

Customer panel survey form 1: Overall service satisfaction
All data will be stored anonymously

For office use only:

Form code:	
Local Authority:	
MGO code:	
Business activity code:	



Q1. Taking everything into account, how satisfied or dissatisfied are you with the services provided by, us, your housing association?

TICK ONE BOX ONLY

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2. Below are **12** housing management service areas provided by us, your housing association. For each, please could you tick one box to show how satisfied or dissatisfied you are with that service area. It is also **very important** to us that you write in any comments you have in the spaces provided, because this helps us to understand the nature of your satisfaction or dissatisfaction with these service areas.

How satisfied or dissatisfied are you with..... **TICK ONE BOX ONLY FOR EACH**

1...the income management service, eg telling you about rent increases & service charges, notifying you of arrears, payment options we offer?

Very satisfied	Fairly satisfied	Neither	Fairly dis-satisfied	Very dis-satisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

2. ...(if you receive a repairs and maintenance service) the way we deal with repairs to your home?

Very satisfied	Fairly satisfied	Neither	Fairly dis-satisfied	Very dis-satisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

3. ...(if you receive a repairs and maintenance service) the way we deal with maintenance of your home, eg kitchen and bathroom replacements, external painting?

Very satisfied	Fairly satisfied	Neither	Fairly dis-satisfied	Very dis-satisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

4. ...how we deal with anti-social behaviour?

Very satisfied	Fairly satisfied	Neither	Fairly dis-satisfied	Very dis-satisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

And, how satisfied or dissatisfied are you with..... **TICK ONE BOX ONLY FOR EACH**

5. ...how we deal with complaints about our service?

Very satisfied	Fairly satisfied	Neither	Fairly dis- satisfied	Very dis- satisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

6. ...how we deal with your enquiries generally, eg how we answer the phone, how quickly we deal with your enquiries, how helpful our staff are?

Very satisfied	Fairly satisfied	Neither	Fairly dis- satisfied	Very dis- satisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

7. ... how well we communicate with residents, eg through newsletters and our website.?

Very satisfied	Fairly satisfied	Neither	Fairly dis- satisfied	Very dis- satisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

8. ...(if you receive this service) the estates management service, eg graffiti & rubbish removal, grass & hedge trimming?

Very satisfied	Fairly satisfied	Neither	Fairly dis- satisfied	Very dis- satisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

9. ...the way your application for your home was dealt with?

Very satisfied	Fairly satisfied	Neither	Fairly dis- satisfied	Very dis- satisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

10. ...our website?

Very Satisfied	Fairly satisfied	Neither	Fairly dis- satisfied	Very dis- satisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

11. ... the type and number of opportunities residents are given to tell us what they think about our service, eg through survey forms, meetings?

Very satisfied	Fairly satisfied	Neither	Fairly dis- satisfied	Very dis- satisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

And finally, how satisfied or dissatisfied are you....TICK ONE BOX ONLY

12. ... (if you receive support services) with the support you receive?

Very satisfied	Fairly satisfied	Neither	Fairly dis-satisfied	Very dis-satisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Q3. Thinking about the same 12 service areas again, which do you consider to be the **4** most important?
TICK NO MORE THAN 4 BOXES

The income management service	
Repairs to your home	
Maintenance of your home	
Dealing with anti-social behaviour	
Dealing with complaints about the service	
Dealing with your enquiries generally	
Communicating with residents	
The estates management service	
Dealing with applications for a home	
The website	
The type and number of opportunities given to residents to tell us what they think about our service	
The support services	

Q4: Is there anything else you would like to say about the services we, your housing association, provide?

Q5. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

TICK ONE BOX ONLY

Agree strongly	Agree	Neither	Disagree	Disagree strongly
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6. Do you have an internet connection?

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

If 'yes' and you are happy for us to use email as a way of contacting you, please write your email address in the space provided on the page 5 of this survey form, after filling in page 4.

Background information questions– why do we ask such personal questions?

Each time we ask your views, for example on service improvements or satisfaction levels, we ask questions about your background. We ask these questions because the law requires us to ensure no customer suffers discrimination on the grounds of gender, ethnicity, disability, age, sexual orientation and religion or belief. By answering these questions you enable us to monitor this. You also enable us to monitor the success of our equality and diversity policies and ensure equal access to our services.

OF COURSE, YOU DO NOT HAVE TO ANSWER ANY QUESTIONS YOU DO NOT WANT TO.

<p>P1. What is your age?</p> <table border="1"> <tr><td>Under 25</td><td></td></tr> <tr><td>25-30</td><td></td></tr> <tr><td>31-40</td><td></td></tr> <tr><td>41-50</td><td></td></tr> <tr><td>51-59</td><td></td></tr> <tr><td>60-64</td><td></td></tr> <tr><td>65 +</td><td></td></tr> </table> <p>& date of birth: __/__/____</p>	Under 25		25-30		31-40		41-50		51-59		60-64		65 +		<p>P2. What is your gender?</p> <table border="1"> <tr><td>Male</td><td></td></tr> <tr><td>Female</td><td></td></tr> </table>	Male		Female		<p>P3. Disability Do you consider yourself to have a disability?*</p> <table border="1"> <tr><td>Yes</td><td></td></tr> <tr><td>No</td><td></td></tr> <tr><td>Prefer not to say</td><td></td></tr> <tr><td colspan="2">If yes, please specify:</td></tr> </table>	Yes		No		Prefer not to say		If yes, please specify:																																																																											
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<p>P4. What is your ethnic group?</p> <p><u>White</u></p> <table border="1"> <tr><td>British</td><td></td></tr> <tr><td>Irish</td><td></td></tr> <tr><td>Any other White background</td><td></td></tr> </table> <p><u>Mixed</u></p> <table border="1"> <tr><td>White and Black Caribbean</td><td></td></tr> <tr><td>White and Black African</td><td></td></tr> <tr><td>White and Asian</td><td></td></tr> <tr><td>Any other mixed background</td><td></td></tr> </table> <p><u>Asian or Asian British</u></p> <table border="1"> <tr><td>Indian</td><td></td></tr> <tr><td>Pakistani</td><td></td></tr> <tr><td>Bangladeshi</td><td></td></tr> <tr><td>Any other Asian background</td><td></td></tr> </table> <p><u>Black or Black British</u></p> <table border="1"> <tr><td>Caribbean</td><td></td></tr> <tr><td>African</td><td></td></tr> <tr><td>Any other Black background</td><td></td></tr> </table> <p><u>Chinese or other</u></p> <table border="1"> <tr><td>Chinese</td><td></td></tr> <tr><td>Gypsy/Romany/Irish traveller</td><td></td></tr> <tr><td>Other (Please tick box & write in)</td><td></td></tr> <tr><td>Prefer not to say</td><td></td></tr> </table>	British		Irish		Any other White background		White and Black Caribbean		White and Black African		White and Asian		Any other mixed background		Indian		Pakistani		Bangladeshi		Any other Asian background		Caribbean		African		Any other Black background		Chinese		Gypsy/Romany/Irish traveller		Other (Please tick box & write in)		Prefer not to say		<p>P5. What is your sexual orientation?</p> <table border="1"> <tr><td>Bisexual</td><td></td></tr> <tr><td>Gay man or woman/lesbian</td><td></td></tr> <tr><td>Heterosexual/ straight</td><td></td></tr> <tr><td>Prefer not to say</td><td></td></tr> </table> <p>P7. Do you feel that our staff or contractors have negatively discriminated against you on any of the following grounds in the last 12 months?</p> <table border="1"> <tr><td>Accent</td><td></td></tr> <tr><td>Ethnicity</td><td></td></tr> <tr><td>Age</td><td></td></tr> <tr><td>Language</td><td></td></tr> <tr><td>Colour</td><td></td></tr> <tr><td>Nationality</td><td></td></tr> <tr><td>Disability</td><td></td></tr> <tr><td>Sex/gender</td><td></td></tr> <tr><td>Religion/Faith/Belief</td><td></td></tr> <tr><td>Sexual Orientation</td><td></td></tr> <tr><td>Other - please tick box & write in:</td><td></td></tr> </table>	Bisexual		Gay man or woman/lesbian		Heterosexual/ straight		Prefer not to say		Accent		Ethnicity		Age		Language		Colour		Nationality		Disability		Sex/gender		Religion/Faith/Belief		Sexual Orientation		Other - please tick box & write in:		<p>P6. What is your religion or belief?</p> <table border="1"> <tr><td>None</td><td></td></tr> <tr><td>Christian (including Church of England, Catholic Protestant and all other Christian denominations)</td><td></td></tr> <tr><td>Buddhist</td><td></td></tr> <tr><td>Hindu</td><td></td></tr> <tr><td>Jewish</td><td></td></tr> <tr><td>Muslim</td><td></td></tr> <tr><td>Sikh</td><td></td></tr> <tr><td>Any Other Religion - please tick box & write in:</td><td></td></tr> <tr><td>Prefer not to say</td><td></td></tr> </table> <p>P8. What is your household make-up?</p> <table border="1"> <tr><td>1 adult aged under 60</td><td></td></tr> <tr><td>1 adult aged 60 and over</td><td></td></tr> <tr><td>2 adults both aged under 60</td><td></td></tr> <tr><td>2 adults, at least one aged 60 or over</td><td></td></tr> <tr><td>3 or more adults, aged 16 or over</td><td></td></tr> <tr><td>1 parent family with children, at least one aged under 16</td><td></td></tr> <tr><td>2 parent family with children, at least one aged under 16</td><td></td></tr> <tr><td>Other</td><td></td></tr> </table>	None		Christian (including Church of England, Catholic Protestant and all other Christian denominations)		Buddhist		Hindu		Jewish		Muslim		Sikh		Any Other Religion - please tick box & write in:		Prefer not to say		1 adult aged under 60		1 adult aged 60 and over		2 adults both aged under 60		2 adults, at least one aged 60 or over		3 or more adults, aged 16 or over		1 parent family with children, at least one aged under 16		2 parent family with children, at least one aged under 16		Other	
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* A physical or mental impairment with long-term effects on the ability to perform day-to-day activities.



Tear off page: email address and entry for prize draw for £100.00p.

Form code:

If you have an internet connection and have indicated that you are happy for us to use email to contact you, please write in your email address below.

Email address:.....

Now, please write in your name & address in below:

Name:

Address:.....

.....

.....

Telephone no (optional).....

To be entered in the prize draw for £100 please post this page and your completed survey form back to us in the reply-paid envelope provided, addressed to:

Pauline Jobe
Spirita Ltd
Raleigh House
68 - 84 Alfreton Road
Nottingham
NG7

We want all of our customers to be able to understand the information we provide. If you need to receive this information in your own language or in an alternative format (e.g. large print, braille, audio disc), please contact your local office reception and we will take reasonable steps to arrange this for you.