

TSM Tenants for Tower Hamlets

Saved Version: **TSM Tenants - Draft 1 (revision 4)**

Deployed: Tuesday 4th July 2023 at 15:12

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Interviewer Script	
<p>Good {timeofday} I'm calling to speak to {fullname} or perhaps you could help me</p> <p>My name is {interviewer}.</p> <p>I'm calling on behalf of Tower Hamlet Homes 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.</p>	
<p><i>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. The feedback we collect will be used to calculate annual Tenant Satisfaction Measures to be published by Tower Hamlets Homes. Is that okay?"</i></p>	<p><i>If the customer has any queries about the survey they can call xxxxx, at Tower Hamlets Homes on xxxxxx</i></p> <p><i>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.</i></p>

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 Tower Hamlets Homes? <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 [Response to Q3] with the overall service?	Open verbatim

Repairs & Maintenance		
Q5	Has Tower Hamlets Homes carried out a repair to your home in the last 12 months?	Yes No
Go to Q9 if Q5 is not 'Yes'		
Q6	How satisfied or dissatisfied are you with the overall repairs service from Tower Hamlets Homes 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
Go to Q9 if Q7 is not in 'Fairly dissatisfied' , 'Very dissatisfied' AND Q6 is not in 'Fairly dissatisfied' , 'Very dissatisfied'		
Q8	Can you tell me more about your recent repairs experiences and why you are dissatisfied?	Open verbatim

Homes		
Q9	How satisfied or dissatisfied are you that Tower Hamlets Homes provides a home that is well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q10	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Tower Hamlets Homes 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		
Q11	Do you live in a building with communal areas, either inside or outside, that Tower Hamlets Homes is responsible for maintaining?	Yes No Don't know
Go to Q13 if Q11 is not 'Yes'		
Q12	How satisfied or dissatisfied are you that Tower Hamlets Homes keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Neighbourhoods		
Q13	How satisfied or dissatisfied are you that Tower Hamlets Homes makes a positive contribution to your neighbourhood?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Q14	How satisfied or dissatisfied are you with Tower Hamlets Homes's approach to handling anti-social behaviour?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Communication		
Q15	How satisfied or dissatisfied are you that Tower Hamlets Homes 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

Q16	How satisfied or dissatisfied are you that Tower Hamlets Homes 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
Q17	To what extent do you agree or disagree with the following "Tower Hamlets Homes 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</i>	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

Complaints		
Q18	Have you made a complaint to Tower Hamlets Homes in the last 12 months?	Yes No
Go to Q20 if Q18 is not 'Yes'		
Q19	How satisfied or dissatisfied are you with Tower Hamlets Homes's approach to complaints handling? <i>The possible response options here are - very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied</i>	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Additional Feedback		
Q20	On a scale of excellent, good, fair, poor and terrible, how would you rate the overall service you receive from Tower Hamlets Homes?	Excellent Good Fair Poor Terrible
Q21	Is there anything else you'd like to say about the service you receive from Tower Hamlets Homes?	Open verbatim

And Finally		
Q22	Thank you very much for your time. Tower Hamlets Homes may want to follow up on some of the feedback you have provided today. Would you be happy for them to contact you again about the comments you have provided today?	Yes - happy to be contacted No - do not want to be recontacted

End Phone Call

Comment Classification		
Go to Section That completes the survey. if Q8 unanswered		
Now please read over the comments the customer made about why they are dissatisfied with the repairs service:		[Response to Q8]
		Now please select the reasons given from the list below:
Q23a	Difficult to get through to contact centre to report repairs	
Q23b	Lack of knowledge / help from THH advisers when call to report repairs	
Q23c	Delays in getting repairs completed	
Q23d	Missed appointments	
Q23e	Attitude of workers	
Q23f	Quality of the work	
Q23g	Problems reoccurring	
Q23h	Other (only use if none of the above apply)	

That completes the survey.