



Tenant Satisfaction Survey

No:

Overall

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Chesterfield Borough Council (CBC) Housing Service?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Condition of your home and Health and Safety

2. How satisfied or dissatisfied are you that CBC Housing Service provides a home that is well maintained?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

3. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that CBC Housing Service provides a home that is safe?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

4. If you live in a block of flats, to what extent do you agree with the following: CBC Housing Services has given me information on building safety and what my responsibilities are?

- Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

Repairs and maintenance

5. Has CBC Housing Service carried out a repair to your home in the last 12 months?

- Yes No (Go to Q10)

6. If yes, how satisfied or dissatisfied are you with the overall repairs service from CBC Housing Service over the last 12 months?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

7. If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

8. If you had an appointment for this repair, was it kept? Yes No

9. Thinking about the last time you had repairs carried out, how satisfied or dissatisfied are you with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Estates and communal areas

10. Do you live in a building with communal areas, either inside or outside, that CBC Housing Service is responsible for maintaining?

Yes No Don't know

11. If yes, how satisfied or dissatisfied are you that CBC Housing Service keeps these communal areas clean and well maintained?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

12. How satisfied or dissatisfied are you that CBC Housing Service makes a positive contribution to your neighbourhood?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

13. How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting in your area?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

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

	Major problem	Minor problem	Not a problem
Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling/dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Do you have any further comments about the appearance of our estates and communal areas?

Anti-social behaviour

16. How satisfied or dissatisfied are you with CBC Housing Service's approach to handling anti-social behaviour?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Complaints

17. Have you made a complaint to CBC Housing Service in the last 12 months?

- Yes No (Go to Q19)

18. If yes, how satisfied or dissatisfied are you with CBC Housing Service's approach to complaints handling?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Listening and engagement

19. How satisfied or dissatisfied are you that CBC Housing Service listens to your views and acts upon them?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

20. How satisfied or dissatisfied are you that CBC Housing Service keeps you informed about things that matter to you?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

21. To what extent do you agree or disagree with the following "CBC Housing Service treats me fairly and with respect"?

- Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

22. What could CBC Housing Service do better?

If you are expressing dissatisfaction with the service you have received from CBC and would like to make a formal complaint, please contact us online <https://www.chesterfield.gov.uk/about-this-website/contact-the-council/comments-compliments-and-complaints/>, or via your MyChesterfield account <https://www.chesterfield.gov.uk/my-chesterfield/> or by phone (01246 345345).

Prize Draw and Further Contact

If you would like to be included in our prize draw for the chance to win one of four £50 Love2Shop vouchers and/or are happy to be contacted in relation to any comments or queries you have made in this survey please fill in your contact details below and tick the relevant box(es).

If you don't want to be included in the prize draw, or to be contacted further, just leave this section blank.

Name:

Tel or email:

Please tick the relevant boxes:

- Please enter me into the prize draw
- I am happy to be contacted in relation to any comments or queries I have made in this survey

Privacy Information

Chesterfield Borough Council is collecting your feedback to help us monitor, evaluate and improve our housing and letting services. The lawful basis for processing your information is under Article 6(1)(e) of the UK GDPR: The Performance of a task carried out in the public interest.

Participation in this survey is voluntary. Any information you provide will be used only for the purposes described and will be handled in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

For further information about how we use your personal data, your data protection rights, or to contact the Council's Data Protection Officer, please visit chesterfield.gov.uk/privacy.

All the following questions are optional but answering them will help us to make sure we are providing fair services that meet the needs of all our communities.

What is your sex? Male Female Prefer not to say

How old are you?

- Under 16 19 to 24 35 to 44 55 to 64 75 and over Prefer not to say
- 16 to 18 25 to 34 45 to 54 65 to 74

If you are 16 plus, is the gender you identify with the same as your sex registered at birth?

- Yes No Prefer not to say

Do you consider yourself to have a disability?

- No Yes - hearing Yes - learning disability Other disability
- Yes - mobility Yes - vision Yes - mental health Prefer not to say

What is your ethnicity?

- White British Black or Black British Mixed ethnic group Prefer not to say
- Other White background Asian or Asian British Other ethnic group