

TSM Tenants 2025 for Kensington and Chelsea

Saved Version: **v1 (revision 7)**

Deployed: Thursday 6th November 2025 at 13:52


Report created: Tuesday 9th June 2026 at 09:46

Interviewer Script	
<p>Good {timeofday} I'm calling to speak to {fullname} or perhaps you could help me</p> <p>Good {timeofday} {fullname}. My name is {interviewer}</p> <p>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?</p>	
<p><i>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?"</i></p>	<p><i>Group: {sys_group}</i></p> <p><i>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.</i></p>

Confirm Call Recording	
------------------------	--

Confirm Name	
Q1	Can I confirm I am speaking to Open verbatim Text

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	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

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
Go to Q8 if Q6 not in 'Fairly dissatisfied' , 'Very dissatisfied'		
Q7	What could Kensington & Chelsea do to make you feel more safe in your home?	Open verbatim Comment 
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

Section 6 - Communication		
Go to Q41 if sys_group is not 3		
Q34	Have you contacted Kensington & Chelsea Housing Management Services in the last 12 months?	Yes No
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

Additional comments		
Go to Q42 if	<no format 4> in Q2 , Q9 , Q10 , Q5 , Q6 , Q12 , Q3 , Q15 , Q14 , Q4 , Q13 , Q17 OR	<no format 5> in Q2 , Q9 , Q10 , Q5 , Q6 , Q12 , Q3 , Q15 , Q14 , Q4 , Q13 , Q17
Q41	You seem to be fairly happy with the service Kensington & Chelsea Housing Management Services provides. What's the best experience you've had with them in the last few years?	Open verbatim Comment
Go to Q43 if	<no format 4> is not in Q2 , Q9 , Q10 , Q5 , Q6 , Q12 , Q3 , Q15 , Q14 , Q4 , Q13 , Q17 AND	<no format 5> is not in Q2 , Q9 , Q10 , Q5 , Q6 , Q12 , Q3 , Q15 , Q14 , Q4 , Q13 , Q17
Q42	You mentioned that you were dissatisfied with some aspects of service. What could Kensington & Chelsea Housing Management Services do differently to improve the service they provide in the future?	Open verbatim Comment

Allow		
Q43	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

End Phone Call

Post-Interview Classifications

Go to Q45 if Q7 unanswered

Please review the comments the customer made about the reasons they feel their home isn't safe**[Response to Q7]****Please classify these from the list below**

Q44a	Flammable building materials	
Q44b	Issues with smoke, fire alarms, fire extinguishers	
Q44c	Exiting building in case of fire	
Q44d	Boiler related gas leaks or carbon monoxide poisoning	
Q44e	Damp & mould in home	
Q44f	Person(s) in neighbouring properties (in my building or street)	
Q44g	Person(s) I know such as ex-partner	
Q44h	I live in a shared building and am concerned that non-residents are able to enter	
Q44i	Unknown people when in the surrounding streets	
Q44j	Poor locks on doors and windows	
Q44k	Burglaries	
Q44l	Feel unsafe for other reasons	

Go to Q46 if Q41 unanswered

Please review the comments the customer made about the things Kensington & Chelsea Housing Management do well:**[Response to Q41]****Please classify the positives from the list below**

Q45a	Speed of repairs	
Q45b	Easy to raise/ log a repair	
Q45c	Good quality repair work	
Q45d	Good experience with improvement works	
Q45e	Positive allocations process	
Q45f	Positive experience with cleaning of communal areas (internal)	
Q45g	Positive experience with maintenance of communal grounds (external)	
Q45h	Dealt with anti-social behaviour or neighbour nuisance well	
Q45i	Staff service	
Q45j	Quick response times	
Q45k	Quick to act	
Q45l	Good communication/ well informed	
Q45m	Good value for money	
Q45n	Catered well/ adapted process for my personal needs (situations, physical, mental, financial etc)	
Q45o	Positive impact on my neighbourhood/ community	

Go to Section That completes the survey. if Q42 unanswered

Please review the comments the customer made about the reasons for their dissatisfaction:

[Response to Q42]

Please classify the negatives from the list below

Q46a	Outstanding repairs - issues that still require work to be done	
Q46b	Difficulties getting repairs completed (e.g. long waiting times; missed appointments; multiple visits required etc)	
Q46c	Poor quality repair work	
Q46d	Damp and mould	
Q46e	Improvement works required to home (e.g. new kitchen, bathroom, boiler, windows)	
Q46f	Overcrowding / desire to move	
Q46g	Cleaning & caretaking	
Q46h	Maintenance of communal areas (painting, repairs etc)	
Q46i	Anti-social behaviour or neighbour nuisance	
Q46j	Rubbish & recycling	
Q46k	Parking	
Q46l	Grounds maintenance (gardening)	
Q46m	Staff service	
Q46n	Long waiting times to speak to anyone	
Q46o	Nothing gets done when issues raised	
Q46p	Poor communication / not kept informed	
Q46q	Value for money/ service charge	
Q46r	Other	

That completes the survey.