

TSM Tenants 2026 for Cheshire West and Chester Council

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

Deployed: Not yet

Report created: Thursday 30th April 2026 at 10:07

Confirm Call Recording

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

Overall Satisfaction		
Q2	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cheshire West & Chester? 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
Q3	In your own words, can you tell me why you gave this response?	Open verbatim Comment 

Repairs & Maintenance		
Q4	Has Cheshire West & Chester carried out a repair to your home in the last 12 months?	Yes No
Go to Q7 if Q4 is not 'Yes'		
Q5	How satisfied or dissatisfied are you with the overall repairs service from Cheshire West & Chester over the last 12 months?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
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

Your Home		
Q7	How satisfied or dissatisfied are you that Cheshire West & Chester 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 Cheshire West & Chester 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 Q10 if Q8 not in 'Fairly dissatisfied' , 'Very dissatisfied'		
Q9	Is there anything about your home or the building that you think is unsafe, or anything Cheshire West & Chester could do to improve the safety of your home?	Open verbatim Comment 

Communication

Q10	How satisfied or dissatisfied are you that Cheshire West & Chester 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
Q11	How satisfied or dissatisfied are you that Cheshire West & Chester 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
Q12	To what extent do you agree or disagree with the following, " <i>Cheshire West & Chester 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

Advice & Support		
Q13	Have you made a complaint to Cheshire West & Chester in the last 12 months?	Yes No
Go to Q15 if Q13 is not 'Yes'		
Q14	How satisfied or dissatisfied are you with Cheshire West & Chester's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Communal Areas & The Neighbourhood		
Q15	Do you live in a building with communal areas, either inside or outside, that Cheshire West & Chester is responsible for maintaining?	Yes No Don't know
Go to Q17 if Q15 is not 'Yes'		
Q16	How satisfied or dissatisfied are you that Cheshire West & Chester keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q17	How satisfied or dissatisfied are you that Cheshire West & Chester makes a positive contribution to your neighbourhood?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Go to Q19 if Q17 not in 'Fairly dissatisfied', 'Very dissatisfied'		
Q18	In your own words, what could Cheshire West & Chester do to improve your satisfaction with your neighbourhood?	Open verbatim Comment 
Q19	How satisfied or dissatisfied are you with Cheshire West & Chester's approach to handling anti-social behaviour?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Additional Comments		
Q20	Finally, is there any other feedback you would like to provide to Cheshire West & Chester that would help them improve their services?	Open verbatim Comment 

Allow		
Q21	To make sure CW&C can act on any specific feedback, they would like to be able to link your responses to your personal records. Are you happy for them to do so?	Agree for responses to be shared with CW&C Prefer to remain anonymous

End Phone Call

Post Interview Classification		
Go to Q23 if Q9 unanswered		
Please review the comments the customer made about the reasons they feel their home isn't safe		
[Response to Q9]		
Please classify these from the list below		
Q22a	Flammable building materials	
Q22b	Issues with smoke, fire alarms, fire extinguishers	
Q22c	Exiting building in case of fire	
Q22d	Boiler related gas leaks or carbon monoxide poisoning	
Q22e	Damp & mould in home	
Q22f	Person(s) in neighbouring properties (in my building or street)	
Q22g	Person(s) I know such as ex-partner	
Q22h	I live in a shared building and am concerned that non-residents are able to enter	
Q22i	Unknown people when in the surrounding streets	
Q22j	Poor locks on doors and windows	
Q22k	Burglaries	
Q22l	Feel unsafe for other reasons	
Go to Section That completes the survey. if Q2 not in 'Fairly dissatisfied' , 'Very dissatisfied'		
Go to Section That completes the survey. if Q3 unanswered		
Please review the comments the customer made about the reasons for their dissatisfaction:		
[Response to Q3]		
Please classify these from the list below		
Q23a	Outstanding repairs - issues that still require work to be done	
Q23b	Difficulties getting repairs completed (e.g. long waiting times; missed appointments; multiple visits required etc)	
Q23c	Poor quality repair work	
Q23d	Damp and mould	
Q23e	Improvement works required to home (e.g. new kitchen, bathroom, boiler, windows)	
Q23f	Overcrowding / desire to move	
Q23g	Cleaning & caretaking	
Q23h	Maintenance of communal areas (painting, repairs etc)	
Q23i	Anti-social behaviour or neighbour nuisance	
Q23j	Rubbish & recycling	
Q23k	Parking	
Q23l	Grounds maintenance (gardening)	
Q23m	Staff service	
Q23n	Long waiting times to speak to anyone	
Q23o	Nothing gets done when issues raised	
Q23p	Poor communication / not kept informed	
Q23q	Other	

Cheshire West & Chester would like to know straight away if the customer has an outstanding mould issue.

If so, please tick the box below and an email will be sent to the relevant department with their details

Q24a	Customer has outstanding mould issue	
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That completes the survey.