

TSM Tenants for Waltham Forest

Saved Version: **TSM Tenants 2023-24 Final (revision 5)**

Deployed: Monday 24th April 2023 at 09:59

Report created: Monday 24th April 2023 at 09:59

Interviewer Script

Good {timeofday} I'm calling to speak to {fullname} or perhaps you could help me

My name is {interviewer}.

I'm calling on behalf of Waltham Forest Housing.

I'm just calling to get your feedback on what it's like to live in your home and neighbourhood, if that's OK? It should only take a few minutes.

*Once you have agreement to interview say
"Just to let you know that this call will be recorded for monitoring and training purposes. Your answers will also be linked to your personal data and used to improve services, however, none of the questions are compulsory and you can end the call at any point. The feedback we collect will be used to calculate annual Tenant Satisfaction Measures to be published by Waltham Forest Housing. Is that okay?"*

*These customers are {tenure}
If the customer has any queries about the survey, they can contact
www.walthamforest.gov.uk or telephone 0208 496 3000*

The Tenant Satisfaction Measures (TSMs) have been brought in by the Regulator of Social Housing in response to the Grenfell Tower Tragedy and are designed to monitor the performance of councils and housing associations. Data is being collected each financial year, starting from April 2023, and will be published at the end of that year.

Confirm Call Recording

Q1	Interviewer - please confirm that the respondent is happy for this call to be recorded for monitoring and training purposes and for their answers to be linked to their personal data for analysis purposes	Yes - resident is happy for call to be recorded and answers linked to their personal details
-----------	---	--

Confirm Name

Q2	Can I confirm I am speaking to	Open verbatim
-----------	--------------------------------	---------------

Overall Satisfaction

Q3	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Waltham Forest Housing? <i>The possible response options to this and the following queries are - very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied</i>	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Go to Q5 if Q3 is not in 'Fairly dissatisfied' , 'Very dissatisfied'		
Q4	Why are you not satisfied with the overall service?	Open verbatim

Repairs & Maintenance

Q5	Has Waltham Forest Housing carried out a repair to your home in the last 12 months?	Yes No
Go to Q8 if Q5 is not 'Yes'		

Q6	How satisfied or dissatisfied are you with the overall repairs service from Waltham Forest Housing over the last 12 months?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q7	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Your Home		
Q8	How satisfied or dissatisfied are you that Waltham Forest Housing provides a home that is well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q9	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Waltham Forest Housing provides a home that is safe?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Communal Areas & The Neighbourhood		
Q10	Do you live in a building with communal areas, either inside or outside, that Waltham Forest Housing is responsible for maintaining?	Yes No Don't know
Go to Q12 if Q10 is not 'Yes'		
Q11	How satisfied or dissatisfied are you that Waltham Forest Housing keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q12	How satisfied or dissatisfied are you that Waltham Forest Housing makes a positive contribution to your neighbourhood?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Q13	Would you say your neighbourhood has got better, got worse, or stayed the same over the last 12 months?	Got better Stayed the same Got worse Not a resident 12 months ago

Communication		
Q14	To what extent do you agree or disagree with the following, " <i>Waltham Forest Housing treats me fairly and with respect?</i> " <i>The possible response options here are strongly agree, agree, neither, disagree, strongly disagree or don't know, not applicable</i>	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know
Q15	Now returning to the original satisfaction scale	Confirm I read this out
Q16	How satisfied or dissatisfied are you that Waltham Forest Housing listens to your views and acts upon them?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Q17	How satisfied or dissatisfied are you that Waltham Forest Housing keeps you informed about things that matter to you?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Q18	How satisfied or dissatisfied are you that Waltham Forest Housing gives you the opportunity to make your views known?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Support From Waltham Forest Housing		
Q19	How satisfied or dissatisfied are you with Waltham Forest Housing's approach to handling anti-social behaviour?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Q20	Have you made a complaint to Waltham Forest Housing in the last 12 months?	Yes No
Go to Q22 if Q20 is not 'Yes'		
Q21	How satisfied or dissatisfied are you with Waltham Forest Housing's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Additional Comments		
Q22	Is there anything else you would like to say about your home and/or the services Waltham Forest Housing provides?	Open verbatim

About You		
Q23	Age:	16-24 25-34 35-44 45-54 55-64 65-74 75+ Prefer not to say
Q24	Gender:	Male Female Other Prefer not to say
Q25	Ethnicity:	Asian or Asian British Black or Black British White or White British Mixed Background Other ethnic group (please specify)
Q26	Thank you very much for your time. Waltham Forest Housing may want to follow up on some of the feedback you've given today. Would you be happy for them to contact you again about the comments you've made today?	Yes No

End Phone Call

That completes the survey.