

TSM Tenants 2025

for Salix

Saved Version: **TSM Tenants 2025-26 (revision 4)**

Deployed: Tuesday 19th August 2025 at 16:09

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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}

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

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

Confirm Name

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

Q2	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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Repairs

Q3	Has Salix Homes carried out a repair to your home in the last 12 months?	Yes No
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Go to Q6 if Q3 is not 'Yes'

Q4	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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Q5	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		
Q6	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
Q7	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		
Q8	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 Q10 if Q8 is not 'Yes'		
Q9	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
Q10	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
Q11	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		
Q12	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
Q13	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

Q14	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		
Q15	Have you made a complaint to Salix Homes in the last 12 months?	Yes No
Go to Q17 if Q15 is not 'Yes'		
Q16	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 Q18 if	<no format 4> in Q2 , Q4 , Q5 , Q6 , Q7 , Q9 , Q10 , Q11 , Q12 , Q13 , Q14 , Q16 OR	<no format 5> in Q2 , Q4 , Q5 , Q6 , Q7 , Q9 , Q10 , Q11 , Q12 , Q13 , Q14 , Q16
Q17	Is there anything else you'd like to say about the service you receive from Salix Homes?	Open verbatim
Go to Q19 if Q5 is not in 'Fairly dissatisfied' , 'Very dissatisfied'		
Q18	You mentioned that you are dissatisfied with the time taken to complete your last repair, can you tell me more about that?	Open verbatim
Go to Q21 if	<no format 4> is not in Q2 , Q4 , Q6 , Q7 , Q9 , Q10 , Q11 , Q12 , Q13 , Q14 , Q16 AND	<no format 5> is not in Q2 , Q4 , Q6 , Q7 , Q9 , Q10 , Q11 , Q12 , Q13 , Q14 , Q16
Q19	You also mentioned you are dissatisfied with some <u>other</u> aspects of service, can you tell me more about that?	Open verbatim
Q20	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		
Q21	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 Q19 unanswered AND Q18 unanswered		

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

[Response to Q19]

[Response to Q18]

Please classify these from the list below

Q22a	Repairs	
Q22b	Damp and mould	
Q22c	Improvement works required to home (e.g. new kitchen, bathroom, boiler, windows)	
Q22d	Overcrowding / desire to move	
Q22e	Cleaning & caretaking	
Q22f	Maintenance of communal areas (painting, repairs etc)	
Q22g	Anti-social behaviour or neighbour nuisance	
Q22h	Complaints handling	
Q22i	Rubbish & recycling	
Q22j	Parking	
Q22k	Grounds maintenance (gardening)	
Q22l	Long waiting times to speak to anyone	
Q22m	Nothing gets done when issues raised	
Q22n	Poor communication / not kept informed	
Q22o	Staff service	
Q22p	Other	

Go to Section That completes the survey. if Q22a unanswered

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

[Response to Q19]

[Response to Q18]

Please classify these from the list below

Q23a	Outstanding repairs - issues that still require work to be done	
Q23b	Difficulty in reporting repairs (e.g. long waiting times on the phone or problems reporting online)	
Q23c	Long waiting times between reporting repair and work being done	
Q23d	Missed appointments	
Q23e	People attending to take photos/inspect the problem rather than doing the work	
Q23f	Workers not having the right parts/tools to complete repair	
Q23g	Multiple visits required	
Q23h	Poor quality repair work	
Q23i	Rude or unhelpful repairs staff or contractors	
Q23j	Poor communication / not kept informed about when repairs will be completed or what will happen next	
Q23k	Other (only use if none of the above apply)	

That completes the survey.