

Tenant Satisfaction Survey

No:

If you would like to be included in our prize draw to win a £50 Love2Shop voucher please fill in your contact details below. If you don't want to be included in the prize draw, just leave this section blank.

Prize Draw

Name:

Tel:

Email:

Any information you provide in this survey will be used for the purposes of the consultation. If you choose to participate in the prize draw, we will use the details you provide to contact you if you win. Data collected for participation in the prize draw won't be shared with anyone else or used for any other purpose. For contact details of our data protection officer, further information about how we use your data, or information about your data protection rights, please see www.chesterfield.gov.uk/privacy

Overall

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Chesterfield Borough Council (CBC) Housing Service?

☐ Very satisfied
 ☐ Fairly satisfied
 ☐ Neither satisfied nor dissatisfied
 ☐ Fairly dissatisfied
 ☐ Very dissatisfied

Condition of your home and Health and Safety

2. How satisfied or dissatisfied are you that CBC Housing Service 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 CBC Housing Service provides a home that is safe?

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

4. If you live in a block of flats, on a scale of 1-5, where 1 is totally disagree and 5 is totally agree, what score would you give the following:

	1	2	3	4	5
CBC Housing Service has given me information on building safety and what my responsibilities are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Repairs and maintenance

5. Has CBC Housing Service carried out a repair to your home in the last 12 months? ☐ Yes ☐ No (Go to Q10)
6. If yes, how satisfied or dissatisfied are you with the overall repairs service from CBC Housing Service over the last 12 months?
- ☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied
7. If yes, 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
8. If you had an appointment for this repair, was it kept? ☐ Yes ☐ No
9. Thinking about the last time you had repairs carried out, on a scale of 1-5, where 1 is very dissatisfied and 5 is very satisfied, what score would you give the following:
- | | 1 | 2 | 3 | 4 | 5 |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Being able to make an appointment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The overall quality of work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The repair being done 'right first time' | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Estates and communal areas

10. Do you live in a building with communal areas, either inside or outside, that CBC Housing Service is responsible for maintaining? ☐ Yes ☐ No ☐ Don't know
11. If yes, how satisfied or dissatisfied are you that CBC Housing Service keeps these communal areas clean and well maintained?
- ☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied
12. How satisfied or dissatisfied are you that CBC Housing Service makes a positive contribution to your neighbourhood?
- ☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied not dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable / don't know
13. On a scale of 1-5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the following:
- | | 1 | 2 | 3 | 4 | 5 |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The overall appearance of your neighbourhood | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The grounds maintenance, such as grass cutting in your area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- Please give further details:
-

14. To what extent are any of the following a problem in your neighbourhood?

	Major problem	Minor problem	Not a problem
Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling/dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please give further details:

Anti-Social Behaviour

15. How satisfied or dissatisfied are you with CBC Housing Service's approach to handling anti-social behaviour?

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

Complaints

16. Have you made a complaint to CBC Housing Service in the last 12 months?

- ☐ Yes ☐ No (Go to Q18)

17. If yes, how satisfied or dissatisfied are you with CBC Housing Service's approach to complaints handling?

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

Listening and engagement

18. How satisfied or dissatisfied are you that CBC 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

19. How satisfied or dissatisfied are you that CBC 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

20. To what extent do you agree or disagree with the following "CBC Housing Service treats me fairly and with respect"?

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

21. Have you contacted CBC Housing Service in the last 12 months?

- ☐ Yes ☐ No

22. If yes, on a scale of 1-5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied were you with the following:

	1	2	3	4	5
The ease of getting hold of the right person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ability of staff to deal with your query quickly and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. Please indicate how many people live in your property

	1	2	3	4	5 or more	N/A
Adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children (under 18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. What could CBC Housing Service do better?

About you

All the following questions are optional but answering them will help us to make sure we are providing fair services that meet the needs of all our communities.

What is your gender?

☐ Male ☐ Female ☐ Prefer not to say

Is your gender identity the same gender you were assigned at birth?

☐ Yes ☐ No ☐ Prefer not to say

How old are you?

☐ Under 18 years ☐ 35 to 44 years ☐ 65 to 74 years ☐ Prefer not to say
☐ 18 to 24 years ☐ 45 to 54 years ☐ 75 years and over
☐ 25 to 34 years ☐ 55 to 64 years

Do you consider yourself to have a disability?

☐ No ☐ Yes - affecting hearing ☐ Yes - a learning disability ☐ Other disability
☐ Yes - affecting mobility ☐ Yes - affecting vision ☐ Yes - affecting mental health ☐ Prefer not to say

What is your ethnicity?

☐ White British ☐ Black or Black British ☐ Mixed ethnic group ☐ Prefer not to say
☐ Other White background ☐ Asian or Asian British ☐ Other ethnic group

Thank you for taking the time to complete this survey. Please return in the envelope provided.