

TSM Tenant  
for Hackney

Saved Version: **TSM Tenants - Final (revision 3)**  
Deployed: Thursday 17th August 2023 at 08:09 Report  
created: Monday 5th August 2024 at 11:30

Interviewer Script

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

My name is {interviewer}.  
calling on behalf of {your landlord}.

I'm just calling to get your opinion 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 may be recorded for training and monitoring 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 Hackney Council. Is that okay?"**

If the customer has any queries about the survey, they can call the contact Centre at Hackney Council on 0208 356 3000 (they know about the survey)

The Tenant Satisfaction Measures (TSMs) have been brought in by the Regulator of Social Housing 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 |                                |               |
|--------------|--------------------------------|---------------|
| Q1           | Can I confirm I am speaking to | Open verbatim |

| TSM Questions - Asked Of Everyone |  |   |
|-----------------------------------|--|---|
| Q2                                | Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord? The possible response options are - very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied                      | Very satisfied<br>Fairly satisfied<br>Neither satisfied nor dissatisfied<br>Fairly dissatisfied<br>Very dissatisfied                                |
| Q3                                | To what extent do you agree or disagree with the following, <i>"my landlord 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<br>Agree<br>Neither agree nor disagree<br>Disagree<br>Strongly disagree<br>Not applicable / don't know                               |
| Q4                                | How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?<br>The possible response options to this and the following queries are - very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied | Very satisfied<br>Fairly satisfied<br>Neither satisfied nor dissatisfied<br>Fairly dissatisfied<br>Very dissatisfied                                |
| Q5                                | Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?   | Very satisfied<br>Fairly satisfied<br>Neither satisfied nor dissatisfied<br>Fairly dissatisfied<br>Very dissatisfied<br>Not applicable / don't know |

|                               |   |   |
|-------------------------------|---|---|
| <b>Q6</b>                     | Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining? | Yes<br>No<br>Don't know   |
| Go to Q8 if Q6 is not 'Yes'   |   |   |
| <b>Q7</b>                     | How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?              | Very satisfied<br>Fairly satisfied<br>Neither satisfied nor dissatisfied<br>Fairly dissatisfied<br>Very dissatisfied                                |
| <b>Q8</b>                     | How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?               | Very satisfied<br>Fairly satisfied<br>Neither satisfied nor dissatisfied<br>Fairly dissatisfied<br>Very dissatisfied<br>Not applicable / don't know |
| <b>Q9</b>                     | How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?                      | Very satisfied<br>Fairly satisfied<br>Neither satisfied nor dissatisfied<br>Fairly dissatisfied<br>Very dissatisfied<br>Not applicable / don't know |
| <b>Q10</b>                    | Has your landlord carried out a repair to your home in the last 12 months?  | Yes<br>No   |
| Go to Q13 if Q10 is not 'Yes' |   |   |
| <b>Q11</b>                    | How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?          | Very satisfied<br>Fairly satisfied<br>Neither satisfied nor dissatisfied<br>Fairly dissatisfied<br>Very dissatisfied                                |
| <b>Q12</b>                    | How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?        | Very satisfied<br>Fairly satisfied<br>Neither satisfied nor dissatisfied<br>Fairly dissatisfied<br>Very dissatisfied                                |
| <b>Q13</b>                    | Have you made a complaint to your landlord in the last 12 months?   | Yes<br>No   |
| Go to Q15 if Q13 is not 'Yes' |   |   |
| <b>Q14</b>                    | How satisfied or dissatisfied are you with your landlord's approach to complaints handling?                                 | Very satisfied<br>Fairly satisfied<br>Neither satisfied nor dissatisfied<br>Fairly dissatisfied<br>Very dissatisfied                                |
| <b>Q15</b>                    | How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?                          | Very satisfied<br>Fairly satisfied<br>Neither satisfied nor dissatisfied<br>Fairly dissatisfied<br>Very dissatisfied<br>Not applicable / don't know |
| <b>Q16</b>                    | How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?                | Very satisfied<br>Fairly satisfied<br>Neither satisfied nor dissatisfied<br>Fairly dissatisfied<br>Very dissatisfied<br>Not applicable / don't know |

Group 1 Questions (Only Asked Of 33% Of Respondents)

Go to Q28 if sys\_group is not 1

|                               |  |   |
|-------------------------------|--|---|
| <b>Q17</b>                    | How satisfied or dissatisfied are you that your social housing provider is easy to deal with?  | Very satisfied<br>Fairly satisfied<br>Neither<br>Fairly dissatisfied<br>Very dissatisfied                   |
| <b>Q18</b>                    | How satisfied or dissatisfied are you that your rent provides value for money?   | Very satisfied<br>Fairly satisfied<br>Neither<br>Fairly dissatisfied<br>Very dissatisfied<br>Not applicable |
| <b>Q19</b>                    | How satisfied or dissatisfied are you with the overall quality of your home?   | Very satisfied<br>Fairly satisfied<br>Neither<br>Fairly dissatisfied<br>Very dissatisfied                   |
| <b>Q20</b>                    | To what extent do you agree with the following statement: "I trust Hackney Council"  | Strongly agree<br>Agree<br>Neither agree nor disagree<br>Disagree<br>Strongly disagree                      |
| <b>Q21</b>                    | Have you contacted your social housing provider in the last 3 months?  | Yes<br>No<br>Can't remember   |
| Go to Q27 if Q21 is not 'Yes' |  |   |
| <b>Q22</b>                    | How did you <u>last</u> contact your social housing provider?  | Phoned<br>Visited office<br>Wrote<br>Emailed<br>Other<br>Can't remember                                     |
| <b>Q23</b>                    | When you last had contact, was getting hold of the right person...?  | Easy<br>Difficult<br>Neither<br>Can't remember  |
| <b>Q24</b>                    | Did you find the staff...?   | Helpful<br>Unhelpful<br>Neither<br>Can't remember   |
| <b>Q25</b>                    | And were they...?  | Able to deal with your problem<br>Unable to deal with your problem<br>Neither<br>Can't remember             |
| <b>Q26</b>                    | Were you satisfied or dissatisfied with the final outcome?   | Satisfied<br>Dissatisfied<br>Neither<br>Can't remember  |
| <b>Q27</b>                    | <p>Hackney Council is applying to become the London Borough of Culture in 2027. If successful it would bring a year-long programme of extraordinary cultural events to the streets, parks and buildings of Hackney. The title brings an award of over £1m into the borough so the programme would be delivered at no additional cost to Hackney residents.</p> <p><b>Do you support or oppose their bid to see more arts and cultural events across Hackney in 2027?</b></p> | Support<br>Oppose<br>No opinion   |

Group 2 Questions (Only Asked Of 33% Of Respondents)

Go to Q33 if sys\_group is not 2

|  |  |  |
|--|--|--|
| <b>Q28</b>   | How satisfied or dissatisfied are you with the gardening service? For example, pruning, grass cutting, weeding etc.  | Very satisfied<br>Fairly satisfied<br>Neither<br>Fairly dissatisfied<br>Very dissatisfied                              |
| <b>Thinking about your estate, or the area in general, how satisfied or dissatisfied are you with the following?</b> |  |  |
| <b>Q29a</b>  | Estate road cleaning   | Very satisfied<br>Fairly satisfied<br>Neither<br>Fairly dissatisfied<br>Very dissatisfied<br>Don't know/not applicable |
| <b>Q29b</b>  | Cleanliness of communal areas  | <i>As above</i>  |
| <b>Q29c</b>  | Lighting of communal areas   | <i>As above</i>  |
| <b>Q29d</b>  | Maintenance of lifts   | <i>As above</i>  |
| <b>Q29e</b>  | Maintenance of door entry phones/CCTV  | <i>As above</i>  |
| <b>Q29f</b>  | Provision of parking spaces  | <i>As above</i>  |
| <b>Q29g</b>  | Maintenance of open spaces on the estate   | <i>As above</i>  |
| <b>Q29h</b>  | Maintenance of play areas  | <i>As above</i>  |
| <b>How satisfied or dissatisfied are you with the...?</b>  |  |  |
| <b>Q30a</b>  | Internal cleaning of your block or estate  | Very satisfied<br>Fairly satisfied<br>Neither<br>Fairly dissatisfied<br>Very dissatisfied                              |
| <b>Q30b</b>  | External communal areas of your block or estate  | <i>As above</i>  |
| <b>Q31</b>   | Thinking specifically about the building you live in, how satisfied or dissatisfied are you that your social housing provider provides a home that is safe and secure? | Very satisfied<br>Fairly satisfied<br>Neither<br>Fairly dissatisfied<br>Very dissatisfied                              |
| <b>To what extent are each of the following a problem in your neighbourhood?</b>                                     |  |  |
| <b>Q32a</b>  | Rubbish or litter  | Very big problem<br>Fairly big problem<br>Not a very big problem<br>Not a problem at all                               |
| <b>Q32b</b>  | Noisy neighbours   | <i>As above</i>  |
| <b>Q32c</b>  | Pets and animals   | <i>As above</i>  |
| <b>Q32d</b>  | Disruptive children/teenagers  | <i>As above</i>  |
| <b>Q32e</b>  | Racial or other harassment   | <i>As above</i>  |
| <b>Q32f</b>  | Drunk or rowdy behaviour   | <i>As above</i>  |
| <b>Q32g</b>  | Vandalism and graffiti   | <i>As above</i>  |
| <b>Q32h</b>  | People damaging your property  | <i>As above</i>  |
| <b>Q32i</b>  | Drug use or dealing  | <i>As above</i>  |
| <b>Q32j</b>  | Abandoned or burnt out vehicles  | <i>As above</i>  |
| <b>Q32k</b>  | Other crime  | <i>As above</i>  |
| <b>Q32l</b>  | Noise from traffic   | <i>As above</i>  |
| <b>Q32m</b>  | Car parking  | <i>As above</i>  |

Group 3 Questions (Only Asked Of 33% Of Respondents)

Go to Q45 if sys\_group is not 3

|            |   |   |
|------------|---|---|
| <b>Q33</b> | How satisfied are you with your waste and recycling services? | Very satisfied<br>Fairly satisfied<br>Neither<br>Fairly dissatisfied<br>Very dissatisfied |
|------------|---|---|

|            |  |           |
|------------|--|-----------|
| <b>Q34</b> | Do you dispose of your waste and recycling in shared, communal bins? | Yes<br>No |
|------------|--|-----------|

**Which of the following do you recycle...?**

|             |                        |  |
|-------------|------------------------|--|
| <b>Q35a</b> | Food waste             |  |
| <b>Q35b</b> | Paper and card         |  |
| <b>Q35c</b> | Plastic pots and trays |  |
| <b>Q35d</b> | Plastic bottles        |  |
| <b>Q35e</b> | Tins and cans          |  |
| <b>Q35f</b> | Foil                   |  |
| <b>Q35g</b> | Glass bottles and jars |  |

|            |  |  |
|------------|--|--|
| <b>Q36</b> | How easy do you find it to use the recycling services that the Council provides? | Very easy<br>Fairly easy<br>Neither Fairly difficult<br>Very difficult |
|------------|--|--|

Go to Q44 if Q10 is not 'Yes'

**Thinking about your last completed repair, how would you rate it in terms of...?**

|             |   |   |
|-------------|---|---|
| <b>Q37a</b> | Being told when workers would call                            | Very good<br>Fairly good<br>Neither<br>Fairly poor<br>Very poor |
| <b>Q37b</b> | Time taken before work started                                | <i>As above</i>   |
| <b>Q37c</b> | Speed with which work was completed                           | <i>As above</i>   |
| <b>Q37d</b> | Attitude of workers   | <i>As above</i>   |
| <b>Q37e</b> | Overall quality of repair work                                | <i>As above</i>   |
| <b>Q37f</b> | Keeping dirt and mess to a minimum                            | <i>As above</i>   |
| <b>Q38</b>  | Were you given an appointment for your last completed repair? | Yes<br>No<br>Can't remember                                     |

Go to Q40 if Q38 is not 'Yes'

|            |  |   |
|------------|--|---|
| <b>Q39</b> | If you were given an appointment, was this kept?                                     | Yes<br>No<br>Can't remember   |
| <b>Q40</b> | Did the contractor show proof of identity?   | Yes<br>No<br>Can't remember   |
| <b>Q41</b> | How satisfied or dissatisfied are you that the repair was done 'right first time'?   | Very satisfied<br>Fairly satisfied<br>Neither<br>Fairly dissatisfied<br>Very dissatisfied |
| <b>Q42</b> | How satisfied or dissatisfied are you that the contractors did the job you expected? | Very satisfied<br>Fairly satisfied<br>Neither<br>Fairly dissatisfied<br>Very dissatisfied |

|            |  |   |
|------------|--|---|
| <b>Q43</b> | How satisfied or dissatisfied are you with the repairs service you received on this occasion?                                  | Very satisfied<br>Fairly satisfied<br>Neither<br>Fairly dissatisfied<br>Very dissatisfied |
| <b>Q44</b> | Generally, how satisfied or dissatisfied are you with the way your social housing provider deals with repairs and maintenance? | Very satisfied<br>Fairly satisfied<br>Neither<br>Fairly dissatisfied<br>Very dissatisfied |

## Any Other Comments - Asked Of Everyone

|                             |   |               |
|-----------------------------|---|---------------|
| <b>Q45</b>                  | Is there anything else you would like to say about your home and/or the housing services your landlord provides?  | Open verbatim |
| Go to Q47 if Q45 unanswered |   |               |
| <b>Q46</b>                  | Would you be happy for your landlord to contact you to discuss your comments? If you say 'yes' your name will be attached to the comments you've made and passed back to your landlord. | Yes<br>No     |
| <b>Q47</b>                  | Can I take your email address so that your landlord can update their records?   | Open verbatim |

## Demographics - Asked Of Everyone

|            |                         |   |
|------------|-------------------------|---|
| <b>Q48</b> | What is your age?       | Under 16<br>16-17<br>18-24<br>25-34<br>35-44<br>45-54<br>55-64<br>65-84<br>85+  |
| <b>Q49</b> | What is your ethnicity? | Asian or Asian British<br>Black or Black British<br>White or White British<br>Mixed Background<br>Other ethnic group (please specify) |

## End Phone Call

## Categorisation - These Do Not Display For Interviewers

## Go to Section That completes the survey. if true

|                           |  |  |
|---------------------------|--|--|
| <b>Q50</b>                | Tone Of The Comment: [Response to Q45]   | Positive<br>Negative<br>Neutral<br>Mixed (both positive & negative comments)<br>Comment doesn't make sense |
| <b>Nature Of Comment:</b> |  |  |
| <b>[Response to Q45]</b>  |  |  |
| <b>Q51a</b>               | Repairs  |  |
| <b>Q51b</b>               | Homes (including desire to move; poor condition of property/communal areas; major works/improvements required to home or block; problems with lifts) |  |

|             |  |  |
|-------------|--|--|
| <b>Q51c</b> | Contact & staff service (including ease/speed of contacting/getting a response from Hackney; staff service; online services including references to the cyber attack in Nov 2020)  |  |
| <b>Q51d</b> | Neighbourhoods (including ASB & neighbour nuisance; grounds maintenance; traffic related comments which may be described as LTN - Low Traffic Neighbourhoods - road closures, School Streets, comments about parking etc; rubbish & recycling) |  |
| <b>Q51e</b> | Cleaning & Caretaking (frequency, quality, thoroughness)   |  |
| <b>Q51f</b> | Communication from Hackney   |  |
| <b>Q51g</b> | Covid-19   |  |
| <b>Q51h</b> | Value for money (including comments about service charges)   |  |
| <b>Q51i</b> | Disability or other equality issue   |  |
| <b>Q51j</b> | General (e.g. they're great, they're terrible etc)   |  |
| <b>Q51k</b> | Other (only use if none of the above apply)  |  |

Go to Section That completes the survey. if Q51a unanswered AND Q51b unanswered AND Q51c unanswered AND Q51d unanswered

**Please categorise this comment:**

**[Response to Q45]**

|             |  |  |
|-------------|--|--|
| <b>Q52a</b> | Issues getting repairs completed - time taken to complete, work still outstanding etc  |  |
| <b>Q52b</b> | Quality of repairs   |  |
| <b>Q52c</b> | Other repairs related comment  |  |
| <b>Q52d</b> | Desire to move home  |  |
| <b>Q52e</b> | Lifts  |  |
| <b>Q52f</b> | Condition of home/communal areas   |  |
| <b>Q52g</b> | Major works/improvements to home/block   |  |
| <b>Q52h</b> | Ease/speed of contacting/getting a response from Hackney                               |  |
| <b>Q52i</b> | Staff service  |  |
| <b>Q52j</b> | Online services (including references to system being hacked in Nov 2020)              |  |
| <b>Q52k</b> | Anti-social behaviour / neighbour nuisance   |  |
| <b>Q52l</b> | Low Traffic Neighbourhoods (LTN), Schools Streets, road closures, parking problems etc |  |
| <b>Q52m</b> | Rubbish & recycling  |  |
| <b>Q52n</b> | Grounds maintenance - frequency, quality, thoroughness etc                             |  |
| <b>Q52o</b> | Other neighbourhood problems   |  |

That completes the survey.