

Housing Management Tenant Satisfaction Survey



We are interested in hearing your views on the quality of our services to help us improve our performance.

All entries received will be entered into a prize draw to win one of three prizes of £25 worth of vouchers.

The winners and the results of the survey will be published in Southwark Housing News and on the council's website at www.southwark.gov.uk, but we will keep your name confidential if you prefer.

The closing date for questionnaire returns is 10 September 2010.

Your data will remain confidential in accordance with the Data Protection Act 1998. The results of the survey will remain anonymous.

Please return your questionnaire in the freepost envelope provided to: FREEPOST RSCE-TGHU-CUZB, Southwark Council, 3/3, Quality Improvement Team, 160 Tooley Street, London SE1 2TZ.

If you need any help or advice, or a copy of the questionnaire in a different language or format, please call us on 020 7525 0460.

PART A

To be completed by all tenants.

Section 1: About your residency

1. Where do you live?

- Bermondsey
- Borough and Bankside
- Camberwell
- Dulwich
- Peckham
- Nunhead and Peckham Rye
- Rotherhithe
- Walworth

2. Please specify the name of your estate or the street where you live.

Section 2: Contacting your housing officer

If you have not contacted your housing officer in the last 12 months then please go to Section 3.

3. How did you contact your housing officer?

- Phoned*
- In person*
- Wrote*
- Emailed*
- Other, please specify*

4. How would you prefer to contact your housing officer?

- By phone*
- In person*
- In writing*
- By email*
- Other, please specify*

5. What did you contact your housing officer about?

- Tenancy issue (succession, relationship breakdown, ending tenancy)*
- Rent / Income*
- Resident Involvement*
- Repairs to the estate*
- Repairs to the home*
- Estate cleaning*
- Rubbish / recycling collection*
- Transfer / mutual exchange*
- Housing Benefits /Council Tax*
- Antisocial behaviour*
- Other, please specify*

6. When you last contacted your housing officer, did you find it easy to get hold of the right person?

- Yes*
- No*

7. If you had difficulties trying to get hold of your housing officer, please tell us how we can improve the service.

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8. How would you describe the officer who helped you?

	<i>Always</i>	<i>Usually</i>	<i>Occasionally</i>	<i>Never</i>
Helpful/Polite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sensitive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How satisfied were you with the final outcome of your enquiry?

- Very satisfied*
- Fairly satisfied*
- Neither satisfied nor dissatisfied*
- Fairly dissatisfied*
- Very dissatisfied*

Section 3: Resident involvement

10. **There are many ways for tenants to get involved to help shape local decisions about housing. Which of the following activities are you regularly involved in or would like to be involved in?**

	<i>I am currently involved in</i>	<i>I would like to get involved in</i>
Estate inspections	<input type="checkbox"/>	<input type="checkbox"/>
Resident Working Groups	<input type="checkbox"/>	<input type="checkbox"/>
Tenants and Resident Association	<input type="checkbox"/>	<input type="checkbox"/>
Area forums	<input type="checkbox"/>	<input type="checkbox"/>
Tenant Council and Home Owner Council	<input type="checkbox"/>	<input type="checkbox"/>
Annual tenant conference	<input type="checkbox"/>	<input type="checkbox"/>
Email consultation groups	<input type="checkbox"/>	<input type="checkbox"/>
Web forums	<input type="checkbox"/>	<input type="checkbox"/>

11. **How satisfied are you with the opportunities to get involved?**

- Very satisfied*
- Fairly satisfied*
- Neither satisfied nor dissatisfied*
- Fairly dissatisfied*
- Very dissatisfied*

12. **What other ways would you like to get involved?**

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Section 4: Play areas

If you don't have a play area in your neighbourhood then please go to Section 5.

13. **How satisfied are you with the following:**

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Cleanliness of the play area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of the equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range of equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to the play area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location of play equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety and security of play area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 5: Crime and antisocial behaviour

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

	<i>Very big problem</i>	<i>Fairly big problem</i>	<i>Not a very big problem</i>	<i>Not a problem</i>
Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug use or drug dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homophobic harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disruptive children/teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. How would you rate the following:

	<i>Very safe</i>	<i>Fairly safe</i>	<i>Neither safe nor unsafe</i>	<i>Fairly unsafe</i>	<i>Very unsafe</i>
How safe do you feel in your home during the day?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How safe do you feel in your home during the night?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How safe do you feel walking around your neighbourhood during the day?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How safe do you feel walking around your neighbourhood during the night?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 6: Estate maintenance

If you do not live on an estate then please go to Section 7.

16. Overall, how satisfied are you with the general upkeep of your estate?

- Very satisfied*
- Fairly satisfied*
- Neither satisfied nor dissatisfied*
- Fairly dissatisfied*
- Very dissatisfied*

17. To what extent are any of the following a problem on your estate?

	<i>Very big problem</i>	<i>Fairly big problem</i>	<i>Not a very big problem</i>	<i>Not a problem at all</i>
Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fly tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Empty garages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Potholes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. How satisfied are you with the following services?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Maintenance of potholes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gardening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling service on the estates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness of the lifts in your estate <i>(if applicable)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness of the corridors and stairwells	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness of the surrounding areas of your block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting on the estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting in your block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. If you are unhappy with any of the services mentioned, please let us know how we can improve.

Section 7: Repairs and maintenance

If you have not had any repairs carried out in the last 12 months then please go to Section 8.

Thinking about your last repair, please answer the following questions.

20. What type of repair was carried out?

- Plumbing*
 - Wall or ceiling plastering*
 - Roof repairs*
 - Gas servicing or repair*
 - Heating or boiler repairs*
 - Kitchen repairs*
 - Bathroom repairs*
 - Repairs to doors/windows*
 - Electrical work*
 - Other, please specify*
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21. If the contractor did not keep the appointment, were you:

	<i>Yes</i>	<i>No</i>
Informed before the appointment	<input type="checkbox"/>	<input type="checkbox"/>
Provided with a reason	<input type="checkbox"/>	<input type="checkbox"/>
Provided with another appointment	<input type="checkbox"/>	<input type="checkbox"/>

22. Did the contractor:

	Yes	No
Show you identification	<input type="checkbox"/>	<input type="checkbox"/>
Explain the reason for the visit	<input type="checkbox"/>	<input type="checkbox"/>

23. Did the contractor keep you well informed about the progress of the work?

Yes No

24. Overall, how satisfied were you with the service provided by the contractor?

Very satisfied → GO TO Section 8

Fairly satisfied → GO TO Section 8

Neither satisfied nor dissatisfied → GO TO Section 8

Fairly dissatisfied

Very dissatisfied

25. What were your main reasons for dissatisfaction?

Missed appointments

Lateness

Not helpful

Quality of workmanship

Other, please specify

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Section 8: About your rent

26. How satisfied are you with the value for money for your rent?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

27. How often would you prefer to receive your rent statements?

Every month

Every two months

Every three months

28. Do you find your rent statement easy to understand?

Yes → GO TO Q30 No

29. If you find your rent statement hard to understand, please tell us how we can improve.

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30. Would you like to view your rent statement online?

Yes → GO TO Q32 No

31. If not, why?

Can't use computers

Do not have a computer or internet access

Other, please specify

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32. Have you missed any rent payments in the last 6 months?

Yes No ➔ GO TO Q36

33. Did you receive any financial advice from your income officer to help you with the rent arrears?

Yes No ➔ GO TO Q36

34. How satisfied were you with the help you received?

- Very satisfied ➔ GO TO Q36
- Fairly satisfied ➔ GO TO Q36
- Neither satisfied nor dissatisfied ➔ GO TO Q36
- Fairly dissatisfied
- Very dissatisfied

35. If you were dissatisfied with the help you received, please tell us your reasons.

36. Would you like to be referred to an independent agency for free financial advice?

Yes No

PART B

Only answer PART B of the questionnaire if you have either placed a bid for a property or viewed a property in the last 12 months, otherwise go to PART C.

Section 9: Bidding for property

37. How do you normally bid for a property?

- Homesearch website
- Phone
- Text
- Kiosks at One Stop Shops

38. Did you find it difficult to bid?

Yes No ➔ GO TO Q41

39. Did you receive any assistance in bidding?

Yes No

40. What help did you receive or would have liked to receive?

41. Have you ever been suspended from bidding?

Yes No ➔ GO TO Q43

42. How long did you have to wait before your bidding application was re-activated?

- 1 day
- 2 days
- 3 days
- 4 days
- 5 days
- more than 5 days

43. Was the last bid you placed for a property successful?

Yes No ➔ GO TO Section 15

Section 10: The property you recently viewed

Thinking about the last property you viewed, please answer the following questions.

44. Did you feel that the property you viewed met our lettable standards?

- Yes → GO TO Q46
 No
 Don't Know → GO TO Q46
 Haven't read the lettable standards → GO TO Q46

45. Please tell us why the property did not meet the lettable standards.

46. Did you receive an offer?

- Yes No → GO TO Section 11

47. Did you accept the offer?

- Yes → GO TO Section 11 No

48. What were your main reasons for declining the offer?

- Bedrooms too small
 Kitchen too small
 Did not like the neighbourhood
 Other, please specify

Section 11: The viewings officer

49. Overall, how satisfied were you with the officer who helped you at the viewing?

- Very satisfied → GO TO Section 12
 Fairly satisfied → GO TO Section 12
 Neither satisfied nor dissatisfied → GO TO Section 12
 Fairly dissatisfied
 Very dissatisfied

50. If dissatisfied, please state your reasons.

- Missed appointment
 Arrived late
 Did not have keys to the property
 Unhelpful
 Other, please specify

PART C

Only answer PART C of the questionnaire if you have moved into your property within the last 12 months, otherwise go to PART D.

Section 12: Tenancy sign up

51. What information did you receive on signing up to the tenancy?

	Yes	No
Tenants handbook	<input type="checkbox"/>	<input type="checkbox"/>
Tenancy agreement	<input type="checkbox"/>	<input type="checkbox"/>
Fire safety information	<input type="checkbox"/>	<input type="checkbox"/>

52. Were the conditions of the tenancy explained to you on sign up?

- Yes
 No

53. How well do you understand the conditions of your tenancy?

- Very well
 Fairly well
 Not at all

54. How clear are you about the following?

	Very clear	Fairly clear	Not at all clear
What my rent includes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to pay your rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How often rent is due	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

55. Did you find the tenants handbook useful?

- Yes
 No
 Don't know

56. Please provide your suggestions on how we can improve the tenant handbook.

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57. How would you rate the time it took to go through and sign the tenancy documents?

- The process took too long
 The process was very quick
 The process took about the right amount of time
 Don't remember

58. Please provide your suggestions on how we can improve the sign up process.

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Section 13: When you moved in

59. How clean was the property when you moved in?

- Very clean
- Fairly clean
- Very unclean

60. Overall, how satisfied were you with the general condition of the property when you moved in?

- Very satisfied → GO TO Q62
- Fairly satisfied → GO TO Q62
- Neither satisfied nor dissatisfied → GO TO Q62
- Fairly dissatisfied
- Very dissatisfied

61. If you were unhappy with the condition of your property when you moved in, please state your reasons.

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62. Were you advised of any repairs that were needed before you moved in?

- Yes
- No

63. Were you informed when the repairs would be completed?

- Yes
- No

Section 14: The settling in visit

64. When did you receive a visit from your housing officer?

- Within 6 weeks of moving in
- Within 8 weeks of moving in
- Never received a visit → GO TO Section 15

65. Did you raise any issues with your housing officer during the visit?

- Yes
- No → GO TO Section 15

66. What issues did you raise?

- Tenancy issues
- Outstanding repairs
- New repairs
- Antisocial behaviour
- Other, please specify

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PART E

To be completed by all tenants.

Section 16: Personal Details

71. If you would like us to contact you about any of the issues you have raised in this questionnaire then please provide your contact details.

PART F

To be completed by all tenants.

Section 17: Equalities Monitoring Form

Southwark wants to make sure it delivers services fairly. Equality and diversity monitoring helps us to ensure that people using our services are not discriminated against because of their ethnicity, disability, gender, sexual orientation, age, or faith. All information will be treated confidentially. It will not be used for any other purposes other than to measure the effectiveness of our services and equalities policy, or shared with anyone else in a way that you could be personally identified, without your written consent.

The information requested below is optional.

72. Gender

- Male
- Female
- Transgender
- Prefer not to say
- Other

73. Do you live and / or work full time in the gender role different to that assigned to you at birth?

- Yes
- No
- Prefer not to say

74. Age

- | | |
|--------------------------------|--|
| <input type="checkbox"/> <16 | <input type="checkbox"/> 60-64 |
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 65-74 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 75-85 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 85+ |
| <input type="checkbox"/> 45-54 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 55-59 | |

75. Disability

Does anyone in your household have any long-term illness, health problems or disability, which limits their daily activities or the work you can do, including any problems that are due to old age?

- Yes
- No ➔ GO TO Q77
- Prefer not to say ➔ GO TO Q77

76. If "Yes," which of these best describe your disability?

- Mobility impairment
- Visual impairment
- Hearing impairment
- Learning disability
- Mental health condition
- Long term illness or medical condition
- Prefer not to say
- Other, please specify

77. Religion/beliefs

- Agnostic
- Atheist
- Buddhist
- Christian (all denominations)
- Hindu
- Jewish
- Sikh
- Muslim
- Prefer not to say
- Other, please specify

78. Sexual Orientation

- Heterosexual/Straight*
- Gay man*
- Lesbian*
- Bisexual*
- Prefer not to say*
- Other*

79. Ethnicity

White

- White British*
- White Irish*
- Gypsy/Romany/Irish Traveller*
- Prefer not to say*
- Any other White background, please specify*

Mixed

- White and Black Caribbean*
- White and Black African*
- White and Asian*
- Prefer not to say*
- Any other Mixed background, please specify*

Asian or Asian British

- Indian*
- Pakistani*
- Bangladeshi*
- Prefer not to say*
- Any other Asian background, please specify*

Black or Black British

- Caribbean*
- African*
- Prefer not to say*
- Any other Black background, please specify*

Chinese

- Chinese*
- Prefer not to say*
- Any other Chinese background, please specify*

Other ethnic group

- Any other ethnic group, please specify*

Thank you for completing this questionnaire.

**Three prizes of £25
worth of vouchers to be won**



If you wish to be entered for the prize draw, please provide your details below. The winners will be selected at random and notified directly. The council's decision will be final.

Name:

Address:

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Postcode:

Telephone:

Southwark Council will print the winners of the Housing Management Survey in Southwark Housing News and at www.southwark.gov.uk. If you would prefer not to be named please tick here .

This leaflet contains information about Southwark Council services. If you require information in your language, please call 020 7525 5000

Spanish

Este folleto contiene información sobre los servicios prestados por el ayuntamiento de Southwark. Si necesitara alguna información en su propio idioma, por favor llame al 020 7525 5000

French

Ce dépliant contient des renseignements sur les services de Southwark Council (municipalité de Southwark). Si vous avez besoin d'obtenir ces renseignements dans votre langue, veuillez appeler le : 020 7525 5000

Turkish

Bu broşür Southwark Belediyesi'nin servisleri ile ilgili bilgi içerir. Eğer kendi dilinizde bilgi edinmek isterseniz, lütfen 020 7525 5000 numaralı telefonu arayınız

Vietnamese

Tờ rơi này cung cấp thông tin về các dịch vụ của hội đồng quận Southwark. Nếu quý vị muốn có bản dịch sang ngôn ngữ mình nói, xin vui lòng gọi số: 020 7525 5000

Somali

Warqaddaan yar waxaa ku qoran macluumaad ku saabsan adeegyada Guddiga Dowladda Hoose ee Southwark. Haddii aad u baahan tahay macluumaad ku qoran luqaddaada, fadlan wac lambarka 020 7525 5000

Arabic

يحتوي هذا المنشور على معلومات عن الخدمات التي تقدمها بلدية سؤذرك (Southwark). إذا كنت ترغب في الحصول على معلومات بلغتك الأصلية الرجاء الإتصال بالرقم المبين هنا: 020 7525 5000

Bengali

এই লিফলেটটিতে সাউথার্ক কাউন্সিলের পরিষেবাসমূহের তথ্য দেওয়া আছে। আপনার যদি নিজের ভাষায় তথ্যের প্রয়োজন হয়, তাহলে যে টেলিফোন নম্বর দেওয়া আছে তাতে টেলিফোন করুন।”

টেলিফোন নম্বর: 020 7525 5000