

TSM Perception 2024 for Bernicia

Saved Version: **v1 (revision 3)**

Deployed: Wednesday 12th June 2024 at 13:19

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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 Bernicia Housing 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 Bernicia Housing. Is that okay?"*

Bernicia' contact centre number: 0344 800 3800

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 each 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 Bernicia? The possible response options to this and the following queries are - very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
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Repairs & Maintenance

Q3	Has Bernicia 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 Bernicia over the last 12 months?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
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

Your Home

Q6	How satisfied or dissatisfied are you that Bernicia 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 Bernicia provides a home that is safe?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Communication		
Q8	How satisfied or dissatisfied are you that Bernicia 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
Q9	How satisfied or dissatisfied are you that Bernicia 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
Q10	To what extent do you agree or disagree with the following, " <i>Bernicia treats me fairly and with respect</i> "? The possible response options here are strongly agree, agree, neither, disagree, strongly disagree or don't know, not applicable	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

Advice & Support		
Q11	Have you made a complaint to Bernicia in the last 12 months?	Yes No
Go to Q13 if Q11 is not 'Yes'		
Q12	How satisfied or dissatisfied are you with Bernicia's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Communal Areas & The Neighbourhood		
Q13	Do you live in a building with communal areas, either inside or outside, that Bernicia is responsible for maintaining?	Yes No Don't know
Go to Q15 if Q13 is not 'Yes'		
Q14	How satisfied or dissatisfied are you that Bernicia keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q15	How satisfied or dissatisfied are you that Bernicia makes a positive contribution to your neighbourhood?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Q16	How satisfied or dissatisfied are you with Bernicia's approach to handling anti-social behaviour?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
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Additional Comments

Go to Q18 if	<no format 4>	in Q2 , Q4 , Q5 , Q6 , Q7 , Q14 , Q15 , Q16 , Q10 , Q8 , Q9 , Q12 OR	<no format 5>	in Q2 , Q4 , Q5 , Q6 , Q7 , Q14 , Q15 , Q16 , Q10 , Q8 , Q9 , Q12
Q17	You seem to be fairly happy with the service Bernicia provides. What's the best experience you've had with them in the last few years?			Open verbatim
Go to Q19 if	<no format 4>	is not in Q2 , Q4 , Q5 , Q6 , Q7 , Q14 , Q15 , Q16 , Q10 , Q8 , Q9 , Q12 AND	<no format 5>	is not in Q2 , Q4 , Q5 , Q6 , Q7 , Q14 , Q15 , Q16 , Q10 , Q8 , Q9 , Q12
Q18	You mentioned that you were dissatisfied with some aspects of service. What could Bernicia do differently to improve the service they provide?			Open verbatim

And Finally

Q19	Thank you very much for your time. Bernicia may want to contact you to better understand the service you receive. Would you be happy for them to get in touch with you?	Yes No
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End Phone Call

Post interview

Go to Section That completes the survey. if Q18 unanswered

Please review the comments the customer made about the reasons for their dissatisfaction:**[Response to Q18]****Please classify the negatives from the list below**

Q20a	Outstanding repairs - issues that still require work to be done	
Q20b	Difficulties getting repairs completed (e.g. long waiting times; missed appointments; multiple visits required etc)	
Q20c	Poor quality repair work	
Q20d	Damp and mould	
Q20e	Improvement works required to home (e.g. new kitchen, bathroom, boiler, windows)	
Q20f	Overcrowding / desire to move	
Q20g	Cleaning & caretaking	
Q20h	Maintenance of communal areas (painting, repairs etc)	
Q20i	Anti-social behaviour or neighbour nuisance	
Q20j	Rubbish & recycling	
Q20k	Parking	
Q20l	Grounds maintenance (gardening)	
Q20m	Staff service	
Q20n	Long waiting times to speak to anyone	
Q20o	Nothing gets done when issues raised	
Q20p	Poor communication / not kept informed	
Q20q	Value for money	
Q20r	Other	

That completes the survey.