

TSM Tenants 2024 for Wythenshawe Community

Saved Version: **v1 (revision 16)**

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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}.

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. 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 Wythenshawe Community Housing Group. Is that okay?"

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/our-services/get-involved/about-your-data/>

Confirm Call Recording

Confirm Name

Q1	Can I confirm I am speaking to	Open verbatim
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Overall Satisfaction

Q2	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

Q3	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'

Q4	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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Q5	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		
Q6	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
Q7	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

Communication		
Q8	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
Q9	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
Q10	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		
Q11	Have you made a complaint to Wythenshawe Community Housing Group in the last 12 months?	Yes No
Go to Q13 if Q11 is not 'Yes'		
Q12	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

Communal Areas & The Neighbourhood		
Q13	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 Q15 if Q13 is not 'Yes'		

Q14	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
Q15	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
Q16	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		
Q17	How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q18	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

Additional Comments		
Q19	Colleagues from Wythenshawe read all your feedback. Please tell me what you appreciate and value about the housing service, as well as what you want to see changed.	Open verbatim

And Finally		
Q20	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 Section That completes the survey. if Q19 unanswered		
Does this feedback contain positive points, negative points, or both?		
[Response to Q19]		
Q21a	Positive	
Q21b	Negative	
Go to Section That completes the survey. if Q21b unanswered		

Please review the comments the customer made about the reasons for their dissatisfaction:

[Response to Q19]

Please classify the negatives from the list below

Q22a	Outstanding repairs - issues that still require work to be done	
Q22b	Difficulties getting repairs completed (e.g. long waiting times; missed appointments; multiple visits required etc)	
Q22c	Poor quality repair work	
Q22d	Damp and mould	
Q22e	Improvement works required to home (e.g. new kitchen, bathroom, boiler, windows)	
Q22f	Overcrowding / desire to move	
Q22g	Cleaning & caretaking	
Q22h	Maintenance of communal areas (painting, repairs etc)	
Q22i	Anti-social behaviour or neighbour nuisance	
Q22j	Rubbish & recycling	
Q22k	Parking	
Q22l	Grounds maintenance (gardening)	
Q22m	Staff service	
Q22n	Long waiting times to speak to anyone	
Q22o	Nothing gets done when issues raised	
Q22p	Poor communication / not kept informed	
Q22q	Value for money	
Q22r	Other	

That completes the survey.