

Livv Housing Group TSM Survey

2024-25



Quarter One

Hi, my name is ___ and I am calling from TLF Research on behalf of Livv Housing Group. We are conducting their tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measures, and this will be reported to the Regulator of Social Housing. This will also be published by your landlord 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?

- If yes, continue
- If no, booking if willing

Thank you. We follow the Market Research Society code of conduct and Data Legislation which means your answers are confidential and 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. In addition, the call may be recorded for quality and training purposes.

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

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

- 2. Has Livv Housing Group carried out a repair to your home in the last 12 months? [LCRA only]**
 - Yes (Go to Q3)
 - No (Go to Q5)

- 3. How satisfied or dissatisfied are you with the overall repairs service from Livv Housing Group over the last 12 months? [TP02] [LCRA only]**
 - 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] [LCRA only]**
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

4b. Is this repair now complete?

 - Yes
 - No, still repair work that is outstanding?

- 5. How satisfied or dissatisfied are you that Livv Housing Group provides a home that is well maintained? [TP04] [LCRA only]**
 - 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

- If very dissatisfied – “Why would you say you are very dissatisfied that Livv Housing Group provides a home that is safe?”

I will check at the end if you are happy to have your name added to all your feedback. However, Livv Housing Group have asked us to pass on to them the details of anyone who is very dissatisfied with the safety of their home. 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?

- Yes, I agree for my name to be attached
- No, I would like to remain anonymous

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

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 (Go to Q11)
 - No (Go to Q12)
- 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

- “How did you report your issue to Livv Housing Group?”
 - Raised formal complaint
 - To contact centre
 - To Housing Advisor
 - To Repairs Operative
 - Via social media / website
 - Other
- 12. Do you live in a building with communal areas, either inside or outside, that Livv Housing Group is responsible for maintaining?**
- Yes (Go to Q15)
 - No (Go to Q16)
 - Don't know (Go to Q16)
- 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

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

Additional questions

- "Why would you say you are?"

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 (Go to Q24)
- No, I would like to remain anonymous (Go to close)

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

19. 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.

Finally, would you like our telephone number or that of the Market Research Society to check our credibility or make comments regarding this interview or our website address to read more information about how we process your personal data?

TLF: **01484 599610**

MRS: **0800 975 9596**

Website: **www.tlfresearch.com**

Or would you like details of how you can make a complaint to Livv Housing Group?

<https://livvhousinggroup.com/contact-us/compliments-complaints/> or call **0151 290 7000**

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Quarter Two

Hi, my name is ___ and I am calling from TLF Research on behalf of Livv Housing Group. We are conducting their tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measures, and this will be reported to the Regulator of Social Housing. This will also be published by your landlord 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?

- If yes, continue
- If no, booking if willing

Thank you. We follow the Market Research Society code of conduct and Data Legislation which means your answers are confidential and 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. In addition, the call may be recorded for quality and training purposes.

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

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

2. **Has Livv Housing Group carried out a repair to your home in the last 12 months?** [LCRA only]
 - Yes (Go to Q3)
 - No (Go to Q5)

3. **How satisfied or dissatisfied are you with the overall repairs service from Livv Housing Group over the last 12 months?** [TP02] [LCRA only]
 - 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] [LCRA only]
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

Additional questions

- If 'Dissatisfied' (Fairly and Very) – “Why is it you were dissatisfied with the time taken to complete your most recent repair?”

4b. Is this repair now complete?

- Yes
- No, still repair work that is outstanding

5. **How satisfied or dissatisfied are you that Livv Housing Group provides a home that is well maintained?** [TP04] [LCRA only]
 - 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

- If very dissatisfied – “Why would you say you are very dissatisfied that Livv Housing Group provides a home that is safe?”

I will check at the end if you are happy to have your name added to all your feedback. However, Livv Housing Group have asked us to pass on to them the details of anyone who is very dissatisfied with the safety of their home. 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?

- Yes, I agree for my name to be attached
- No, I would like to remain anonymous

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

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 (Go to Q11)
 - No (Go to Q12)
- 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

“How did you report your issue to Livv Housing Group?”

- Raised formal complaint
 - To contact centre
 - To Housing Advisor
 - To Repairs Operative
 - Via social media / website
 - Other
- 12. Do you live in a building with communal areas, either inside or outside, that Livv Housing Group is responsible for maintaining?**
- Yes (Go to Q15)
 - No (Go to Q16)
 - Don't know (Go to Q16)

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

Additional questions

- If 'Dissatisfied' (Fairly and Very) – “Why is it why you were dissatisfied that Livv keeps these communal areas clean, and well maintained?”

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

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

15b. What one improvement would you like Livv Housing Group to make to improve things for you?

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 (Go to Q24)
- No, I would like to remain anonymous (Go to close)

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 supermarket vouchers.

Would you like to be added to 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.

Finally, if you have said you are not satisfied with any of Livv's services, would you like details of how you can make a complaint to Livv Housing Group?

<https://livvhousinggroup.com/contact-us/compliments-complaints/> or call 0151 290 7000.

Or would you like our telephone number or that of the Market Research Society to check our credibility or make comments regarding this interview or our website address to read more information about how we process your personal data?

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Quarter Three

Hi, my name is ___ and I am calling from TLF Research on behalf of Livv Housing Group. We are conducting their tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measures, and this will be reported to the Regulator of Social Housing. This will also be published by your landlord 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?

- If yes, continue
- If no, booking if willing

Thank you. We follow the Market Research Society code of conduct and Data Legislation which means your answers are confidential and 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. In addition, the call may be recorded for quality and training purposes.

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

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

- 2. Has Livv Housing Group carried out a repair to your home in the last 12 months? [LCRA only]**
- Yes (Go to Q3)
 - No (Go to Q5)
- 3. How satisfied or dissatisfied are you with the overall repairs service from Livv Housing Group over the last 12 months? [TP02] [LCRA only]**
- 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] [LCRA only]**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
- 4b. Is this repair now complete?**
- Yes
 - No, still repair work that is outstanding.
- 4c [If still outstanding] Please describe what repairs are still needed.**
- 5. How satisfied or dissatisfied are you that Livv Housing Group provides a home that is well maintained? [TP04] [LCRA only]**
- 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

- If very dissatisfied – “Why would you say you are very dissatisfied that Livv Housing Group provides a home that is safe?”

I will check at the end if you are happy to have your name added to all your feedback. However, Livv Housing Group have asked us to pass on to them the details of anyone who is very dissatisfied with the safety of their home. 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?

- Yes, I agree for my name to be attached
- No, I would like to remain anonymous

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

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

8a. Are you aware of the different activities Livv Housing Group has in place for tenants to get involved and help shape the services you receive?

- Yes
- No
- 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 (Go to Q11)
 - No (Go to Q12)
- 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
- 11a. Can you briefly describe what your complaint is about?**
- 11b. 'How did you report your issue to Livv Housing Group?**
- Raised formal complaint
 - To contact centre
 - To Housing Advisor
 - To Repairs Operative
 - Via social media / website
 - Other
- 12. Do you live in a building with communal areas, either inside or outside, that Livv Housing Group is responsible for maintaining?**
- Yes (Go to Q15)
 - No (Go to Q16)
 - Don't know (Go to Q16)
- 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

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

15a. How would you rate the visibility and accessibility of your Housing Advisor within your local area?

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

15b. What one improvement would you like Livv Housing Group to make that would make the most difference to you?

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 (Go to Q24)
- No, I would like to remain anonymous (Go to close)

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

19. 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 supermarket vouchers.

Would you like 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.

Finally, if you have said you are not satisfied with any of Livv's services, would you like details of how you can make a complaint to Livv Housing Group? <https://livvhousinggroup.com/contact-us/compliments-complaints/> or call **0151 290 7000**.

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Livv Housing Group TSM Survey

2024-25

Quarter Four

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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

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

2. **Has Livv Housing Group carried out a repair to your home in the last 12 months?** [LCRA only]
 - Yes (Go to Q3)
 - No (Go to Q5)

3. **How satisfied or dissatisfied are you with the overall repairs service from Livv Housing Group over the last 12 months?** [TP02] [LCRA only]
 - 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] [LCRA only]
 - 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] [LCRA only]
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

Additional questions

- If very dissatisfied – “Why would you say you are very dissatisfied that Livv Housing Group provides a home that is well maintained?”
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

- If very dissatisfied – “Why would you say you are very dissatisfied that Livv Housing Group provides a home that is safe?”

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- Yes, I agree for my name to be attached
- No, I would like to remain anonymous

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

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

Additional questions

- If fairly or very dissatisfied – “Why would you say you aren't satisfied with how Livv keeps you updated on the things that matter to you?”

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

Additional questions

- If disagree or Strongly disagree probe – “Why would you say you aren't satisfied with how Livv treats you fairly and with respect?”

- 10. Have you made a complaint to Livv Housing Group in the last 12 months?**
- Yes (Go to Q11)
 - No (Go to Q12)
- 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
- 12. Do you live in a building with communal areas, either inside or outside, that Livv Housing Group is responsible for maintaining?**
- Yes (Go to Q15)
 - No (Go to Q16)
 - Don't know (Go to Q16)
- 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
- 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

Additional questions

- If very satisfied or fairly satisfied – “Why are you satisfied with Livv’s approach to handling anti-social behaviour?”
- If fairly or very dissatisfied – “How would you like Livv to handle anti-social behaviour?”

15a. How would you rate the visibility and accessibility of your Housing Advisor within your local area?

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

15b. What one improvement would you like Livv Housing Group to make that would make the most difference to you?

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 (Go to Q24)
- No, I would like to remain anonymous (Go to close)

For non-anonymous customers only

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- Yes
- No

19. 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 supermarket vouchers.

Would you like 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.

Finally, if you have said you are not satisfied with any of Livv's services, would you like details of how you can make a complaint to Livv Housing Group? [<https://livvhousinggroup.com/contact-us/compliments-complaints/> or call **0151 290 7000**].

Or would you like our telephone number or that of the Market Research Society to check our credibility or make comments regarding this interview or our website address to read more information about how we process your personal data? (TLF = **01484 599610** and MRS = **0800 975 9596**, Website= www.tlfresearch.com).

Web version

Finally, if you would like details on how you can make a complaint to Livv Housing Group you can visit their website <https://livvhousinggroup.com/contact-us/compliments-complaints/> or call **0151 290 7000**.

Or, if you would like to make any comments regarding this survey, please contact us on **01484 599610** or visit our website www.tlfresearch.com. If you would like to check our credibility you can contact the Market Research Society (MRS) on **0800 975 9596**.