

## **QUESTIONS FOR THE SURVEY OF TENANTS AND LEASEHOLDERS OF FAREHAM BOROUGH COUNCIL**

What questions should be included and should the survey go to all tenants & leaseholders or just a sample selection? Should there be a prize draw as an incentive? Details in the newsletter? The Tenants' and Leaseholders' Forum felt that all of this should happen.

### **Demographic:**

1. You & your household – please tell us the age and gender of everyone who lives with you in your household.
2. Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?
3. What is your (and your partner's) ethnic group?

### **Core questions (these are used to compare us with other landlords of social housing):**

1. Taking everything into account, how satisfied or dissatisfied are you, with the service provided by Fareham Borough Council?
2. How satisfied or dissatisfied are you with the overall quality of your home?
3. How satisfied or dissatisfied are you with your neighbourhood as a place to live? (This could be broken down into areas).
4. How satisfied or dissatisfied are you that your rent provides value for money?
5. How satisfied or dissatisfied are you that your service charges provide value for money?
6. Generally, how satisfied or dissatisfied are you with the way FBC deals with repairs & maintenance?
7. How satisfied or dissatisfied are you that FBC listens to your views & acts upon them?

### **General questions:**

1. How satisfied or dissatisfied are you with the overall condition of your home?
2. How satisfied or dissatisfied are you that FBC gives you the opportunity to make your views known?
3. How good or poor do you feel FBC is at keeping you informed about things that might affect you as a resident?
4. How satisfied or dissatisfied are you with the way FBC deals with the following?
  - Anti-social behaviour
  - Complaints
  - Your enquiries generally
  - Moving or swapping your home (transfers & exchanges)
  - How satisfied or dissatisfied are you with gas servicing arrangements?

**Service Priorities:**

Which of the following services would you consider to be priorities? Please tick your top 3 only:

- Keeping residents informed
- The overall quality of your home
- Listening to residents' views & acting upon them
- Repairs & maintenance
- Dealing with anti-social behaviour
- Your neighbourhood as a place to live
- Value for money for your rent (and service charges)
- Support & advice on claiming welfare benefits & paying rent
- Debt and money advice
- The emergency call system
- Your sheltered housing officer

**Perceptions of FBC:**

- FBC provides an effective & efficient service
- FBC is providing the service I expect from my landlord
- FBC has friendly & approachable staff

**Housing for Older People**

Thinking about where you live, how satisfied or dissatisfied are you with the following?

- Your support plan
- The frequency of contact with your sheltered housing officer
- The overall service provided by your sheltered housing officer
- The emergency call system
- The safety & security of your home

**Leaseholders:**

1. Thinking about the property where you live, how satisfied or dissatisfied are you with the following?
  - The cleaning & upkeep of communal areas
  - External building repairs & maintenance
  - Repairs to communal areas
2. Thinking about your service charges, how satisfied or dissatisfied are you with the following?
  - The consultation you receive when FBC sets the service charges
  - How easy is it to understand your service charge statement

- The information about how your service charges are calculated
- 3. Thinking about the information & advice you receive from FBC about being a leaseholder, how satisfied or dissatisfied are you with the following?
  - Your obligations under the terms & conditions of your lease
  - FBC's website as a source of useful information
- 4. Since you moved in, have you found it easier or more difficult to afford your mortgage payments & service charges?

### **Advice & support**

1. Thinking about your rent & income, how satisfied or dissatisfied are you with the advice & support you receive from FBC with the following?
  - Claiming housing benefit & other welfare benefits
  - Managing your finances & paying rent & service charges
2. How satisfied or dissatisfied are you with the advice & support you receive from FBC with the following?
  - Support for new tenants
  - Moving home

### **Contact & communication**

1. Have you contacted FBC in the last 12 months with a query other than to pay your rent or service charges?
  - Was getting hold of the right person easy or difficult?
  - Did you find the staff helpful or unhelpful?
  - Was your query answered within a reasonable time?
  - Do you use the internet?
  - Why do you not use the internet?
2. Which of the following methods of being kept informed & getting in touch with FBC are you happy to use?
  - E mail
  - Telephone
  - Text
  - In writing
  - Visit to the office
  - Visit to your home by staff
  - Open meetings
  - Newsletter
  - Other (please state)

## **Neighbourhood**

1. To what extent are any of the following a problem in your neighbourhood?
  - Car parking
  - Rubbish or litter
  - Noisy neighbours
  - Dog fouling/dog mess
  - Other problems with pets & animals
  - Disruptive children/teenagers
  - Racial or other harassment
  - Drunk or rowdy behaviour
  - Vandalism & graffiti
  - People damaging your property
  - Drug use or dealing
  - Abandoned or burnt out vehicles
2. In the last three years, would you say your neighbourhood has improved or declined?

## **Responsive repairs:**

1. Have you had any repairs to your home in the last 12 months?
2. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?
  - Being told when workers would call
  - Being able to make an appointment
  - Time taken before work started
  - The speed of completion of the work
  - The attitude of workers
  - The overall quality of work
  - Keeping dirt & mess to a minimum
  - The repair being done 'right first time'
  - The contractors doing the job you expected
  - The repairs service you received on this occasion
  - Did the contractor show proof of identity
3. If you had an appointment for this repair, was it kept?

## **Anti-social behaviour:**

1. Have you reported anti-social behaviour to FBC in the last 12 months?
2. At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?
3. How would you describe the member of staff dealing with your anti-social behaviour complaint?

4. How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?
  - The advice provided by staff
  - How well you were kept up to date with what was happening throughout your anti-social behaviour case
5. Overall, how satisfied or dissatisfied are you with the way your anti-social behaviour complaint was dealt with?
6. How willing would you be to report any anti-social behaviour to FBC in the future?

**Complaints:**

1. Are you aware that FBC has a formal complaints procedure?
2. Have you made a complaint to FBC in the last 12 months?
3. How satisfied or dissatisfied were you with the following aspects of the complaints service?
  - How easy it was to make your complaint
  - The information & advice provided by staff
  - How well you were kept informed about the progress of your complaint
  - The speed with which your complaint was dealt with
4. Overall, how satisfied or dissatisfied are you with the way your complaint was handled by FBC?
5. Overall, how satisfied or dissatisfied are you with the final outcome of your complaint?
6. How willing would you be to make a complaint to FBC in the future?

**Estate Services:**

1. How satisfied or dissatisfied are you with the overall appearance of your neighbourhood?
2. How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area?
3. How satisfied or dissatisfied are you with the cleaning of the following?
  - Internal communal areas
  - External communal areas
4. How satisfied or dissatisfied are you with the overall estate services provided by FBC?
5. How satisfied or dissatisfied are you with the value for money of overall estate services provided by FBC?

**\*Please note that all questions will be set out in boxes and will have appropriate responses such as very satisfied; satisfied and dissatisfied. The above information is set out as an example of the questions to be asked only.**