

# Leaseholder Satisfaction Survey Report 2008

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## Document Information

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<b>Scope of Document</b>	Covers why, how and when the satisfaction survey was completed and a comprehensive analysis of the results.	
<b>Objective</b>	A report to highlight where BCH are not providing the level of service that Leaseholders expect.	
<b>Who needs to know?</b>	SMT, Central Services Manager and Leaseholders.	
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## **Introduction**

In the summer of 2007 all Leaseholders and Tenants of Blackpool Council were asked by Blackpool Coastal Housing (BCH) to complete a Residents Profile questionnaire and this information has been used to update our records so that we can provide a service more focused on the individual needs of our customers.

In order to ensure BCH is satisfying the specific requirements and aspirations of Leaseholders a sample number of leaseholders were asked in November 2007 for help in designing a Satisfaction Survey. This Satisfaction Survey was agreed by a cross section of Leaseholders and all Leaseholders were invited to take part. The Survey has been split into 5 sections, About You; About your Neighbourhood and block of flats; Customer Service; Paying your Leasehold Service Charge Invoices; and the Gas Safety Scheme. All of the information was treated as completely confidential and the answers have been grouped together so that it is not possible to identify individual answers.

The results contained within this report will be used to help BCH focus on those areas of the service that need to be improved.

## Summary

Out of the **405** Satisfaction Surveys that were sent out to Leaseholders **95** were completed and returned. This is a response rate of **23.5%**. There were the most replies from the Queens Park area (**48**), but this is to be expected because over half (**219**) of Leaseholders live there. The best response rate was from the Grange Park area of **35.9%**.

### Section 1 About You

There are more Sole name female leases (**47.4%**) than any other, and over half of these are in the age category 60+. This is to be as expected because there are more Leaseholders in the 60+ (**60.6%**) category than any other. There are **43** Leaseholders who have had their lease for over 10 years and all but one of these bought under Right To Buy. This means that out of the **57** Leaseholders that bought under Right To Buy **73.7%** of them did so over 10 years age. Most Leaseholders were either very or quite satisfied (**68.1%**) with the way Blackpool Council supplied information to them when they bought their lease. This was very similar to the way Blackpool Council informed Leaseholders of their Rights and Obligations (**68.5%**). There were some dissatisfied leaseholders around Blackpool Council supplying information and the main comments were around the theme of lack of information.

### Section 2 About Your Neighbourhood and Block of Flats

All the questions in this section were around services that are supplied by BCH and were replied to by asking around satisfaction criteria.

The Standard of Cleaning that BCH delivers was split quite evenly between those Leaseholders that were very or quite satisfied (**35.9%**), neither satisfied nor dissatisfied (**32.1%**) and either quite or very dissatisfied (**32.1%**) with the service. The main comments that arose from the dissatisfied Leaseholders were around the themes of rubbish not been dealt with effectively and communal areas not being cleaned. There were more dissatisfied comments from the Queens Park area (14), but when done as a percentage of all Leaseholders Mereside (**30.0%**) rated worse. The age category that was most dissatisfied were the 60 and over's.

The Grounds Maintenance Service scored highly with over half of Leaseholders rating the service as satisfactory (**54.7%**) compared to a **22.7%** rating of dissatisfactory. The main comments that arose from dissatisfied Leaseholders were around the theme of grass not being cleaned away after it was mowed. Again there were more dissatisfied comments from the Queens Park area (**8**), but when done as a percentage of all Leaseholders Mereside (**30.4%**) rated worse. The age category that was most dissatisfied was the 45 – 59's.

The day to day repairs service had a **60%** rating of satisfactory and a **21.6 %** rating of dissatisfactory. The main comments that arose were around the theme of the response time of repairs. Queens Park had the most dissatisfied comments (**8**), but again when done as a percentage of all Leaseholders Mereside (**17.4%**) rated worse. Again the age category that was most dissatisfied was the 45 – 59's.

The satisfaction with SS20 Major Works Information supplied by BCH got less than a **50%** response rate. The main rating was that Leaseholders were neither satisfied nor dissatisfied (**38.1%**) with this service. There were **6** comments from dissatisfied Leaseholders all of a differing nature. Nobody from Mereside answered this question, and the age category most dissatisfied were the 45 – 59's.

The satisfaction with the SS20 Major Works Standard got less than a **35%** response rate, so all results should be read with caution. The main rating was that Leaseholders were neither satisfied nor dissatisfied (**41.9%**) with this service. There were **4** comments from dissatisfied Leaseholders all of a differing nature. Nobody from Mereside answered this question, and the age categories all had 1 dissatisfied Leaseholder.

### **Section 3 Customer Service**

Nearly all Leaseholders were satisfied with the Leaseholder Newsletter (**82.7%**) and the Leaseholder Handbook (**81.6%**). There was only one Leaseholder that was dissatisfied with these two services.

**52%** of Leaseholders answered the satisfaction question about the BCH web site. There was very little dissatisfaction (**6.1%**) but a lot of comments were received. The main comment was around Leaseholders not having a computer (**60.9%**), so it is difficult to rate this service. Of the Leaseholders who did answer the question **51.0%** were satisfied with the service.

Satisfaction with customer service was rated at **59.3%** and only **10.5%** of Leaseholders were dissatisfied. There were **9** comments received all of a different nature.

**71.3%** of Leaseholders hadn't attended a conference. This was mainly down to the fact that they had work commitments (**38.0%**) or a lack of free time (**22.0%**). **89.9%** of Leaseholders were not members of any Tenant & Resident Group and again this was down to the fact that they had work commitments (**30.0%**) or a lack of free time (**22.5%**).

### **Section 4 Paying Your Leaseholder Service Charge Invoices**

More Leaseholders pay their service charges invoices in full on demand (**54.2%**) than by payment arrangement (**45.8%**). The most popular payment method is by direct debit by all age categories. The older age categories use cash and cheque payments over 4 times more than the 25 – 44's.

There are more satisfied (**44.8%**) Leaseholders that service charges are fair and reasonable than dissatisfied (**36.8%**). The main reasons for dissatisfaction with service charges are that they are too expensive (**39.3%**) and that they are paying for services that they are not using (**25.0%**). There were more dissatisfied comments from Queens Park (**11**), but when done as a percentage of all Leaseholders Mereside (**39.1%**) rated worse. The age group most dissatisfied with service charges were the 45 – 59's (**41.7%**).

### **Section 5 Gas Safety Scheme**

Most Leaseholders were neither satisfied nor dissatisfied (**60.2%**) with the Gas Safety Scheme. There were **10.8%** dissatisfied with this service. Of the 10 people who were dissatisfied **9** recorded comments. The main comment was that they had not heard of the scheme. The most comments came from the Queens Park area (**7**) and when done as an overall percentage of all Leaseholders (**14.6%**) it still rated worse. The age group most dissatisfied with the Gas safety scheme were the 25 – 44's (**18.2%**).

## Results

### Section 1 About You

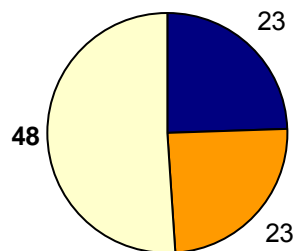
#### Where do you Live?

Area	Total Number of Properties
Grange Park	64
Mereside	122
Queens Park	219
Grand Total	405

Area	Replies	As a Percentage of Total
Grange Park	23	<b>35.9</b>
Mereside	23	18.9
Queens Park	<b>48</b>	21.9

Response	Count
Answered	94
Skipped	1

Responses from Area



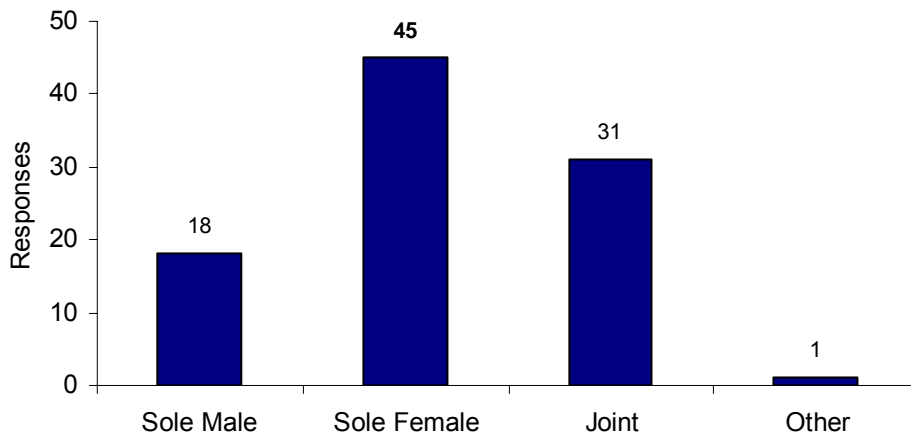
■ Grange Park ■ Mereside □ Queens Park

#### Q1.1 Is the Lease in sole or joint names?

Lease Name	Percentage
Sole Male	18.9
Sole Female	<b>47.4</b>
Joint	32.6
Other	1.1

Response	Count
Answered	95
Skipped	0

### Sole or Joint Names on Lease

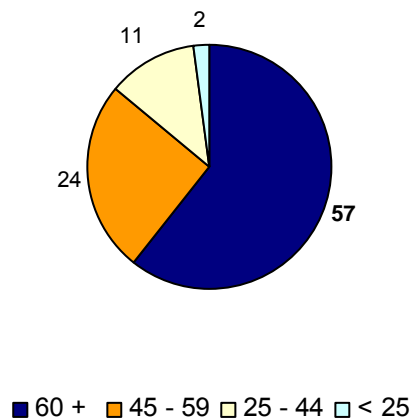


### Q1.2 What are the ages of the Leaseholder(s)?

Age Range	Percentage
60+ years	60.6
45 – 59	25.5
25 – 44	11.7
<25	2.1

Response	Count
Answered	94
Skipped	1

### The Age of Leaseholders

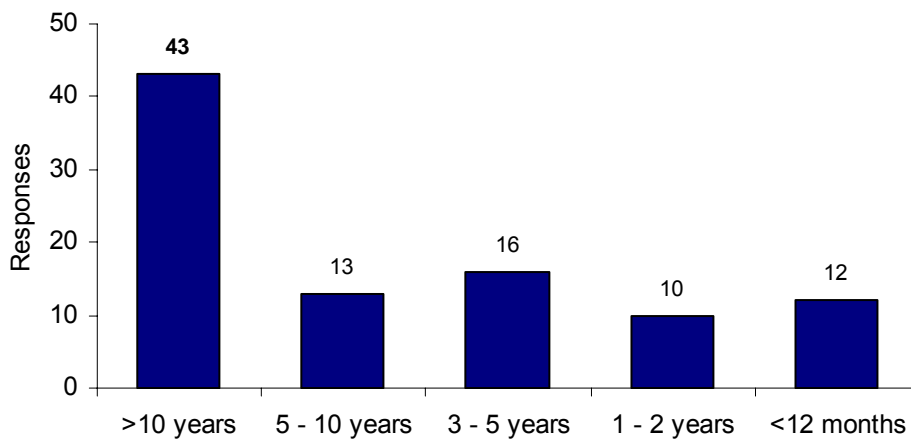


**Q1.3 How long have you been a Leaseholder?**

Range	Percentage
>10 years	<b>45.7</b>
5 – 10 years	13.8
3 – 5 years	17.0
1 – 2 years	10.6
<12 months	12.8

Response	Count
Answered	94
Skipped	1

How long have you been a Leaseholder

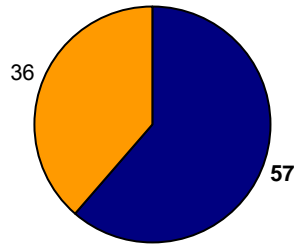


**Q1.4 Did you buy under Right to Buy?**

Right to Buy	Percentage
Yes	<b>61.3</b>
No	38.7

Response	Count
Answered	93
Skipped	2

### Did you Buy Under Right to Buy



■ Yes ■ No

#### Comments

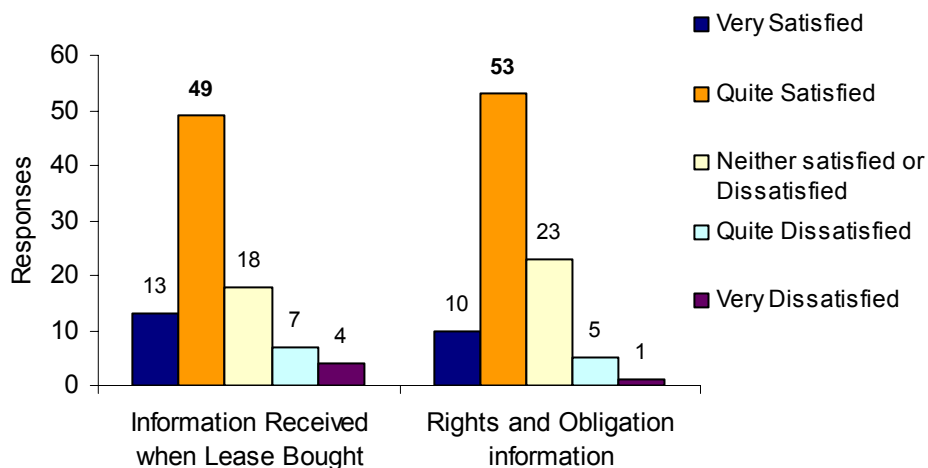
Not sure what this means.

**Q1.5 & 1.6** How satisfied are you that you have been informed of your Rights and Obligations as a Leaseholder of Blackpool Borough Council and with the information you received when you bought the lease?

Question	V Satisfied	Q Satisfied	Neither	Q Dissatisfied	V Dissatisfied
Information Received When Lease Bought	14.3%	53.8%	19.8%	7.7%	4.4%
Rights and Obligation Information	10.9%	57.6%	25.0%	5.4%	1.1%

Question	Answered	Skipped
Information Received When Lease Bought	91	4
Rights and Obligation Information	92	3

### How Satisfied are you with Information you have Received



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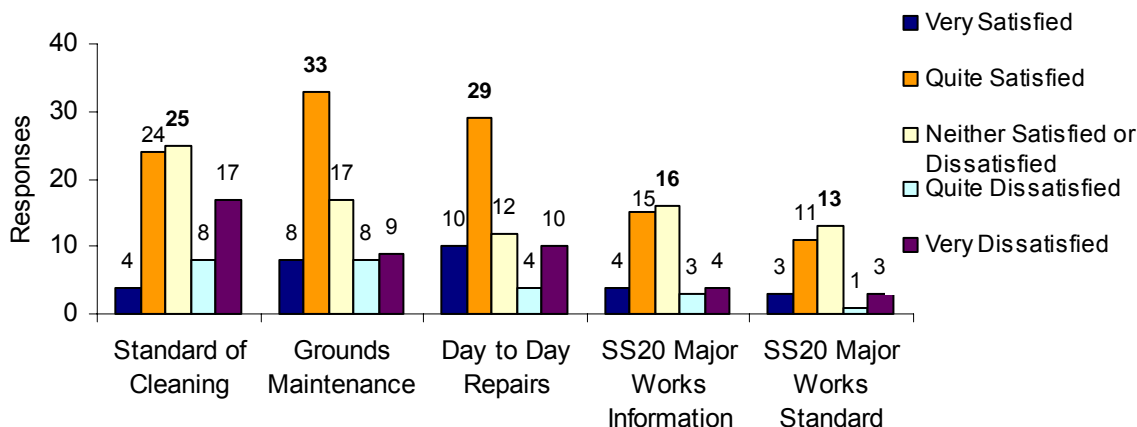
<b>Dissatisfied with Information When Lease Bought</b>	<b>Count</b>
Lack of information	7
Lease was difficult to understand	3
Other	2
<b>Dissatisfied with Rights and Obligation Information</b>	
Have always been unable to get a prompt response for reporting repairs under the agreement. See attached sheet on original survey form.	
Blanket' letters appear to go out to all leaseholders not selective i.e. elected maintenance contract. Did this need to be sent to myself as the 'house' is '2 flats'-no comment lighting?	
Blanket' letters appear to go out to all leaseholders not selective i.e. elected maintenance contract. Did this need to be sent to myself as the 'house' is '2 flats'-no comment lighting?	
Not clear as to what rights I have.	
Office doesn't listen to lease holders.	

## Section 2 About Your Neighbourhood and Block of Flats

Question	V Satisfied	Q Satisfied	Neither	Q Dissatisfied	V Dissatisfied
Standard of Cleaning	5.1%	30.8%	<b>32.1%</b>	10.3%	21.8%
Grounds Maintenance	10.7%	<b>44.0%</b>	22.7%	10.7%	12.0%
Day to day Repairs	15.4%	<b>44.6%</b>	18.5%	6.2%	15.4%
SS20 Major Works Information	9.5%	35.7%	<b>38.1%</b>	7.1%	9.5%
SS20 Major Works Standard	9.7%	35.5%	<b>41.9%</b>	3.2%	9.7%

Question	Answered	Skipped
Standard of Cleaning	78	17
Grounds Maintenance	75	20
Day to Day Repairs	65	30
SS20 Major Works Information	42	53
SS20 Major Works Standard	31	64

How Satisfied are you with Services that we Provide for your Neighbourhood or Block of Flats



Dissatisfied with the Standard of Cleaning	Count
<b>Rubbish issues including dustbin houses</b>	<b>8</b>
Communal areas	6
Outside areas including paths, grass issues and dog fouling	5
Frequency of cleaning	4
Other	4
Dissatisfied with Grounds Maintenance	Count
<b>No ground maintenance, only grass gets cut</b>	<b>6</b>
Badly maintained grass areas	4
No removal of grass after mowing	3
Too expensive for service being provided	2
Other	2

Dissatisfied with the Day to Day Repairs	Count
<b>Response time</b>	<b>8</b>
Repairs not fixed properly	3
Not enough information	2
Other	1
<b>Dissatisfied with SS20 Major Works Information</b>	
Much of the document sent out could just as well have been written in Swahili. No prizes from the Plain English Campaign for this.	
Told after it was started.	
I would like to know just what work is to be done. It's too general? I would like it to be clear and to know just what work is to be carried out.	
Messed about from pillar to post. Then informed the firm had gone bust, back to square one.	
I have never received any correspondence from you ever!	
Large 2 years, large expensive jobs, which are decided whether you want them done or not.	
<b>Dissatisfied with the SS20 Major Works Standard</b>	
I gave Hanover the contractors a key for an outside door, they lost the key. The first I heard about it was when they were knocking the door down. I asked them if they wanted a key to open it.	
No major works done in the last 10 years or so, pitched roofs were put on the flat roofs about 15 years or so ago, but my tiles blow off every year, as I am at the side of Charles Court and the winds spiral off the tower block.	
Not had any done, only what I have paid for myself, which is thousands of pounds. Please advise.	
No pride in the work and failed to clean up.	

### Breakdown of dissatisfied clients

<b>Dissatisfied with Standard of Cleaning</b>			
Age	Count	Percentage Dissatisfied	Percentage of age group
60+	19	76.0	33.3
45 – 59	5	20.0	20.1
25 – 44	1	4.0	9.1
Not classified	0	0.0	0.0
Area	Count	Percentage Dissatisfied	Percentage of area
Mereside	7	28.0	30.0
Queens Park	14	56.0	29.2
Grange Park	4	16.0	17.0
<b>Dissatisfied with Grounds Maintenance</b>			
Age	Count	Percentage Dissatisfied	Percentage of age group
60+	8	47.1	14.0
45 – 59	5	29.4	20.8
25 – 44	2	11.8	18.2
Not classified	2	11.8	66.7
Area	Count	Percentage Dissatisfied	Percentage of area
Mereside	7	41.2	30.4
Queens Park	8	47.1	16.7
Grange Park	2	11.8	8.7

<b>Dissatisfied with Day to day Repairs</b>			
<b>Age</b>	<b>Count</b>	<b>Percentage Dissatisfied</b>	<b>Percentage of age group</b>
<b>60+</b>	7	<b>50.0</b>	12.3
<b>45 – 59</b>	4	28.6	16.7
<b>25 – 44</b>	1	7.1	9.1
<b>Not classified</b>	2	14.3	<b>66.7</b>
<b>Area</b>	<b>Count</b>	<b>Percentage Dissatisfied</b>	<b>Percentage of area</b>
<b>Mereside</b>	4	28.6	<b>17.4</b>
<b>Queens Park</b>	8	<b>57.1</b>	16.7
<b>Grange Park</b>	2	14.3	8.7
<b>Dissatisfied with SS20 Major Works Information</b>			
<b>Age</b>	<b>Count</b>	<b>Percentage Dissatisfied</b>	<b>Percentage of age group</b>
<b>60+</b>	2	33.3	3.5
<b>45 – 59</b>	3	<b>50.0</b>	<b>12.5</b>
<b>25 – 44</b>	1	16.7	9.1
<b>Not classified</b>	0	0.0	0.0
<b>Area</b>	<b>Count</b>	<b>Percentage Dissatisfied</b>	<b>Percentage of area</b>
<b>Mereside</b>	0	0.0	0.0
<b>Queens Park</b>	3	<b>50.0</b>	<b>13.0</b>
<b>Grange Park</b>	3	<b>50.0</b>	<b>13.0</b>
<b>Dissatisfied with SS20 Major Works Standard</b>			
<b>Age</b>	<b>Count</b>	<b>Percentage Dissatisfied</b>	<b>Percentage of age group</b>
<b>60+</b>	1	<b>25.0</b>	1.8
<b>45 – 59</b>	1	<b>25.0</b>	4.2
<b>25 – 44</b>	1	<b>25.0</b>	9.1
<b>Not classified</b>	1	<b>25.0</b>	<b>33.3</b>
<b>Area</b>	<b>Count</b>	<b>Percentage Dissatisfied</b>	<b>Percentage of area</b>
<b>Mereside</b>	0	0.0	0.0
<b>Queens Park</b>	3	<b>75.0</b>	<b>6.3</b>
<b>Grange Park</b>	1	25.0	4.3

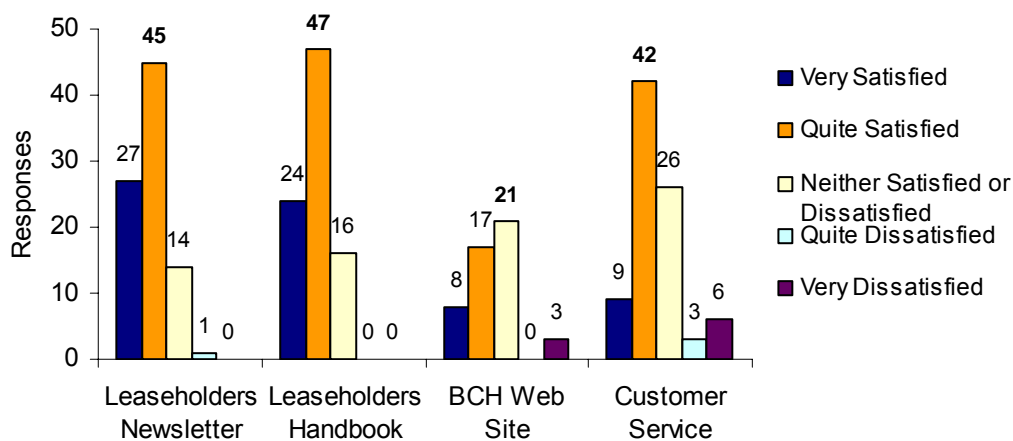
### Section 3 Customer Service

**Q3.1 – 3.2** How Satisfied are you with Customer Service, the Leaseholder Handbook, the BCH website and the Leaseholder Newsletter, which is sent out twice a year?  
**Q3.5 – 3.6**

Question	V Satisfied	Q Satisfied	Neither	Q Dissatisfied	V Dissatisfied
Newsletter	31.0%	<b>51.7%</b>	16.1%	1.1%	0.0%
Handbook	27.6%	<b>54.0%</b>	18.4%	0.0%	0.0%
Web site	16.3%	34.7%	<b>42.9%</b>	0.0%	6.1%
Customer Service	10.5%	<b>48.8%</b>	30.2%	3.5%	7.0%

Question	Answered	Skipped
Newsletter	87	8
Leaseholders Handbook	87	8
BCH web site	49	46
Customer Service	86	9

How Satisfied are you with Customer Information and Service



Comments about the Leaseholders Newsletter	
Waste of money, because a notice could be posted on notice boards at centre or housing offices.	
Not received one as yet.	
Comments about the Leaseholders Handbook	
No Comments.	
Comments about the BCH Web Site	Count
Don't have a computer	14
Never used it	5
N/a	4

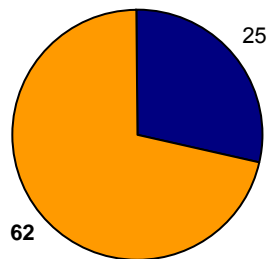
Comments about Customer Service
Am still waiting to have front of property upgraded. See sheet attached on original survey form.
They make their mind up before asking questions.
Although the jobs are reported, you still have to phone again to get them done.
They seem to hold it against you if you do not agree to what they do or say. Things seem to have gotten worse since the Almo took over.
I have written emails & never received any reply, but apart from that I'm very satisfied.
Because BCH are happy to help Blackpool Council continue being 'opaque' about service charges to leaseholders.
Could be better.
The area has been very neglected.
More interested in council tenants.

### Q3.3 Have you attended any of the Leaseholder Conferences?

Attended	Percentage
Yes	28.7
<b>No</b>	<b>71.3</b>

Response	Count
Answered	87
Skipped	8

What Percentage of Leaseholders Have Attended a Conference



■ Yes ■ No

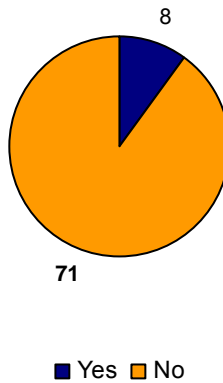
Reasons for Not Attending a Conference	Count
<b>Work Commitments</b>	<b>19</b>
Lack of Free time	11
Inconvenient	6
Disability	7
Attitude of Council	4
Other	3

**Q3.4 Are you a member of any Tenant & Resident Group?**

Member	Percentage
Yes	10.1
<b>No</b>	<b>89.9</b>

Response	Count
Answered	79
Skipped	16

Percentage of Leaseholders Who Are a Member of a Tenant & Resident Group



Reasons for Not Being a Member	Count
<b>Work Commitments</b>	<b>12</b>
Lack of Free time	9
Lack of Information	8
They Don't Deliver	6
Other - 5	5

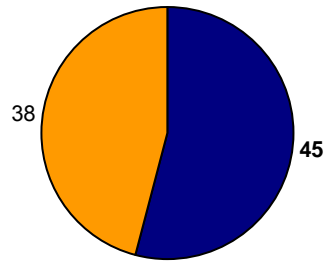
## Section 4 Paying Your Leasehold Service Charge Invoices

### Q4.1 How do you pay your Leasehold Service Charge Invoices?

Pay Method	Percentage
In full on Demand	54.2
Payment Arrangement	45.8

Response	Count
Answered	83
Skipped	12

How Leaseholders Pay Their Service Charge Invoices



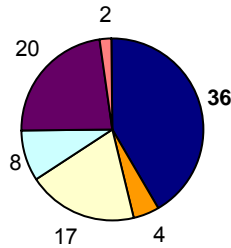
■ In full on demand ■ Payment arrangement

### Q4.2 Which payment method do you use?

Payment Method	Percentage
Direct Debit	40.7
Standing Order	4.7
Cheque	19.8
Phone Payment	9.3
Cash at Customer First	23.3
On-line via the council or BCH web site	2.3

Response	Count
Answered question	87
Skipped question	8

### What Payment Method Leaseholders Use



- Direct Debit
- Standing Order
- Cheque
- Phone Payment
- Cash at Customer First
- On-line via the council or BCH web site

Comments
No payment yet.

Breakdown of how age Categories pay.

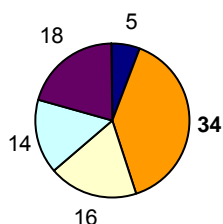
Age	60+	45 – 59	25 - 44
Direct Debit	<b>23 (40.4 %)</b>	<b>6 (25.0%)</b>	<b>5 (45.5%)</b>
Standing Order	3 (5.3%)	1 (4.2%)	0
Cheque	9 (15.8%)	<b>6 (25.0%)</b>	1 (9.1%)
Phone Payment	2 (3.5%)	0	1 (9.1%)
Cash	15 (26.3%)	5 (20.8%)	0
On-line	0	1 (4.2%)	0

#### Q4.3 How satisfied are you that the Leasehold Service Charges are fair and reasonable for the service you receive?

Question	V Satisfied	Q Satisfied	Neither	Q Dissatisfied	V Dissatisfied
Service Charges are fair	5.7%	<b>39.1%</b>	18.4%	16.1%	20.7%

Response	Count
Answered	87
Skipped	8

### Do Leaseholders Think that Service Charges Are Fair and Reasonable



- Very Satisfied
- Quite Satisfied
- Neither Satisfied or Dissatisfied
- Quite Dissatisfied
- Very Dissatisfied

Dissatisfied with Service Charges	Count
<b>Too expensive</b>	<b>11</b>
Pay for service that is not used	7
Services are poor	6
Other	4

Breakdown of dissatisfaction with service charges.

Dissatisfied with Service Charges			
Age	Count	Percentage Dissatisfied	Percentage of age group
60+	16	57.1	28.1
45 – 59	10	35.7	41.7
25 – 44	2	7.1	18.2
Not classified	0	0.0	0.0
Area	Count	Percentage Dissatisfied	Percentage of area
Mereside	9	32.1	39.1
Queens Park	11	39.3	22.9
Grange Park	8	28.6	34.8

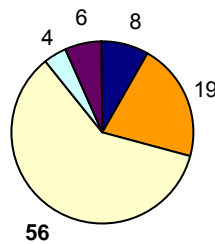
## Section 5 Gas Safety Scheme

### Q5.1 How satisfied are you with the Gas Safety Scheme that is available to Leaseholders?

Question	V Satisfied	Q Satisfied	Neither	Q Dissatisfied	V Dissatisfied
Gas Safety Scheme	8.6%	20.4%	<b>60.2%</b>	4.3%	6.5%

Response	Count
Answered	93
Skipped	2

How Satisfied are Leaseholders with the Gas Safety Scheme



- Very Satisfied
- Quite Satisfied
- Neither Satisfied or Dissatisfied
- Quite Dissatisfied
- Very Dissatisfied

Comments	Count
<b>Not heard of this scheme</b>	<b>5</b>
Other	4

Dissatisfied with Gas Safety Scheme			
Age	Count	Percentage Dissatisfied	Percentage of age group
60+	6	<b>66.7</b>	10.5
45 – 59	1	11.1	4.2
25 – 44	2	22.2	<b>18.2</b>
Not classified	0	0.0	0.0
Area	Count	Percentage Dissatisfied	Percentage of area
Mereside	2	22.2	8.7
Queens Park	7	<b>77.8</b>	<b>14.6</b>
Grange Park	0	0.0	0.0

For a full copy of the data from the Survey's please contact Maureen Olley on 477906 or [maureen.olley@bch.co.uk](mailto:maureen.olley@bch.co.uk)

## Appendix A

### Satisfaction Survey

If you have any other answer to the questions asked or wish to make a comment please do so these will be taken into consideration when analysing the replies.

Please tick ✓ your answer

#### Section 1 – About you

##### Q1.1 Is the Lease in sole or joint names?

Sole Name

If sole are you:

Male

Female

Joint Names

Other

##### Q1.2 What are the ages of the Leaseholder(s)?

60 years+

45 – 59 years

25 – 44 years

##### Q1.3 How long have you been a Leaseholder?

Less than 12months

More than 1 year less than 3 years

More than 3 years less than 5 years

More than 5 years less than 10 years

More than 10 years

##### Q1.4 Did you buy under Right to Buy?

Yes

No

##### Q1.5 How satisfied were you with the information you received when you bought the lease?

Very satisfied

Quite satisfied

Neither satisfied nor dissatisfied

Quite dissatisfied - Why?

Very dissatisfied - Why?

##### Q1.6 How satisfied are you that you have been informed of your Rights and Obligations as a Leaseholder of Blackpool Borough Council?

Very satisfied

Quite satisfied

Neither satisfied nor dissatisfied

Quite dissatisfied - Why?

Very dissatisfied - Why?

## **Section 2 – About your neighbourhood and block of flats**

### **Q2.1 How satisfied are you with the standard of cleaning?**

Very satisfied  
Quite satisfied  
Neither satisfied nor dissatisfied  
Quite dissatisfied - Why?  
Very dissatisfied - Why?

### **Q2.2 How satisfied are you with the Grounds Maintenance?**

Very satisfied  
Quite satisfied  
Neither satisfied nor dissatisfied  
Quite dissatisfied - Why?  
Very dissatisfied - Why?

### **Q2.3 If you have reported a repair to your flat or the block were you satisfied with the responsive (day to day) repairs service?**

Very satisfied  
Quite satisfied  
Neither satisfied nor dissatisfied  
Quite dissatisfied - Why?  
Very dissatisfied - Why?

### **Q2.4 If your home has been included in a major improvement programme were you satisfied with the information you received (Section 20 Notice of Intention)?**

Very satisfied  
Quite satisfied  
Neither satisfied nor dissatisfied  
Quite dissatisfied - Why?  
Very dissatisfied - Why?

### **Q2.5 If your home has had major improvement works were you satisfied with the work?**

Very satisfied  
Quite satisfied  
Neither satisfied nor dissatisfied  
Quite dissatisfied - Why?  
Very dissatisfied - Why?

## **Section 3 - Customer Service**

### **Q3.1 How satisfied are you with the Leaseholders Newsletter, which is sent out twice a year?**

Very satisfied  
Quite satisfied  
Neither satisfied nor dissatisfied  
Quite dissatisfied - Why?  
Very dissatisfied - Why?

**Q3.2 How satisfied are you with the Leaseholders Handbook?**

Very satisfied  
Quite satisfied  
Neither satisfied nor dissatisfied  
Quite dissatisfied - Why?  
Very dissatisfied - Why?

**Q3.3 Have you attended any of the Leaseholder Conferences?**

Yes  
No – Why?

**Q3.4 Are you a member of any Tenant & Resident group?**

Yes  
No – Why?

**Q3.5 How satisfied are you with the information available on the Blackpool Coastal Housing web site, [www.bch.co.uk](http://www.bch.co.uk)?**

Very satisfied  
Quite satisfied  
Neither satisfied nor dissatisfied  
Quite dissatisfied - Why?  
Very dissatisfied - Why?

**Q3.6 How satisfied are you with the customer service Blackpool Coastal Housing provides to Leaseholders?**

Very satisfied  
Quite satisfied  
Neither satisfied nor dissatisfied  
Quite dissatisfied - Why?  
Very dissatisfied - Why?

**Section 4 - Paying your Leasehold Service Charge Invoices**

**Q4.1 How do you pay your Leasehold Service Charge Invoices?**

In full on demand  
Payment arrangement

**Q4.2 Which Payment method do you use?**

Direct Debit  
Standing Order  
Cheque  
Phone payment (Debit or Credit Card)  
In person at Customer First  
On line via the Council or BCH web site

End users using hard copies of this document are responsible for ensuring that their copy is up to date.

**Q4.3 How satisfied are you that the Leasehold Service Charges are fair and reasonable for the service you receive?**

Very satisfied  
Quite satisfied  
Neither satisfied nor dissatisfied  
Quite dissatisfied - Why?  
Very dissatisfied - Why?

**Section 5 – Gas Safety Scheme**

**Q5.1 How satisfied are you with the Gas Safety Scheme that is available to Leaseholders?**

Very satisfied  
Quite satisfied  
Neither satisfied nor dissatisfied  
Quite dissatisfied - Why?  
Very dissatisfied - Why?

**Contacting You**

You can complete this survey anonymously, however if you would like Blackpool Coastal Housing to reply to you about any specific concern or query please supply your name and address:

Name:

Address:

Postcode:

Phone no:

Email:

**Do you need us to contact you in any of the following ways?**

Large Print

Braille

Email (please supply your email address)

Please let Blackpool Coastal Housing know of any other communication need you may have.