

TSM Tenants 2024

for Salix

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

Salix's contact centre number: 0800 218 2000

The Tenant Satisfaction Measures (TSMs) have been brought in by the Regulator of Social Housing 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

Q1	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

Q2	Can I confirm I am speaking to	Open verbatim
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Overall Satisfaction

Q3	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

Q4	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'

Q5	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
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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
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Homes		
Q7	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
Q8	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		
Q9	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'		
Q10	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
Q11	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
Q12	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		
Q13	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
Q14	Now returning to the original satisfaction scale...	Confirm I read this out
Q15	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

Q16	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
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Complaints		
Q17	Have you made a complaint to Salix Homes in the last 12 months?	Yes No
Go to Q19 if Q17 is not 'Yes'		
Q18	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

Additional Comments		
Go to Q20 if	<no format 4> in Q3 , Q5 , Q6 , Q7 , Q8 , Q10 , Q11 , Q12 , Q13 , Q15 , Q16 , Q18 OR	<no format 5> in Q3 , Q5 , Q6 , Q7 , Q8 , Q10 , Q11 , Q12 , Q13 , Q15 , Q16 , Q18
Q19	Is there anything else you'd like to say about the service you receive from Salix Homes?	Open verbatim
Go to Q24 if	<no format 4> is not in Q3 , Q5 , Q6 , Q7 , Q8 , Q10 , Q11 , Q12 , Q13 , Q15 , Q16 , Q18 AND	<no format 5> is not in Q3 , Q5 , Q6 , Q7 , Q8 , Q10 , Q11 , Q12 , Q13 , Q15 , Q16 , Q18
Q20	You mentioned you are dissatisfied with some aspects of service, can you tell me more about that?	Open verbatim
Q21	#Please probe for feedback on why the customer is dissatisfied with the complaints service and record it here	Open verbatim
Q22	#Please probe for feedback on why the customer is dissatisfied with how Salix handles ASB and record it here	Open verbatim
Q23	Please read out the following script: Just to let you know, you can find information on how to make a complaint about Salix's service on their website (www.salixhomes.co.uk) or by calling 0800 218 2000	Confirm I read this out

Background Information		
Q24	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 AND Q21 unanswered AND Q22 unanswered		

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

[Response to Q20]

[Response to Q21]

[Response to Q22]

Please classify these from the list below

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

That completes the survey.