

TSM Tenants 2025

for Jigsaw Homes

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

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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.

I need to check a few things about the housing service you receive. It should only take a few minutes, 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?"*

Tenant Satisfaction Measures are a set of performance standards for social housing landlords, introduced by the Regulator of Social Housing, to assess how well they are meeting their tenants and shared owners' needs. These performances standards include perception surveys and the TSM results are published each year.

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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Repairs & Maintenance

Q3	Has Jigsaw Homes 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 Jigsaw Homes 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 Jigsaw Homes 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 Jigsaw Homes provides a home that is safe? The possible answers for this and the following queries are - very satisfied, fairly satisfied, neither, fairly dissatisfied, very dissatisfied, or don't know/ not applicable	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know
Go to Q9 if Q7 not in 'Fairly dissatisfied' , 'Very dissatisfied'		
Q8	Why are you [Response to Q7] that Jigsaw Homes provide a home that is safe?	Open verbatim Comment 

Communication		
Q9	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
Q10	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
Q11	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		
Q12	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 Q14 if Q12 is not 'Yes'		
Q13	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
Q14	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
Q15	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		
Q16	Have you made a complaint to Jigsaw Homes in the last 12 months?	Yes No
Go to Q23 if Q16 is not 'Yes'		
Q17	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		
What area of Jigsaw's work did you make a complaint about?		
Q18a	Repairs	
Q18b	The handling of a rehousing application	
Q18c	Handling of a call by the Contact Center	
Q18d	New build properties	
Q18e	Management of your rent account	
Q18f	Service charges	
Q18g	Shared ownership services	
Q18h	A health & safety concern	
Q18i	Services provided at Jigsaw's schemes	
Q18j	Jigsaw Support	
Q18k	Handling of anti-social behaviour	
Q18l	How Jigsaw communicates with you	
Q18m	General matters about tenancy management	
Go to Q20 if Q18a unanswered		
What was it about the repairs service that you complained about?		
Q19a	Having to wait too long for appointments	
Q19b	Jigsaw needed to visit several times to complete the repair	
Q19c	Poor communication	
Q19d	Damp and mould	
Q19e	Jigsaw damaged belongings whilst completing a repair	
Q19f	The behaviour of an operative completing work	
Go to Q21 if Q18d unanswered		
What was it about new developments that you complained about?		
Q20a	Properties that Jigsaw are building	
Q20b	Defect repairs	
Q20c	Information that was given to you by the Snugg sales team	
Q21	Has your complaint now been resolved to your satisfaction?	Yes No
Q22	Would you like Jigsaw to contact you regarding your complaint?	Yes - I would like to be contacted No - I do not need further contact about my complaint

Additional Comments		
Go to Q24 if	<no format 4> in Q2 , Q4 , Q5 , Q6 , Q7 , Q13 , Q14 , Q15 , Q11 , Q9 , Q10 , Q17 OR	<no format 5> in Q2 , Q4 , Q5 , Q6 , Q7 , Q13 , Q14 , Q15 , Q11 , Q9 , Q10 , Q17
Q23	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 Q25 if	<no format 4> is not in Q2 , Q4 , Q5 , Q6 , Q7 , Q13 , Q14 , Q15 , Q11 , Q9 , Q10 , Q17 AND	<no format 5> is not in Q2 , Q4 , Q5 , Q6 , Q7 , Q13 , Q14 , Q15 , Q11 , Q9 , Q10 , Q17

Q24	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 
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And Finally

Q25	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.