

TSM Tenants 2025 for Thurrock

Saved Version: **2025-26 TSM Survey (revision 1)**

Deployed: Wednesday 26th March 2025 at 15:31

Report created: Monday 29th June 2026 at 16:18

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 calling on behalf of Thurrock Council's Housing Service.

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 should only take a few minutes.

*Once you have agreement to interview say
"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 Thurrock Council Housing Services. Is that okay?"*

Thurrock can be contacted on (01375) 652652 (general enquiries) or 0800 074 0169 (repairs)

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 Text
-----------	--------------------------------	--------------------

Overall Satisfaction

Q2	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Thurrock Council's Housing Service? <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
-----------	--	--

Repairs Service

Q3	Has Thurrock Housing carried out a repair to your home in the last 12 months?	Yes No
-----------	---	-----------

Go to Q8 if Q3 is not 'Yes'

Q4	How satisfied or dissatisfied are you with the overall repairs service from Thurrock Housing 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

Q6	And how easy do you find it to <u>report</u> repairs to Thurrock Housing?	Very easy Fairly easy Neither Fairly difficult Very difficult
Go to Q8 if Q6 is not in 'Fairly difficult' , 'Very difficult'		
Q7	Why don't you find it easy to report repairs?	Open verbatim Comment 

The Home		
Q8	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Thurrock Housing provides a home that is safe?	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 Thurrock Housing provides a home that is well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q10	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied
Q11	Does your home currently have any walls, ceilings or floors with visible mould?	Yes No
Go to Q16 if Q11 is not 'Yes'		
In which rooms are the patches of mould?		
Q12a	Bathroom	
Q12b	Toilet	
Q12c	Kitchen	
Q12d	Bedroom	
Q12e	Living room	
Q12f	Other	
Q13	Is this the first time you've had visible mould in this location?	Yes No
Q14	Have you reported this mould to the repairs team?	Yes - the repair has been completed successfully Yes - the work has been done but the mould remains or has returned Yes - an initial visit has been arranged Yes - the work has been started but not finished (I'm <u>sure</u> they will return) Yes - the work has been started but not finished (I'm <u>unsure</u> if they will return) No
Go to Q16 if Q14 is not in 'Yes - the work has been done but the mould remains or has returned' , 'Yes - the work has been started but not finished (I'm <u>unsure</u> if they will return)' , 'No'		
Q15	Would you like Mears to contact you to arrange for someone to come out to inspect and fix the problem?	Yes No - I'll contact them myself No - it's too small a problem (not worth bothering with) No - other reason

Communal Areas & The Neighbourhood

Q16	Do you live in a building with communal areas, either inside or outside, that Thurrock Housing is responsible for maintaining?	Yes No Don't know
Go to Q18 if Q16 is not 'Yes'		
Q17	How satisfied or dissatisfied are you that Thurrock Housing keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q18	How satisfied or dissatisfied are you that Thurrock 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
Q19	How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Not applicable
Go to Q21 if caretaking is not 'Caretaking'		
Q20	How satisfied or dissatisfied are you with the caretaking service provided by Thurrock Housing?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Not applicable

Other Key Aspects Of Service		
How satisfied or dissatisfied are you...		
Q21a	That your rent provides value for money	
Q21b	That your service charges provide value for money	

Handling ASB & Complaints		
Q22	How satisfied or dissatisfied are you with Thurrock 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
Q23	Have you made a complaint to Thurrock Housing in the last 12 months?	Yes No
Go to Q26 if Q23 is not 'Yes'		
Q24	How satisfied or dissatisfied are you with Thurrock Housing's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q25	And why are you [Response to Q24] with the way Thurrock Housing handles complaints?	Open verbatim Comment 

Communication & Consultation

Q26	How satisfied or dissatisfied are you that Thurrock 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
Q27	How satisfied or dissatisfied are you that Thurrock 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
Q28	To what extent do you agree or disagree with the following: "Thurrock Housing 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</i>	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know
Go to <no format 4> is not in Q2 , Q4 , Q5 , Q9 , Q8 , Q28 , Q26 , Q32 if <no format 5> is not in Q2 , Q4 , Q5 , Q9 , Q8 , Q28 , Q26 , Q27 , Q22 , Q18 , Q17 , Q21a , Q21b , Q20 , Q19 , Q10 AND Q27 , Q22 , Q18 , Q17 , Q21a , Q21b , Q20 , Q19 , Q10		
Q29	You mentioned earlier that you are dissatisfied with some aspects of the service Thurrock provides. Can you tell me more about that?	Open verbatim Comment 
Q30	Would you like me to give you the web address or phone number you would need, if you want to make a complaint?	Yes - wants details No - does not want details Already knows how to make a complaint
Go to Q33 if Q30 is not 'Yes - wants details'		
Q31	The phone number to make a complaint is 01375 652652 and the web address is https://www.thurrock.gov.uk/how-to-complain	Confirm I read this out
Q32	Is there anything else you'd like to bring to Thurrock Housing's attention?	Open verbatim Comment 

Allow		
Q33	Thurrock may want to contact you to better understand the service you received. Are you happy to have your name and personal details attached to your answers and shared with Thurrock Housing's staff or would you prefer your answers to be kept confidential?	Yes - answers can be linked to name and shared with Thurrock staff No - answers must be kept confidential
Go to Section End Phone Call if Q33 is not 'Yes - answers can be linked to name and shared with Thurrock staff'		
Q34	Someone from Thurrock Housing may wish to contact you to better understand the service you received. Would that be okay?	Yes No

End Phone Call

That completes the survey.