Tenants Satisfaction Measures (TSM) Perception Survey

2023-24

Script

Hello is that {Resident Name}?

Introduction

I am calling on behalf of Royal Borough of Greenwich Councils Housing Service who wish to carry out a short satisfaction survey with RESP\_DESCRIPTIONs. Your opinion would be greatly appreciated. Would you be able to spare 8 to 10 minutes now to go through the survey with me?

IF NO ASK: can I call back at another time?

Before we start I need to make you aware that I work for an independent market research company called Acuity, appointed by Royal Borough of Greenwich Councils Housing Service for this purpose, and we are bound by the market research society code of conduct. All calls are recorded for training and quality purposes. Any information you give us will be treated in confidence and will only be used by Royal Borough of Greenwich Councils Housing Service to improve services.

Interviewer Reads Out: The survey will be used to calculate annual tenant satisfaction measures to be published by Royal Borough of Greenwich Councils Housing Service and reported back to the Regulator of Social Housing.

Interview Note: If resident would like to check validity of the survey or other query: Michael Hammonds - Royal Borough of Greenwich - Housing Policy and Improvement Team Tel: 02028 921 5400 or email: [Michael.Hammonds@royalgreenwich.gov.uk](mailto:Michael.Hammonds@royalgreenwich.gov.uk)

In the event of a resident wishing to raise a complaint they should be referred to the RB Greenwich website: www.royalgreenwich.gov.uk/info/200161/complaints, alternatively they can email: Housing-safer-communities@royalgreenwich.gov.uk or phone: 020 8854 8888

Survey Begins

| Question Number | Question | Rating Scale | Dependencies |
| --- | --- | --- | --- |
| TP01 | Taking everything into account, how satisfied or dissatisfied are you with the service provided by Royal Borough of Greenwich Councils Housing Service? | Very satisfied,  Fairly satisfied,  Neither satisfied nor dissatisfied,  Fairly dissatisfied,  Very dissatisfied |  |
| TP01A | Can you explain why you are not satisfied with the service provided by Royal Borough of Greenwich Councils Housing Service? | N/A | When TP01 = Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied |
| TP04 | How satisfied or dissatisfied are you that Royal Borough of Greenwich Councils Housing Service provides a home that is well maintained? | Very satisfied,  Fairly satisfied,  Neither satisfied nor dissatisfied,  Fairly dissatisfied,  Very dissatisfied |  |
| TP05 | Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Royal Borough of Greenwich Councils Housing Service provides a home that is safe?  (Please read all response options). | Very satisfied,  Fairly satisfied,  Neither satisfied nor dissatisfied,  Fairly dissatisfied,  Very dissatisfied,  Not applicable / Don’t know |  |
| TP10A | Do you live in a building with communal areas, either inside or outside, that Royal Borough of Greenwich Councils Housing Service is responsible for maintaining? | Yes,  No,  Don`t know |  |
| TP10 | How satisfied or dissatisfied are you that Royal Borough of Greenwich Councils Housing Service keeps these communal areas clean and well maintained? | Very satisfied,  Fairly satisfied,  Neither satisfied nor dissatisfied,  Fairly dissatisfied,  Very dissatisfied | When TP10A = Yes |
| Home Question | If you do not feel that your home (and / or communal areas) are safe and/or well maintained, please can you explain why and suggest what could be improved? | N/A | TP04 = Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied OR TP05 = Neither satisfied nor dissatisfied  OR TP05 = Fairly dissatisfied OR TP05 = Very dissatisfied  OR TP10 = Neither satisfied nor dissatisfied OR TP10 = Fairly dissatisfied OR TP10 = Very dissatisfied |
| TP02A | Has Royal Borough of Greenwich Councils Housing Service carried out a repair to your home in the last 12 months? | Yes  No |  |
| TP02 | How satisfied or dissatisfied are you with the overall repairs service from Royal Borough of Greenwich Councils Housing Service over the last 12 months? | Very satisfied,  Fairly satisfied,  Neither satisfied nor dissatisfied,  Fairly dissatisfied,  Very dissatisfied | When TP02A = Yes |
| TP03 | 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 | When TP02A = Yes |
| Repairs Question | If you are not satisfied with how Royal Borough of Greenwich Councils Housing Service deals with repairs and maintenance, please could you explain the reason why? | N/A | When TP02 = Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied  OR TP03 = Neither satisfied nor dissatisfied, Fairly dissatisfied, TP03 = Very dissatisfied |
| TP11 | How satisfied or dissatisfied are you that Royal Borough of Greenwich Councils Housing Service makes a positive contribution to your neighbourhood? (Please read all response options). | Very satisfied,  Fairly satisfied,  Neither satisfied nor dissatisfied,  Fairly dissatisfied,  Very dissatisfied,  Not applicable / Don`t know |  |
| TP12 | How satisfied or dissatisfied are you with Royal Borough of Greenwich Councils Housing Service’s approach to handling anti-social behaviour? (Please read all response options). | Very satisfied,  Fairly satisfied,  Neither satisfied nor dissatisfied,  Fairly dissatisfied,  Very dissatisfied,  Not applicable / Don`t know |  |
| TP06 | How satisfied or dissatisfied are you that Royal Borough of Greenwich Councils Housing Service listens to your views and acts upon them? (Please read all response options). | Very satisfied,  Fairly satisfied,  Neither satisfied nor dissatisfied,  Fairly dissatisfied,  Very dissatisfied,  Not applicable / Don`t know |  |
| TP07 | How satisfied or dissatisfied are you that Royal Borough of Greenwich Councils Housing Service keeps you informed about things that matter to you? (Please read all response options). | Very satisfied,  Fairly satisfied,  Neither satisfied nor dissatisfied,  Fairly dissatisfied,  Very dissatisfied,  Not applicable / Don`t know |  |
| TP08 | To what extent do you agree or disagree with the following `Royal Borough of Greenwich Councils Housing Service treats me fairly and with respect`? (Please read all response options). | Strongly agree,  Agree,  Neither agree nor disagree,  Disagree,  Strongly disagree,  Not applicable / Don`t know |  |
| TP09A | Have you made a complaint to Royal Borough of Greenwich Councils Housing Service in the last 12 months? | Yes  No |  |
| TP09 | How satisfied or dissatisfied are you with Royal Borough of Greenwich Councils Housing Service’s approach to complaints handling? | Very satisfied,  Fairly satisfied,  Neither satisfied nor dissatisfied,  Fairly dissatisfied,  Very dissatisfied | When TP09A = Yes |
| Open Question | Is there anything else you'd like to say about the service you receive from Royal Borough of Greenwich Councils Housing Service? | N/A |  |
| P1 | The results of this survey are confidential. However, would you be happy for us to give your responses to Royal Borough of Greenwich Councils Housing Service with your name attached so that they have better information to help them improve services? | Yes  No |  |
| P2 | Would you be happy for Royal Borough of Greenwich Councils Housing Service to contact you to follow up any of the comments or issues you have raised? | Yes  No | When P1=Yes |
|  | Interviewer Reads out:  If you are dissatisfied with the service provided by Royal Borough of Greenwich Councils Housing Servic they do have a complaints process you can access by calling 020 8854 8888, emailing Housing-safer-communities@royalgreenwich.gov.uk or by referring to their website where you will find more information.  NOTE: If asked website: [www.royalgreenwich.gov.uk/info/200161/complaints](http://www.royalgreenwich.gov.uk/info/200161/complaints) |  |  |
| **Close Survey** | | | |