

Opportunities for participation

Q28a Would you be interested in being involved with the Tenant's Panel?

- Yes No

Q28b Would you be interested in being involved with a local residents' group?

- Yes No

Q28c Would you be interested in participating in other ways?

- Yes No

Q28d How satisfied are you with the quality of magazine for tenants "Housing Matters"?

- Satisfied
 Neither satisfied or dissatisfied
 Dissatisfied

Q28e How would you like to see the tenants' magazine "Housing Matters" magazine improved?

Q28f Would you be interested in getting involved with "Housing Matters" by contributing articles, or becoming part of an Editorial Panel?

- Yes No

Image of the council as a landlord

Q29 We would like to find out about your general opinions of the Housing Department. Listed below are some statements that can apply to landlords generally. Thinking about Wiltshire Council, for each statement how satisfied or dissatisfied are you?

	Satisfied	Neither satisfied or dissatisfied	Dissatisfied
Cares about its tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has the resources to do a good job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is an efficient landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is easy to contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides a good service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeps tenants informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Image of the council as a landlord

Q30 Has your view of the Housing Department improved over the last 12 months?

- Yes No

Q31 Comments

Information technology

Q32 Do you have access to the internet?

- Yes No

Q33 Do you have access to an e-mail facility?

- Yes No

Q34 If you answered 'no' to questions 32-33, are you considering obtaining access to these facilities?

- Yes No

Q35 If you do have access to the Internet or are considering it, would you want to access Housing Services like repairs or rent accounts by this method?

- Yes No

Q36 If you have access to e-mail or are considering it, would you prefer this method to communicate with the council?

- Yes No

About you

Q37 Are you male or female?

- Male Female

Q38 In which age bracket are you?

- Under 25 25 – 40 40 – 60 Over 60

Q39 Which of these activities best describes what you are doing at present?

- Employee in full-time work (>30 hrs) Employee in part-time work (16 – 30hrs)
 Self-employed On Government support training programme
 Unemployed and available for work Permanently sick / disabled
 Retired Looking after home
 Doing something else

Q40 To which of these groups do you consider you belong?

- White Mixed Asian Chinese Other

Q41 Do you have any long standing illness, disability or infirmity?

- Yes No

Q42 Does this illness or disability limit your activities in any way?

- Yes No

When you have completed the survey, please return it in the envelope provided by 30 August 2009 to:

Tenant Participation Officer, Wiltshire Housing Services, 26 Endless Street, Salisbury, Wiltshire SP1 1DR.

Tenant satisfaction survey 2009

Name (optional)

Address (optional)

This survey is to find out your views on the service we provide. Your assistance in completing the survey is much appreciated. (please tick as applicable).

Your present housing circumstances

Q1 How long have you been a tenant of Wiltshire Council, including time spent as a tenant of Salisbury District Council?

- Less than 1 year Between 1 and 5 years
 Between 6 and 10 years More than 10 years

Q2 Overall, how satisfied or dissatisfied are you with your home?

- Satisfied Neither satisfied or dissatisfied Dissatisfied

Contact with Wiltshire Council

Q3 When did you most recently contact the council (including contact with the former Salisbury District Council)?

- Within the last 12 months Over a year ago
 Never Don't know

Q4 Which method of contact did you use last time you contacted the Housing Department?

- Personal visit Phone Email
 Letter Don't know

Q5 How satisfied are you when you visit our offices?

	Satisfied	Neither satisfied or dissatisfied	Dissatisfied
Ease of making an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience of office opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting time in office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality and clarity of advice given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contact with Wiltshire Council

Q6 How satisfied are you with the following aspects when you telephone us?

	Satisfied	Neither satisfied or dissatisfied	Dissatisfied
Time it took for phone to be answered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of getting through to the person you wished to speak to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality and clarity of advice given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 How satisfied are you when you write to the Housing department?

	Satisfied	Neither satisfied or dissatisfied	Dissatisfied
Promptness of reply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality and clarity of advice given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Services to tenants

Q8 Please tell us if you have used any of the services below and whether you were satisfied with the service.

	Satisfied	Neither satisfied or dissatisfied	Dissatisfied
Housing Repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving and modernising tenants' homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dealing with enquiries about Choice Based Lettings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing advice for tenants who experience difficulties paying their rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing convenient ways for tenants to pay their rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consulting tenants on housing proposals for their areas/neighbourhoods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping to resolve neighbour disputes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping to making council tenants' areas / neighbourhoods more secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 If you were on the transfer list and have now registered for Choice Based Lettings, how do you find the new system?

- Better
 About the same
 Worse

Housing repairs

Q10 Have you used the repairs service in the last 12 months?

- Yes No

Housing repairs

Q11 How did you report your repair?

- By phone Housing Support Officer (Sheltered Housing)
 At office Other

Q12 Did you find the method of reporting repairs easy or hard?

- Easy
 Hard

Q13 Did you receive a card giving details of the repair, target date and satisfaction slip?

- Yes
 No

Q14 What is your overall impression of the repairs service of the Housing Department?

- Very good
 Good
 Average
 Poor
 Very poor

Anti-social behaviour

Q15 Have you suffered from anti-social behaviour in the last 12 months?

- Yes
 No

Q16 What type of anti-social behaviour did you suffer from?

- Noise
 Abandoned vehicles
 Harassment
 Vandalism
 Other

Q17 Did you report the incident to the council?

- Yes
 No

Q18 How satisfied were you with the way the council dealt with your report?

- Satisfied
 Neither satisfied or dissatisfied
 Dissatisfied

Rent collection and arrears

Q19 How do you normally pay your rent?

- Post Office
 Standing Order
 Credit / Debit card over the phone
 Via the website
 Don't pay rent
 Other

Q20 How do you keep track of your rent account balance?

- Keep own records
 Request a statement from the council
 Telephone for a balance
 Don't keep a track of rent balance

Q22 At the start of a new rent year you are provided with information on how much to pay. Are you satisfied with this information?

- Satisfied Neither satisfied or dissatisfied Dissatisfied

Q23 When you have a query about your rent, are you satisfied with the information provided by the Housing staff?

- Satisfied Neither satisfied or dissatisfied Dissatisfied

Q24 If you have been in rent arrears, how satisfied were you with the way your arrears were dealt with?

- Satisfied Neither satisfied or dissatisfied Dissatisfied

Q25 If you have been in arrears, were you advised about welfare benefits you may have been entitled to?

- Yes No

Opportunities for participation

Q26 Thinking about the housing service we provide, how satisfied or dissatisfied are you with the opportunities for participation in management and decision making?

- Satisfied Neither satisfied or dissatisfied Dissatisfied

Q27 What could the council do to improve satisfaction with the opportunities for participation in management and decision making?

- Arrange specialist working groups on particular issues Send out more questionnaires
 Arrange local residents association meetings Arrange more public meetings
 Send out open invitations for people to give their view Carry out telephone surveys
 Extend the trial of "Neighbourhood Voices" (local representatives)