

Tenants Perception Questionnaire 2023/24

Interviewer Script

Good {timeofday} I'm calling to speak to {fullname} or perhaps you could help me My name is {interviewer}. I'm just calling on behalf of {your landlord_full_name} 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 that this call will be recorded for monitoring and training purposes. Your answers will also be linked to your personal data and used to improve services, 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 Islington Council. Is that okay?"

If the customer has any queries about the survey, they can contact Paul Byer on 020 7527 4005 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

Confirm Name

Q1 Can I confirm I am speaking to

Open verbatim

Overall Satisfaction

Q2 Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord? 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

Go to Q4 if Q2 is not in 'Fairly dissatisfied' , 'Very dissatisfied'

Q3 Why are you [Response to Q2] with the service provided by your landlord?

Open verbatim

Repairs & Maintenance

Q4 Has your landlord carried out a repair to your home in the last 12 months?

Yes

No

Go to Q7 if Q4 is not 'Yes'

Q5 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

Q6 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

Your Home

Q7 How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q8 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

Communal Areas & The Neighbourhood

Q9 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 Q11 if Q9 is not 'Yes'

Q10 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

Q11 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

Communication

Q12 To what extent do you agree or disagree with the following, "my landlord treats me fairly and with respect"? 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

Q13 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

Q14 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

Advice & Support

Q15 Have you made a complaint to your landlord in the last 12 months?
 Yes
 No

Q16 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

Q17 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

Q18 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

And Finally

How do you prefer to share your views with your landlord and give feedback on services? (Please read out each option below)

Q19a Surveys (telephone or online) Yes No
 Q19b Discussion groups (in person) As above
 Q19c Discussion groups online As above
 Q19d Via Tenants and Residents Associations (TRA) As above
 Q19e Resident events As above

Q19f Through the Council website As above

Q20 Is there anything else you'd like to say about the service you receive from your landlord?

Open verbatim

Q21 Thank you very much for your time. your landlord may want to contact you to better understand the service you receive. Would you be happy for them to get in touch with you?

Yes

No

Please review the customer's comments about why they are dissatisfied with the service they receive: [Response to Q3]

Now please classify the feedback from the list below...

Q22a Outstanding repairs

Q22b Quality of repairs

Q22c Other repairs related issue

Q22d Improvements required to home (e.g. customer wants new kitchen, bathroom, boiler etc)

Q22e Damp & mould in the property

Q22f Overcrowding, property not suitable or other desire to move

Q22g Speed of response when issue raised

Q22h Long waiting times on the phone / difficult to get through to right person

Q22i Staff service

Q22j Neighbourhood problems (e.g. ASB)

Q22k Cleaning, caretaking or grounds maintenance issues

Q22l Lack of communication / not kept informed

Q22m Other (only use if none of the above apply)