

# TSM Perception 2025 for Bernicia

Saved Version: **v1 (revision 2)**

Deployed: Wednesday 21st May 2025 at 14:11

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Interviewer Script	
<p>Good {timeofday} I'm calling to speak to {fullname} or perhaps you could help me</p> <p>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.</p>	
<p><i>Once you have agreement to interview say <b>"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?"</b></i></p>	<p><i>Bernicia' contact centre number: 0344 800 3800</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 each year.</i></p>

## Confirm Call Recording

Confirm Name	
<b>Q1</b>	Can I confirm I am speaking to <span style="float: right;">Open verbatim Text</span>

Overall Satisfaction	
<b>Q2</b>	<p>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</p> <p>Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied</p>

Repairs & Maintenance	
<b>Q3</b>	<p>Has Bernicia carried out a repair to your home in the last 12 months?</p> <p>Yes No</p>
Go to Q6 if Q3 is not 'Yes'	
<b>Q4</b>	<p>How satisfied or dissatisfied are you with the overall repairs service from Bernicia over the last 12 months?</p> <p>Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied</p>
<b>Q5</b>	<p>How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?</p> <p>Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied</p>

## Your Home

<b>Q6</b>	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
<b>Q7</b>	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		
<b>Q8</b>	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
<b>Q9</b>	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
<b>Q10</b>	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		
<b>Q11</b>	Have you made a complaint to Bernicia in the last 12 months?	Yes No
Go to Q13 if Q11 is not 'Yes'		
<b>Q12</b>	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		
<b>Q13</b>	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'		
<b>Q14</b>	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
<b>Q15</b>	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

<b>Q16</b>	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
<b>Q17</b>	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?	<b>Open verbatim Comment</b>
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
<b>Q18</b>	You mentioned that you were dissatisfied with some aspects of service. What could Bernicia do differently to improve the service they provide?	<b>Open verbatim Comment</b>

And Finally		
<b>Q19</b>	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

## End Phone Call

Post interview		
Go to Q21 if Q17 unanswered		
<b>Please review the comments the customer made about the things Bernicia do well:</b>		
<b>[Response to Q17]</b>		
<b>Please classify the positives from the list below</b>		
<b>Q20a</b>	Speed of repairs	
<b>Q20b</b>	Easy to raise/ log a repair	
<b>Q20c</b>	Good quality repair work	
<b>Q20d</b>	Good experience with improvement works	
<b>Q20e</b>	Positive allocations process	
<b>Q20f</b>	Positive experience with cleaning of communal areas (internal)	
<b>Q20g</b>	Positive experience with maintenance of communal grounds (external)	
<b>Q20h</b>	Dealt with anti-social behaviour or neighbour nuisance well	
<b>Q20i</b>	Staff service	
<b>Q20j</b>	Quick response times	
<b>Q20k</b>	Quick to act	
<b>Q20l</b>	Good communication/ well informed	
<b>Q20m</b>	Good value for money	
<b>Q20n</b>	Catered well/ adapted process for my personal needs (situations, physical, mental, financial etc)	
<b>Q20o</b>	Positive impact on my neighbourhood/ community	
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**

<b>Q21a</b>	Outstanding repairs - issues that still require work to be done	
<b>Q21b</b>	Difficulties getting repairs completed (e.g. long waiting times; missed appointments; multiple visits required etc)	
<b>Q21c</b>	Poor quality repair work	
<b>Q21d</b>	Damp and mould	
<b>Q21e</b>	Improvement works required to home (e.g. new kitchen, bathroom, boiler, windows)	
<b>Q21f</b>	Overcrowding / desire to move	
<b>Q21g</b>	Cleaning & caretaking	
<b>Q21h</b>	Maintenance of communal areas (painting, repairs etc)	
<b>Q21i</b>	Anti-social behaviour or neighbour nuisance	
<b>Q21j</b>	Rubbish & recycling	
<b>Q21k</b>	Parking	
<b>Q21l</b>	Grounds maintenance (gardening)	
<b>Q21m</b>	Staff service	
<b>Q21n</b>	Long waiting times to speak to anyone	
<b>Q21o</b>	Nothing gets done when issues raised	
<b>Q21p</b>	Poor communication / not kept informed	
<b>Q21q</b>	Value for money	
<b>Q21r</b>	Other	

That completes the survey.