

# TSM for Haringey

Saved Version: **TSM Tenants - Draft 2 (revision 2)**

Deployed: Not yet

Report created: Friday 15th December 2023 at 06:55

## Interviewer Script

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

My name is {interviewer}.

calling on behalf of {your landlord}.

I'm just calling to get your opinion 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 may 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 Haringey Council. Is that okay?"***

*If the customer has any queries about the survey, they can call the Bernard Mooney, Transformation Portfolio Manager at Haringey Council on 07939 013 547*

*The Tenant Satisfaction Measures (TSMs) have been brought in by the Regulator of Social Housing 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

<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 Haringey Council? 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 Haringey Council 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 Haringey Council over the last 12 months?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<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

Your Home		
<b>Q6</b>	How satisfied or dissatisfied are you that Haringey Council 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 Haringey Council provides a home that is safe?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
<b>Q8</b>	Does your home currently have any walls, ceilings or floors with visible mould?	Yes No
Go to Q12 if Q8 is not 'Yes'		
<b>Q9</b>	Interviewer: please probe and take details of the location and extent of the mould	Open verbatim
<b>Q10</b>	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
Go to Q12 if Q10 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 <u>unsure</u> if they will return)', 'No'		
<b>Q11</b>	Would you like Haringey Council 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

Communal Areas & The Neighbourhood		
<b>Q12</b>	Do you live in a building with communal areas, either inside or outside, that Haringey Council is responsible for maintaining?	Yes No Don't know
Go to Q14 if Q12 is not 'Yes'		
<b>Q13</b>	How satisfied or dissatisfied are you that Haringey Council keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<b>Q14</b>	How satisfied or dissatisfied are you that Haringey Council 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		
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<b>Q15</b>	To what extent do you agree or disagree with the following, " <i>Haringey Council 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
<b>Q16</b>	How satisfied or dissatisfied are you that Haringey Council 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>Q17</b>	How satisfied or dissatisfied are you that Haringey Council 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 &amp; Support

<b>Q18</b>	Have you made a complaint to Haringey Council in the last 12 months?	Yes No
Go to Q20 if Q18 is not 'Yes'		
<b>Q19</b>	How satisfied or dissatisfied are you with Haringey Council's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<b>Q20</b>	How satisfied or dissatisfied are you with Haringey Council's approach to handling anti-social behaviour?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
<b>Q21</b>	Have you reported anti-social behaviour to Haringey Council in the last 12 months?	Yes No

## Qualitative Feedback

Go to <b>&lt;no format 4&gt;</b> in Q2 , Q4 , Q5 , Q6 , Q7 , Q13 , Q14 , Q20 , <b>&lt;no format 5&gt;</b> in Q2 , Q4 , Q5 , Q6 , Q7 , Q13 , Q14 , Q20 , Q15 , Q16 , Q17 , Q19 OR		
<b>Q22</b>	Is there anything else you'd like to say about the service you receive from Haringey Council?	Open verbatim
Go to <b>&lt;no format 4&gt;</b> is not in Q2 , Q4 , Q5 , Q6 , Q7 , Q13 , Q14 , <b>&lt;no format 5&gt;</b> is not in Q2 , Q4 , Q5 , Q6 , Q7 , Q13 , Q14 , Q20 , Q15 , Q16 , Q17 , Q19 AND		
<b>Q23</b>	You mentioned you are dissatisfied with some aspects of service, can you tell me more about that?	Open verbatim

## And Finally

<b>Q24</b>	Thank you very much for your time. Haringey Council 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
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## End Phone Call

## Categorisation

Go to Section That completes the survey. if Q23 unanswered

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

**[Response to Q23]**

**Please classify these from the list below**

<b>Q25a</b>	Outstanding repairs - issues that still require work to be done	
<b>Q25b</b>	Difficulties getting repairs completed (e.g. long waiting times; missed appointments; multiple visits required etc)	
<b>Q25c</b>	Poor quality repair work	
<b>Q25d</b>	Damp and mould	
<b>Q25e</b>	Improvement works required to home (e.g. new kitchen, bathroom, boiler, windows)	
<b>Q25f</b>	Overcrowding / desire to move	
<b>Q25g</b>	Cleaning & caretaking	
<b>Q25h</b>	Maintenance of communal areas (painting, repairs etc)	
<b>Q25i</b>	Anti-social behaviour or neighbour nuisance	
<b>Q25j</b>	Rubbish & recycling	
<b>Q25k</b>	Parking	
<b>Q25l</b>	Grounds maintenance (gardening)	
<b>Q25m</b>	Staff service	
<b>Q25n</b>	Long waiting times to speak to anyone	
<b>Q25o</b>	Nothing gets done when issues raised	
<b>Q25p</b>	Poor communication / not kept informed	
<b>Q25q</b>	Other	

That completes the survey.