

The Two Rivers Housing Tenant Census



Frequently asked questions

February 2023

Between February and April 2023, we will be conducting a survey with all our tenants to check that the information we have about them is correct.

Having accurate and up to date information is really important. It helps us shape and deliver our services based on what our customers need and helps us make sure we understand who our customers are so we can provide the best customer experience possible.

We are calling this piece of research the Two Rivers Housing Tenant Census. Here are some frequently asked questions that will help you understand more about this piece of research.

Q. What is this research and why is it being carried out?

Two River Housing has commissioned IFF Research to collect demographic data on its tenants. To do this IFF Research will be conducting a census style survey reaching out to around 3,100 general needs homes.

This research aims to gather key information about tenants and the people who live in our homes to ensure our records are up to date. The information you provide will also help Two Rivers Housing shape our services to ensure they meet the needs of you and other customers.

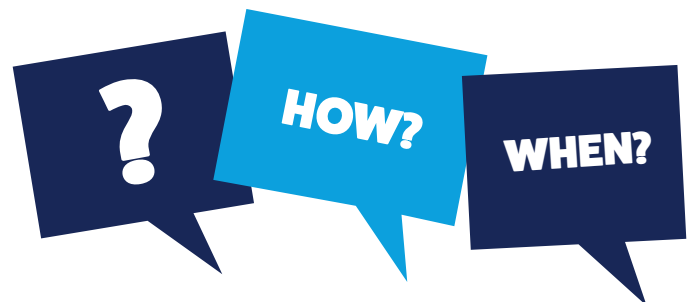
Q. Who are IFF Research?

IFF Research is a specialist independent social and market research agency with a strong reputation for delivering high quality and high impact research.

Q. How can you take part?

Initially, IFF Research will get in touch with you by sending an introductory letter. This will provide more information about the survey. The letter will invite you to take part in the survey online using a QR code or link.

IFF may also follow-up with you via SMS, email or telephone. This will give you the option to complete the survey online or over the phone.



Q. How and when will IFF Research invite you to take part in the survey?

- You will receive your introductory letter in March 2023.
- IFF may also contact you by email and SMS invite in April 2023 to encourage you to complete the survey.
- They may also contact you by telephone between April and May 2023.

If you are unsure if the call is genuine, please contact our customer service team who will be able to confirm the number you will be called on.

To give tenants flexibility on when they take part in the survey, IFF Research will call between 9am and 9pm Monday to Friday, between 10am and 6pm on Saturday, and between 11am and 6pm on Sunday.

Q. Who do I contact if I have any queries?

- To contact the Two Rivers Housing about this research, please contact customerservices@2rh.org.uk or call 0800 316 0897.
- If you'd like to speak to the IFF Research team directly, please contact us via email at TwoRiversCustomerSurvey@iffresearch.com

Q. Do I have to complete the survey?

No, you don't need to complete the customer survey if you don't want to.

Most questions have an option of 'prefer not to say'. If you don't want to disclose any information, we would be grateful if you could complete the survey selecting the 'prefer not to say' options, so that we know that this is your preference.

Q. How will my data be used and stored?

The information you provide in this survey will be provided to Two Rivers Housing for the purposes of updating their customer records. This will help Two Rivers Housing to understand its customers better and continue to improve the services they offer.

All information collected in this survey will be treated in accordance with the Market Research Society Code of Conduct. You have a right to a copy of your data, change your data or withdraw from the research at any point.

Although the nature of the research means your details will not be anonymous, they will only be shared with Two Rivers Housing.

Your data will not be shared with any other organisations outside of Two Rivers Housing and IFF Research and all information collected will be treated in the strictest confidence.

Q. How do I know the data is secure?

Your privacy is very important to us.

IFF Research goes to great lengths to preserve your privacy and protect the personal data used in conducting all research. For full details about IFF Research's privacy policy please visit their website via: [IFF Research | GDPR](#).

