

QR CODE

Tenant Satisfaction Survey

Your chance to have your say!

Your views are important to Lancaster City Council and this survey will help them to understand what you think about your home and the housing services Lancaster City Council provides, as well as what you would like them to do in the future.

The survey will be used to calculate the annual Tenant Satisfaction Measures (or TSMs) which will be published by Lancaster City Council and reported back to tenants as required by the Regulator of Social Housing. It should take around 10 minutes to complete the survey.

What you tell us will be strictly confidential. We will report your responses to Lancaster City Council without identifying you unless you give your permission at the end of the survey.

If you would prefer to complete the survey online, please go to:
www.starsurveys.co.uk/LCC and input your unique code which is [REFCODE].

If you have any difficulties in completing the survey, please call us on **01273 287114** or email **acuity@arap.co.uk**

Your Home and Overall Services

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lancaster City Council's Housing Service?

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

2 How satisfied or dissatisfied are you that Lancaster City Council provides a home that is well maintained?

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

3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Lancaster City Council provides a home that is safe?

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

Communal Areas

4 Do you live in a building with communal areas, either inside or outside, that Lancaster City Council is responsible for maintaining?

- Yes (Go to **5**)
- No (Go to **6**)
- Don't know (Go to **6**)

5 How satisfied or dissatisfied are you that Lancaster City Council keeps these communal areas clean and well maintained?

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

6 If you are not satisfied that either your home and/or communal areas are well maintained and safe, please explain why and what Lancaster City Council could improve.

9 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

10 Generally, how satisfied or dissatisfied are you with the way Lancaster City Council deals with repairs and maintenance?

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

11 If you are not satisfied with the repairs and maintenance service, please explain why and what Lancaster City Council could improve.

Repairs and Maintenance

7 Has Lancaster City Council carried out a repair to your home in the last 12 months?

- Yes (Go to **8**)
- No (Go to **10**)

8 How satisfied or dissatisfied are you with the overall repairs service from Lancaster City Council over the last 12 months?

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

Customer Service, Communications and Information

12 How satisfied or dissatisfied are you that Lancaster City Council's Housing Service 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

13 How satisfied or dissatisfied are you that Lancaster City Council's Housing Service 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

14 To what extent do you agree or disagree with the following "Lancaster City Council's Housing Service treats me fairly and with respect"?

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

15 How satisfied or dissatisfied are you that Lancaster City Council's Housing Service is easy to deal with?

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

16 If you do not find Lancaster City Council's Housing Service easy to deal with, please could you explain why.

Your Neighbourhood

17 How satisfied or dissatisfied are you that Lancaster City Council makes a positive contribution to your neighbourhood?

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

18 How satisfied or dissatisfied are you with Lancaster City Council's approach to handling anti-social behaviour?

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

19 If you are not satisfied with Lancaster City Council's approach to handling anti-social behaviour, please explain why and what could be done to improve this.

Making a Complaint

20 Have you made a complaint to Lancaster City Council's Housing Service in the last 12 months?

- Yes (Go to **21**)
- No (Go to **22**)

21 How satisfied or dissatisfied are you with Lancaster City Council Housing Service's approach to complaints handling?

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

Lancaster City Council

22 How likely would you be to recommend Lancaster City Council's Housing Service to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?

- 10 (extremely likely)
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1
- 0 (not at all likely)

23 What one thing could Lancaster City Council's Housing Service improve?

Permissions & Confidentiality

24 If you were contacted again in the future and asked to take part in another survey what is your preferred method for taking part?

- Telephone call
- Postal questionnaire
- Email with link to online survey
- Text with link to online survey
- Not sure

25 Lancaster City Council would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to Lancaster City Council?

- Yes (Go to **26**)
- No (End)

26 Are you happy for Lancaster City Council to contact you regarding any information you have provided in this survey?

- Yes
- No

Thank you for taking the time to complete this survey. Please return the questionnaire in the FREEPOST envelope provided (you do not need a stamp). Lancaster City Council will inform you about the results.

