

TSM Shared Owners 2025 for Jigsaw Homes

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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 calling on behalf of Jigsaw Homes.

We're speaking to Shared Owners to check a few things about the housing service you receive, if that's okay?

*Once you have agreement to interview say
"Just to let you know, 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 Jigsaw. Is that
okay?"*

Confirm Call Recording

Confirm Name

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

Q2	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Jigsaw Homes? 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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Your Home

Q3	How satisfied or dissatisfied are you that Jigsaw Homes provides a home that is well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q4	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Jigsaw Homes provides a home that is safe?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Go to Q6 if Q4 not in 'Fairly dissatisfied' , 'Very dissatisfied'

Q5	Why are you [Response to Q4] that Jigsaw Homes provide a home that is safe?	Open verbatim Comment
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Communication		
Q6	How satisfied or dissatisfied are you that Jigsaw 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
Q7	How satisfied or dissatisfied are you that Jigsaw 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
Q8	To what extent do you agree or disagree with the following, " <i>Jigsaw Homes 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

Communal Areas & The Neighbourhood		
Q9	Do you live in a building with communal areas, either inside or outside, that Jigsaw Homes is responsible for maintaining?	Yes No Don't know
Go to Q11 if Q9 is not 'Yes'		
Q10	How satisfied or dissatisfied are you that Jigsaw Homes keeps these communal areas clean and well maintained?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Q11	How satisfied or dissatisfied are you that Jigsaw 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
Q12	How satisfied or dissatisfied are you with Jigsaw 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

Advice & Support		
Q13	Have you made a complaint to Jigsaw Homes in the last 12 months?	Yes No
Go to Q20 if Q13 is not 'Yes'		
Q14	How satisfied or dissatisfied are you with Jigsaw Homes's approach to complaints handling?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Complaints		
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What area of Jigsaw's work did you make a complaint about?

Q15a	Repairs	
Q15b	The handling of a rehousing application	
Q15c	Handling of a call by the Contact Center	
Q15d	New Build Properties	
Q15e	Management of your rent account	
Q15f	Service charges	
Q15g	Shared ownership services	
Q15h	A health & safety concern	
Q15i	Services provided at Jigsaw's schemes	
Q15j	Jigsaw Support	
Q15k	Handling of anti-social behaviour	
Q15l	How Jigsaw communicates with you	
Q15m	General matters about tenancy management	

Go to Q17 if Q15a unanswered

What was it about the repairs service that you complained about?

Q16a	Delays in work being completed	
Q16b	Poor communication	
Q16c	Damp and mould	
Q16d	Jigsaw needed to visit several times to complete the repair	
Q16e	Jigsaw damaged belongings whilst completing a repair	
Q16f	The behaviour of an operative completing work	

Go to Q18 if Q15d unanswered

What was it about Development that you complained about?

Q17a	Properties that Jigsaw are building	
Q17b	Defect repairs	
Q17c	Information that was given to you by the Snugg sales team	
Q18	Has your complaint now been resolved?	Yes No
Q19	Would you like Jigsaw to contact you regarding your complaint?	Yes No

Additional Comments

Go to Q21 if	<no format 4>	in Q2 , s401 , s402 , Q3 , Q4 , Q10 , Q11 , Q12 , Q8 , Q6 , Q7 , Q14 OR	<no format 5>	in Q2 , s401 , s402 , Q3 , Q4 , Q10 , Q11 , Q12 , Q8 , Q6 , Q7 , Q14
Q20	You seem to be fairly happy with the service Jigsaw Homes provides. What's the best experience you've had with them in the last few years?			Open verbatim Comment 
Go to Q22 if	<no format 4>	is not in Q2 , s401 , s402 , Q3 , Q4 , Q10 , Q11 , Q12 , Q8 , Q6 , Q7 , Q14 AND	<no format 5>	is not in Q2 , s401 , s402 , Q3 , Q4 , Q10 , Q11 , Q12 , Q8 , Q6 , Q7 , Q14
Q21	You mentioned that you were dissatisfied with some aspects of service. What could Jigsaw Homes do differently to improve the service they provide?			Open verbatim Comment 

And Finally

Q22	Thank you very much for your time. Jigsaw Homes 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

That completes the survey.