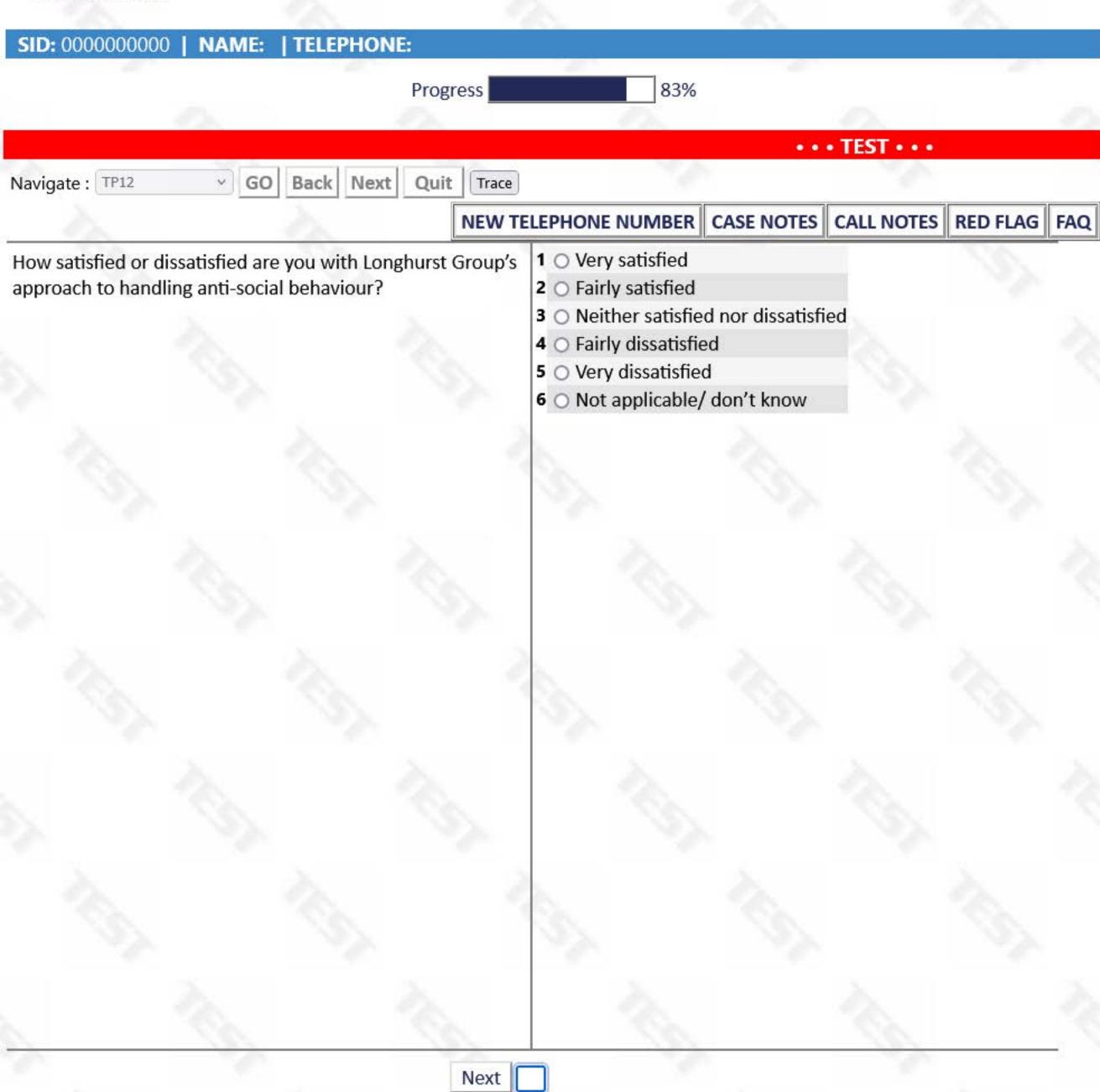


Progress 75%  Navigate: TP10B GO Back Next Quit Trace    NEW TELEPHONE NUMBER   CASE NOTES   CALL NOTES   RED FLATE	
Navigate: TP10B GO Back Next Quit Trace  NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLATE  How satisfied or dissatisfied are you that Longhurst Group keeps these communal areas clean and well maintained?  1 O Very satisfied 2 Fairly satisfied 3 O Neither satisfied nor dissatisfied 4 O Fairly dissatisfied	
Navigate: TP10B	
Navigate: TP10B	
NEW TELEPHONE NUMBER   CASE NOTES   CALL NOTES   RED FLAGE  How satisfied or dissatisfied are you that Longhurst Group keeps these communal areas clean and well maintained?  1  Very satisfied 2  Fairly satisfied 3  Neither satisfied nor dissatisfied 4  Fairly dissatisfied	
How satisfied or dissatisfied are you that Longhurst Group keeps these communal areas clean and well maintained?  1 ○ Very satisfied 2 ○ Fairly satisfied 3 ○ Neither satisfied nor dissatisfied 4 ○ Fairly dissatisfied	FAO
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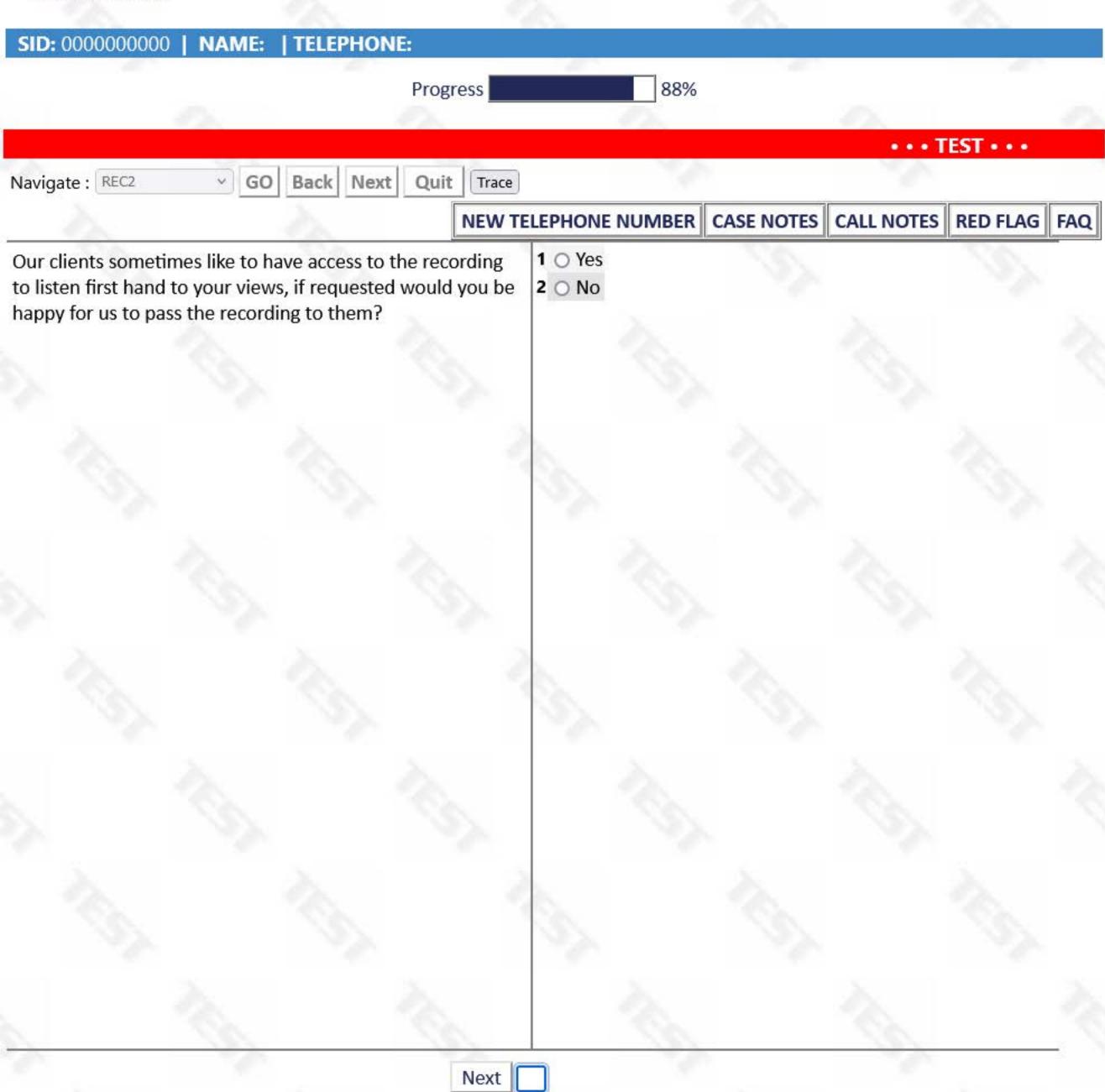


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2		22	NEW	TELEPHONE NUMBER	CASE NOTES	CALL NOTES	RED FLAG	FAQ
How satisfied or dis makes a positive co			85W 7.2	<ol> <li>Very satisfied</li> <li>Fairly satisfied</li> <li>Neither satisfied</li> <li>Fairly dissatisfied</li> <li>Very dissatisfied</li> <li>Not applicable,</li> </ol>	ed d	ied		
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			NEW '	TELEPHONE NUMBER	CASE NOTES	CALL NOTES	RED FLAG	FAC
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Would you be willing	g to be re-co	ontacted in r	elation to this	1 O Yes	100		100	
survey?				2 O No				
				-				
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