

Tenant Satisfaction Measures Survey Preamble

"Hello, my name is xxx calling from Viewpoint on behalf of South Yorkshire Housing Association.

I'm calling today as I would like to ask you a few quick questions about the services you receive from SYHA.

Anything you tell me will be used to to help improve the services they provide to you and calculate the annual Tenant Satisfaction Measures to be published by SYHA, as required by the Regulator of Social Housing.

The questions will take 5 to 10 minutes. Is now a convenient time?

Thank you. This interview will be carried out in accordance with the Market Research Society's Code of Conduct and we record calls for training purposes, is that alright with you?

Thank you."