

TSM Perception for Kensington and Chelsea

Saved Version: **v1 (revision 6)**

Deployed: Tuesday 3rd October 2023 at 09:34

Report created: Monday 20th November 2023 at 13:58

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 Kensington & Chelsea Housing Management.

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 may be recorded for training and monitoring purposes. The answers you provide will be used by Kensington & Chelsea to calculate Tenant Satisfaction Measures as required by the Regulator of Social Housing. 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.

Confirm Call Recording

Q1	Interviewer - please confirm that the respondent is happy for this call to be recorded for monitoring and training purposes and for their answers to be linked to their personal data for analysis purposes.	Yes - resident is happy for call to be recorded and answers linked to their personal details
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Confirm Name

Q2	Can I confirm I am speaking to	Open verbatim
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Section 1 - Core TSM Questions

Q3	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Kensington & Chelsea Housing Management Services?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q4	How satisfied or dissatisfied are you that Kensington & Chelsea Housing Management Services makes a positive contribution to your neighbourhood?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Q5	How satisfied or dissatisfied are you that Kensington & Chelsea Housing Management Services 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

Q6	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Kensington & Chelsea Housing Management Services provides a home that is safe?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Q7	How satisfied or dissatisfied are you that Kensington & Chelsea Housing Management Services provides a home that is well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q8	Has Kensington & Chelsea Housing Management Services carried out a repair to your home in the last 12 months?	Yes No
Go to Q11 if Q8 is not 'Yes'		
Q9	How satisfied or dissatisfied are you with the overall repairs service from Kensington & Chelsea Housing Management Services over the last 12 months?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q10	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
Q11	Do you live in a building with communal areas, either inside or outside, that Kensington & Chelsea Housing Management Services is responsible for maintaining?	Yes No Don't know
Go to Q13 if Q11 is not 'Yes'		
Q12	How satisfied or dissatisfied are you that Kensington & Chelsea Housing Management Services keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q13	How satisfied or dissatisfied are you that Kensington & Chelsea Housing Management Services 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
Q14	To what extent do you agree or disagree with the following, " <i>Kensington & Chelsea Housing Management Services treats me fairly and with respect</i> "?	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know
Q15	How satisfied or dissatisfied are you with Kensington & Chelsea Housing Management Services's approach to handling anti-social behaviour?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Q16	Have you made a complaint to Kensington & Chelsea Housing Management Services in the last 12 months?	Yes No
Go to Q22 if Q16 is not 'Yes'		
Q17	How satisfied or dissatisfied are you with Kensington & Chelsea Housing Management Services's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Section 2 - Complaints		
Were you satisfied with the following aspects of the complaints service?		
Q18a	How easy it was to make your complaint	Satisfied Dissatisfied Neither
Q18b	The information and advice provided by staff	<i>As above</i>
Q18c	How well you were kept informed about the progress of your complaint	<i>As above</i>
Q18d	The speed with which your complaint was dealt with	<i>As above</i>
Q19	Overall, were you satisfied with the way your complaint was handled by Kensington & Chelsea Housing Management Services?	Satisfied Dissatisfied Neither
Q20	Were you satisfied with the final outcome of your complaint?	Satisfied Dissatisfied Neither
Q21	Would you be willing to make a complaint to Kensington & Chelsea Housing Management Services in the future?	Willing Not willing Neither

Section 3 - ASB		
Q22	Have you reported anti-social behaviour (ASB) to Kensington & Chelsea Housing Management Services in the last 12 months?	Yes No
Go to Q26 if Q22 is not 'Yes'		
Were you satisfied with the following aspects of the ASB service?		
Q23a	The advice provided by staff	Satisfied Dissatisfied Neither
Q23b	How well you were kept up to date with what was happening throughout your ASB case	<i>As above</i>
Q23c	How well Kensington & Chelsea Housing Management Services kept to the agreed action plan	<i>As above</i>
Q23d	The speed with which your ASB case was dealt with overall	<i>As above</i>
Q24	Were you satisfied with the final outcome of your ASB complaint?	Satisfied Dissatisfied Neither
Q25	Would you be willing to report any ASB to Kensington & Chelsea Housing Management Services in the future?	Willing Not willing Neither

Section 4 - Your Home and Services		
Go to Q31 if sys_group is not 1		
Q26	Are you satisfied that your rent provides value for money?	Satisfied Dissatisfied Neither
Q27	Are you satisfied that your service charges provide value for money?	Satisfied Dissatisfied Neither
Q28	Is your heating and hot water service delivered via a communal heating system provided by Kensington & Chelsea?	Yes No
Go to Q30 if Q28 is not 'Yes'		
Q29	Are you satisfied with the heating and hot water services you have received to your home from Kensington & Chelsea Housing Management Services in the last 12 months?	Satisfied Dissatisfied Neither
Q30	Are you satisfied with Kensington & Chelsea Housing Management Services' efforts to go carbon-neutral by improving the thermal performance of your home?	Satisfied Dissatisfied Neither

Section 4a - Your Home and Services

Go to Q34 if sys_group is not 2

Q31	Are you satisfied that Kensington & Chelsea Housing Management Services provide improved green spaces, and biodiversity in your local area?	Satisfied Dissatisfied Neither
Q32	Are you satisfied with Kensington & Chelsea Housing Management Services's efforts to go carbon-neutral by improving waste and recycling?	Satisfied Dissatisfied Neither

Section 5 - Estate Services

Q33	Are you satisfied with the overall estate services provided by Kensington & Chelsea Housing Management Services?	Satisfied Dissatisfied Neither
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Section 6 - Communication

Go to Q44 if sys_group is not 3

Q34	Have you contacted Kensington & Chelsea Housing Management Services in the last 12 months?	Yes No
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Go to Q39 if Q34 is not 'Yes'

Q35	For your most recent query, was getting hold of the right person easy or difficult?	Easy Difficult Neither
Q36	Was the member of staff you spoke to able to deal with your query quickly and efficiently?	Yes No
Q37	Were you satisfied with the final outcome of your most recent query?	Satisfied Dissatisfied Neither
Q38	Did you find the staff helpful or unhelpful?	Helpful Unhelpful Neither
Q39	Overall, are you satisfied with the opportunities to get involved and influence decision making?	Satisfied Dissatisfied Neither
Q40	Are you satisfied with the way that the way the Council's housing management service deals with enquiries generally?	Satisfied Dissatisfied Neither

Do you use the internet

Q41a	Yes, at home	
Q41b	Yes, outside the home	
Q41c	No	

Go to Q43 if Q41a is not answered AND Q41b is not answered

Q42	What is the main device you use to access the internet?	Smartphone Laptop Desktop PC Tablet Other
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Go to Q44 if Q41c is not answered

If you don't use the internet - Why not?

Q43a	Don't have access	
Q43b	Don't want to	
Q43c	Equipment costs too high	
Q43d	Connection costs (e.g. broadband) too high	
Q43e	No free internet access near me	
Q43f	Privacy and security concerns	
Q43g	Physical disability	
Q43h	Lack of confidence / skills	
Q43i	Other (please state)	

Additional comments

Q44	Please use this box to provide any additional comments about the Council's housing management service	Open verbatim
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Allow

Q45	Kensington & Chelsea 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 Kensington & Chelsea Housing Management Services's staff or would you prefer your answers to be kept confidential?	Yes - answers can be linked to name and shared with RBKC staff No - answers must be kept confidential
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End Phone Call

That completes the survey.