

Tenant Satisfaction Measures



My name is _____ and I'm calling from Pexel on behalf of your landlord, Livin Housing Limited.

Livin wanted us to contact you to ask a few questions about the services you receive from them. Am I ok to continue?

The results of this survey will be used to calculate annual Tenant Satisfaction Measures to find out how tenants feel about Livin's performance in key housing services such as repairs, complaint handling, safety, neighbourhood management and customer service.

The collated results will also be published on Livin's website and in the Annual Report to Tenants, and reported to the Regulator of Social Housing.

The questions should only take around five minutes and will be used by Livin to help improve services for both new and existing customers. Would you like to go ahead?

Before I begin, I need to make you aware that the interview is carried out under the Market Research Society's Code of Conduct and the call is recorded for training and quality control.

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Livin ? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Has Livin carried out a repair to your home in the last 12 months ? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with the overall repairs service from Livin over the last 12 months ? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that Livin provides a home that is well maintained ?

[Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Livin provides a home that is safe ? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you that Livin listens to your views and acts upon them ?

[Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you that Livin keeps you informed about things that matter to you? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

**To what extent do you agree or disagree with the following:
Livin treats me fairly and with respect ?** [Required]

Tick one of the following

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Not Applicable/ Don't Know

Have you made a complaint to Livin in the last 12 months ? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with Livin's approach to complaints handling ? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Do you live in a building with communal areas, either inside or outside, that Livin is responsible for maintaining ? [Required]

Tick one of the following

- ☐ Yes
- ☐ No
- ☐ Don't know

How satisfied or dissatisfied are you that Livin keeps these communal areas clean and well maintained ? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that Livin makes a positive contribution to your neighbourhood ? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you with Livin's approach to handling anti-social behaviour ? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

Are you happy for Livin to contact you to discuss the survey results? [Required]

Tick one of the following

☐

Yes

☐

No

Thanks again for taking the time to complete this survey.

