**Tenants Satisfaction Measures (TSM) Perception Survey 2024 to 2025 script**

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 Rotherham Metropolitan Borough Council Housing Department 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, 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 Rotherham Metropolitan Borough Council. Is that okay?"

If the customer has any queries about the survey, they can contact Levi Karigambe, Project Development Officer on 01709 254180.

Rotherham's contact center number: 01709 336009

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 each year.

Confirm Call Recording

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| 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 the Rotherham Council Housing Department? The possible response options to this and the following queries are - very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied | Very satisfiedFairly satisfiedNeither satisfied nor dissatisfiedFairly dissatisfiedVery dissatisfied |
| Repairs & Maintenance |
| **Q3** | Has the Council carried out a repair to your home in the last 12 months? | YesNo |
| Go to Q6 if Q3 is not 'Yes' |
| **Q4** | How satisfied or dissatisfied are you with the overall repairs service from the Council Housing Department over the last 12 months? | Very satisfiedFairly satisfiedNeither satisfied nor dissatisfiedFairly dissatisfiedVery dissatisfied |
| **Q5** | How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? | Very satisfiedFairly satisfiedNeither satisfied nor dissatisfied Fairly dissatisfiedVery dissatisfied |
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| Your Home |
| **Q6** | How satisfied or dissatisfied are you that Rotherham Council provides a home that is well maintained? | Very satisfiedFairly satisfiedNeither satisfied nor dissatisfiedFairly dissatisfiedVery dissatisfied |
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| **Q7** | Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Rotherham Council provides a home that is safe? | Very satisfiedFairly satisfiedNeither satisfied nor dissatisfiedFairly dissatisfiedVery dissatisfiedNot applicable/ don’t know |
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| Communal Areas & The Neighbourhood |
| **Q8** | Do you live in a building with communal areas, either inside or outside, that Rotherham Council is responsible for maintaining? | YesNoDon't know |
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| Go to Q10 if Q8 is not 'Yes' |
| **Q9** | How satisfied or dissatisfied are you that Rotherham Council keeps these communal areas clean and well maintained? | Very satisfiedFairly satisfiedNeither satisfied nor dissatisfiedFairly dissatisfiedVery dissatisfied |
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| **Q10** | How satisfied or dissatisfied are you that the Rotherham Council Housing Department makes a positive contribution to your neighbourhood? | Very satisfiedFairly satisfiedNeither satisfied nor dissatisfiedFairly dissatisfiedVery dissatisfiedNot applicable/don’t know |
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| Communication |
| **Q11** | To what extent do you agree or disagree with the following, “*the Rotherham Council Housing Department 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 agreeAgreeNeither agree nor disagree DisagreeStrongly disagreeNot applicable / don't know |
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| **Q12** | How satisfied or dissatisfied are you that the Rotherham Council Housing Department listens to your views and acts upon them? | Very satisfiedFairly satisfiedNeither satisfied nor dissatisfiedFairly dissatisfiedVery dissatisfiedNot applicable/don’t know |
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| **Q13** | How satisfied or dissatisfied are you that the Rotherham Council Housing Department keeps you informed about things that matter to you? | Very satisfiedFairly satisfiedNeither satisfied nor dissatisfiedFairly dissatisfiedVery dissatisfiedNot applicable/don’t know  |
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| Advice & Support |
| **Q14** | Have you made a complaint to the Rotherham Council Housing Department in the last 12 months? | YesNo |
| Go to Q16 if Q14 is not 'Yes' |
| **Q15** | How satisfied or dissatisfied are you with the Rotherham Council Housing Department’s approach to complaints handling? | Very satisfiedFairly satisfiedNeither satisfied nor dissatisfiedFairly dissatisfiedVery dissatisfied |
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| **Q16** | How satisfied or dissatisfied are you with the Rotherham Council Housing Department’s approach to handling anti-social behaviour? | Very satisfiedFairly satisfiedNeither satisfied nor dissatisfiedFairly dissatisfiedVery dissatisfiedNot applicable/don’t know |
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| **Q17** | Have you reported any anti-social behaviour to Rotherham Council in the last 12 months? | YesNo |
| Qualitative Feedback |
| **Q18** | Is there anything else you'd like to say about the service you receive from Rotherham Council's Housing Department?PLEASE ENTER ANY POSITIVE COMMENTS IN THE BOX BELOW | Open verbatim |
| **Q19** | And please enter any NEGATIVE comments in this box  | Open verbatim |
| Go to Q21 if Q18 unanswered AND Q19 unanswered |
| **Q20** | Rotherham Council may want to contact you about your comments. Would you be happy for your contact details to be passed to the Housing Department, so that they or one of their partners can get in touch with you about this? | Yes - happy for name & contact details to be passed to RMBC so that they or their partners can contact me No - want to remain anonymous - aware that RMBC will be unable to follow up on comments made |
| Interest in Foster Care |
| **Q21** | Rotherham Council are looking for local people to care for local children and young people, so that they have safe and supportive homes within our communities. Would you consider becoming a foster carer? | YesNoNot sure |
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| Go to Q23 if Q21 is not in ‘Yes’, ‘Not sure’ |
| **Q22** | Can we send you some information about fostering opportunities within the borough? | YesNo |
| Interest in Getting Involved |
| **Q23** | The Council Housing Services Team offers various ways for you to get involved and share your views to improve services for tenants. You can join regular tenant involvement panels, focus groups, or the tenant connectors pool for flexible opportunities. Would you like the council’s Tenant Engagement Team or our partners at Rotherfed to contact you with more details and a chance to sign up? | YesNoNot sure |

End Phone Call

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| Categorisation |
| **Please read over the additional comments the customer made and classify them into themes using the list below:** |
| **Q24a** | Issues getting repairs completed - time taken to complete, work still outstanding etc |  |
| **Q24b** | Quality of repairs |  |
| **Q24c** | Other repairs related comment |  |
| **Q24d** | Damp and mould |  |
| **Q24e** | Condition of home/communal areas |  |
| **Q24f** | Major works/improvements to home/block |  |
| **Q24g** | Overcrowding / desire to move home |  |
| **Q24h** | Ease of getting through to the call centre |  |
| **Q24i** | Speed of response when issue raised |  |
| **Q24j** | Staff service  |  |
| **Q24k** | Complaints handling |  |
| **Q24l** | Anti-social behaviour / neighbour nuisance  |  |
| **Q24m** | Traffic & parking |  |
| **Q24n** | Rubbish & recycling |  |
| **Q24o** | Grounds maintenance - frequency, quality, thoroughness etc |  |
| **Q24p** | Other neighbourhood problems |  |
| **Q24q** | Cleaning and caretaking |  |
| **Q24r** | Communication from Rotherham |  |
| **Q24s** | Value for money |  |
| **Q24t** | Disability or other equality issue |  |
| **Q24u** | Other |  |

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| That completes the survey |