

TSM Tenants - Cheshire West & Chester 2025 for ForHousing

Saved Version: **v1 (revision 3)**

Deployed: Thursday 12th February 2026 at 13:42

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Interviewer Script

Good {timeofday} I'm calling to speak to {fullname} or perhaps you could help me

Good {timeofday} {fullname}. My name is {interviewer}
calling from Kwest on behalf of your landlord, ForHousing.

We'd like to hear your views on the services they provide. Do you have a spare few minutes to take part?
ForHousing are required to carry out this survey by the Regulator for Social Housing. The results of this survey
will be used to calculate the Tenant Satisfaction Measures which all social landlords are required to publish.

*Once you have agreement to interview say
"Just to let you know that this call may be
recorded for training and monitoring
purposes. Are you happy to continue?" If the
resident says no to this, please say
"Unfortunately I won't be able to do the survey
on this occasion then, but thank you very much
for your time".*

Confirm Call Recording

Confirm Name

Q1	Can I confirm I am speaking to	Open verbatim Text
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Overall Satisfaction

Q2	Taking everything into account, how satisfied or dissatisfied are you with the service provided by ForHousing? 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 ForHousing 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 ForHousing 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 ForHousing 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 ForHousing 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 ForHousing could do to improve the safety of your home?	Open verbatim Comment 

Communication		
Q10	How satisfied or dissatisfied are you that ForHousing 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 ForHousing 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>"ForHousing 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 ForHousing in the last 12 months?	Yes No
Go to Q15 if Q13 is not 'Yes'		
Q14	How satisfied or dissatisfied are you with ForHousing'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 ForHousing 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 ForHousing 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 ForHousing 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 ForHousing do to improve your satisfaction with your neighbourhood?	Open verbatim Comment 
Q19	How satisfied or dissatisfied are you with ForHousing'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 ForHousing that would help them improve their services?	Open verbatim Comment 

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Q21	To make sure ForHousing 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? By agreeing to this you are confirming that relevant staff at ForHousing can see your responses and potentially contact you to follow up on any issues raised.	Agree for responses to be shared with ForHousing 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	

ForHousing 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.