

TSM Tenants for Westminster

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| Confirm Call Recording |
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| Confirm Name |
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| Q1 | Can I confirm I am speaking to | Open verbatim |
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| Overall Satisfaction |
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| Q2 | Taking everything into account, how satisfied or dissatisfied are you with the service provided by Westminster Housing? 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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| Q3 | How satisfied or dissatisfied are you that Westminster Housing 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 |
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| Repairs & Maintenance |
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| Q4 | Has Westminster Housing 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' |
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| Q5 | How satisfied or dissatisfied are you with the overall repairs service from Westminster Housing 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 | | |
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| Q7 | How satisfied or dissatisfied are you that Westminster Housing 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 Westminster Housing provides a home that is safe? | Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know |

| Communal Areas & The Neighbourhood | | |
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| Q9 | Do you live in a building with communal areas, either inside or outside, that Westminster Housing is responsible for maintaining? | Yes No Don't know |
| Go to Q11 if Q9 is not 'Yes' | | |
| Q10 | How satisfied or dissatisfied are you that Westminster Housing keeps these communal areas clean and well maintained? | Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied |
| Q11 | How satisfied or dissatisfied are you that Westminster Housing 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 | | |
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| Q12 | To what extent do you agree or disagree with the following, " <i>Westminster Housing 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 |
| Q13 | How satisfied or dissatisfied are you that Westminster Housing 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 | | |
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| Q14 | Have you made a complaint to Westminster Housing in the last 12 months? | Yes No |
| Go to Q16 if Q14 is not 'Yes' | | |
| Q15 | How satisfied or dissatisfied are you with Westminster Housing's approach to complaints handling? | Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied |

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| Q16 | How satisfied or dissatisfied are you with Westminster Housing's approach to handling anti-social behaviour? | Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know |
| Q17 | How satisfied or dissatisfied are you that Westminster Housing is easy to deal with? | Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied |

Additional Comments

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| Q18 | Do you have any suggestions for how Westminster Housing could improve their service? | Open verbatim |
| Q19 | What do you think is good about the Housing Service? | Open verbatim |

WordCloud

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| Q20 | What three words would you use to describe Westminster Housing? | 1: Open verbatim 2: Open verbatim 3: Open verbatim |
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End Phone Call

Post Interview

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| Q21 | If the interview has been completed in a language other than English, please say which language the respondent preferred | Open verbatim |
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