

2023/24 LCHA Survey



Tenant Satisfaction Measures question set

- 1 TP01 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Coastline?
- 2 TP04 How satisfied or dissatisfied are you that Coastline provides a home that is well maintained?Thinking
- 3 TP05 about the condition of the property or building you live in, how satisfied or dissatisfied are you that Coastline provides a home that is safe?
- 4 Pre-qualifier Do you live in a building with communal areas, either inside or outside, that Coastline is responsible for maintaining?
- 5 TP10 How satisfied or dissatisfied are you that Coastline keeps these communal areas clean and well-maintained?
- 6 Free text If you don't consider that your home is well maintained or safe, please tell us why, and add any comments to suggest what Coastline can do to improve?
- 7 TP11 How satisfied or dissatisfied are you that Coastline makes a positive contribution to your neighbourhood?
- 8 TP12 How satisfied or dissatisfied are you with Coastline's approach to handling anti-social behaviour?
- 9 Pre-qualifier Has Coastline carried out a repair to your home in the last 12 months?
- 10 TP02 How satisfied or dissatisfied are you with the overall repairs service from Coastline over the last 12 months?
- 11 TP03 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
- 12 Free text If you are not satisfied with how Coastline deals with repairs and maintenance, please could you explain the reason why?

- 13 TP06 How satisfied or dissatisfied are you that Coastline listens to your views and acts upon them?
- 14 TP07 How satisfied or dissatisfied are you that Coastline keeps you informed about things that matter to you?
- 15 TP08 To what extent do you agree or disagree with the following `Coastline treats me fairly and with respect?
- 16 Probe If you are not satisfied that Coastline listens to your views and acts on them, that you are not being kept informed or are not treated fairly and with respect, please suggest what they can do to improve.
- 17 Bespoke How satisfied or dissatisfied are you that Coastline is easy to deal with?
- 18 Probe What does Coastline need to do differently to make us easy to deal with?
- 19 Pre-qualifier Have you made a complaint to Coastline in the last 12 months?
- 20 TP09 How satisfied or dissatisfied are you with Coastline's approach to complaints handling?
- 21 Bespoke How likely would you be to recommend Coastline to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?
- 22 Free text If Coastline could do ONE thing to improve its services, what would you like it to be?
- 23 Bespoke How concerned are you about the cost of living crisis for you or your household?
- 24 Bespoke Does your home currently suffer from any damp or mould issues? (If you tick Yes we will pass on your name and address to Coastline)
- 25 Bespoke If you were contacted again in the future and asked to take part in another survey, what is your preferred method for taking part?
- P1 The results of this survey are confidential. However, would you be happy for us to give all of your details to Coastline with your name attached so that they have better information to help them improve services?
- P2 Would you be happy for Coastline to contact you to follow up any of the comments or issues you have raised?