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TSM Perception Survey

London Borough of Hammersmith & Fulham



We are conducting a survey on behalf of your landlord London Borough of Hammersmith and Fulham Housing Services. It is important for the council to understand how council tenants feel about the services it is providing so that it can be sure that it is delivering them in the way and to the standard that tenants want. The results of the survey will be used to calculate annual tenant satisfaction measures which London Borough of Hammersmith and Fulham will report back to the Regulator of Social Housing.

The survey will take around **10 minutes to complete**.

Just to confirm, your responses will be treated in the strictest confidence. BMG Research abides by the Market Research Society Code of Conduct and data protection laws at all times.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is here <http://www.bmgresearch.co.uk/privacy>

Section A: TSM questions

To begin we'd like to ask some questions about the service the London Borough of Hammersmith and Fulham Housing Service provides.

TP01. Taking everything into account, how satisfied or dissatisfied are you with the service provided by the London Borough of Hammersmith and Fulham Housing Service?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|------------------------------------|-----------------|---------|
| 1 | Very satisfied | | |
| 2 | Fairly satisfied | | |
| 3 | Neither satisfied nor dissatisfied | | |
| 4 | Fairly dissatisfied | | |
| 5 | Very dissatisfied | | |

TP01A. Why are you **[FEED IN RESPONSE FROM PREVIOUS QUESTION]** by the service provided by the London Borough of Hammersmith and Fulham Housing Service?

Please answer in the box below

[_____]

| | | | |
|----|-------------------|--|--|
| 98 | Prefer not to say | | |
|----|-------------------|--|--|

TP02. Has the London Borough of Hammersmith and Fulham Housing Service carried out a repair to your home in the last 12 months?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|-------------|-----------------|---------|
| 1 | Yes | | |
| 2 | No | | |



TP02B. How satisfied or dissatisfied are you with the overall repairs service from the London Borough of Hammersmith and Fulham Housing Service over the last 12 months?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|------------------------------------|-----------------|---------|
| 1 | Very satisfied | | |
| 2 | Fairly satisfied | | |
| 3 | Neither satisfied nor dissatisfied | | |
| 4 | Fairly dissatisfied | | |
| 5 | Very dissatisfied | | |

TP03. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|------------------------------------|-----------------|---------|
| 1 | Very satisfied | | |
| 2 | Fairly satisfied | | |
| 3 | Neither satisfied nor dissatisfied | | |
| 4 | Fairly dissatisfied | | |
| 5 | Very dissatisfied | | |

TP04. How satisfied or dissatisfied are you that the London Borough of Hammersmith and Fulham Housing Service provides a home that is well maintained?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|------------------------------------|-----------------|---------|
| 1 | Very satisfied | | |
| 2 | Fairly satisfied | | |
| 3 | Neither satisfied nor dissatisfied | | |
| 4 | Fairly dissatisfied | | |
| 5 | Very dissatisfied | | |

TP05. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the London Borough of Hammersmith and Fulham Housing Service provides a home that is safe?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|------------------------------------|-----------------|---------|
| 1 | Very satisfied | | |
| 2 | Fairly satisfied | | |
| 3 | Neither satisfied nor dissatisfied | | |
| 4 | Fairly dissatisfied | | |
| 5 | Very dissatisfied | | |
| 99 | Not applicable/ don't know | | |

TP06. How satisfied or dissatisfied are you that the London Borough of Hammersmith and Fulham Housing Service listens to your views and acts upon them?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|------------------------------------|-----------------|---------|
| 1 | Very satisfied | | |
| 2 | Fairly satisfied | | |
| 3 | Neither satisfied nor dissatisfied | | |
| 4 | Fairly dissatisfied | | |
| 5 | Very dissatisfied | | |
| 99 | Not applicable/ don't know | | |

TP06A. How easy is it for residents to engage in decision making about things that matter to you?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|----------------------------|-----------------|---------|
| 1 | Very easy | | |
| 2 | Fairly easy | | |
| 3 | Neither easy nor difficult | | |
| 4 | Fairly difficult | | |
| 5 | Very difficult | | |
| 99 | Not applicable/ don't know | | |

TP06B. How could Hammersmith and Fulham make it easier for residents to engage in decision making about things that matter to you?

Please answer in the box below

[_____]

| | | | |
|----|-------------------|--|--|
| 98 | Prefer not to say | | |
|----|-------------------|--|--|

TP07. How satisfied or dissatisfied are you that the London Borough of Hammersmith and Fulham Housing Service keeps you informed about things that matter to you?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|------------------------------------|-----------------|---------|
| 1 | Very satisfied | | |
| 2 | Fairly satisfied | | |
| 3 | Neither satisfied nor dissatisfied | | |
| 4 | Fairly dissatisfied | | |
| 5 | Very dissatisfied | | |
| 99 | Not applicable/ don't know | | |

TP08. To what extent do you agree or disagree with the following “the London Borough of Hammersmith and Fulham Housing Service treats me fairly and with respect”?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|----------------------------|-----------------|---------|
| 1 | Strongly agree | | |
| 2 | Agree | | |
| 3 | Neither agree nor disagree | | |
| 4 | Disagree | | |
| 5 | Strongly disagree | | |
| 99 | Not applicable/ don't know | | |

TP09. Have you made a complaint the London Borough of Hammersmith and Fulham Housing Service in the last 12 months?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|-------------|-----------------|---------|
| 1 | Yes | | |
| 2 | No | | |

TP09B. How satisfied or dissatisfied are you with the London Borough of Hammersmith and Fulham Housing Service’s approach to complaints handling?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|------------------------------------|-----------------|---------|
| 1 | Very satisfied | | |
| 2 | Fairly satisfied | | |
| 3 | Neither satisfied nor dissatisfied | | |
| 4 | Fairly dissatisfied | | |
| 5 | Very dissatisfied | | |

TP09C. What was the nature of your most recent problem or complaint?

Please answer in the box below

[_____]

| | | | |
|----|-------------------|--|--|
| 98 | Prefer not to say | | |
|----|-------------------|--|--|

TP09D. What happened during the complaints process?

Please answer in the box below

[_____]

| | | | |
|----|-------------------|--|--|
| 98 | Prefer not to say | | |
|----|-------------------|--|--|

TP09E. How, if at all, could the London Borough of Hammersmith and Fulham Housing Service have improved the way your complaint was handled?

Please answer in the box below

[_____]

| | | | |
|----|-------------------|--|--|
| 98 | Prefer not to say | | |
|----|-------------------|--|--|

TP10. Do you live in a building with communal areas, either inside or outside, that the London Borough of Hammersmith and Fulham Housing Service is responsible for maintaining?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|-------------|-----------------|---------|
| 1 | Yes | | |
| 2 | No | | |
| 97 | Don't know | | |

TP10B. How satisfied or dissatisfied are you with the London Borough of Hammersmith and Fulham Housing Service keeps communal areas clean and well maintained?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|------------------------------------|-----------------|---------|
| 1 | Very satisfied | | |
| 2 | Fairly satisfied | | |
| 3 | Neither satisfied nor dissatisfied | | |
| 4 | Fairly dissatisfied | | |
| 5 | Very dissatisfied | | |

TP11. How satisfied or dissatisfied are you that the London Borough of Hammersmith and Fulham Housing Service makes a positive contribution to your neighbourhood?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|------------------------------------|-----------------|---------|
| 1 | Very satisfied | | |
| 2 | Fairly satisfied | | |
| 3 | Neither satisfied nor dissatisfied | | |
| 4 | Fairly dissatisfied | | |
| 5 | Very dissatisfied | | |
| 99 | Not applicable/ don't know | | |

TP12. How satisfied or dissatisfied are you with the London Borough of Hammersmith and Fulham Housing Service’s approach to handling anti-social behaviour?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|------------------------------------|-----------------|---------|
| 1 | Very satisfied | | |
| 2 | Fairly satisfied | | |
| 3 | Neither satisfied nor dissatisfied | | |
| 4 | Fairly dissatisfied | | |
| 5 | Very dissatisfied | | |
| 99 | Not applicable/ don’t know | | |

TP12B. Have you experienced any Anti-Social Behaviour in the last 12 months that has impacted you in your home, community or neighbourhood? By your community we mean the estate where you live and by your neighbourhood we mean within a few minutes walking distance from your home.

Please select all that apply

| Code | Answer list | Scripting notes | Routing |
|------|---------------------------|------------------|---------|
| 1 | Yes – in my home | | |
| 2 | Yes – in my community | | |
| 3 | Yes – in my neighbourhood | | |
| 2 | No | EXCLUSIVE | |

TP12C. How satisfied or dissatisfied are you with the London Borough of Hammersmith and Fulham Housing Service in taking action against the people who commit anti-social behaviour?

Please select one only

| Code | Answer list | Scripting notes | Routing |
|------|------------------------------------|-----------------|---------|
| 1 | Very satisfied | | |
| 2 | Fairly satisfied | | |
| 3 | Neither satisfied nor dissatisfied | | |
| 4 | Fairly dissatisfied | | |
| 5 | Very dissatisfied | | |
| 99 | Not applicable/ don’t know | | |

Section B: Major Works

We would now like to ask you some questions about any major works carried out on your property or building.

LHX4. Have London Borough of Hammersmith and Fulham Housing Service carried out major works on your property or the building in the past 3 years?

By major works, we mean new kitchens, new heating, windows etc and not day to day repairs.

Please select one only

| Fixed codes | Answer list | Scripting notes | Routing |
|-------------|-------------|-----------------|------------------------|
| 1 | Yes | | GO TO LHX4A |
| 2 | No | | THANK AND CLOSE |
| 97 | Don't know | | |

LHX4A. How satisfied or dissatisfied were you with the quality of the major works carried out?

Please select one only

| Fixed codes | Answer list | Scripting notes | Routing |
|-------------|------------------------------------|-----------------|---------|
| 1 | Very satisfied | | |
| 2 | Fairly satisfied | | |
| 3 | Neither satisfied nor dissatisfied | | |
| 4 | Fairly dissatisfied | | |
| 5 | Very dissatisfied | | |

LHX4B. To what extent do you agree or disagree that the major works carried out provided value for money?

Please select one only

| Fixed codes | Answer list | Scripting notes | Routing |
|-------------|----------------------------|-----------------|---------|
| 1 | Strongly agree | | |
| 2 | Agree | | |
| 3 | Neither agree nor disagree | | |
| 4 | Disagree | | |
| 5 | Strongly disagree | | |
| 6 | Don't know | | |

LHX4C. Why are you not satisfied with the 'quality of works' [IF LHX4A = 4,5] 'value for money' [IF LHX4B = 4,5] 'quality of works and value for money' [IF LHX4A=4,5 AND LHX4B =4,5] of the major works carried out?

Please answer in the box below

[_____]

| | | | |
|----|-------------------|--|--|
| 98 | Prefer not to say | | |
|----|-------------------|--|--|

CLOSING TEXT

You have reached the end of the survey. Thank you for taking the time to answer our questions. Your input is really appreciated.