

Appx 1 b) Draft Tenant Satisfaction Survey (12/09/2012)

To be added: - Opt in for comments / data to be passed back to the Council

No	Question	Response options	Comments/suggestions
Core questions - these are standard questions to enable benchmarking. We cannot amend for this reason.			
Cor1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your social housing provider]?	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	
Cor2	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	
Cor3	How satisfied or dissatisfied are you with your neighbourhood as a place to live?	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	Add environment? – but could be interpreted differently by respondents
Cor4	How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	
Cor5	How satisfied or dissatisfied are you that your service charges provide value for money?	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	
Cor6	Generally, how satisfied or dissatisfied are you with the way [your social housing provider] deals with repairs and maintenance?	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	'your social housing provider' – Housing Services
Cor7	How satisfied or dissatisfied are you that [your social housing provider] listens to your views and acts upon them?	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	
General Services			
Gen3	How good or poor do you feel [your social housing provider] is at keeping you informed about things that might affect you as a tenant/ leaseholder?	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	
Gen6	How satisfied or dissatisfied are you with the way [your social housing provider] deals with the following?		
Gen6a	- Anti-social behaviour	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	
Gen6b	- Complaints		
Gen6c	- Your enquires generally		

Service Priorities			
Ser1	Which of the following services would you consider to be priorities? (please tick your top three only)	Please tick your top three	
Ser1a	- Keeping tenants informed		
Ser1b	The overall quality of your home		
Ser1c	Listening to tenant views and acting upon them		
Ser1d	Repairs and maintenance		
Ser1e	Dealing with anti-social behaviour		
Ser1f	Your neighbourhood as a place to live		Add environment? – but could be interpreted differently by respondents
Ser1g	Value for money for your rent (and service charges)		
Theme: advice and support			
Aas1	Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from [your social housing provider] with the following?		
Aas1a	- Claiming housing benefit, council tax benefit and other welfare benefits	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	amalgamate into 1 question – but these are different issues
Aas1b	- Managing your finances and paying rent and service charges		
Theme: contact and communication			
Cac1	Have you contacted [your social housing provider] in the last 12 months with a query? If YES, go to Q ? If NO, go to Q ?	Yes or no	Should we ask Access Harrow specific questions - discuss
Cac2a	Was getting hold of the right person easy or difficult?	Easy, difficult or neither	
Cac2b	Did you find the staff helpful or unhelpful?	Helpful, unhelpful or neither	
Cac3	If you have made contact with [your social housing provider] in the last 12 months, how satisfied or dissatisfied were you with the following? If you have not made contact in the last 12 months, go to Q ?		Reduced qs to focus on to 5 key areas: Have you contacted Query handled well Final outcome Staff helpful/ friendly Get hold of right person
Cac3a	- The ability of staff to deal with your query quickly and efficiently	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	
Cac3b	- The final outcome of your query		

Cac5	Which of the following methods of being kept informed and getting in touch with [your social housing provider] are you happy to use and would you like us to use?		Please tick all that apply		
			You to use	Us to use	
Cac5b	Telephone				
Cac5c	Text / SMS				
Cac5d	In writing				
Cac5e	Visit to the office				
Cac5f	Visit to your home by staff				
Cac5g	Open meetings				
Cac5h	Newsletter				
Cac5i	Other needs - please state eg language, Braille, large print				We need to be able to transfer info to our systems & then action
new	Website				
new	Email				Ask for email addresses if we can upload
new	Social media e.g. Facebook, Twitter				
new 6 7 8	Homing in is the quarterly housing magazine for tenants and leaseholders - Do you get it, Do you read it, How good is it at keeping you informed?				Suggested addl qs - to be developed
Theme: neighbourhood					Suggest add environment
Nei1	To what extent are any of the following a problem in your neighbourhood?				Discuss this section – it is hard to define neighbourhood; we cannot do much about many of the issues. Also parking & rubbish/ litter are always the top 2. Main use would be to geographically map the results.
Nei1a	Car parking	Rank top 3	Major, minor, or not a problem		
Nei1b	Rubbish or litter				
Nei1c	Noisy neighbours				
Nei1d	Dog fouling / nuisance				
Nei1f	Disruptive behaviour				
Nei1g	Racial or other harassment				
Nei1i	Vandalism and graffiti				
Nei1k	Drug use or dealing				
Nei1l	Abandoned or burnt out vehicles				
Theme: Responsive repairs					
Rep1	Have you had any repairs to your home in the last 12 months? If YES, go to Q ?				Need to identify whether repair was pre 1 July (Kier) or under new

			contracts
Rep2	Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?		NB cannot compare postal survey results directly with those arising from the regular Access Harrow phone survey of repairs
Rep2a	- Being told when workers would call	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	
Rep2b	- Being able to make an appointment		
Rep2e	- The attitude of workers		
Rep2f	- The overall quality of work		
Rep2g	- Keeping dirt and mess to minimum		
Rep2h	- The repair being completed in one visit		
New	- The contractor's attention to safety and security in your home		
Rep2j	- The repairs service you received on this occasion		
Rep3	- Did the contractor show proof of identity?	Yes or no	
Rep4	Was the repair appointment kept?	Yes or no	
Gen9	How satisfied or dissatisfied are you with gas servicing arrangements?	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	New – do we want to ask this??
Service Specific: Estate Services			
Est2	How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area?	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	Could add shrub maintenance, etc to the question/ or delete as not directly provided by Housing & already covered in estates services survey
Est3	How satisfied or dissatisfied are you with the following?		Add cleaning / maintenance (PL)
Est3a	- Cleaning internal communal areas (eg corridors, stair wells,)	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied Not applicable	Tie up with Leaseholders questions
Est3b	- Cleaning of External communal areas (eg play areas, bin areas, external lighting, litter clearing)		
new	- Maintenance of internal communal areas (e.g. lighting, door entry systems)		
Est4	How satisfied or dissatisfied are you with the overall estate services provided by [your social housing provider]?	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	

Equality Monitoring

Why do we monitor?

Harrow Council has a legal responsibility to promote and advance equality. To help us to do this, it is important that we have a good understanding of our communities, how our services are being accessed and who is using or would like to use our services. With up-to-date and accurate information we are able to:

- § Better understand our service users / residents and shape services to meet their specific needs
- § Identify and address any barriers / issues individuals may experience when accessing our services (including information about our services)
- § Ensure our policies and services are accessible to everyone who uses them

The information will also enable us to monitor our progress with regards to addressing inequality and allow our employees and service users see how we are performing on equality.

Data Protection – it is your choice whether you provide this information. Your replies will not be used in a way that identifies you. However they will help us to understand how community needs may vary and help us to make informed decisions on how we develop our services and target resources.

1 Age - What is your age group?

Under 16	<input type="text"/>	16 – 24 years	<input type="text"/>
25 – 44 years	<input type="text"/>	45 – 64 years	<input type="text"/>
65 & over	<input type="text"/>		

2 Disability – Are your day-to-day activities limited because of a health problem or disability which has lasted or is expected to last at least 12 months?

No	<input type="text"/>	Yes, affecting mobility	<input type="text"/>
Yes, affecting hearing	<input type="text"/>	Yes, affecting vision	<input type="text"/>
Yes, a learning disability	<input type="text"/>	Yes, mental ill-health	<input type="text"/>
Yes, another form of disability, please specify	<input type="text"/>		

3 Ethnic origin - What is your ethnic origin?

Asian or Asian British

Afghani	<input type="text"/>	Bangladeshi	<input type="text"/>
Chinese	<input type="text"/>	Indian	<input type="text"/>
Pakistani	<input type="text"/>	Sri Lankan	<input type="text"/>
Any other Asian background – please specify	<input type="text"/>		

Black or Black British

African	<input type="text"/>	Caribbean	<input type="text"/>
Somali	<input type="text"/>		
Any other Black background – please specify	<input type="text"/>		

Mixed background

White and Black African	<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>
White and Asian	<input type="checkbox"/>		
Any other mixed background - please specify	<input type="text"/>		

Other ethnic background

Arab	<input type="checkbox"/>	Iranian	<input type="checkbox"/>
Any other Ethnic group – please specify	<input type="text"/>		

White or White British

Albanian	<input type="checkbox"/>	English	<input type="checkbox"/>
Gypsy / Irish Traveller	<input type="checkbox"/>	Irish	<input type="checkbox"/>
Polish	<input type="checkbox"/>	Romanian	<input type="checkbox"/>
Scottish	<input type="checkbox"/>	Welsh	<input type="checkbox"/>
Any other White background - please specify	<input type="text"/>		

4 Marriage or Civil Partnership

Are you married?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Are you in a Civil Partnership?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

5 Pregnancy or Maternity

Have you been pregnant and / or on maternity leave during the past 2 years?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
---	-----	--------------------------	----	--------------------------

6 Religion and belief - What is your religion?

Buddhism	<input type="checkbox"/>	Judaism	<input type="checkbox"/>
Christianity (all denominations)	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
Hinduism	<input type="checkbox"/>	Zoroastrian	<input type="checkbox"/>
Islam	<input type="checkbox"/>	No religion / Atheist	<input type="checkbox"/>
Jainism	<input type="checkbox"/>	Other -please specify	<input type="text"/>

7 Sex - Are you?

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
------	--------------------------	--------	--------------------------

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

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

9 Sexual orientation - What is your sexual orientation?

Bisexual	<input type="checkbox"/>	Gay Man	<input type="checkbox"/>
Gay Woman / Lesbian	<input type="checkbox"/>	Heterosexual	<input type="checkbox"/>
Other – Please specify	<input type="text"/>		