

Tenant Satisfaction Measures Customer Survey

2023-24



TLF Research are working on behalf of Livv Housing Group. We are conducting their tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measure and this will be reported to the Regulator of Social Housing. This will also be published Livv Housing Group to show you how they are performing. Your feedback would be really appreciated. Would you be able to spare 5 to 10 minutes to take part now please?

Your answers are confidential but we will check at the end if you are happy to have your name added to your feedback and share this with Livv Housing Group.

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Livv Housing Group? (TP01)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Additional questions asked in wave one and wave two

- If very satisfied, ask "Why would you say you are satisfied?"
- If fairly satisfied or neither satisfied nor dissatisfied, ask "What could Livv Housing Group do to make you more satisfied?"
- If fairly or very dissatisfied, ask "Why would you say you are dissatisfied?"

2. Has Livv Housing Group carried out a repair to your home in the last 12 months?

- Yes
- No

3. How satisfied or dissatisfied are you with the overall repairs service from Livv Housing Group over the last 12 months? (TP02)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied



4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? (TP03)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

5. How satisfied or dissatisfied are you that Livv Housing Group provides a home that is well maintained? (TP04)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Livv Housing Group provides a home that is safe? (TP05)

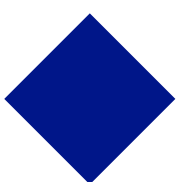
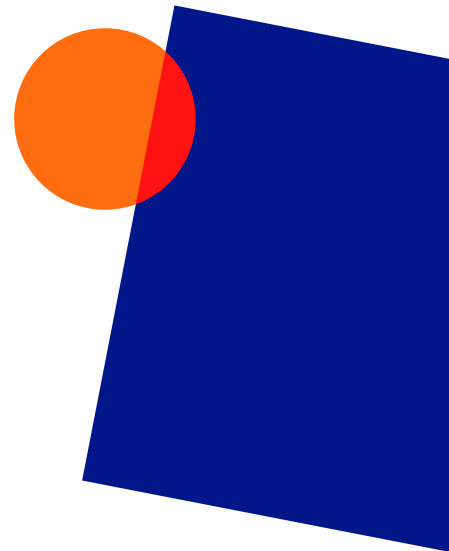
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know.

Additional questions asked in wave two

- If very dissatisfied, ask "Why would you say you are very dissatisfied that Livv Housing Group provides a home that is safe?"
- "Would you be willing for us to attach your name to your responses to this question when we feed it back to Livv Housing Group and for Livv Housing Group to contact you if they need any further information?"

7. How satisfied or dissatisfied are you that Livv Housing Group listens to your views and acts upon them? (TP06)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know



Additional questions asked in wave one only

- If very satisfied, ask “Why would you say you are satisfied?”
- If fairly satisfied or neither satisfied nor dissatisfied, ask “What could Livv Housing Group do to make you more satisfied?”
- If fairly or very dissatisfied, ask “Why would you say you are dissatisfied?”

8. How satisfied or dissatisfied are you that Livv Housing Group keeps you informed about things that matter to you? (TP07)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

9. To what extent do you agree or disagree with the following “Livv Housing Group treats me fairly and with respect”? (TP08)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable/don't know

10. Have you made a complaint to Livv Housing Group in the last 12 months?

- Yes
- No

11. How satisfied or dissatisfied are you with Livv Housing Group 's approach to complaints handling? (TP09)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Additional questions asked in wave one and two

- If very satisfied, ask “Why would you say you are satisfied?”
- If fairly satisfied or neither satisfied nor dissatisfied, ask “What could Livv Housing Group do to make you more satisfied?”
- If fairly or very dissatisfied, ask “Why would you say you are dissatisfied?”

12. Do you live in a building with communal areas, either inside or outside, that Livv Housing Group is responsible for maintaining?

- Yes
- No
- Don't know

13. How satisfied or dissatisfied are you that Livv Housing Group keeps these communal areas clean, and well maintained? (TP10)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

14. How satisfied or dissatisfied are you that Livv Housing Group makes a positive contribution to your neighbourhood? (TP11)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

Additional questions asked in wave two only

- If very satisfied, ask "Why would you say you are satisfied with Livv making a positive contribution to your neighbourhood?"
- If fairly satisfied or neither satisfied nor dissatisfied, ask "What could Livv Housing Group do to make you more satisfied with making a positive contribution to your neighbourhood?"
- If fairly or very dissatisfied, ask "Why would you say you are dissatisfied with Livv making a positive contribution to your neighbourhood?"

15. How satisfied or dissatisfied are you with Livv Housing Group's approach to handling anti-social behaviour? (TP12)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

16. Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Livv Housing Group to help them shape and deliver their service improvement. Would this be okay?

- *Yes, I agree to my name being attached to my responses*
- *No, I would like to remain anonymous*

(for non-anonymous customers only)

17. Are you happy for Livv Housing Group to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

- Yes
- No

18. Members of Livv's Customer Voice Panel receive regular e-mail or text message surveys about specific services delivered by Livv. The feedback is used to help us improve our services and shape our policies and strategies. Each time you complete a survey, you'll be entered into a draw to win some great prizes!

Would you like to be added to be added to Livv's Customer Voice Panel to receive these additional surveys in future?

- Yes
- No

Thank you very much for taking part. Your answers have been most helpful.

(TP01-12 related to the Tenant Satisfaction Measures as set by the Regulator of Social Housing)

