

TSM Tenants 2024 for Welwyn Hatfield

Saved Version: **v1 (revision 13)**

Deployed: Wednesday 19th March 2025 at 10:25

Report created: Monday 12th May 2025 at 16:47

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 Welwyn Hatfield? 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 unanswered		
Q3	Why would you say that you are [Response to Q2] with the overall service Welwyn Hatfield provides?	Open verbatim
Repairs & Maintenance		
Q4	Has Welwyn Hatfield 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 Welwyn Hatfield 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 Welwyn Hatfield 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 Welwyn Hatfield provides a home that is safe?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Go to Q10 if Q8 not in 'Fairly dissatisfied' , 'Very dissatisfied'		
Q9	Why are you [Response to Q8] with the safety of your home?	Open verbatim
Communal Areas & The Neighbourhood		
Q10	Do you live in a building with communal areas, either inside or outside, that Welwyn Hatfield is responsible for maintaining?	Yes No Don't know

Go to Q12 if Q10 is not 'Yes'		
Q11	How satisfied or dissatisfied are you that Welwyn Hatfield keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q12	How satisfied or dissatisfied are you that Welwyn Hatfield 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		
Q13	To what extent do you agree or disagree with the following, " <i>Welwyn Hatfield 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
Q14	How satisfied or dissatisfied are you that Welwyn Hatfield 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
Q15	How satisfied or dissatisfied are you that Welwyn Hatfield 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		
Q16	Have you made a complaint to Welwyn Hatfield in the last 12 months?	Yes No
Go to Q18 if Q16 is not 'Yes'		
Q17	How satisfied or dissatisfied are you with Welwyn Hatfield's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q18	How satisfied or dissatisfied are you with Welwyn Hatfield's approach to handling anti-social behaviour?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Additional Questions		
Q19	Have you reported any anti-social behaviour to Welwyn Hatfield within the last 12 months?	Yes No
Go to Q24 if Q19 is not 'Yes'		
Q20	How satisfied were you that you were kept up to date and supported during the case?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Q21	Did the involvement of the ASB team resolve the issue you reported?	Yes No
Go to Q23 if Q21 is not 'No'		
Q22	Did the ASB team explain why they were unable to resolve your issue?	Yes No
Q23	Based on your experience, would you contact the ASB team again if further ASB issues arose?	Yes No

Additional Comments		
Q24	Is there any other feedback you'd like to share?	Open verbatim

Allow		
Q25	Thank you very much for your time. Welwyn Hatfield 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

End Phone Call

Post-Interview Classifications		
Go to Q27 if Q9 unanswered		
Please review the comments the customer made about the reasons their home is not safe:		
[Response to Q9]		
Please classify these from the list below		
Q26a	Quality of repairs	
Q26b	Damp & mould	
Q26c	Condition of communal areas	
Q26d	External property maintenance	
Q26e	Other	
Go to Section That completes the survey. if Q3 unanswered		
Is this comment positive or negative in nature?		
[Response to Q3]		
Q27a	Positive	
Q27b	Negative	
Go to Q29 if Q27a unanswered		
Please read over the additional comments the customer made and classify them into themes using the list below:		
[Response to Q3]		
Q28a	Satisfaction with Repairs service	
Q28b	Satisfaction with overall housing service	
Q28c	Satisfaction with grounds maintenance	
Q28d	Satisfaction with cleaning and caretaking	
Q28e	Other	
Go to Section That completes the survey. if Q27b unanswered		

Please read over the additional comments the customer made and classify them into themes using the list below:

[Response to Q3]

Q29a	Issues getting repairs completed - time taken to complete, work still outstanding etc	
Q29b	Quality of repairs	
Q29c	Other repairs related comment	
Q29d	Damp and mould	
Q29e	Condition of home/communal areas	
Q29f	Major works/improvements to home/block	
Q29g	Overcrowding / desire to move home	
Q29h	Ease of getting through to the call centre	
Q29i	Speed of response when issue raised	
Q29j	Staff service	
Q29k	Complaints handling	
Q29l	Anti-social behaviour / neighbour nuisance	
Q29m	Traffic & parking	
Q29n	Rubbish & recycling	
Q29o	Grounds maintenance - frequency, quality, thoroughness etc	
Q29p	Other neighbourhood problems	
Q29q	Cleaning and caretaking	
Q29r	Communication from Welwyn Hatfield	
Q29s	Value for money	
Q29t	Disability or other equality issue	
Q29u	Other	

That completes the survey.