

Appx 1d) Draft Leaseholder Satisfaction Survey (12/09/12)

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	
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	
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 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 leaseholders informed		
Ser1b	- The overall quality of your home		
Ser1c	- Listening to leaseholder views and acting upon them		
Ser1d	- Repairs and maintenance		
Ser1e	- Dealing with anti-social behaviour		
Ser1f	- Your neighbourhood as a place to live		
Ser1g	- Value for money for your service charges		
Leaseholders			
new	Are you a resident leaseholder	Yes or no	
Lea1	Thinking about your leasehold property, block or scheme, how satisfied or dissatisfied are you with the following?		
Lea1a	- The cleaning and upkeep of internal communal areas (<i>eg corridors, stair wells, internal lighting</i>)	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied – not provided	New item in responses – not provided
Lea1b	- External building repairs and maintenance		
Lea1c	- Upkeep of communal grounds & gardens (<i>eg play areas, bin areas, external lighting, litter clearing</i>)		
Lea2	Thinking about your service charges, how satisfied or dissatisfied are you with the following?		
Lea2b	- How easy it is to understand your service charge statement	Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied	
Lea2c	- The information about how your service charges are calculated		
New	- The accuracy of the service charge statement		
New	- The value for money of your service charge		
Lea3	Thinking about the information and advice you receive from [your social housing provider] about being a leaseholder, how satisfied or dissatisfied are you with the following?		
Lea3a	- Your obligations under the terms	Very satisfied,	

	and conditions of your lease	fairly satisfied, neither, fairly dissatisfied or very dissatisfied	
Lea4	- Since you moved in, have you found it easier or more difficult to afford your mortgage payments/ service charges?	Easier, about the same, more difficult	
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 ?		Reduce to 5 qs: 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 e.g. language, Braille, large print		
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			
Service Specific: Estate Services				
Est1	How satisfied or dissatisfied are you with the overall appearance of your neighbourhood?		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"/>	<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"/>
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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"/>
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8 Is your gender identity the same as the gender you were assigned at birth?

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

