

## TSM Tenants for Wythenshawe Community

Saved Version: **v1 (revision 11)**

Deployed: Wednesday 28th June 2023 at 17:03

Report created: Wednesday 28th June 2023 at 17:07

### 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 Wythenshawe Community Housing Group.

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

Once you have agreement to interview say  
**"Just to let you know, this call will be recorded for training and monitoring purposes. Your answers will also be linked to your personal data and used to improve services. Wythenshawe may wish to follow up on your feedback, but 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 Wythenshawe Community Housing Group. Is that okay?"**

The Tenant Satisfaction Measures (TSMs) have been brought in by the Regulator of Social Housing 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

#### Confirm Name

<b>Q1</b>	Can I confirm I am speaking to	Open verbatim
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#### Overall Satisfaction

<b>Q2</b>	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wythenshawe Community Housing Group? The possible response options to this and the following queries are - very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
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#### Repairs & Maintenance

<b>Q3</b>	Has Wythenshawe Community Housing Group carried out a repair to your home in the last 12 months?	Yes No
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Go to Q6 if Q3 is not 'Yes'

<b>Q4</b>	How satisfied or dissatisfied are you with the overall repairs service from Wythenshawe Community Housing Group over the last 12 months?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
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<b>Q5</b>	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
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Your Home		
<b>Q6</b>	How satisfied or dissatisfied are you that Wythenshawe Community Housing Group provides a home that is well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<b>Q7</b>	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Wythenshawe Community Housing Group provides a home that is safe?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Go to Q9 if Q7 not in 'Neither satisfied nor dissatisfied' , 'Fairly dissatisfied' , 'Very dissatisfied'		
<b>Q8</b>	Please tell me what makes your home unsafe	Open verbatim

Communication		
<b>Q9</b>	How satisfied or dissatisfied are you that Wythenshawe Community Housing Group 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
<b>Q10</b>	How satisfied or dissatisfied are you that Wythenshawe Community Housing Group 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
<b>Q11</b>	To what extent do you agree or disagree with the following, " <i>Wythenshawe Community Housing Group treats me fairly and with respect</i> "? The possible response options here are strongly agree, agree, neither, disagree, strongly disagree or don't know, not applicable	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

Advice & Support		
<b>Q12</b>	Have you made a complaint to Wythenshawe Community Housing Group in the last 12 months?	Yes No
Go to Q14 if Q12 is not 'Yes'		
<b>Q13</b>	How satisfied or dissatisfied are you with Wythenshawe Community Housing Group's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Communal Areas & The Neighbourhood		
<b>Q14</b>	Do you live in a building with communal areas, either inside or outside, that Wythenshawe Community Housing Group is responsible for maintaining?	Yes No Don't know
Go to Q16 if Q14 is not 'Yes'		

<b>Q15</b>	How satisfied or dissatisfied are you that Wythenshawe Community Housing Group keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<b>Q16</b>	How satisfied or dissatisfied are you that Wythenshawe Community Housing Group makes a positive contribution to your neighbourhood?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
<b>Q17</b>	How satisfied or dissatisfied are you with Wythenshawe Community Housing Group's approach to handling anti-social behaviour?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

**Additional Comments**

Go to **<no format 4>** is not in Q2 , Q4 , Q5 , Q6 , Q7 , Q15 , Q16 , **<no format 5>** is not in Q2 , Q4 , Q5 , Q6 , Q7 , Q15 , Q19 if **<no format 4>** Q17 , Q11 , Q9 , Q10 , Q13 AND **<no format 5>** Q16 , Q17 , Q11 , Q9 , Q10 , Q13

<b>Q18</b>	You mentioned that you are dissatisfied with some aspects of service, what could Wythenshawe Community Housing Group do to improve the service?	Open verbatim
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**Likelihood of Recommending Wythenshawe Community Housing Group**

<b>Q19</b>	How likely would you be to recommend Wythenshawe Community Housing Group to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?	0 1 2 3 4 5 6 7 8 9 10
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**End Phone Call**

**Post interview**

Go to Q21 if Q8 unanswered

**Please review the comments the customer made about the reasons they feel their home isn't safe**

**[Response to Q8]**

**Please classify these from the list below**

<b>Q20a</b>	Flammable building materials	
<b>Q20b</b>	Issues with smoke, fire alarms, fire extinguishers	
<b>Q20c</b>	Exiting building in case of fire	
<b>Q20d</b>	Boiler related gas leaks or carbon monoxide poisoning	
<b>Q20e</b>	Damp & mould in home	
<b>Q20f</b>	Person(s) in neighbouring properties (in my building or street)	
<b>Q20g</b>	Person(s) I know such as ex-partner	
<b>Q20h</b>	I live in a shared building and am concerned that non-residents are able to enter	
<b>Q20i</b>	Unknown people when in the surrounding streets	
<b>Q20j</b>	Poor locks on doors and windows	
<b>Q20k</b>	Burglaries	
<b>Q20l</b>	Feel unsafe for other reasons	

Go to Section That completes the survey. if Q18 unanswered

**Please review the comments the customer made about the reasons for their dissatisfaction:**

**[Response to Q18]**

**Please classify these from the list below**

<b>Q21a</b>	Outstanding repairs - issues that still require work to be done	
<b>Q21b</b>	Difficulties getting repairs completed (e.g. long waiting times; missed appointments; multiple visits required etc)	
<b>Q21c</b>	Poor quality repair work	
<b>Q21d</b>	Damp and mould	
<b>Q21e</b>	Improvement works required to home (e.g. new kitchen, bathroom, boiler, windows)	
<b>Q21f</b>	Overcrowding / desire to move	
<b>Q21g</b>	Cleaning & caretaking	
<b>Q21h</b>	Maintenance of communal areas (painting, repairs etc)	
<b>Q21i</b>	Anti-social behaviour or neighbour nuisance	
<b>Q21j</b>	Rubbish & recycling	
<b>Q21k</b>	Parking	
<b>Q21l</b>	Grounds maintenance (gardening)	
<b>Q21m</b>	Staff service	
<b>Q21n</b>	Long waiting times to speak to anyone	
<b>Q21o</b>	Nothing gets done when issues raised	
<b>Q21p</b>	Poor communication / not kept informed	
<b>Q21q</b>	Other	

That completes the survey.