

# Homeowner survey

We are interested in hearing your views on the quality of our services that affect you as a homeowner, to help us improve our performance.

The closing date for questionnaire returns is 16th September 2011.

Your personal information will remain confidential in accordance with the Data Protection Act 1998 (as amended).

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

Three prizes of £25 worth of vouchers are on offer if you complete and return this questionnaire by the closing date. Applicants for the prize draw will need to provide their contact details in Section B of this questionnaire.

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.

---

## SECTION A

### Section one: about your property

1. Which area is your property located in?

- Aylesbury
- Bermondsey
- Borough and Bankside
- Camberwell
- Dulwich
- Peckham
- Nunhead and Peckham Rye
- Rotherhithe
- Walworth
- Don't know

2. Please specify the name of the estate or the street where the property is located.

.....

.....

.....

.....

3. Is this property sublet?

- Yes
- No

## Section two: contact with the council's housing services

This section covers any contact you've had about housing, with the customer service centre, with your area housing office, or directly with the council. If you've not contacted us in the last 12 months then please go to section three.

### 4. How did you last make contact?

- Telephoned
- Visited office
- Sent letter
- Emailed
- Online via council's website

### 5. How did you find our contact details?

- Council's website
- Homeowners guide
- Directory enquiries
- Other council publications
- Council correspondence
- Other, please specify

### 6. What did you make contact about?

- Service charge information
- Major works
- Tenant and resident association, area housing forum, or home owner council
- Communal repairs
- Grounds maintenance
- Cleaning
- Estate lighting
- Refuse collection
- Recycling services
- Antisocial behaviour
- Buying a property
- Selling a property
- Altering or improving your property
- Leak from other property
- Other, please specify

### 7. Did you find it easy to get hold of the right person?

- Yes
- No

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

- Very helpful
- Fairly helpful
- Neither helpful nor unhelpful
- Fairly unhelpful
- Very unhelpful

### 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 three: communication and information

10. How good do you feel the council is at keeping you informed about things that might affect you as a home owner?

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

11. How satisfied are you with the following?

|                                  | Very satisfied           | Fairly satisfied         | Neither satisfied nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        |
|----------------------------------|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|
| Southwark Housing News magazine  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> |
| Southwark's complaints procedure | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> |
| Southwark's website information  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> |

12. How would you prefer to get information from Southwark council? (tick as many boxes as applicable)

- Telephone
  - Letter
  - Text message
  - Email
  - Council's website
  - Local newspapers
  - Other, please specify
- 

### Section four: resident involvement

There are many ways for residents to get involved to help shape local decisions about housing.

13. Do you know what resident involvement is?

- Yes
- No

**14. 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"/>               |
| Email consultation groups        | <input type="checkbox"/>          | <input type="checkbox"/>               |
| Web forums                       | <input type="checkbox"/>          | <input type="checkbox"/>               |
| Area forums                      | <input type="checkbox"/>          | <input type="checkbox"/>               |
| Tenants and resident association | <input type="checkbox"/>          | <input type="checkbox"/>               |
| Resident working groups          | <input type="checkbox"/>          | <input type="checkbox"/>               |
| Home owner council               | <input type="checkbox"/>          | <input type="checkbox"/>               |
| Home owner conference            | <input type="checkbox"/>          | <input type="checkbox"/>               |
| Tenant management organisations  | <input type="checkbox"/>          | <input type="checkbox"/>               |

**15. How would you rate the following:**

|                                  | <i>Very useful</i>       | <i>Fairly useful</i>     | <i>Not at all useful</i> | <i>I have not been involved in this activity</i> |
|----------------------------------|--------------------------|--------------------------|--------------------------|--|
| Estate inspections               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                         |
| Email consultation groups        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                         |
| Web forums                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                         |
| Area forums                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                         |
| Tenants and resident association | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                         |
| Resident working groups          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                         |
| Home owner council               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                         |
| Home owner conference            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                         |
| Tenant management organisations  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                         |

**16. If you have rated any one of the above activities as "not at all useful" then please state your reasons.**

.....

**17. We have recently set up a number of service improvement groups for residents. The groups meet regularly to discuss ways to improve services. If you would like more information or want to take part then please tell us which groups you are interested in, from the list below, and provide us with your contact details in section 13 of this questionnaire.**

- Repairs*
- Antisocial behaviour*
- Cleaning and grounds maintenance*
- Sheltered housing*
- Resident involvement*
- Major works*
- Illegal occupancy*
- Any other areas of the service you would like us to consider*

.....

**18. Overall, how satisfied are you with the opportunities for participation in decision making?**

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

## Section five: play areas

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

19. How satisfied are you with the following:

|                                  | <i>Very<br/>satisfied</i> | <i>Fairly<br/>satisfied</i> | <i>Neither<br/>satisfied<br/>nor<br/>dissatisfied</i> | <i>Fairly<br/>dissatisfied</i> | <i>Very<br/>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"/>     |

20. Overall, how satisfied are you with the play areas in your neighbourhood?

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

## Section six: crime and antisocial behaviour

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

|                               | <i>Very big<br/>problem</i> | <i>Fairly big<br/>problem</i> | <i>Not a very big<br/>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"/> |
| Sexual 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"/> |
| Vandalism                     | <input type="checkbox"/>    | <input type="checkbox"/>      | <input type="checkbox"/>          | <input type="checkbox"/> |

**22. 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"/> |

**23. Overall, how satisfied are you with your neighbourhood as a place to live?**

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

**24. If you reported antisocial behaviour in the last 12 months then please tell us how satisfied you were with the following aspects of how your case was handled, otherwise go to section seven.**

|   | <i>Very satisfied</i>    | <i>Fairly satisfied</i>  | <i>Neither satisfied nor dissatisfied</i> | <i>Fairly dissatisfied</i> | <i>Very dissatisfied</i> |
|---|--------------------------|--------------------------|---|----------------------------|--------------------------|
| Advice provided by staff                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Being kept informed                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Support provided by staff                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| How the case was dealt with               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Speed with which your case was dealt with | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| The final outcome of your case            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |

**Section seven: block and estate services**

**If your property is not on an estate then please go to section eight.**

**25. Overall, how satisfied are you with the general upkeep of your block or estate?**

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

**26. To what extent are any of the following a problem around your block or 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"/>    |
| Vandalism/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"/>    |
| Maintenance of roads and paths | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/>      | <input type="checkbox"/>    |
| Dogs fouling                   | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/>      | <input type="checkbox"/>    |
| Noisy dogs                     | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/>      | <input type="checkbox"/>    |

**27. How satisfied are you with the following services? (Tick only those that apply)**

|   | <i>Very satisfied</i>    | <i>Fairy satisfied</i>   | <i>Neither satisfied nor dissatisfied</i> | <i>Fairly dissatisfied</i> | <i>Very dissatisfied</i> |
|---|--------------------------|--------------------------|---|----------------------------|--------------------------|
| Estate grounds maintenance (gardening, etc.)      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Estate lighting                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Communal heating system                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Refuse collection                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Recycling services                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Lift maintenance                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Cleaning of your block                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Cleaning of the external areas of your estate     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Entryphone system                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Communal TV aerial                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Security services (CCTV and concierge)            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Responsive (minor) repairs to your block / estate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Building insurance                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |

**28. Do you have any suggestions on how we can improve the above services?**

.....

.....

.....

.....

.....

.....

.....

.....

## Section eight: communal repairs and maintenance

Thinking about the most recent repair or maintenance work carried out on your block or estate, please answer the following questions.

### 29. What type of work was carried out?

- Repairs to drains, guttering or pipes
- Lift repairs
- Lighting repairs
- Roof repairs
- Heating repairs or maintenance
- Door or window repairs
- Paving or brickwork repairs
- Repairs to stairwells
- Electrical work
- Other, please specify

### 30. How satisfied were you with the speed with which the work was completed?

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

### 31. Was the work completed at first visit?

- Yes
- No
- Don't know

### 32. How satisfied were you with the overall quality of the work?

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

### 33. Overall, how satisfied are you with the way the council deals with repairs and maintenance?

- Very satisfied → GO TO Section 9
- Fairly satisfied → GO TO Section 9
- Neither satisfied nor dissatisfied → GO TO Section 9
- Fairly dissatisfied
- Very dissatisfied

### 34. If dissatisfied, please state your reasons.

.....

.....

.....

.....

.....

.....

### 35. Gas appliances are required to be serviced every year. Would you like us to contact you about our competitive gas servicing scheme?

- Yes
- No



## Section nine: annual service charges

Annual service charges are your contribution towards our costs of providing services and undertaking maintenance work on your block and estate.

36. Looking at the following list of services for which you pay annual charges, how do you rate them in terms of value for money? (Tick all that apply)

|                            | <i>Very good</i>         | <i>Fairly good</i>       | <i>Neither<br/>good nor<br/>poor</i> | <i>Fairly poor</i>       | <i>Very poor</i>         |
|----------------------------|--------------------------|--------------------------|--------------------------------------|--------------------------|--------------------------|
| Care and upkeep            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>             | <input type="checkbox"/> | <input type="checkbox"/> |
| Lighting and electricity   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>             | <input type="checkbox"/> | <input type="checkbox"/> |
| Responsive (minor) repairs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>             | <input type="checkbox"/> | <input type="checkbox"/> |
| Estate grounds maintenance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>             | <input type="checkbox"/> | <input type="checkbox"/> |
| Heating                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>             | <input type="checkbox"/> | <input type="checkbox"/> |
| Communal TV aerial         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>             | <input type="checkbox"/> | <input type="checkbox"/> |
| Entry phone                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>             | <input type="checkbox"/> | <input type="checkbox"/> |
| Lifts                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>             | <input type="checkbox"/> | <input type="checkbox"/> |
| Building insurance         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>             | <input type="checkbox"/> | <input type="checkbox"/> |
| Security services          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>             | <input type="checkbox"/> | <input type="checkbox"/> |

37. Overall, how satisfied are you that the annual service charges represent value for money?

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

38. Do you find your service charge statement easy to understand?

- Yes  No

39. Is there anything we can do to make your service charge statement easier to understand?

.....

.....

## Section ten: major works service charges

Major works service charges are your contribution to large one-off works to your block or estate, such as roof or window renewals, concrete and brickwork repairs, resurfacing of estate roads, installation of door entry systems and large maintenance jobs.

40. Have you had any major works carried out on your block or estate in the last five years?

- Yes
- No ➔ GO TO Section 11

41. Thinking about the last major works which took place to your block or estate, how satisfied were 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> |
|--|--------------------------|--------------------------|---|----------------------------|--------------------------|
| Consultation with yourself                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Consultation with resident representatives     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Clarity of information provided about the work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Quality of work                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |
| Cost of work                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                  | <input type="checkbox"/>   | <input type="checkbox"/> |

42. How satisfied are you that the major works service charges represent value for money?

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

43. There are a number of payment methods available for you to pay your major works service charge invoices. Which of the following are you aware of?

- Paying at one of the council's cash offices
- Sending a cheque to Cashiers, PO Box 11767, SE16 3ZF
- Sending a cheque to the Home ownership unit, 376 Walworth Road, SE17 2NG
- Setting up a standing order with your bank
- Telephoning the automated credit and debit card line - 0845 6000 611
- Online at [www.southwark.gov.uk/onlinepayments](http://www.southwark.gov.uk/onlinepayments)

44. There are a number of payment options available for you to pay your major works service charge invoices. Which of the following are you aware of?

- Up to 36 months interest free instalments
- Quarterly payments
- Service charge loan
- Unsecured loan
- Voluntary charge
- Equity loan scheme
- Equity share scheme

## Section eleven: buying your property

### 45. Why did you choose to buy the property?

- Price
- Wanted to live in the local area
- Right property type and size
- Investment purposes (including to let)
- Wanted to own my own home
- Discount offered at time of purchase

### 46. How many years do you plan to own the property?

- Less than one year
- One to two years
- Three to five years
- Six to ten years
- Eleven to twenty years
- More than twenty years

### 47. Did you find the council's homeowner guide useful?

- Yes
- No
- Did not receive one

### 48. How did you acquire your property?

- Right to Buy - outright sale
- Right to Buy - shared ownership sale
- Right to Buy - rent to mortgage shared equity sale
- Social Homebuy
- Private open market purchase - from Right to Buy owner ➔ **GO TO Q51**
- Private open market purchase - at auction ➔ **GO TO Q51**
- Private treaty sale ➔ **GO TO Q51**
- Shared ownership purchase from a Housing Association ➔ **GO TO Q51**

### 49. How many years were you a council tenant before you purchased your property?

- One to two years
- Three to five years
- Six to ten years
- Eleven to twenty years
- More than twenty years
- Did not purchase under right to buy

### 50. How helpful did you find the information about your responsibilities and obligations as a leaseholder which you received with your offer letter?

- Very helpful
- Fairly helpful
- Neither helpful nor unhelpful
- Fairly unhelpful
- Very unhelpful

### 51. Did you seek independent legal advice when purchasing your property?

- Yes
- No

### 52. Did you receive independent financial advice when purchasing your property?

- Yes
- No

**Section twelve: overall service satisfaction**

53. Taking everything into account how satisfied are you with the services provided by the council?

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

54. What issues would you like to be kept informed about?

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

55. Do you have any other suggestions to help us improve our services?

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

**Section thirteen: your contact details**

56. I would like to be contacted about the following:

- Issues raised in this questionnaire
- Resident involvement or service improvements groups
- Gas appliance service scheme

Your name, address, telephone number and e-mail:

.....

.....

.....

.....

## Section fourteen: 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.

### 57. Gender

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

### 58. 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

### 59. Age

- 24 and under
- 25-34
- 35-44
- 45-54
- 55-59
- 60-64
- 65-74
- 75-85
- 85+
- Prefer not to say

### 60. Disability

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

- Yes
- No → GO TO Q62
- Prefer not to say → GO TO Q62

### 61. If "Yes," which of these best describes 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

### 62. Religion/beliefs

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

### 63. Sexual Orientation

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

**64. Ethnicity**

*Prefer not to say*

**White**

- White British*
  - White Irish*
  - Gypsy/Romany/Irish Traveller*
  - Any other White background, please specify*
- .....

**Mixed**

- White and Black Caribbean*
  - White and Black African*
  - White and Asian*
  - Any other Mixed background, please specify*
- .....

**Asian or Asian British**

- Indian*
  - Pakistani*
  - Bangladeshi*
  - Any other Asian background, please specify*
- .....

**Black or Black British**

- Caribbean*
  - African*
  - Any other Black background, please specify*
- .....

**Chinese**

- Chinese*
  - Any other Chinese background, please specify*
- .....

**Other ethnic group**

- Any other ethnic group, please specify*
- .....

**Thank you for completing this questionnaire.**

**SECTION B**

**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: .....

Telephone: .....

Southwark Council will print the winners of the survey in Southwark Housing News and at [www.southwark.gov.uk](http://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 سوثرك (Southwark). إذا كنت ترغب في الحصول على معلومات بلغتك الأصلية الرجاء الإتصال بالرقم المبين هنا: 020 7525 5000

### **Bengali**

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

টেলিফোন নম্বর : 020 7525 5000

