

ENGLISH RURAL HOUSING ASSOCIATION RESIDENT SURVEY

Please read these instructions carefully before completing the questionnaire

1. The questionnaire should be completed by the resident at this address or by their partner/spouse.
2. Please read the instructions for answering each question carefully. Most questions require you to "Tick one box only"
3. All residents have received the same survey form, although households living in a shared ownership property should not complete section five.
3. Please check you have answered all the questions that are relevant to you
4. Please return the completed questionnaire in the envelope provided.

Although this survey can be completed anonymously, it may help us to identify issues and trends where residents are happy to provide their household details. If you are happy for your survey not to be anonymous, please complete the household details information below:

Name:

Address:

Tel (Home):

Tel (Mobile)

Email:

SECTION ONE – THE BIG PICTURE

1) Taking everything into account, how satisfied or dissatisfied are you with:

- a) *The service provided by English Rural Housing Association?*
- b) *Your rent as value for money?*
- c) *Your service charges (if payable) as value for money?*

[Response options to each will be]

Very Satisfied Fairly Satisfied Neither Satisfied Nor Dissatisfied Fairly Dissatisfied Very Dissatisfied

2) Please rate how strongly you agree or disagree with the following statement:

I believe English Rural Housing Association will act on the findings from this survey

Strongly Agree Agree Neither Agree Nor Disagree Disagree Strongly Disagree

3) How likely would you be to recommend English Rural Housing Association to family or friends?

Very Likely Likely Neither Likely Nor Unlikely Unlikely Very Unlikely

4) Of the following services, which do you consider to be the three most important?

Please circle the three you wish to choose as your most important

- a) Keeping tenants informed
- b) Overall quality of your home
- c) Taking views into account
- d) Repairs and maintenance
- e) Dealing with anti-social behaviour
- f) Neighbourhood as a place to live
- g) Value for money for your rent
- h) Other (please specify)

SECTION TWO - YOUR HOME AND NEIGHBOURHOOD

[Response options to each will be]

- 5) How satisfied or dissatisfied are you with the overall quality of your home?**
- 6) How satisfied or dissatisfied are you with the general condition of your home?**
- 7) How satisfied or dissatisfied are you with size of your home?**
- 8) Overall, how satisfied or dissatisfied are you with your development as a place to live?**
- 9) If there anything you would like to say about your satisfaction or dissatisfaction with your home and or/your development as a place to live?**

Please make your comments in the space below and continue on a separate sheet if necessary.

10) To what extent are the following a problem in your neighbourhood?

Please indicate how much of a problem each issue is using the ranking system, 1 to 5, of which 5 indicates that the issue is a serious problem affecting where you live and 1 that it is not a problem at all.

- | | | | | | |
|----------------------------------|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 |
| a) Car parking | | | | | |
| b) Rubbish and litter | | | | | |
| c) Noisy neighbours | | | | | |
| d) Pets and animals | | | | | |
| e) Disruptive children/teenagers | | | | | |
| f) Racial or other harassment | | | | | |
| g) Drunk or rowdy behaviour | | | | | |
| h) Vandalism and graffiti | | | | | |
| i) People damaging property | | | | | |
| j) Drug use or dealing | | | | | |

- k) *Abandoned or burnt out vehicles*
- l) *Noise from traffic*
- m) *Other crime (please specify)*

If you have indicated that any of these issues are a problem, then it would be useful to know where you live so that English Rural Housing Association can investigate this matter further. If you are happy to share your location please write the name of your development below.

.....

SECTION THREE - SERVICES

11) Generally, how satisfied or dissatisfied are you with the way English Rural Housing Association deals with:

- a) *Repairs and Maintenance?*
- b) *Improvements to your home?*
- c) *Advice on rents and service charges?*
- d) *Anti-social behaviour?*
- e) *Neighbour disputes?*
- f) *Transfers and exchanges?*
- g) *Allocations and lettings criteria?*
- h) *The open spaces around your home?*
- i) *Any other services? (Please specify)*

[Response options to each will be]

Very Satisfied Fairly Satisfied Neither Satisfied Nor Dissatisfied Fairly Dissatisfied Very Dissatisfied

12) How satisfied or dissatisfied are you with the way English Rural Housing Association generally deals with looking after communal and shared areas?

Very Satisfied Fairly Satisfied Neither Satisfied Nor Dissatisfied Fairly Dissatisfied Very Dissatisfied

13) Which of the following methods would you prefer to use to pay your rent?

Please circle your preferred method.

- a) *Standing Order* b) *At an office* c) *Pay Point*
- d) *Direct Debit* e) *Post Office* f) *Online (Debit or Credit Card)*
- g) *Over the phone (Debit or Credit Card)*

14) Do you think we are more able to provide a service tailored to your specific needs because we are a smaller housing association?

Yes No

15) Is there anything you would like to say about how English Rural could improve its services?

Please make your comments in the space below and continue on a separate sheet if necessary.

SECTION FOUR – CUSTOMER SERVICES

16) Thinking about the last time you contacted English Rural Housing Association, how strongly do you agree or disagree with the following statements?

- a) *I had no difficulty contacting English/Wiltshire Rural Housing Association.*
- b) *I was able to speak to the right person.*
- c) *I received a helpful response.*
- d) *I received a friendly response.*
- e) *I was treated fairly.*
- f) *I was kept informed of progress.*
- g) *The time taken to deal with my enquiry was reasonable.*
- h) *I was satisfied with the overall experience.*
- i) *I was satisfied with the final outcome of my query.*

[Response options to each will be]

Strongly Agree Agree Neither Agree Nor Disagree Disagree Strongly Disagree

17) How satisfied or dissatisfied are you with the way English Rural Housing Association deals with your enquiries generally?

Very Satisfied Fairly Satisfied Neither Satisfied Nor Dissatisfied Fairly Dissatisfied Very Dissatisfied

18) How satisfied or dissatisfied are you with the way English Rural Housing Association deals with complaints?

Very Satisfied Fairly Satisfied Neither Satisfied Nor Dissatisfied Fairly Dissatisfied Very Dissatisfied
Don't Know/No Opinion

SECTION FIVE – REPAIRS AND MAINTENANCE

(Only complete this section if you are a tenant and rented a home from English Rural Housing Association, otherwise go straight to section six)

19) Thinking about the last repair completed, how satisfied or dissatisfied were you with:

- a) *Methods available to report the repair?*
- b) *Being told when the workers would call?*
- c) *Were able to make an appointment that was convenient?*
- d) *The time taken before the work started?*
- e) *The attitude of the worker(s)?*
- f) *Keeping dirt and mess to a minimum?*
- g) *Being kept informed of progress?*
- h) *That the repair was completed when we said it would be?*
- i) *The repair being done 'right first time'?*
- j) *The overall quality of the work?*

[Response options to each will be]

Very Satisfied Fairly Satisfied Neither Satisfied Nor Dissatisfied Fairly Dissatisfied Very Dissatisfied

20) Generally, how satisfied or dissatisfied were you with the way English Rural Housing Association dealt with your last completed repair?

Very Satisfied Fairly Satisfied Neither Satisfied Nor Dissatisfied Fairly Dissatisfied Very Dissatisfied

SECTION SIX – COMMUNICATIONS

21) How satisfied or dissatisfied are that English Rural Housing Association:

- a) *Keeps you informed about things that might affect you?*
- b) *Gives you the opportunity to make your views known?*
- c) *Listens to your views and acts on them?*
- d) *Does enough to support local tenants' associations and other representative group?*
- e) *Does enough to involve tenants in making decisions?*

[Response options to each will be]

Very Satisfied Fairly Satisfied Neither Satisfied Nor Dissatisfied Fairly Dissatisfied Very Dissatisfied

22) Which of the following methods of being kept informed and getting in touch with English Rural Housing Association are you happy to use?

Please circle methods you are happy to use. You can circle as many methods as you like.

- | | | |
|------------------------|--------------------------------|------------------|
| a) Email | b) Telephone | c) Text/SMS |
| d) Visit to the office | e) Visit to your home by staff | e) Open meetings |
| f) Newsletter | g) Via advocate/family/carer | |

23) Do you have regular access to the internet at home, work/college or elsewhere?

Yes No

24) Have you visited English Rural Housing Associations website in the past 12 months?

Yes No

25) If you have visited English Rural Housing Associations website in the past 12 months how useful did you find the website

Very Useful Fairly Useful Neither Useful Nor Unuseful Fairly Unuseful Very Unuseful

26) Is there anything else you would like to see on the website or any other services you would like to be able to access via the website?

No Yes

If yes, please specify in the space below. Continue on a separate sheet if necessary.

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27) If you have received a newsletter from English Rural Housing Association in the last 12 months how useful did you find the newsletter?

Very Useful Fairly Useful Neither Useful Nor Unuseful Fairly Unuseful Very Unuseful

28) Would you like to receive newsletters from English Rural Housing Association more frequently?

Yes No

29) Are you interested in finding out more about getting involved in how English Rural Housing Association is run? (e.g. through a tenants' association, tenants' forum, board membership, focus group etc)

Yes No

If you have answered yes to this question it would be helpful to know your contact details, so please consider including these at the start of the questionnaire if you have not already done so.

30) Would you like English Rural Housing Association to communicate with you using any of the following?

Please circle methods you are happy to use. You can circle as many as you like.

- a) Large Print b) Braille c) Sign Language d) Other (please specify)

SECTION SEVEN – INFORMATION ABOUT YOU AND YOUR HOUSEHOLD

31) Do you currently live in a rented or shared ownership property?

Rented Shared ownership

32) Please tell us to which ethnic groups you and your household belong.

- a) White - British / Irish
b) Mixed - White & Black Caribbean / White & Black African /
 White & Asian / Other
c) Asian or Asian British - Asian or Asian British / Indian / Pakistan / Bangladesh /
 Other
d) Black or Black British - Caribbean / African / Other
e) Chinese or other ethnic group - Chinese / Other
g) Refuse to say

33) What is your first language?

- a) British b) Other (please specify).....

34) Thinking about yourself and/or your spouse/partner who lives with you.

- a) How old are you?(please specify)..... b) How old is your spouse/partner.....

35) How many people usually live in your household?

- a) 1 b) 2 c) 3 d) 4 e) 5 f) 6 g) More than 6 (please specify)

36) How many people living in your households are under 16?

- a) 1 b) 2 c) 3 d) 4 e) 5 f) 6 g) More than 6 (please specify)

37) How many people living in your households are over 60?

- a) (Please specify how many) b) If any, are they retired? Yes No

38) How many bedrooms does your home have?

- a) 1 b) 2 c) 3 d) 4

39) Does anyone in your household have any long-term illness, health problems or disability which limits their daily activities or work they can do, including any problems which are due to old age?

Yes No

40) Does anyone in your household use a wheelchair?

Yes No

41) Are you or your spouse/partner permanently employed full or part time?

a) Yes No b) If yes, please write in your job(s)

42) Would you consider yourself to be unemployed?

a) Yes No b) If yes, are you actively looking for work? Yes /No

43) Does your household currently receive housing benefit or similar towards the cost of your rent?

Yes No

44) Thinking about all the income that your household receives through employment, benefits and other sources. What is the total income?

- a) Less than £10,000 per year (£192 or less a week)
- b) Between £10,000 and £15,000 per year (between £192 and £288 per week)
- c) Between £15,000 and £20,000 per year (between £288 and £385 per week)
- d) Between £20,000 and £25,000 per year (between £385 and £481 per week)
- e) Between £25,000 and £30,000 per year (between £480 and £577 per week)
- f) Between £30,000 and £40,000 per year (between £577 and £796 per week)
- g) More than £40,000 per year (£796 or more a week)

45) As a result of changes to how housing benefit is calculated and paid, are you considering moving to a smaller property?

Yes No

46) Is your household likely to move in the next five years?

a) Yes No b) If yes, please explain why.....

Thank you for taking time to complete this survey. The information provided will be collated and used to inform and influence our work. A summary of the information will be published on our website in due course and also included in the next newsletter.

All completed survey forms should be returned to the following address using the reply paid envelope provided (no stamp required).

ADDRESS

The sooner you return your survey form the sooner we can get on with analysing the results. To be included in the prize drawer competition you will need to ensure that your form is returned to us by **DATE**.