

TSM for Thurrock

Saved Version: **TSM 2023-24 with interviewer guidance (revision 4)**

Deployed: Monday 11th September 2023 at 14:03

Report created: Tuesday 12th March 2024 at 12:24

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 Thurrock Council's Housing Service.

I'm just calling to get your feedback 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, this call will be recorded for training and monitoring purposes, however, none of the questions are compulsory and you can end the call at any point. The feedback we collect will be used to calculate annual Tenant Satisfaction Measures to be published by Thurrock Council Housing Services. Is that okay?"**

Thurrock can be contacted on (01375) 652652 (general enquiries) or 0800 074 0169 (repairs)

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.

Confirm Call Recording

Q1	Interviewer - please confirm that the respondent is happy for this call to be recorded for monitoring and training purposes.	Yes - resident is happy for call to be recorded
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Confirm Name

Q2	Can I confirm I am speaking to	Open verbatim
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Overall Satisfaction

Q3	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Thurrock Council's Housing Service? <i>The possible response options to this and the following queries are - very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied</i>	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
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Go to Q5 if Q3 is not in 'Fairly dissatisfied' , 'Very dissatisfied'

Q4	Why are you [Response to Q3] with the overall service you receive?	Open verbatim
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Repairs Service

Q5	Has Thurrock Housing carried out a repair to your home in the last 12 months?	Yes No
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Go to Q8 if Q5 is not 'Yes'

Q6	How satisfied or dissatisfied are you with the overall repairs service from Thurrock Housing over the last 12 months?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
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Q7	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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The Home

Q8	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Thurrock Housing provides a home that is safe?	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 Thurrock Housing provides a home that is well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q10	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Go to Q12 if Q10 is not in 'Fairly dissatisfied' , 'Very dissatisfied'

Q11	Why are you [Response to Q10] with the overall quality of your home?	Open verbatim
Q12	Does your home currently have any walls, ceilings or floors with visible mould?	Yes No

Go to Q17 if Q12 is not 'Yes'

In which rooms are the patches of mould?

Q13a	Bathroom	
Q13b	Toilet	
Q13c	Kitchen	
Q13d	Bedroom	
Q13e	Living room	
Q13f	Other	

Q14	Is this the first time you've had visible mould in this location?	Yes No
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Q15	Have you reported this mould to the repairs team?	Yes - the repair has been completed successfully Yes - the work has been done but the mould remains or has returned Yes - an initial visit has been arranged Yes - the work has been started but not finished (I'm <u>sure</u> they will return) Yes - the work has been started but not finished (I'm <u>unsure</u> if they will return) No
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Go to Q17 if Q15 is not in 'Yes - the work has been done but the mould remains or has returned' , 'Yes - the work has been started but not finished (I'm unsure if they will return)' , 'No'

Q16	Would you like Mears to contact you to arrange for someone to come out to inspect and fix the problem?	Yes No - I'll contact them myself No - it's too small a problem (not worth bothering with) No - other reason
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Communal Areas & The Neighbourhood

Q17	Do you live in a building with communal areas, either inside or outside, that Thurrock Housing is responsible for maintaining?	Yes No Don't know
Go to Q19 if Q17 is not 'Yes'		
Q18	How satisfied or dissatisfied are you that Thurrock Housing keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q19	How satisfied or dissatisfied are you that Thurrock 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
Q20	How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Not applicable
Go to Q22 if Q20 is not in 'Fairly dissatisfied' , 'Very dissatisfied'		
Q21	Why are you [Response to Q20] with the grounds maintenance?	Open verbatim
Go to Q24 if caretaking is not 'Caretaking'		
Q22	How satisfied or dissatisfied are you with the caretaking service provided by Thurrock Housing?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Not applicable
Go to Q24 if Q22 is not in 'Fairly dissatisfied' , 'Very dissatisfied'		
Q23	Why are you [Response to Q22] with the caretaking service?	Open verbatim

Other Key Aspects Of Service

How satisfied or dissatisfied are you...

Q24a	That your rent provides value for money	
Q24b	That your service charges provide value for money	

Handling ASB & Complaints

Q25	How satisfied or dissatisfied are you with Thurrock 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
Q26	Have you made a complaint to Thurrock Housing in the last 12 months?	Yes No
Go to Q28 if Q26 is not 'Yes'		
Q27	How satisfied or dissatisfied are you with Thurrock Housing's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Communication & Consultation

Q28	How satisfied or dissatisfied are you that Thurrock 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
Q29	How satisfied or dissatisfied are you that Thurrock 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
Q30	To what extent do you agree or disagree with the following: "Thurrock 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</i>	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know
Q31	What one thing could Thurrock Housing do to improve?	Open verbatim
Q32	Is there anything else you'd like to bring to Thurrock Housing's attention?	Open verbatim

Allow		
Q33	Thurrock may want to contact you to better understand the service you received. Are you happy to have your name and personal details attached to your answers and shared with Thurrock Housing's staff or would you prefer your answers to be kept confidential?	Yes - answers can be linked to name and shared with Thurrock staff No - answers must be kept confidential
Go to Section End Phone Call if Q33 is not 'Yes - answers can be linked to name and shared with Thurrock staff'		
Q34	Someone from Thurrock Housing may wish to contact you to better understand the service you received. Would that be okay?	Yes No

End Phone Call

That completes the survey.