

*An Independent and Confidential Survey of Tenants of Tendring District Council
Please don't miss this chance to give your views and enter the prize draw, where three lucky people
will win £250, £150 or £100 in shopping vouchers!*

Overall Satisfaction

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Tendring Council Housing Services?

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

Repairs & Maintenance

2 Has Tendring Council Housing Services carried out a repair to your home in the last 12 months?

Yes No

If 'No', please go to Q5

3 How satisfied or dissatisfied are you with the overall repairs service from Tendring Council Housing Services over the last 12 months?

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

4 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

Your Home

5 How satisfied or dissatisfied are you that Tendring Council Housing Services provides a home that is well maintained?

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

6 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Tendring Council Housing Services provides a home that is safe?

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

Communication

7 How satisfied or dissatisfied are you that Tendring Council Housing Services 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

8 How satisfied or dissatisfied are you that Tendring Council Housing Services 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

9 To what extent do you agree or disagree with the following, "Tendring Council Housing Services treats me fairly and with respect"?

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

Complaints

10 Have you made a complaint to Tendring Council Housing Services in the last 12 months?

Yes No

If 'No', please go to Q12

11 How satisfied or dissatisfied are you with Tendring Council Housing Services's approach to complaints handling?

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

Communal Areas & The Neighbourhood

12 Do you live in a building with communal areas, either inside or outside, that Tendring Council Housing Services is responsible for maintaining?

Yes No Don't know

If "No" or "Don't Know", please go to Q14

13 How satisfied or dissatisfied are you that Tendring Council Housing Services keeps these communal areas clean and well maintained?

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

14 How satisfied or dissatisfied are you that Tendring Council Housing Services makes a positive contribution to your neighbourhood?

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

15 How satisfied or dissatisfied are you with Tendring Council Housing Services's approach to handling anti-social behaviour?

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

16 To what extent are any of the following a problem in your neighbourhood? ✓ one only for each

	Major problem	Minor problem	Not a problem
Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>
Other problems with pets and animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disruptive children / teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise from traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17 In the last three years, would you say your neighbourhood has got better or got worse?

Got better Stayed the same Got worse Wasn't living here 3 years ago

Value For Money

18 How satisfied or dissatisfied are you that your rent provides value for money?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Contact & Involvement

19 Have you contacted Tendring Council Housing Services in the last 12 months with a query other than to pay your rent or service charges?

Yes No

If you answered 'No', please go to Q22.

20 Thinking about your most recent contact with Tendring Council Housing Services, did you mainly deal with them...

In person Over the phone By letter By email By text/SMS Using social media By the website Other

21 How satisfied or dissatisfied were you with the following?

✓ one only for each

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Staff being friendly and approachable	<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"/>
Being kept informed about your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of the information / advice provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22 Do you have access to the internet?

Yes No

23 Which of the following methods of being kept informed and getting in touch with Tendring Council Housing Services are you happy to use? ✓ any that apply

Email Telephone Text / SMS Letter Visit to the office
Visit to your home by staff Open meetings Newsletter Social media Other

24 Would you like to find out more about how you can have a say in how Tendring District Council Housing Services are delivered?

Yes No

If you are interested in getting involved, are you happy for Tendring Council Housing Services to contact you with some further information?

Yes No

25 Is there anything you would like to say about your home, neighbourhood or the services you receive from Tendring Council Housing Services?

Background Information

26 What is your ethnic group?

Asian/Asian British Black/Black British White/White British Mixed Background Other

27 Do you or anyone in your household consider themselves to have a disability?

Yes No

Thank you for completing this questionnaire. Please return it in the reply-paid envelope
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