

# TSM for Salix

Saved Version: **TSM Questions 2023-24 - Final with interviewer guidance (revision 6)**

Deployed: Wednesday 29th March 2023 at 10:01

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## Interviewer Script

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

My name is {interviewer}.

I'm just calling on behalf of Salix Homes to get your feedback on what it's like to live in your home and neighbourhood, if that's OK? It should only take a few minutes.

Once you have agreement to interview say  
**"Just to let you know that this call will be recorded for monitoring and training purposes. Your answers will also be linked to your personal data and used to improve services, however, none of the questions are compulsory and you can end the call at any point. The feedback we collect will be used to calculate annual Tenant Satisfaction Measures to be published by Salix Homes. Is that okay?"**

If the customer has any queries about the survey, they can contact Edward Sidley, Performance & Business Intelligence Manager on 07977 345770 or [edward.sidley@salixhomes.co.uk](mailto:edward.sidley@salixhomes.co.uk)

Salix's contact centre number: 0800 218 2000

The Tenant Satisfaction Measures (TSMs) have been brought in by the Regulator of Social Housing in response to the Grenfell Tower Tragedy and are designed to monitor the performance of councils and housing associations. Data is being collected each financial year, starting from April 2023, and will be published at the end of that year.

## Confirm Call Recording

<b>Q1</b>	Interviewer - please confirm that the respondent is happy for this call to be recorded for monitoring and training purposes and for their answers to be linked to their personal data for analysis purposes.	Yes - resident is happy for call to be recorded and answers linked to their personal details
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## Confirm Name

<b>Q2</b>	Can I confirm I am speaking to	Open verbatim
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## Overall Satisfaction

<b>Q3</b>	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Salix Homes? <i>The possible response options to this and the following queries are - very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied</i>	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
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Go to Q4 if Q3 is not in 'Fairly dissatisfied' , 'Very dissatisfied'

## Repairs

<b>Q4</b>	Has Salix Homes 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'

<b>Q5</b>	How satisfied or dissatisfied are you with the overall repairs service from Salix Homes over the last 12 months?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<b>Q6</b>	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

Homes		
<b>Q7</b>	How satisfied or dissatisfied are you that Salix Homes provides a home that is well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<b>Q8</b>	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Salix Homes 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 & Neighbourhoods		
<b>Q9</b>	Do you live in a building with communal areas, either inside or outside, that Salix Homes is responsible for maintaining?	Yes No Don't know
Go to Q11 if Q9 is not 'Yes'		
<b>Q10</b>	How satisfied or dissatisfied are you that Salix Homes keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<b>Q11</b>	How satisfied or dissatisfied are you that Salix Homes makes a positive contribution to your neighbourhood?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
<b>Q12</b>	How satisfied or dissatisfied are you with Salix Homes's approach to handling anti-social behaviour?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Communication		
<b>Q13</b>	To what extent do you agree or disagree with the following, " <i>Salix Homes treats me fairly and with respect</i> "? <i>The possible response options here are strongly agree, agree, neither, disagree, strongly disagree or don't know, not applicable</i>	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know
<b>Q14</b>	Now returning to the original satisfaction scale...	Confirm I read this out

<b>Q15</b>	How satisfied or dissatisfied are you that Salix Homes 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
<b>Q16</b>	How satisfied or dissatisfied are you that Salix Homes 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

<b>Complaints</b>		
<b>Q17</b>	Have you made a complaint to Salix Homes in the last 12 months?	Yes No
Go to Q19 if Q17 is not 'Yes'		
<b>Q18</b>	How satisfied or dissatisfied are you with Salix Homes's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

<b>Additional Comments</b>		
Go to <b>&lt;no format 4&gt;</b> in Q3 , Q5 , Q6 , Q7 , Q8 , Q10 , Q11 , Q12 , <b>&lt;no format 5&gt;</b> in Q3 , Q5 , Q6 , Q7 , Q8 , Q10 , Q11 , Q12 , Q13 , Q15 , Q16 , Q18 OR Q12 , Q13 , Q15 , Q16 , Q18		
<b>Q19</b>	Is there anything else you'd like to say about the service you receive from Salix Homes?	Open verbatim
Go to <b>&lt;no format 4&gt;</b> is not in Q3 , Q5 , Q6 , Q7 , Q8 , Q10 , Q11 , <b>&lt;no format 5&gt;</b> is not in Q3 , Q5 , Q6 , Q7 , Q8 , Q10 , Q11 , Q12 , Q13 , Q15 , Q16 , Q18 AND , Q12 , Q13 , Q15 , Q16 , Q18		
<b>Q20</b>	You mentioned you are dissatisfied with some aspects of service, can you tell me more about that?	Open verbatim

<b>Background Information</b>		
<b>Q21</b>	Including yourself, how many adults live in your household?	One Two Three Four Five or more
Go to Q23 if Q21 is not in 'Two' , 'Three' , 'Four' , 'Five or more'		

<b>And how are the others related to you?</b>		
<b>Q22a</b>	Other adult 1	Husband / wife / partner Son or daughter Step-child Brother or sister Step-brother or step-sister Mother or father Grandchild Grandparent Other relation Unrelated - carer Unrelated - lodger Unrelated - other
<b>Q22b</b>	Other adult 2	<i>As above</i>
<b>Q22c</b>	Other adult 3	<i>As above</i>
<b>Q22d</b>	Other adult 4	<i>As above</i>
<b>Q22e</b>	Other adult 5	<i>As above</i>
<b>How many children are there in the household...</b>		
<b>Q23a</b>	Aged between 11 and 17	None One Two Three Four Five or more
<b>Q23b</b>	Aged between 0 and 10	<i>As above</i>
<b>Q24</b>	Thank you very much for your time. Salix Homes may want to follow up on some of the feedback you have provided today. Would you be happy for them to contact you again about the comments you have provided today?	Yes - happy to be contacted No - do not want to be recontacted

**End Phone Call**

Classification

Go to Section That completes the survey. if Q20 unanswered

**Please review the comments the customer made about the reasons for their dissatisfaction:**

**[Response to Q20]**

**Please classify these from the list below**

<b>Q25a</b>	Outstanding repairs - issues that still require work to be done	
<b>Q25b</b>	Difficulties getting repairs completed (e.g. long waiting times; missed appointments; multiple visits required etc)	
<b>Q25c</b>	Poor quality repair work	
<b>Q25d</b>	Damp and mould	
<b>Q25e</b>	Improvement works required to home (e.g. new kitchen, bathroom, boiler, windows)	
<b>Q25f</b>	Overcrowding / desire to move	
<b>Q25g</b>	Cleaning & caretaking	
<b>Q25h</b>	Maintenance of communal areas (painting, repairs etc)	
<b>Q25i</b>	Anti-social behaviour or neighbour nuisance	
<b>Q25j</b>	Rubbish & recycling	
<b>Q25k</b>	Parking	
<b>Q25l</b>	Grounds maintenance (gardening)	
<b>Q25m</b>	Staff service	
<b>Q25n</b>	Long waiting times to speak to anyone	
<b>Q25o</b>	Nothing gets done when issues raised	
<b>Q25p</b>	Poor communication / not kept informed	
<b>Q25q</b>	Other	

That completes the survey.