



Wyman Dillon is a HouseMark listed supplier of satisfaction surveys to the social housing sector

Survey of Tenants and Residents



Wyman Dillon assisted **HouseMark** with the consultation process for STAR and with the prioritisation of additional questions to be included in the STAR benchmarking set. Wyman Dillon further supports **HouseMark** as an “expert speaker” at Complaints Club meetings offering market research “top tips”.

Wyman Dillon is a long established company, having 40 years’ experience in Market Research. The principle of all the work we undertake is **quality** and **integrity**.

Wyman Dillon employees assisted the National Housing Federation with the development of the final STATUS questionnaires, and HouseMark with the consultation process for STAR. We recently helped HouseMark with the prioritisation of additional questions to be included in the STAR benchmarking set.



We are currently working with Cornwall Housing, Flintshire County Council, Solon South West Housing, Trent & Dove Housing and Venture Housing, and would very much like to help you with **any** or **all** aspects of your STAR survey.



Our experienced researchers can offer advice and support with:

- Methodology (postal, telephone, face-to-face) and sampling
- Printing and distributing survey stationery
- Fieldwork and logging returned questionnaires
- Data entry
- Checking the responses are representative
- Data analysis
- Writing the report **incorporating your HouseMark STAR benchmarking**
- Post-survey follow-up research

STAR surveys are undertaken following HouseMark guidelines, in accordance with the Market Research Society’s Code of Conduct and Quality Controlled by our strict ISO procedures.

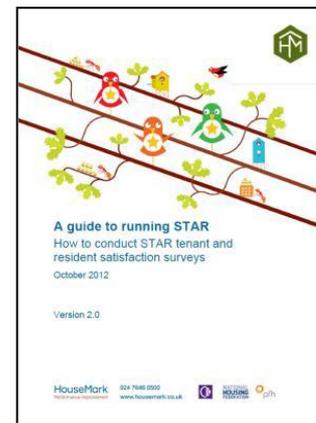


We're quite happy to let you do all the work...

But, we're very familiar with HouseMark's guide to running STAR. This is what we do, this is what we have been doing for 40 years.

So we can take the whole thing off your hands, or just those bits which you don't have the in-house resource or expertise to do without a little help.

We can deliver whichever methodology you prefer (postal, telephone, face-to-face, mix 'n' match or online top up), and if you don't know which is best for you, we can help you decide.



Our experienced team of researchers can design and set up your questionnaire, advise on sampling (and HouseMark's minimum achieved sample requirement) and get your questionnaires printed and sent out to your tenants and residents.

Our in-house CATI team work under close supervision, conducting interviews in a friendly yet professional manner.

Data from returned questionnaires is captured in-house by our dedicated team.

Our 100% key and verify approach guarantees accuracy of the highest order.

Your data can be provided to you in any of the commonly recognised formats (excel, csv, Snap, SPSS sav).



Find out the story behind the numbers by asking Wyman Dillon's experts to analyse your data. From Marked Up Questionnaire analysis to cross-tabulations to a full written report **incorporating your HouseMark STAR benchmarking**. We can even present the results to you, your board, your tenants.



- MUQ
- Cross-tabulations
- Full written report
- Benchmarking
- Results presentation

Please do get in touch to discover how we can help you...

Contact: Ralph Sutcliffe – 01454 200034 – ralph.sutcliffe@wymandillon.co.uk