

TSM Tenants 2024 for Kensington and Chelsea

Saved Version: **v1 (revision 2)**

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Confirm Call Recording		
Confirm Name		
Q1	Can I confirm I am speaking to	Open verbatim
Section 1 - Core TSM Questions		
Q2	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
Q3	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
Q4	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
Q5	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
Q6	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
Q7	Has Kensington & Chelsea Housing Management Services carried out a repair to your home in the last 12 months?	Yes No
Go to Q10 if Q7 is not 'Yes'		
Q8	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
Q9	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
Q10	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 Q12 if Q10 is not 'Yes'		

Q11	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
Q12	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
Q13	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
Q14	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
Q15	Have you made a complaint to Kensington & Chelsea Housing Management Services in the last 12 months?	Yes No
Go to Q21 if Q15 is not 'Yes'		
Q16	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?		
Q17a	How easy it was to make your complaint	Satisfied Dissatisfied Neither
Q17b	The information and advice provided by staff	<i>As above</i>
Q17c	How well you were kept informed about the progress of your complaint	<i>As above</i>
Q17d	The speed with which your complaint was dealt with	<i>As above</i>
Q18	Overall, were you satisfied with the way your complaint was handled by Kensington & Chelsea Housing Management Services?	Satisfied Dissatisfied Neither
Q19	Were you satisfied with the final outcome of your complaint?	Satisfied Dissatisfied Neither
Q20	Would you be willing to make a complaint to Kensington & Chelsea Housing Management Services in the future?	Willing Not willing Neither

Section 3 - ASB		
Q21	Have you reported anti-social behaviour (ASB) to Kensington & Chelsea Housing Management Services in the last 12 months?	Yes No
Go to Q25 if Q21 is not 'Yes'		

Were you satisfied with the following aspects of the ASB service?		
Q22a	The advice provided by staff	Satisfied Dissatisfied Neither
Q22b	How well you were kept up to date with what was happening throughout your ASB case	<i>As above</i>
Q22c	How well Kensington & Chelsea Housing Management Services kept to the agreed action plan	<i>As above</i>
Q22d	The speed with which your ASB case was dealt with overall	<i>As above</i>
Q23	Were you satisfied with the final outcome of your ASB complaint?	Satisfied Dissatisfied Neither
Q24	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 Q30 if sys_group is not 1		
Q25	Are you satisfied that your rent provides value for money?	Satisfied Dissatisfied Neither
Q26	Are you satisfied that your service charges provide value for money?	Satisfied Dissatisfied Neither
Q27	Is your heating and hot water service delivered via a communal heating system provided by Kensington & Chelsea?	Yes No
Go to Q29 if Q27 is not 'Yes'		
Q28	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
Q29	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 Q33 if sys_group is not 2		
Q30	Are you satisfied that Kensington & Chelsea Housing Management Services provide improved green spaces, and biodiversity in your local area?	Satisfied Dissatisfied Neither
Q31	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		
Q32	Are you satisfied with the overall estate services provided by Kensington & Chelsea Housing Management Services?	Satisfied Dissatisfied Neither

Section 6 - Communication		
Go to Q43 if sys_group is not 3		
Q33	Have you contacted Kensington & Chelsea Housing Management Services in the last 12 months?	Yes No
Go to Q38 if Q33 is not 'Yes'		
Q34	For your most recent query, was getting hold of the right person easy or difficult?	Easy Difficult Neither

Q35	Was the member of staff you spoke to able to deal with your query quickly and efficiently?	Yes No
Q36	Were you satisfied with the final outcome of your most recent query?	Satisfied Dissatisfied Neither
Q37	Did you find the staff helpful or unhelpful?	Helpful Unhelpful Neither
Q38	Overall, are you satisfied with the opportunities to get involved and influence decision making?	Satisfied Dissatisfied Neither
Q39	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

Q40a	Yes, at home	
Q40b	Yes, outside the home	
Q40c	No	

Go to Q42 if Q40a is not answered AND
Q40b is not answered

Q41	What is the main device you use to access the internet?	Smartphone Laptop Desktop PC Tablet Other
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Go to Q43 if Q40c is not answered

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

Q42a	Don't have access	
Q42b	Don't want to	
Q42c	Equipment costs too high	
Q42d	Connection costs (e.g. broadband) too high	
Q42e	No free internet access near me	
Q42f	Privacy and security concerns	
Q42g	Physical disability	
Q42h	Lack of confidence / skills	
Q42i	Other (please state)	

Additional comments

Q43	Please use this box to provide any additional comments about the Council's housing management service	Open verbatim
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Allow

Q44	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.