

## TSM Tenants 2025 for Wythenshawe Community

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### Interviewer Script

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

Good {timeofday} {fullname}. 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 that this call will be recorded for training and monitoring purposes and your feedback will be used to calculate the annual Tenant Satisfaction Measures to be published by Wythenshawe Community Housing Group.*

*Your answers can also be kept confidential if you like. Is that okay?"*

*If you did want to raise a complaint you can do at [www.wchg.org.uk/contact-us/complaints-feedback-praise/](http://www.wchg.org.uk/contact-us/complaints-feedback-praise/)*

*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.*

*WCHG has relied on legal obligation and legitimate interests to select and contact you for the purposes of this survey. More information can be found at:  
<https://www.wchg.org.uk/privacy-notice/>*

### 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 '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 Q18 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

How did you make your complaint to WCHG?		
Q14a	Email	
Q14b	Phone	
Q14c	On a survey	
Q14d	Face to face - reception	
Q14e	Face to face - elsewhere	
Q14f	Reception	
Q14g	Webform on WCHG website	
Q14h	Social media	
Q14i	Other	
Which service was your complaint about?		
Q15a	Repairs	
Q15b	Grounds Maintenance	
Q15c	Anti-Social Behaviour	
Q15d	Neighbourhood and Housing	
Q15e	Customer Contact Hub	
Q15f	Rent and Service Charge	
Q15g	Moving Home Service	
Q15h	Other	
Go to Q17 if Q13 not in 'Fairly dissatisfied' , 'Very dissatisfied'		
Why were you dissatisfied with the way your complaint was handled?		
Q16a	No one responded to me	
Q16b	The outcome was unfair or didn't fix the issue	
Q16c	I wasn't kept up to date during the process	
Q16d	I didn't feel my complaint was taken seriously	
Q16e	It was difficult to make the complaint	
Q16f	I didn't feel listened to	
Q16g	WCHG were rude	
Q16h	WCHG were unhelpful	
Q16i	Other	
Q17	What one thing could Wythenshawe do to improve the way it handles complaints like yours?	Open verbatim

Communal Areas & The Neighbourhood		
Q18	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 Q20 if Q18 is not 'Yes'		
Q19	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
Q20	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
Q21	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 Questions		
Go to Q23 if property_group is not 'House'		
<b>Q22</b>	The housing team are often able to support tenants who want to move to a smaller home. This can help tenants save money on things like utility bills.  Would you like to speak to someone about moving to a smaller home?	Yes No Don't know
<b>Q23</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
<b>Q24</b>	Are you interested in having a say in how Wythenshawe Community Housing Group makes decisions?	Yes, I would like WCHG to email me with options of how I can get involved No, I am not interested in this
Go to Q26 if Q24 is not 'No, I am not interested in this'		
<b>Q25</b>	How do you think Wythenshawe Community Housing Group can make sure they hear voices like yours in the future?	Open verbatim

Additional Comments		
Go to Q27 if <b>&lt;no format 4&gt;</b> in Q2 , Q4 , Q5 , Q6 , Q7 , Q19 , Q20 , Q21 , Q11 , Q9 , Q10 , Q13 OR <b>&lt;no format 5&gt;</b> in Q2 , Q4 , Q5 , Q6 , Q7 , Q19 , Q20 , Q21 , Q11 , Q9 , Q10 , Q13		
<b>Q26</b>	You seem to be fairly happy with the service Wythenshawe Community Housing Group provides. What's the best experience you've had with them in the last few years?	Open verbatim
Go to Q28 if <b>&lt;no format 4&gt;</b> is not in Q2 , Q4 , Q5 , Q6 , Q7 , Q19 , Q20 , Q21 , Q11 , Q9 , Q10 , Q13 AND <b>&lt;no format 5&gt;</b> is not in Q2 , Q4 , Q5 , Q6 , Q7 , Q19 , Q20 , Q21 , Q11 , Q9 , Q10 , Q13		
<b>Q27</b>	You mentioned that you were dissatisfied with some aspects of service. What could Wythenshawe Community Housing Group do differently to improve the service they provide in the future?	Open verbatim

Prize Draw		
<b>Q28</b>	As part of the TSM this year we are running a prize draw where you could win 1 of 10 £50 vouchers.  Would you like to be considered for the prize draw?	Yes - Happy to be included in prize draw No - would prefer not to be considered for prize draw

And Finally		
<b>Q29</b>	Would you be happy to have your answers linked to your name and details, or would you prefer your responses to be kept anonymous?	Yes - answers can be linked to personal details and shared with Wythenshawe staff No - answers must be kept confidential
Go to Section End Phone Call if Q8 unanswered AND Q17 unanswered		
Go to Section End Phone Call if Q29 is not 'Yes - answers can be linked to personal details and shared with Wythenshawe staff'		
<b>Q30</b>	Wythenshawe may wish to follow up on your feedback. Would you mind if they contacted you about this?	Yes - can be contacted No - does not want to be contacted

## End Phone Call

Post interview

Go to Q32 if Q26 unanswered

**Please review the comments the customer made about the things Wythenshawe do well:****[Response to Q26]****Please classify the positives from the list below**

<b>Q31a</b>	Speed of repairs	
<b>Q31b</b>	Easy to raise/ log a repair	
<b>Q31c</b>	Good quality repair work	
<b>Q31d</b>	Good experience with improvement works	
<b>Q31e</b>	Positive allocations process	
<b>Q31f</b>	Positive experience with cleaning of communal areas (internal)	
<b>Q31g</b>	Positive experience with maintenance of communal grounds (external)	
<b>Q31h</b>	Dealt with anti-social behaviour or neighbour nuisance well	
<b>Q31i</b>	Staff service	
<b>Q31j</b>	Quick response times	
<b>Q31k</b>	Quick to act	
<b>Q31l</b>	Good communication/ well informed	
<b>Q31m</b>	Good value for money	
<b>Q31n</b>	Catered well/ adapted process for my personal needs (situations, physical, mental, financial etc)	
<b>Q31o</b>	Positive impact on my neighbourhood/ community	

Go to Section That completes the survey. if Q27 unanswered

**Please review the comments the customer made about the reasons for their dissatisfaction:****[Response to Q27]****Please classify the negatives from the list below**

<b>Q32a</b>	Outstanding repairs - issues that still require work to be done	
<b>Q32b</b>	Difficulties getting repairs completed (e.g. long waiting times; missed appointments; multiple visits required etc)	
<b>Q32c</b>	Poor quality repair work	
<b>Q32d</b>	Damp and mould	
<b>Q32e</b>	Improvement works required to home (e.g. new kitchen, bathroom, boiler, windows)	
<b>Q32f</b>	Overcrowding / desire to move	
<b>Q32g</b>	Cleaning & caretaking	
<b>Q32h</b>	Maintenance of communal areas (painting, repairs etc)	
<b>Q32i</b>	Anti-social behaviour or neighbour nuisance	
<b>Q32j</b>	Rubbish & recycling	
<b>Q32k</b>	Parking	
<b>Q32l</b>	Grounds maintenance (gardening)	
<b>Q32m</b>	Staff service	
<b>Q32n</b>	Long waiting times to speak to anyone	
<b>Q32o</b>	Nothing gets done when issues raised	
<b>Q32p</b>	Poor communication / not kept informed	
<b>Q32q</b>	Value for money/ service charge	
<b>Q32r</b>	Other	

That completes the survey.