



Tenant Satisfaction Measures Survey, June 2025

Hello, can I please speak to (name)?

My name is (researcher's name) calling from Service Insights Ltd, working with Housemark, on behalf of the London Borough of Havering Council.

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

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

The questions will take around 5-10 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.

Finally, before we proceed, if you have a specific concern about Havering Council's services, please note this survey does not serve as a formal complaint. To make a complaint about Havering Council services, please use their Contact Centre 01708 434343 or email serviceimprovement@havering.gov.uk

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by The London Borough of Havering Council housing services?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

☐ ☐ ☐ ☐ ☐

Q1a Please can you tell us why you gave that score?

Q2 Q2. Has Havering Council housing services carried out a repair to your home in the last 12 months?

☐ Yes

☐ No

Q2a How satisfied or dissatisfied are you with the overall repairs service from Havering Council housing services over the last 12 months?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

☐ ☐ ☐ ☐ ☐

Q3 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

☐ ☐ ☐ ☐ ☐

Q4 How satisfied or dissatisfied are you that Havering Council housing services provides a home that is well maintained?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

☐ ☐ ☐ ☐ ☐

Q5 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Havering Council housing services provides a home that is safe?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

☐ ☐ ☐ ☐ ☐ ☐

Q6 How satisfied or dissatisfied are you that Havering Council housing services 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

☐ ☐ ☐ ☐ ☐ ☐

Q7 How satisfied or dissatisfied are you that Havering Council Housing Services 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

☐ ☐ ☐ ☐ ☐ ☐

Q8 To what extent do you agree or disagree with the following: "Havering Council housing services treats me fairly and with respect"?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

☐ ☐ ☐ ☐ ☐ ☐

Q9 Have you made a complaint to Havering Council housing services in the last 12 months?

☐ Yes
☐ No

Q9a How satisfied or dissatisfied are you with Havering Council housing services approach to complaints handling?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

☐ ☐ ☐ ☐ ☐

Q10 Do you live in a building with communal areas, either inside or outside, that Havering Council housing services is responsible for maintaining?

Yes No Don't know

☐ ☐ ☐

Q10a How satisfied or dissatisfied are you that Havering Council housing services 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 Havering Council housing services makes a positive contribution to your neighbourhood?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

☐ ☐ ☐ ☐ ☐ ☐

Q12 How satisfied or dissatisfied are you with Havering Council housing service's approach to handling anti-social behaviour?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

☐ ☐ ☐ ☐ ☐ ☐

Q13 Have you reported anti-social behaviour (ASB) to Housing Services in the last 12 months?

☐ Yes
☐ No
☐ Don't know / Unsure

Additional Questions

Q14 In terms of service improvement priorities, what are the top **three** services that you feel need improvement? Please select your top three below:

- ☐ Adjusting services to meet your needs
- ☐ Communication from housing services – (Calling people back / keeping you informed)
- ☐ Estate / neighbourhood cleanliness
- ☐ Damp and mould
- ☐ Security
- ☐ Fire safety
- ☐ Quality of your home
- ☐ Tenancy matters

Q14a Please tell us why you chose these as your priorities?

Q14b What would encourage you to get involved with Housing to help shape the services we provide?

Q14c Q14c. How can we personalise our service to better meet your individual needs?

Q14d We publish a 'You Said, We Did' article updating you on some of the service improvements / changes we have made as a result of your feedback. Please tell us what information you would like to see in this publication / article in the future?

Q15 You have told us 'what' information you want to see in our publications. Please tell us 'how' you would like to see this information? [Tick all that apply].

- ☐ At The Heart
- ☐ Havering website
- ☐ X (Twitter)
- ☐ Facebook
- ☐ You Tube

Q16 How would you like to complete the satisfaction surveys you receive from Housing services? Please tell us how you would prefer to do this from the following options. [Tick all that apply]

- ☐ Online
- ☐ SMS
- ☐ Postal
- ☐ Telephone
- ☐ Face to face

Q17 If you could change one thing about the service Housing provides, what would it be and why?

***Important: Permissions and Confidentiality**

Q18 Havering Council Housing Services would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to Havering Council Housing Services?

☐ Yes

☐ No

Q18a Are you happy for Havering Council Housing Services to contact you about anything you have raised in this survey?

☐ Yes

☐ No

Thank you.