

TSM Tenants 2025 for Welwyn Hatfield

Saved Version: **v1 (revision 9)**

Deployed: Tuesday 1st April 2025 at 15:42

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Interviewer Script

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

Good {timeofday} {fullname}. My name is {interviewer}

I'm calling on behalf of Welwyn Hatfield's Housing Services.

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 will 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 Welwyn Hatfield's Housing Services. Is that okay?"*

*If the resident has any queries about the survey, they can contact Welwyn Hatfield by dialling 0800 111 4484.
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

Confirm Name

Q1	Can I confirm I am speaking to	Open verbatim
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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
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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
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Repairs & Maintenance

Q4	Has Welwyn Hatfield carried out a repair to your home in the last 12 months?	Yes No
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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
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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
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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 Q13 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
Go to Q13 if Q11 not in 'Fairly dissatisfied' , 'Very dissatisfied'		
Why would you say that you are dissatisfied with how well Welwyn Hatfield keeps your building's communal areas clean and well-maintained?		
Q12a	Vandalism/ graffiti	
Q12b	Rubbish (cleanliness of bin stores and/or waste left in communal areas)	
Q12c	Cleaning (cleanliness of communal areas)	
Q12d	Grounds maintenance (gardening)	
Q12e	Building maintenance (maintenance of communal areas)	
Q12f	Security (issues caused by non-residents who are able to enter the building)	
Q13	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		
Q14	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

Q15	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
Q16	What could we do to improve the way we listen and act on your views?	Open verbatim
Q17	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
Would you be interested in receiving more information from the council about any of the following?		
Q18a	Repairs and major works to your home or building	
Q18b	Fire safety in your home/ building	
Q18c	Efforts to tackle anti-social behaviour and tenancy fraud	
Q18d	Opportunities to get involved in activities in your area	
Q18e	Council news and events	

Advice & Support		
Q19	Have you made a complaint to Welwyn Hatfield in the last 12 months?	Yes No
Go to Q24 if Q19 is not 'Yes'		
Q20	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
Q21	How easy did you find it to make your complaint?	Very easy Fairly easy Neither Fairly difficult Very difficult
Q22	Was the reason for the outcome of your complaint fully explained?	Yes No
Q23	Was it explained to you how to escalate your complaint if you were unhappy with the outcome?	Yes No
Q24	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 Comments		
Q25	How likely would you be to recommend Welwyn Hatfield to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?	0 1 2 3 4 5 6 7 8 9 10

Q26	What one thing could Welwyn Hatfield's <u>Housing Department</u> do to improve your satisfaction with their services?	Open verbatim
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Allow		
Q27	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 Q29 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		
Q28a	Quality of repairs	
Q28b	Damp & mould	
Q28c	Condition of communal areas	
Q28d	External property maintenance	
Q28e	Other	
Go to Section That completes the survey. if Q3 unanswered		
Is this comment positive or negative in nature?		
[Response to Q3]		
Q29a	Positive	
Q29b	Negative	
Go to Q31 if Q29a unanswered		
Please read over the additional comments the customer made and classify them into themes using the list below:		
[Response to Q3]		
Q30a	Satisfaction with Repairs service	
Q30b	Satisfaction with overall housing service	
Q30c	Satisfaction with grounds maintenance	
Q30d	Satisfaction with cleaning and caretaking	
Q30e	Other	
Go to Section That completes the survey. if Q29b unanswered		

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

[Response to Q3]

Q31a	Issues getting repairs completed - time taken to complete, work still outstanding etc	
Q31b	Quality of repairs	
Q31c	Other repairs related comment	
Q31d	Damp and mould	
Q31e	Condition of home/communal areas	
Q31f	Major works/improvements to home/block	
Q31g	Overcrowding / desire to move home	
Q31h	Ease of getting through to the call centre	
Q31i	Speed of response when issue raised	
Q31j	Staff service	
Q31k	Complaints handling	
Q31l	Anti-social behaviour / neighbour nuisance	
Q31m	Traffic & parking	
Q31n	Rubbish & recycling	
Q31o	Grounds maintenance - frequency, quality, thoroughness etc	
Q31p	Other neighbourhood problems	
Q31q	Cleaning and caretaking	
Q31r	Communication from Welwyn Hatfield	
Q31s	Value for money	
Q31t	Disability or other equality issue	
Q31u	Other	

That completes the survey.