

Equality Monitoring Information

Confidential

We want to make sure that our housing services are fair and accessible for everyone. Your answers to the following questions will help us make sure that everyone's needs are considered.

Your Gender: Male Female Prefer not to say

Do you identify yourself as trans? Yes No Prefer not to say

Year of Birth: Prefer to not say

First part of your Postcode: YO Prefer to not say
(e.g. YO31 2)

The information you provide is anonymous and will be kept confidential. Thank you for helping us continue to improve Housing Services.

Ethnic Origin:

Please choose one section from A-E and then tick the appropriate box to indicate your ethnic background or please tick this box:

I prefer to not say

A. White:

- British
- Irish
- Any other White background please specify:
.....

B. Mixed Race:

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

C. Asian or Asian British:

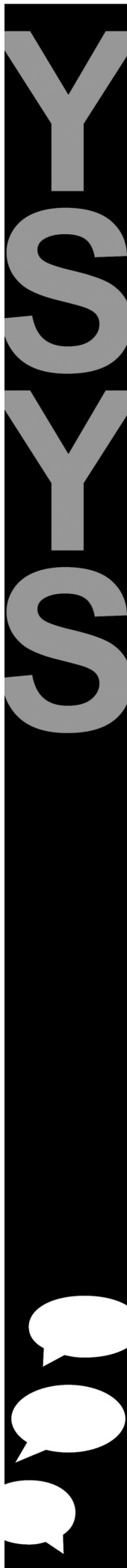
- Indian
- Pakistani
- Bangladeshi
- Any other Mixed background please specify:
.....

D. Black or Black British:

- Caribbean
- African
- Any other Mixed background please specify:
.....

E. Other Ethnic Groups:

- Gypsy
- Traveller
- Any other background please specify:
.....



Do you consider yourself to be disabled?

- Yes No
 Prefer to not say

If you tick “Yes” , please tick as many boxes below as apply:

Physical impairment
(such as using a wheelchair to get around and/or difficulty using arms, legs etc)

Sensory impairment
(such as being blind/having a serious visual impairment or being deaf/having a serious hearing impairment)

Mental health condition
(such as depression or bipolar)

Learning disability
(such as Downs syndrome or dyslexia or cognitive impairment, such as autism or one resulting from head-injury)

Long-standing illness or health condition
(such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)

Which of the following best describes how you think of yourself?

- Bisexual
 Gay man
 Gay woman/lesbian
 Heterosexual/straight
 Prefer not to say

Relationship Status:

- Civil partnership
 Co-habiting
 Married
 Single
 Other
 Prefer not to say

Please tick the appropriate box to describe your religion or belief:

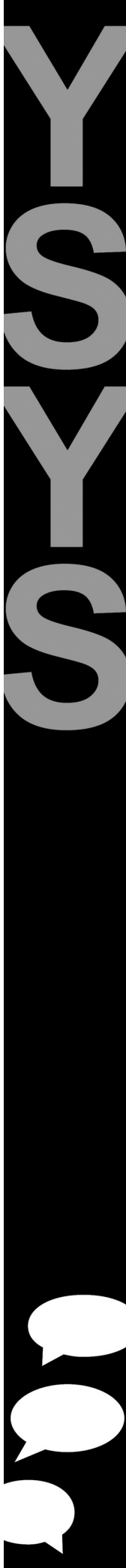
- Buddhist
 Christian
 Hindu
 Jewish
 Muslim
 Sikh
 No Religion
 Other please specify:

.....

Are you a carer?

- Yes No
 Prefer not to say

Note: A carer is defined as someone who looks “...after family, partner or friends in need of help because they are ill, frail or have a disability...” and that the help they provide is unpaid (except for Carers Allowance). Excluding childcare/family responsibility.



2013 Tenant Satisfaction Survey

Every year, Housing Services at City of York Council uses this Tenant Satisfaction Survey to ask 2,000 tenants for feedback on a range of landlord services it provides.

The survey is conducted independently, so your views stay confidential.

Please complete and return the survey in the enclosed **FREEPOST** envelope by **Monday 2nd December**

No stamp needed

Handy for Christmas!


We value your help, so to say 'thank you' we'll put all your returned surveys into a prize draw to **win a £100 store voucher!**

If you need any help completing the survey please contact us



01904 554379

Email yourservice.yoursay@york.gov.uk

If you need a **large text** version of this survey please  **01904 554379**

Turkish:

Bu anket, kiracıların konut hizmetlerinden ne kadar memnun olduklarını değerlendirmektedir. Bu bilgiler kendi dilinizde sunulabilir.

Polish:

Niniejsza ankieta zawiera pytania dotyczące poziomu satysfakcji najemców z usług świadczonych przez towarzystwo mieszkaniowe. Ulotka ta dostępna jest również w innych wersjach językowych.

Your Property

1 Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?

- Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied

If you answered dissatisfied, please tell us why below

2 How satisfied or dissatisfied are you with the overall quality of your home?

- Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied

3 Have you had any repairs to your home in the last 12 months?

- Yes (If yes, please answer Q4 & Q5) No (If No, go to Q6)

4 Thinking about your last completed repair, how satisfied or dissatisfied were you with each of the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Ease of reporting a repair by telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Being told when workers would call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Being able to make an appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Time taken before the work started	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. How quickly the work was completed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. The attitude of the workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. The overall quality of the repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Keeping dirt and mess to minimum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. The repair being done 'right first time'	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. The operatives doing the job you expected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Overall service you received with this repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5 Did the contractor show proof of identity?

- Yes No Can't remember

6 Your landlord safety checks and services gas heating appliances every year. How satisfied or dissatisfied are you with the gas servicing arrangements?

- Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied

Your Place

7 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

- Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied

8 To what extent are any of the following a problem in your neighbourhood?

(Please tick all those that apply)

	Major problem	Minor problem	Not a problem
a. Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Disruptive children/teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Dog fouling/dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Noise from traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Problems with pets & animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Vandalism or graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9 How satisfied or dissatisfied are you with the grounds maintenance service provided by your landlord? (eg grass cutting; communal gardening)

- Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied

10 How satisfied or dissatisfied are you with the estate services provided by your landlord? (eg litter picking; communal repairs)

- Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied

11 Do you live in a block of flats with communal areas and an estate worker?

- Yes (If yes, please answer Q12) No (If No, go to 13)

12 How satisfied or dissatisfied are you with the internal cleaning service provided by your estate worker?

- Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied

13 How satisfied or dissatisfied are you with the overall appearance of your neighbourhood?

- Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied

If you answered dissatisfied, please tell us why below

Your Service

14 Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

- Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied

If you answered dissatisfied, please tell us why below

15 Apart from paying rent, have you contacted your landlord in the last 12 months?

- Yes (If yes, please answer Q 16 – Q21) No (If No, go to Q22)

16 How did you last contact your landlord? (Please tick one only)

- a. I phoned e. I emailed
 b. I visited the office f. Through the website
 c. At a local advice session g. Can't remember
 d. By letter h. Other _____

17 What did you last have contact about? (Please tick one only)

- a. Repairs f. Moving home
 b. Rent arrears g. Communal areas or garden
 c. Welfare Benefits h. Can't remember
 d. Anti-social behaviour i. Other _____
 e. Neighbours/ Neighbourhood issues _____

Still thinking about that last contact with your landlord.....

18 Did you find the staff you dealt with helpful or unhelpful?

- Helpful Unhelpful Neither Can't remember

19 Was the first person you spoke to able to deal with your query?

- Yes, in full Yes, in part No Can't remember

20 How satisfied were you with their ability to deal with your query quickly and efficiently?

- Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied

21 How satisfied were you with the final outcome of your query?

- Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied

22 How satisfied or dissatisfied are you with the way your landlord deals with each of the following

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Reporting repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Your enquiries generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Moving or swapping your home (transfers and exchanges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23 Do you know that your landlord runs drop-in advice sessions in local areas and at their West Offices?

- Yes No

24 Have you ever been to the drop-in advice session in your area?

- Yes No

25 Would you like to see your landlord develop more local drop-in advice sessions?

- Yes No No view

26 Where do you use the internet? (Please tick only the main one you use)

- a. I don't use it at all d. At work
 b. Mobile phone only e. At a council building or library
 c. At home f. Other _____

27 If you don't use the internet, please say why. (Please tick all those that apply)

- a. No access to the internet e. No free internet nearby
 b. Don't want to use internet f. Privacy and security concerns
 c. Equipment costs too high g. Physical disability
 d. Connection costs too high h. Lack of confidence or skills
 Other _____

28 Are you aware that housing services has a formal complaints procedure?

Yes No

29 Have you made a complaint to your landlord in the last 12 months?

Yes (If yes, please answer Q30) No (If No, go to 31)

30 How satisfied or dissatisfied are you with each of the following aspects of how your complaint was dealt with?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. How easy it was to make your complaint?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The information and advice housing staff provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. How well you were kept informed about the progress of your complaint?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The support you received while your complaint was dealt with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Overall, the way your complaint about housing services was handled?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The speed your complaint was dealt with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Overall, the final outcome of the complaint?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

31 How satisfied or dissatisfied are you that your rent provides value for money?

Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied

32 Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from your landlord with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Managing your finances and paying rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Claiming housing benefit or other welfare benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Keeping you informed about government changes to welfare benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33 How satisfied or dissatisfied are you that your landlord treats you fairly and with respect?

Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied

Your Say

34 How satisfied or dissatisfied are you that your landlord gives you the opportunity to make your views known?

- Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied
-

35 How satisfied or dissatisfied are you that your landlord listens to your views and acts on them?

- Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied
-

36 How satisfied or dissatisfied are you that your landlord gives you the opportunity to have a say in how your local area is maintained and looked after?

- Very satisfied Fairly satisfied Neither
 Fairly dissatisfied Very dissatisfied
-

37 How good or bad do you feel your landlord is at keeping you informed about things that might affect you as a resident?

- Very good Fairly good Neither
 Fairly bad Very bad
-

38 Which of the following are you happy to use (please tick all that apply)

I'm happy for my landlord to keep me informed by

I'm happy to contact my landlord by

- | | | |
|----------------------------------|--------------------------|--------------------------|
| a. Email | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Phone | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Text/SMS | <input type="checkbox"/> | <input type="checkbox"/> |
| d. In writing | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Visit to the office | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Visit to your home by staff | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Open meetings | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Newsletter | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Other (please write in) _____ | | |
-

39 Are you aware your landlord has a published set of service standards?

- Yes No Not sure what this means

40 Your landlord is keen to involve tenants in developing, improving and giving feedback on housing services. They would like to tell you how you can have your say about the services they provide.

Yes, please tell me more

No thank you

If you tick yes, we need to give your details to your landlord so they can contact you. Please sign here to agree to this

Your responses to this survey will remain confidential – your landlord will not see them.

41 Do you have any suggestions to improve the service your landlord provides?

42 Is there anything else you would like to say about your home or the services your landlord provides?

**Please fill in the separate
Equalities Monitoring Form.**

We use this information to analyse survey responses and make sure they are representative of all our customers.

There is more about Housing Services on our website at www.york.gov.uk/housing/

**Return your survey
in the FREEPOST envelope
by Monday 2nd December
so we can include it in the prize
draw. You could be this
year's lucky winner!**