

Sheffield Council Housing monthly TSM perception survey

“Hello, my name is _____. I am calling from Viewpoint on behalf of Sheffield Council Housing Service.

I'm calling today as I would like to ask you a few quick questions about the services you receive from Sheffield Council Housing.

Anything you tell me will be used to help improve the services they provide to you and to calculate the annual Tenant Satisfaction Measures to be published by Sheffield Council Housing, as required by the Regulator of Social Housing.

The questions will take 5 to 10 minutes. Is now a convenient time?

Thank you. This interview will be carried out in accordance with the Market Research Society's Code of Conduct, and we record calls for training purposes, is that alright with you?

Thank you. Most of the questions are rated on a 5-point scale – Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied and very dissatisfied.”

Q1 TP01	<p>‘Taking everything into account, how satisfied or dissatisfied are you with the service provided by Sheffield Council Housing?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
Q1a	<p>If fairly dissatisfied or very dissatisfied, ask why.</p>
Q2 TP02 TP03	<p>‘Has Sheffield Council Housing carried out a repair to your home in the last 12 months?’</p> <ul style="list-style-type: none"> • Yes • No <p>If yes, ask questions 3 and 4. If no, go straight to question 5.</p>

Q3 TP02	<p>‘How satisfied or dissatisfied are you with the overall repairs service from Sheffield Council Housing over the last 12 months?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
Q4 TP03	<p>‘How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
Q5 TP04	<p>‘How satisfied or dissatisfied are you that Sheffield Council Housing provides a home that is well maintained?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
Q6 TP05	<p>‘Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Sheffield Council Housing provides a home that is safe?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/ don’t know

Q7 TP06	<p>‘How satisfied or dissatisfied are you that Sheffield Council Housing listens to your views and acts upon them?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/ don’t know
Q8 TP07	<p>‘How satisfied or dissatisfied are you that Sheffield Council Housing keeps you informed about things that matter to you?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/ don’t know
Q9 TP08	<p>‘To what extent do you agree or disagree with the following, “Sheffield Council Housing treats me fairly and with respect?”’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Strongly agree • Agree • Neither agree nor disagree • Disagree • Strongly disagree • Not applicable/ don’t know
Q10 LLC	<p>‘How satisfied or dissatisfied are you that Sheffield Council Housing is easy to contact?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/ don’t know

Q11 TP09	<p>‘Have you made a complaint to Sheffield Council Housing in the last 12 months?’</p> <ul style="list-style-type: none"> • Yes • No <p>If yes, ask question 12. If no, go straight to question 13.</p>
Q12 TP09	<p>‘How satisfied or dissatisfied are you with Sheffield Council Housing’s approach to complaints handling?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
Q12a	<p>If fairly dissatisfied or very dissatisfied, ask why.</p>
Q13 TP10	<p>‘Do you live in a building with communal areas, either inside or outside, that Sheffield Council Housing is responsible for maintaining?’</p> <ul style="list-style-type: none"> • Yes • No • Don’t know <p>If yes, ask question 14. If no or don’t know, go straight to question 17.</p>
Q14 TP10	<p>‘How satisfied or dissatisfied are you that Sheffield Council Housing keeps these communal areas clean and well maintained?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied

Q14a	If fairly dissatisfied or very dissatisfied, ask why.
Q15 LLC	<p>‘How satisfied or dissatisfied are you with Sheffield Council Housing’s communal waste management?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/ don’t know
Q16 LLC	<p>‘How satisfied or dissatisfied are you with Sheffield Council Housing’s communal recycling facilities in your blocks?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/ don’t know
Q17 LLC	<p>‘How satisfied or dissatisfied are you that Sheffield Council Housing maintains the shared green areas around your home well?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/ don’t know

Q18 TP11	<p>‘How satisfied or dissatisfied are you that Sheffield Council Housing makes a positive contribution to your neighbourhood?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/ don’t know
Q18a	If fairly dissatisfied or very dissatisfied, ask why.
Q19 TP12	<p>‘How satisfied or dissatisfied are you with Sheffield Council Housing’s approach to handling anti-social behaviour?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/ don’t know
Q20	<p>Finally, are you happy for Sheffield Council Housing to contact you about the contents of this survey?</p> <ul style="list-style-type: none"> • Yes • No

“Thank you very much for your time. Your answers will be very useful to Sheffield Council Housing.”

If required:

Contact Sheffield Council Housing on 0114 293 0000.

TP = Tenant Perception measure required by the Regulator of Social Housing.

LLC = Relates to a Landlord Commitment made by Sheffield Council Housing.