

TSM Tenants 2023 for Honeycomb

Saved Version: **v1 (revision 6)**

Deployed: Thursday 7th March 2024 at 15:17

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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 Staffs Housing. I just need to check a few things about the service they provide, if that's that okay? 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 Staffs Housing. Is that okay?"</i></p>	<p><i>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.</i></p>

Confirm Call Recording

Confirm Name	
Q1	Can I confirm I am speaking to Open verbatim

Overall Satisfaction	
Q2	<p>Taking everything into account, how satisfied or dissatisfied are you with the service provided by Staffs Housing? The possible response options to this and the following queries are - very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied</p> <p>Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied</p>

Repairs & Maintenance	
Q3	<p>Has Staffs Housing carried out a repair to your home in the last 12 months?</p> <p>Yes No</p>
Go to Q6 if Q3 is not 'Yes'	
Q4	<p>How satisfied or dissatisfied are you with the overall repairs service from Staffs Housing over the last 12 months?</p> <p>Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied</p>
Q5	<p>How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?</p> <p>Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied</p>

Your Home

Q6	How satisfied or dissatisfied are you that Staffs Housing provides a home that is well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q7	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Staffs Housing provides a home that is safe?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Q8	Is there anything you would like to tell us about the Staffs Housing repairs service or the quality of your home?	Open verbatim

Communal Areas & The Neighbourhood

Q9	Do you live in a building with communal areas, either inside or outside, that Staffs Housing is responsible for maintaining?	Yes No Don't know
Go to Q11 if Q9 is not 'Yes'		
Q10	How satisfied or dissatisfied are you that Staffs Housing keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q11	How satisfied or dissatisfied are you that Staffs 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

Communication

Q12	To what extent do you agree or disagree with the following, " <i>Staffs Housing 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
Q13	How satisfied or dissatisfied are you that Staffs 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
Q14	How satisfied or dissatisfied are you that Staffs 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

Advice & Support

Q15	Have you made a complaint to Staffs Housing in the last 12 months?	Yes No
Go to Q17 if Q15 is not 'Yes'		

Q16	How satisfied or dissatisfied are you with Staffs Housing's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q17	How satisfied or dissatisfied are you with Staffs 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

Additional Comments

Go to **<no format 4>** is not in Q2 , Q4 , Q5 , Q6 , Q7 , Q10 , Q11 , **<no format 5>** is not in Q2 , Q4 , Q5 , Q6 , Q7 , Q10 , Q11 Q19 if **format 4>** Q17 , Q12 , Q13 , Q14 , Q16 AND **format 5>** , Q17 , Q12 , Q13 , Q14 , Q16

Q18	You mentioned that you are dissatisfied with some aspects of service, what could Staffs Housing do to improve the service?	Open verbatim
Q19	Do you have anything else to tell us about your experience of Staffs Housing services?	Open verbatim

Allow

Q20	Thank you very much for your time. Staffs Housing may want to contact you to better understand the service you receive. Would you be happy for them to get in touch with you?	Yes No
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End Phone Call

Post interview

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

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

That completes the survey.