



Tenant Satisfaction Measures Survey 2024/25

All responses are strictly confidential. Research findings will only be shared with relevant parties and will be used in line with GDPR regulations (data protection legislation).

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Blackpool Coastal Housing? *Please tick one box only.*

- | | | |
|-------------------------------------------|-------------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | | <input type="checkbox"/> Very dissatisfied |

Q2 Has Blackpool Coastal Housing carried out a repair to your home in the last 12 months? *Please tick one box only.*

- | | |
|-------------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Yes (Go to question 3) | <input type="checkbox"/> No (Go to question 6) |
|-------------------------------------------------|------------------------------------------------|

Q3 If 'Yes', how satisfied or dissatisfied are you with the overall repairs service from Blackpool Coastal Housing over the last 12 months? *Please tick one box only.*

- | | | |
|-------------------------------------------|-------------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | | <input type="checkbox"/> Very dissatisfied |

Q4 Has Blackpool Coastal Housing carried out a repair to your home in the last 12 months? *Please tick one box only.*

- | | |
|-------------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Yes (Go to question 5) | <input type="checkbox"/> No (Go to question 6) |
|-------------------------------------------------|------------------------------------------------|

Q5 If 'Yes', how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? *Please tick one box only.*

- | | | |
|-------------------------------------------|-------------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | | <input type="checkbox"/> Very dissatisfied |

Q6 How satisfied or dissatisfied are you that Blackpool Coastal Housing provides a home that is well maintained? *Please tick one box only.*

- | | | |
|-------------------------------------------|-------------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | | <input type="checkbox"/> Very dissatisfied |

Q7 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Blackpool Coastal Housing provides a home that is safe? *Please tick one box only.*

- | | | |
|-------------------------------------------|-------------------------------------------------------------|-----------------------------------------------------|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Fairly dissatisfied | <input type="checkbox"/> Not applicable/ don't know |

Q8 How satisfied or dissatisfied are you that Blackpool Coastal Housing listens to your views and acts upon them? *Please tick one box only.*

- | | | |
|-------------------------------------------|-------------------------------------------------------------|-----------------------------------------------------|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Fairly dissatisfied | <input type="checkbox"/> Not applicable/ don't know |

Q9 How satisfied or dissatisfied are you that Blackpool Coastal Housing keeps you informed about things that matter to you? *Please tick one box only.*

- Very satisfied
 Fairly satisfied

- Neither satisfied nor
dissatisfied
 Fairly dissatisfied

- Very dissatisfied
 Not applicable/ don't
know

Q10 To what extent do you agree or disagree with the following statement; "Blackpool Coastal Housing treats me fairly and with respect" *Please tick one box only.*

- Very satisfied
 Fairly satisfied

- Neither satisfied nor
dissatisfied
 Fairly dissatisfied

- Very dissatisfied
 Not applicable/ don't
know

Q11 Have you made a complaint to Blackpool Coastal Housing in the last 12 months? *Please tick one box only.*

- Yes (Go to question 12) No (Go to question 13)

Q12 If 'Yes', how satisfied or dissatisfied are you with Blackpool Coastal Housing's approach to complaints handling? *Please tick one box only.*

- Very satisfied
 Fairly satisfied

- Neither satisfied nor
dissatisfied

- Fairly dissatisfied
 Very dissatisfied

Q13 Do you live in a building with communal areas, either inside or outside, that Blackpool Coastal Housing is responsible for maintaining? *Please tick one box only.*

- Yes (Go to question 14) No (Go to question 15) Don't know (Go to
question 15)

Q14 If yes, how satisfied or dissatisfied are you that Blackpool Coastal Housing keeps these communal areas clean and well maintained? *Please tick one box only.*

- Very satisfied
 Fairly satisfied

- Neither satisfied nor
dissatisfied

- Fairly dissatisfied
 Very dissatisfied

Q15 How satisfied or dissatisfied are you that Blackpool Coastal Housing makes a positive contribution to your neighbourhood? *Please tick one box only.*

- Very satisfied
 Fairly satisfied

- Neither satisfied nor
dissatisfied
 Fairly dissatisfied

- Very dissatisfied
 Not applicable/ don't
know

Q16 How satisfied or dissatisfied are you with Blackpool Coastal Housing's approach to handling anti-social behaviour? *Please tick one box only.*

- Very satisfied
 Fairly satisfied

- Neither satisfied nor
dissatisfied
 Fairly dissatisfied

- Very dissatisfied
 Not applicable/ don't
know

Q17 Would you like to be entered into a free prize draw to be in with a chance of winning a shopping voucher? *Please tick one box only.*

- Yes No

If 'Yes', please share your email address or contact number so that we can notify you if you're the winner.

Thank you for completing this survey. Please return your response in the free-reply paid envelope.