

Annual Resident Satisfaction Survey



Telephone & Email Surveys

Acuity are carrying out a survey of TORC Sustainable Housing residents. It is a **general satisfaction survey** (perception survey) asking residents what they think about their home and the services provided by TORC.

Who are Acuity?

Acuity Research & Practice (Acuity) provide resident satisfaction surveys and benchmarking services, helping housing providers to improve services and engage with their residents through an understanding of satisfaction, performance and profiling data. They have been providing consultancy services to the social housing sector for over 23 years.

Who will be contacted?

Acuity will contact our residents once per year, over a period of four weeks. Residents will be emailed or telephoned and asked to take part in the survey. The surveys should take approximately 8 minutes and 211 interviews will be completed each year.





When will they call our residents?

Acuity only make calls between the hours of 9:30am and 20:00 Monday to Friday and between the hours of 10.00am and 16:00pm on Saturday. Interviewers allow the telephone to ring for a minimum of 25 seconds, or until a voice mail system kicks in, to ensure customers with mobility issues are given sufficient time to get to the phone.

What telephone number or email account will be displayed?

If a resident receives a call from Acuity the number displayed is **+441273 093939**, which is a Brighton, UK, Area code. If the resident sees a missed call from this number and calls back, they will hear a recorded message informing them that someone from Acuity tried to call them to complete a survey for their landlord. The email account you may be contacted from is **heather.metivier@arap.co.uk**.

Are the surveys confidential and anonymous?

The surveys are strictly confidential and if a resident requests, the results can be given back to TORC anonymously without their name attached.

Are the surveys in line with data protection and what about quality standards?

All the calls are recorded for training and quality purposes. Acuity is a company partner member of the Market Research Society and is registered with the Information Commissionaires Office, and in line with the Data Protection Act is not permitted to release any details to any other organisation. Under the Data Protection Act Acuity is not permitted to release any information that would allow an individual to be identified without their prior active consent to do so. Acuity also holds ISO20252:2019, which is the quality standard for market research companies.

What happens to the information gathered from the Survey?

A report on the findings from the survey will be released by TORC. It will be available on the website for all residents.

Who should I contact at TORC or Acuity if I have a query that is not addressed here?

If you have any queries about any of the surveys, please contact Bethany Wynne Morgan at TORC (info@torcsustainablehousing.ie) or Heather Metivier at Acuity (+44 (0) 1865 594332 or acuity@arap.co.uk).

Want to know more about Acuity?

Acuity Research & Practice Limited, www.arap.co.uk UK Tel: +44 (0) 01273 287114

All research projects are carried out in conformity with ISO20252:2019 and the MRS Code of Conduct.

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