

TSM Tenants 2024 for Hackney

Saved Version: **TSM Tenants 2024-25 - Final (revision 6)**

Deployed: Tuesday 3rd September 2024 at 16:55 Report

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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
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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 Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied 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 Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know
Q4	How satisfied or dissatisfied are you that your landlord provides a home that is well maintained? 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
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 Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Q6	Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?	Yes No Don't know
Go to Q8 if Q6 is not 'Yes'		
Q7	How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q8	How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Q9	How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Q10	Has your landlord carried out a repair to your home in the last 12 months?	Yes No
Go to Q13 if Q10 is not 'Yes'		
Q11	How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q12	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
Q13	Have you made a complaint to your landlord in the last 12 months?	Yes No
Go to Q15 if Q13 is not 'Yes'		
Q14	How satisfied or dissatisfied are you with your landlord's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q15	How satisfied or dissatisfied are you that your landlord 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 your landlord 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

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

Go to Q27 if sys_group is not 1

Q17	How satisfied or dissatisfied are you that your social housing provider is easy to deal with?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied
Q18	How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Not applicable
Q19	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied
Q20	To what extent do you agree with the following statement: "I trust Hackney Council"	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree
Q21	Have you contacted your social housing provider in the last 3 months?	Yes No Can't remember
Go to Q27 if Q21 is not 'Yes'		
Q22	How did you <u>last</u> contact your social housing provider?	Phoned Visited office Wrote Emailed Other Can't remember
Q23	When you last had contact, was getting hold of the right person...?	Easy Difficult Neither Can't remember
Q24	Did you find the staff...?	Helpful Unhelpful Neither Can't remember
Q25	And were they...?	Able to deal with your problem Unable to deal with your problem Neither Can't remember
Q26	Were you satisfied or dissatisfied with the final outcome?	Satisfied Dissatisfied Neither Can't remember

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

Go to Q32 if sys_group is not 2

Q27	How satisfied or dissatisfied are you with the gardening service? For example, pruning, grass cutting, weeding etc.	Very satisfied Fairly satisfied Neither Fairly dissatisfied
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Thinking about your estate, or the area in general, how satisfied or dissatisfied are you with the following?

Q28a	Estate road cleaning	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Don't know/not applicable
Q28b	Cleanliness of communal areas	<i>As above</i>
Q28c	Lighting of communal areas	<i>As above</i>
Q28d	Maintenance of lifts	<i>As above</i>
Q28e	Maintenance of door entry phones/CCTV	<i>As above</i>
Q28f	Provision of parking spaces	<i>As above</i>
Q28g	Maintenance of open spaces on the estate	<i>As above</i>
Q28h	Maintenance of play areas	<i>As above</i>

How satisfied or dissatisfied are you with the...?

Q29a	Internal cleaning of your block or estate	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied
Q29b	External communal areas of your block or estate	<i>As above</i>
Q30	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 Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

To what extent are each of the following a problem in your neighbourhood?

Q31a	Rubbish or litter	Very big problem Fairly big problem Not a very big problem Not a problem at all
Q31b	Noisy neighbours	<i>As above</i>
Q31c	Pets and animals	<i>As above</i>
Q31d	Disruptive children/teenagers	<i>As above</i>
Q31e	Racial or other harassment	<i>As above</i>
Q31f	Drunk or rowdy behaviour	<i>As above</i>
Q31g	Vandalism and graffiti	<i>As above</i>
Q31h	People damaging your property	<i>As above</i>
Q31i	Drug use or dealing	<i>As above</i>
Q31j	Abandoned or burnt out vehicles	<i>As above</i>
Q31k	Other crime	<i>As above</i>
Q31l	Noise from traffic	<i>As above</i>
Q31m	Car parking	<i>As above</i>

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

Go to Q44 if sys_group is not 3

Q32	How satisfied are you with your waste and recycling services?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied
Q33	Do you dispose of your waste and recycling in shared, communal bins?	Yes No

Which of the following do you recycle...?		
Q34a	Food waste	
Q34b	Paper and card	
Q34c	Plastic pots and trays	
Q34d	Plastic bottles	
Q34e	Tins and cans	
Q34f	Foil	
Q34g	Glass bottles and jars	
Q35	How easy do you find it to use the recycling services that the Council provides?	Very easy Fairly easy Neither Fairly difficult Very difficult

Go to Q43 if Q10 is not 'Yes'

Thinking about your last completed repair, how would you rate it in terms of...?		
Q36a	Being told when workers would call	Very good Fairly good Neither Fairly poor Very poor
Q36b	Time taken before work started	<i>As above</i>
Q36c	Speed with which work was completed	<i>As above</i>
Q36d	Attitude of workers	<i>As above</i>
Q36e	Overall quality of repair work	<i>As above</i>
Q36f	Keeping dirt and mess to a minimum	<i>As above</i>
Q37	Were you given an appointment for your last completed repair?	Yes No Can't remember

Go to Q39 if Q37 is not 'Yes'

Q38	If you were given an appointment, was this kept?	Yes No Can't remember
Q39	Did the contractor show proof of identity?	Yes No Can't remember
Q40	How satisfied or dissatisfied are you that the repair was done 'right first time'?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied
Q41	How satisfied or dissatisfied are you that the contractors did the job you expected?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Q42	How satisfied or dissatisfied are you with the repairs service you received on this occasion?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied
Q43	Generally, how satisfied or dissatisfied are you with the way your social housing provider deals with repairs and maintenance?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Any Other Comments - Asked Of Everyone

Q44	Is there anything else you would like to say about your home and/or the housing services your landlord provides?	Open verbatim
Go to Q46 if Q44 unanswered		
Q45	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 No
Q46	Can I take your email address so that your landlord can update their records?	Open verbatim
Go to Q48 if Q46 unanswered		
Q47	The Council runs a resident panel called Hackney Matters that aims to ensure residents are involved in shaping the services on offer, for example about Covid-19, housing and regeneration, parks, road safety and more. Would you be interested in finding out more about this from the Hackney Matters Team? If so, we will pass on your email address and someone will be in touch.	Yes - happy to be contacted by the Hackney Matters Team No - do not want to be contacted by the Hackney Matters Team

Demographics - Asked Of Everyone		
Q48	What is your age?	Under 16 16-17 18-24 25-34 35-44 45-54 55-64 65-84 85+
Q49	What is your ethnicity?	Asian or Asian British Black or Black British White or White British Mixed Background Other ethnic group (please specify)
Q50	Do you need any additional support from Hackney either when accessing their services or when staff visit your home? For example, due to a disability or other impairment	Yes No

End Phone Call

Categorisation		
Go to Section That completes the survey. if true		
Q51	Tone Of The Comment: [Response to Q44]	Positive Negative Neutral Mixed (both positive & negative comments) Comment doesn't make sense

Nature Of Comment:**[Response to Q44]**

Q52a	Repairs	
Q52b	Homes (including desire to move; poor condition of property/communal areas; major works/improvements required to home or block; problems with lifts)	
Q52c	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)	
Q52d	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)	
Q52e	Cleaning & Caretaking (frequency, quality, thoroughness)	
Q52f	Communication from Hackney	
Q52g	Covid-19	
Q52h	Value for money (including comments about service charges)	
Q52i	Disability or other equality issue	
Q52j	General (e.g. they're great, they're terrible etc)	
Q52k	Other (only use if none of the above apply)	

Please categorise this comment:**[Response to Q44]**

Q53a	Issues getting repairs completed - time taken to complete, work still outstanding etc	
Q53b	Quality of repairs	
Q53c	Other repairs related comment	
Q53d	Desire to move home	
Q53e	Lifts	
Q53f	Damp & mould	
Q53g	Condition of home/communal areas	
Q53h	Major works/improvements to home/block	
Q53i	Ease/speed of contacting/getting a response from Hackney	
Q53j	Staff service	
Q53k	Online services (including references to system being hacked in Nov 2020)	
Q53l	Anti-social behaviour / neighbour nuisance	
Q53m	Low Traffic Neighbourhoods (LTN), Schools Streets, road closures, parking problems etc	
Q53n	Rubbish & recycling	
Q53o	Grounds maintenance - frequency, quality, thoroughness etc	
Q53p	Other neighbourhood problems	

That completes the survey.