

## TSM Tenants for Origin

Saved Version: **TSMs - 2023-24 - Draft 2 (revision 4)**

Deployed: Tuesday 21st March 2023 at 08:48

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Interviewer Script	
<p>Good {timeofday} I'm calling to speak to {fullname} or perhaps you could help me</p> <p>My name is {interviewer}.</p> <p>I'm calling on behalf of Origin Housing. I'm just calling to get your feedback on what it's like to live in your home and neighbourhood, if that's OK? It will only take 5 minutes.</p>	
<p><i>Once you have agreement to interview say <b>"Just to let you know, this call will be recorded for training and monitoring purposes, 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 Origin Housing. Is that okay?"</b></i></p>	<p><i>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.</i></p>

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

Confirm Name		
<b>Q2</b>	Can I confirm I am speaking to	Open verbatim

Overall Satisfaction		
<b>Q3</b>	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Origin Housing?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Go to Q5 if Q3 unanswered		
<b>Q4</b>	What's the main reason you are [Response to Q3] with the service from Origin?	Open verbatim

Respectful & Helpful Engagement		
<b>Q5</b>	How satisfied or dissatisfied are you that Origin Housing 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>Q6</b>	How satisfied or dissatisfied are you that Origin Housing 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>Q7</b>	To what extent do you agree or disagree with the following, " <i>Origin Housing treats me fairly and with respect</i> "?	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know
<b>Q8</b>	How satisfied or dissatisfied are you that Origin Housing is easy to deal with?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied
<b>Q9</b>	Have you received any communication from Origin Housing in the last 3 months?	Yes No
Go to Q11 if Q9 is not 'Yes'		
<b>Q10</b>	Overall, how satisfied are you with the communication you receive from Origin?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied
<b>Q11</b>	Is there anything else you'd like to say about how easy it is to deal with Origin or how they communicate and keep you informed?	Open verbatim

Effective Handling Of Complaints		
<b>Q12</b>	Have you made a complaint to Origin Housing in the last 12 months?	Yes No
Go to Q15 if Q12 is not 'Yes'		
<b>Q13</b>	How satisfied or dissatisfied are you with Origin Housing's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<b>Q14</b>	Please record any comments the resident makes about how Origin handles complaints	Open verbatim

Responsible Neighbourhood Management		
<b>Q15</b>	How satisfied or dissatisfied are you with Origin Housing's approach to handling anti-social behaviour?	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 Origin Housing 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>Q17</b>	Do you live in a building with communal areas, either inside or outside, that Origin Housing is responsible for maintaining?	Yes No Don't know
Go to Q19 if Q17 is not 'Yes'		

<b>Q18</b>	How satisfied or dissatisfied are you that Origin Housing keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<b>Q19</b>	Do you receive estate services such as gardening, communal cleaning or caretaking services?	Yes No Don't know
Go to Q21 if Q19 is not 'Yes'		
<b>How satisfied or dissatisfied are you with...</b>		
<b>Q20a</b>	The overall estate services provided by Origin?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied
<b>Q20b</b>	Grounds maintenance, such as grass cutting, in your area?	<i>As above</i>
<b>Q20c</b>	The caretaker service?	<i>As above</i>
<b>Q20d</b>	Window cleaning service?	<i>As above</i>
<b>Q21</b>	Is there anything else you'd like to say about how Origin looks after your neighbourhood #or communal areas?	Open verbatim

#### Maintaining Building Safety

<b>Q22</b>	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Origin Housing provides a home that is safe?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
<b>Q23</b>	Please record any comments the resident makes about the safety of their home	Open verbatim

#### Keeping Properties In Good Repair

<b>Q24</b>	Has Origin Housing carried out a repair to your home in the last 12 months?	Yes No
Go to Q27 if Q24 is not 'Yes'		
<b>Q25</b>	How satisfied or dissatisfied are you with the overall repairs service from Origin Housing over the last 12 months?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<b>Q26</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
<b>Q27</b>	How satisfied or dissatisfied are you that Origin Housing provides a home that is well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
<b>Q28</b>	Is there anything else you'd like to say about #the repairs service or the condition of your home?	Open verbatim

#### And Finally

<b>Q29</b>	Origin are interested in getting their customers' input when they are reviewing, improving, or designing new services. Would you like to be contacted to discuss how you can get involved?	Yes No
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<b>Q30</b>	Thank you very much for your time. Origin Housing 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
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### End Phone Call

#### Classifications

Go to Q32 if Q3 is not in 'Fairly dissatisfied' , 'Very dissatisfied' OR  
Q3 in 'Fairly dissatisfied' , 'Very dissatisfied' AND  
Q4 unanswered

**Please review the customer's comments about why they are dissatisfied with the service they receive from Origin:**

**[Response to Q4]**

**Now please classify the feedback from the list below...**

<b>Q31a</b>	Outstanding repairs	
<b>Q31b</b>	Quality of repairs	
<b>Q31c</b>	Other repairs related issue	
<b>Q31d</b>	Improvements required to home (e.g. customer wants new kitchen, bathroom, boiler etc)	
<b>Q31e</b>	Damp & mould in the property	
<b>Q31f</b>	Overcrowding, property not suitable or other desire to move	
<b>Q31g</b>	Speed of response when issue raised	
<b>Q31h</b>	Long waiting times on the phone / difficult to get through to right person	
<b>Q31i</b>	Staff service	
<b>Q31j</b>	Neighbourhood problems (e.g. ASB)	
<b>Q31k</b>	Cleaning, caretaking or grounds maintenance issues	
<b>Q31l</b>	Lack of communication / not kept informed	
<b>Q31m</b>	Other (only use if none of the above apply)	

Go to Q33 if Q11 unanswered

**Now please review the customer's comments about how easy it is to deal with Origin, the communication they receive and how they are kept informed:**

**[Response to Q11]**

**Now please classify the comments from the list below:**

<b>Q32a</b>	Origin is easy to deal with	
<b>Q32b</b>	There is good customer service from Origin staff	
<b>Q32c</b>	There is frequent communication from Origin	
<b>Q32d</b>	Communication from Origin is clear and easy to understand	
<b>Q32e</b>	Customers are kept informed	
<b>Q32f</b>	Origin is difficult to deal with because it's hard to get through to the right person	
<b>Q32g</b>	Origin is difficult to deal with because there are long waiting times on the phones	
<b>Q32h</b>	Origin is difficult to deal with because there is no response or a slow reply when issues raised	
<b>Q32i</b>	There is poor customer service from Origin staff	
<b>Q32j</b>	Communication from Origin is unclear or difficult to understand	
<b>Q32k</b>	Little or no communication received from Origin	
<b>Q32l</b>	Customers are not kept informed	
<b>Q32m</b>	Other (only use if none of the above apply)	

Go to Q34 if Q14 unanswered

**Please review the customer's comments about how Origin handle complaints:**

**[Response to Q14]**

**Now please classify this feedback from the list below:**

<b>Q33a</b>	Complaint was handled well	
<b>Q33b</b>	No response received when complaint submitted	
<b>Q33c</b>	No apology received	
<b>Q33d</b>	Not kept informed about progress of complaint	
<b>Q33e</b>	Staff service was poor	
<b>Q33f</b>	No final response letter/email received	
<b>Q33g</b>	Unhappy with outcome of complaint	
<b>Q33h</b>	Other (only select if none of the above apply)	

Go to Q35 if Q21 unanswered

**Now please review the comments about how Origin looks after the neighbourhood and communal areas:**

**[Response to Q21]**

**Now please classify the comments from the list below:**

<b>Q34a</b>	Only positive comments made	
<b>Q34b</b>	Staff do their best but problems are caused by other tenants (or people who don't live in the building)	
<b>Q34c</b>	ASB or neighbour nuisance is a problem in the areas	
<b>Q34d</b>	Rubbish and litter is a problem in the area	
<b>Q34e</b>	Poor staff service	
<b>Q34f</b>	Communal areas not kept clean	
<b>Q34g</b>	Communal areas not well maintained	
<b>Q34h</b>	Grounds maintenance (e.g. grass cutting) not done often enough	
<b>Q34i</b>	Dog fouling	
<b>Q34j</b>	Window cleaning not done often enough	
<b>Q34k</b>	Other (only use if none of the above apply)	

Go to Q36 if Q22 is not in 'Fairly dissatisfied' , 'Very dissatisfied' OR Q22 in 'Fairly dissatisfied' , 'Very dissatisfied' AND Q23 unanswered

**Please read over the comments the customer made about why they are dissatisfied with the safety of their home:**

**[Response to Q23]**

**Now please classify the comments from the list below:**

<b>Q35a</b>	Anti-social behaviour, neighbour nuisance or crime in the communal areas	
<b>Q35b</b>	Lack of CCTV	
<b>Q35c</b>	Poor lighting in communal areas	
<b>Q35d</b>	Problems with communal entrance doors or intercom	
<b>Q35e</b>	Doors or windows to the property itself are not secure	
<b>Q35f</b>	Outstanding repairs required to property or communal areas	
<b>Q35g</b>	Damp and mould	
<b>Q35h</b>	Problems with lifts	
<b>Q35i</b>	Other (only use if none of the above apply)	

Go to Section That completes the survey. if Q28 unanswered

**Please read over the comments the customer made about the repairs service and condition of their home:**

**[Response to Q28]**

**Now please classify these from the list below:**

<b>Q36a</b>	Only positive comments made	
<b>Q36b</b>	Customer currently has outstanding repairs that need doing	
<b>Q36c</b>	Long waiting times when phone to report repairs	
<b>Q36d</b>	Appointments missed	
<b>Q36e</b>	Poor quality repairs	
<b>Q36f</b>	It takes too long to get repairs completed	
<b>Q36g</b>	Problems reoccur soon after repairs are carried out	
<b>Q36h</b>	Poor service from repairs staff	
<b>Q36i</b>	Damp and mould	
<b>Q36j</b>	Property cold, draughty or expensive to heat	
<b>Q36k</b>	Improvements required (e.g. new kitchen, bathroom or boiler)	
<b>Q36l</b>	Other (only use if none of the above apply)	

That completes the survey.