



TSM Summary of Approach 2025/26

Harlow Council



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Summary of Approach

Background information

The Tenant Satisfaction Measures (TSMs) are a set of performance measures that help tenants understand how well their landlord is performing. The Regulator of Social Housing's (RSH) requires all registered housing providers to collate and submit TSMs in line with requirements. As part of this obligation, registered housing providers must inform residents how it collects the data provided in the TSM survey and publish a summary of approach alongside the TSM results.

BMG Research was commissioned to carry out this research and undertaken the surveys on behalf of Harlow Council in line with guidance from the Regulator of Social Housing. All TSM requirements been achieved.

A prize draw to win one of four shopping vouchers was offered as an incentive.

Survey timing



The survey approach was conducted during a single point in time f30th November 2025 – 13th February 2026.

Collection method

In 2025/26, data was collected using an online and postal method amongst LCRA residents. There are a number of reasons for choosing this methodology:

- Consistency: Maintaining the same methodology as with previous year allows for comparison and trend analysis.
- Inclusive: Mixed methodology is an effective method for engagement and ensures that it is inclusive.
- Flexibility: Online survey invites allow tenants to complete the survey at their own convenience.
- Accessible: This mixed methodology ensures accessibility for all tenants, so that no one is unduly prevented from taking part.
- Neutrality: Using an independent market research agency, prevents bias and reassures participants who wish to remain anonymous.

Sample information

Sample method



Respondents were sampled using a census approach.

Responses were monitored for representativeness of key characteristics.

Sample size information

During 2025/26 Harlow Council completed 1,200 LCRA surveys, with a weighted sample size of 1,089, the margin of error at 95% confidence is +/- 2.78%.

The table below shows the total number of responses to the survey by method.

Method	LCRA
Internet	842
Postal	358

Weighting

Weighting was applied to the LCRA data. Weighting was applied to the data to ensure results are representative using the following characteristics:

- Age

Assessment of representativeness



The tables below summaries the demographic information available and the representativeness of the survey results. The rationale for the choice of characteristics included are they were key characteristics provided in the sample and give a good indication of representativeness.

	Relevant population (% total)	Survey responses –weighted (% total)
Ward		
Bush fair	16%	16%
Great Parndon	9%	10%
Little Parndon & Town Centre	7%	8%
Mark Hall	13%	14%
Netteswell	13%	12%
Old Harlow	6%	6%
Sumners & Kingsmoor	10%	9%
Church Langley South & Potter St	7%	6%
Latton Bush & Stewards	8%	8%
Passmores	11%	12%
Age		
16 to 34	13%	13%
35 to 44	20%	20%
45 to 54	17%	17%
55 to 64	20%	20%
65+	30%	30%
Gender		
Female	69%	71%
Male	31%	28%
Tenancy tenure type		
House	57%	56%
Flat	23%	26%
Maisonette	6%	5%
Sheltered	6%	5%
Bedsit	4%	4%
60+	2%	2%
Bungalow	2%	3%

Collection method impact

Proportion of respondents who report that they are satisfied with the overall service from their landlord TP01 (weighted):

Telephone	58%
Internet	60%
Postal	80%

Total number of tenants (unweighted) who reported they are:

	LCRA
Very satisfied	390
Fairly satisfied	407
Neither satisfied or dissatisfied	175
Fairly dissatisfied	126
Very dissatisfied	91

Results of tenant perception measures

TSMs reported for LCRA:

	TP01	TP02	TP03	TP04	TP05	TP06
	Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?	How satisfied or dissatisfied are you with the overall repairs service from [your landlord] over the last 12 months?	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?	How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?
Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.		671.9	671.9			
Number of respondents who responded 'No' to the filter question relevant to the perception measure.		245.4	245.4			
Very satisfied	361.4	299.2	299.4	356.2	420.1	211.5
Fairly satisfied	407.5	210.7	189.6	363.3	323.9	251.5
Neither satisfied nor dissatisfied	186.4	62.5	53.4	138.5	106.1	238.1
Fairly dissatisfied	136.3	59.7	71.9	111.1	105.8	110.1
Very dissatisfied	100.7	38.2	53.7	99.6	100.9	181.4
Not applicable/ don't know*					6.3	60.3
Calculated TSM: Proportion of respondents who report that they are satisfied	64.5%	76.1%	73.2%	67.3%	70.4%	46.7%



	TP07	TP08	TP09	TP10	TP11	TP12
	How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?	To what extent do you agree or disagree with the following "[my landlord] treats me fairly and with respect"?	How satisfied or dissatisfied are you with [your landlord]'s approach to complaints handling?	How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?	How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?	How satisfied or dissatisfied are you with [your landlord]'s approach to handling anti-social behaviour?
Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.			159.4	339.4		
Number of respondents who responded 'No' to the filter question relevant to the perception measure.			709.6	467.8		
Very satisfied	320.7	248.7	26.3	76.3	153.9	121.9
Fairly satisfied	311.7	420.9	23.7	93.4	237.1	175.8
Neither satisfied nor dissatisfied	225.7	212.5	26.9	39.4	230.0	196.8
Fairly dissatisfied	77.9	75.4	43.7	43.5	77.7	51.1
Very dissatisfied	95.5	73.4	38.8	84.4	77.5	94.6
Not applicable/ don't know	27.4	16.2			93.5	231.5
Calculated TSM: Proportion of respondents who report that they are satisfied	61.3%	65.0%	31.4%	50.3%	50.4%	46.5%



Questionnaire



BMG Research are conducting a survey on behalf of Harlow Council's Housing Service for the Tenant Satisfaction Measures that will be reported to the Regulator of Social Housing. The Council would like your help in understanding your satisfaction with them as a landlord and what you think about the services they provide. The survey will take around 15 minutes to complete.

To help us process your completed questionnaire, please follow the guidelines below

1. The questionnaire should be completed by the tenant at this address, or their carer.
2. Please use black or blue ink & mark your answer with a cross in the box (x).
3. Completely 'colour in' any boxes crossed in error.
4. Please do not write outside the boxes provided.

By completing this survey you are agreeing that the feedback received by BMG Research will be linked to your name and address and shared with Harlow Council's Housing Service for monitoring and improvement of its services.

BMG Research abides by the Market Research Society Code of Conduct at all times. You can also find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website www.bmgresearch.com/privacy

By completing and returning this questionnaire to us, we will take this as your consent for us to process and analyse the data you have provided.

➔ Section 1: Overall perceptions

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Harlow Council's Housing Service?

➔ Please put a cross (x) in one box only

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

Q2 Please state why you gave that rating.

➔ Please write in the box below

Q3 How satisfied or dissatisfied are you that Harlow Council's Housing Service provides a home that is well maintained?

➔ Please put a cross (x) in one box only

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

Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Harlow Council's Housing Service provides a home that is safe?

➔ Please put a cross (x) in one box only

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

➔ Section 2: Tenant involvement and empowerment

Q5 How satisfied or dissatisfied are you that Harlow Council's Housing Service keeps you informed about things that matter to you?

➔ Please put a cross (x) in one box only

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

Q6 How satisfied or dissatisfied are you that Harlow Council's Housing Service listens to your views and acts upon them?

➔ Please put a cross (x) in one box only

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

Q7 To what extent do you agree or disagree with the following "Harlow Council's Housing Service treats me fairly and with respect"?

➔ Please put a cross (x) in one box only

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable / Don't know
☐	☐	☐	☐	☐	☐

Tenant involvement and empowerment helps promote a better understanding and a stronger relationship between you and your landlord. You have a right to be involved in the management of your housing services. Putting tenants at the heart of our business helps to make a difference to your housing services. We need you to be more involved and help us to get it right.

Q8 Are you aware of the different ways listed below in which you can be more involved, have your say and make a difference?

→ Please put a cross (x) in one box for each of the following

	Yes	No	Request more info
Housing Standards Board	☐	☐	☐
Housing Standards Panels	☐	☐	☐
Harlow Council's Housing Service's Housing Web Pages (For your information and means of feedback)	☐	☐	☐
Tenant and Leaseholder Involvement and Engagement Strategy	☐	☐	☐
Resident Inspectors	☐	☐	☐
Ward Inspections	☐	☐	☐
Housing consultations on Council website	☐	☐	☐
Housing Annual Report	☐	☐	☐
Regulator of Social Housing	☐	☐	☐
Tenant Scrutiny	☐	☐	☐

Q9 Would you prefer evening or daytime meetings?

→ Please put a cross (x) in one box only

☐ Daytime

☐ Evening

☐ Either

Please note, if you would like further information on any of the above items listed, then please do not hesitate to contact your Tenant Initiative Officer Zulfi Kiani-Mackintosh on (01279) 446330, e-mail tenant.relations@harlow.gov.uk or write to Zulfi at Housing Services, Harlow Council's Housing Service, Civic Centre, The Water Gardens, CM20 1WG

Section 3: Information about your household

Q10 What type of adaptations (if any) have already been made to your property?

→ Please put a cross (x) in as many as apply

☐ Lift

☐ Stairlift

☐ Ramp

☐ Kitchen

☐ Bathroom

☐ None

Q11 Do you feel you have a need which requires further help or support? If so, we will contact you to discuss your needs confidentially.

→ Please put a cross (x) in one box only

☐ Yes

☐ No

→ Section 4 : Information about your tenancy

Q12 How long have you been a Tenant of Harlow Council's Housing Service?

→ Please put a cross (x) in one box only

☐ Less than 12 months

☐ 12 months and over

☐ Over 15 years

Q13 Do you understand the conditions listed in your Tenancy Agreement?

→ Please put a cross (x) in one box only

☐ Yes → Go to Q15

☐ No → Go to Q14

Q14 If no, please briefly state why.

→ Please write in the box below

Q15 Do you find the Tenants Handbook useful?

→ Please put a cross (x) in one box only

☐ Yes → Go to

☐ No → Go to

☐ Not seen the handbook
→ Go to

Q16 If no, please briefly state why.

→ Please write in the box below

Section 5: Repairs

For example a routine tap repair or central heating repair.

Q17 Has Harlow Council's Housing Service carried out a repair to your home in the last 12 months? → Please put a cross (x) in one box only

☐ Yes → Go to

☐ No → Go to

Q18 How satisfied or dissatisfied are you with the overall repairs service from Harlow Council's Housing Service over the last 12 months?

→ Please put a cross (x) in one box only

Very
satisfied
☐

Fairly
satisfied
☐

Neither satisfied
nor dissatisfied
☐

Fairly
dissatisfied
☐

Very
dissatisfied
☐

Q19 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? Please put a cross (x) in one box only

Very
satisfied
☐

Fairly
satisfied
☐

Neither satisfied
nor dissatisfied
☐

Fairly
dissatisfied
☐

Very
dissatisfied
☐

Q20 Thinking about your last completed repair to your home, how would you rate the following...?

→ Please put a cross (x) in one box for each of the following

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
Being advised of when the repair will take place	☐	☐	☐	☐	☐
Being advised what repair will take place	☐	☐	☐	☐	☐
Overall quality of repair work	☐	☐	☐	☐	☐

Q21 Regarding the call to HTS, how easy or difficult was it to report a repair?

→ Please put a cross (x) in one box only

Very
easy
☐

Fairly
easy
☐

Neither easy
nor difficult
☐

Fairly
difficult
☐

Very
difficult
☐

Not
applicable
☐

Q22 How helpful or unhelpful were the call centre staff?

→ Please put a cross (x) in one box only

Very
helpful
☐

Fairly
helpful
☐

Neither helpful
nor unhelpful
☐

Fairly
unhelpful
☐

Very
unhelpful
☐

Not
applicable
☐

Q23 Thinking about your last completed repair to your home, how would you rate the following...?

→ Please put a cross (x) in one box for each of the following

	Yes	No
Was the operative polite and courteous?	☐	☐
Did the operative clean up after completing the repair?	☐	☐
Did the operative show their ID Badge?	☐	☐

Q24 Do you consider the repair carried out was completed right first time?

→ Please put a cross (x) in one box only

☐ Yes → Go to

☐ No → Go to

Q25 Were you kept informed of progress throughout the work?

→ Please put a cross (x) in one box only

☐ Yes

☐ No

Q26 Are you aware of your responsibilities as a tenant regarding tenants' repairs? (Please refer to your tenancy agreement/handbook)

→ Please put a cross (x) in one box only

☐ Yes

☐ No

Section 6: Modern homes Major Works

Major works include large scale repairs or replacements such as new kitchens, bathrooms, windows and doors or major external building repairs.

If you have recently had Major Works done to your property in the past 12 months, or are currently doing so, please answer **Q27** to **Q30**. Please move to **Q31** if you have not.

Q27 If you have recently had or are currently having Major Works done to your property, how would you rate the following?

→ Please put a cross (x) in one box for each of the following

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Not finished yet
Being advised of when the major works will take place	☐	☐	☐	☐	☐	☐
Being advised of what major works will take place	☐	☐	☐	☐	☐	☐
Overall quality of major works	☐	☐	☐	☐	☐	☐

If you are currently having or have recently had Major Works done to your property in the past 12 months, how would you rate the following?

→ Please put a cross (x) in one box for each of the following

	Yes	No
Were the major works carried out at the given time?	☐	☐
Was the operative(s) polite and courteous?	☐	☐
Did the operative(s) clean up after completing the repair?	☐	☐
Did the operative(s) wear ID Badges?	☐	☐
Did the operative(s) treat your home with care and respect?	☐	☐

Q29 Do you consider the major works carried out were completed right first time? →

Please put a cross (x) in one box only

☐ Yes → Go to

☐ No → Go to

☐ Not finished
→ Go to

Q30 Were you kept informed of progress throughout the work?

→ Please put a cross (x) in one box only

☐ Yes

☐ No

→ Section 7: Communal areas

Q31 Do you live in a building with communal areas, either inside or outside, that Harlow Council's Housing Service is responsible for maintaining?

→ Please put a cross (x) in one box only

☐ Yes → Go to

☐ No → Go to

☐ Don't know
→ Go to

Q32 How satisfied or dissatisfied are you that Harlow Council's Housing Service keeps these communal areas clean and well maintained?

→ Please put a cross (x) in one box only

Very
satisfied
☐

Fairly
satisfied
☐

Neither satisfied
nor dissatisfied
☐

Fairly
dissatisfied
☐

Very
dissatisfied
☐

Q33 In general, what repairs, cleaning or grounds maintenance issues affect you the most, please specify? →

Please write in the box below

→ Section 8: Communal repairs

Q34 Have you had any repairs completed to communal areas in the last 12 months? →

Please put a cross (x) in one box only

☐ Yes → Go to

☐ No → Go to

Q35 Thinking about the last completed repair to your communal area, how would you rate it in terms of 'Overall quality of repair work'?

→ Please put a cross (x) in one box only

Very good
☐

Fairly good
☐

Neither good nor poor
☐

Fairly poor
☐

Very poor
☐

Q36 Do you consider the repair carried out was completed right first time?

→ Please put a cross (x) in one box only

☐ Yes

☐ No

→ Section 9: Communal cleaning

Q37 If you have reported a communal cleaning issue in the last 6 months, how do you rate the time it took from reporting the issue to getting the issue resolved? Please put a cross (x) in one box only

Very good
☐

Fairly good
☐

Neither good nor poor
☐

Fairly poor
☐

Very poor
☐

Q38 Have you been given a cleaning schedule for your area?

→ Please put a cross (x) in one box only

☐ Yes → Go to

☐ No → Go to

Q39 Do you consider the cleaning to have been completed in line with the cleaning schedule?

→ Please put a cross (x) in one box only

☐ Yes

☐ No

Section 9: Moving home

Please answer the following questions only if you have moved in the last 12 months using 'Harlow Home Finder', mutual exchange or a transfer. Please go to Q47 if you have not moved in the last 12 months.

Q40 How easy or difficult did you find the bidding process 'Harlow Home Finder' when expressing an interest in one of Harlow Council's Housing Service's Properties?

→ Please put a cross (x) in one box only

Very
easy
☐

Fairly
easy
☐

Neither easy
nor difficult
☐

Fairly
difficult
☐

Very
difficult
☐

Q41 When viewing the property, were you informed about the works to be completed to the property before and after letting, as part of the viewing process?

→ Please put a cross (x) in one box only

☐ Yes

☐ No

Q42 Were you satisfied or dissatisfied with the condition of your property when you moved in?

→ Please put a cross (x) in one box only

Very
satisfied
☐

Fairly
satisfied
☐

Neither satisfied
nor dissatisfied
☐

Fairly
dissatisfied
☐

Very
dissatisfied
☐

Q43 If you have selected 'Fairly dissatisfied' or 'Very dissatisfied', please provide further details below. → Please write in the box below

Q44 Are you clear about your roles and responsibilities as a tenant?

→ Please put a cross (x) in one box only

☐ Yes

☐ No

Q45 Are you clear about the roles and responsibilities of the Council in relation to your tenancy? → Please put a cross (x) in one box only

☐ Yes

☐ No

Q46 Overall, how satisfied or dissatisfied are you with the service provided by Harlow Council's Housing Service from making an application for housing to moving in?

→ Please put a cross (x) in one box only

Very
satisfied
☐

Fairly
satisfied
☐

Neither satisfied
nor dissatisfied
☐

Fairly
dissatisfied
☐

Very
dissatisfied
☐

Section 10: Garages

If you do not have a Council-rented garage please move to **Q50**.

Q47 How satisfied or dissatisfied are you with each of the following...? →
Please put a cross (x) in one box for each of the following

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Size of the garage	☐	☐	☐	☐	☐
Repairs	☐	☐	☐	☐	☐
Maintenance and cleaning	☐	☐	☐	☐	☐
Location	☐	☐	☐	☐	☐
Level of vandalism	☐	☐	☐	☐	☐
The Garage Application Process (from applying to receiving the garage)	☐	☐	☐	☐	☐

Q48 Does your garage have lighting?

→ Please put a cross (x) in one box

☐ Yes → Go to

☐ No → Go to

Q49 How satisfied or dissatisfied are you with the amount of lighting?

→ Please put a cross (x) in one box only

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

→ Section 11: Information about your neighbourhood and local community

Q50 How satisfied or dissatisfied are you that Harlow Council's Housing Service makes a positive contribution to your neighbourhood?

→ Please put a cross (x) in one box only

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable /
Don't know

☐

Q51 How would you rate the neighbourhood in the area you live in?

→ Please put a cross (x) in one box for each of the following

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
Grounds Maintenance and Landscapes (grass cutting, pruning of shrubs and bushes, cutting, bedding, weed control, etc)	☐ hedge	☐	☐	☐	☐
Street Cleaning					☐
Alley ways (clear/tidy/weed free)	☐	☐	☐	☐	☐
Parking					☐

Section 12: Anti-social behaviour

Gathering information on anti-social behaviour will help the Council to appropriately deal with it

Q52 How satisfied or dissatisfied are you with Harlow Council's Housing Service's approach to handling anti-social behaviour?

→ Please put a cross (x) in one box only

Very
satisfied
☐

Fairly
satisfied
☐

Neither satisfied
nor dissatisfied
☐

Fairly
dissatisfied
☐

Very
dissatisfied
☐

Not applicable /
Don't know
☐

Q53 Have you reported any anti-social behaviour to the Council in the past 12 months? →

Please put a cross (x) in one box only

☐ Yes → Go to

☐ No → Go to

Q54 Please indicate which type of anti-social behaviour

→ Please put a cross (x) in as many as apply

☐ Noise

☐ Dumping of rubbish

☐ Graffiti

☐ Ball games

☐ Vandalism

☐ Hate crime

☐ Harrassment /
intimidation

☐ Other

Q55 How satisfied or dissatisfied were you with the following aspects of how your report was handled...? → Please put a cross (x) in one box for each of the following

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Advice provided by staff	☐	☐	☐	☐	☐
Being kept informed	☐	☐	☐	☐	☐
Support provided by staff	☐	☐	☐	☐	☐
How the report was dealt with	☐	☐	☐	☐	☐
Speed with which your report was dealt with	☐	☐	☐	☐	☐
The final outcome of your report	☐	☐	☐	☐	☐

Q56 Would you be confident to report anti-social behaviour to the Council again if you have any further complaints in the future?

→ Please put a cross (x) in one box only

☐ Yes

☐ No

Q57 Were you provided with contact details of other agencies that may have been able to assist and support you with your complaint?

→ Please put a cross (x) in one box only

☐ Yes

☐ No

Section 13: Contact between you and Harlow Council's Housing Service

Knowing about your experience in contacting the Council helps to improve the service provided.

Q58 Have you been in contact with the Council in the last 12 months?

→ Please put a cross (x) in one box only

☐ Yes → Go to Q59

☐ No → Go to Q64

Q59 How did you last contact the Council?

→ Please put a cross (x) in one box only

☐ Other (please cross and write in the box below)

Q72 What is your ethnic origin?

→ Please put a cross (x) in one box only

White

- ☐ English / Welsh / Scottish / Northern Irish / British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background

Mixed / Multiple ethnic groups

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other mixed / multiple ethnic background

Asian / Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian or Asian British background

Black / African / Caribbean / Black British

- ☐ African
- ☐ Caribbean
- ☐ Any other Black / African / Caribbean background

Other ethnic group

- ☐ Arab
 - ☐ Any other ethnic group
 - ☐ Prefer not to say
-

Q73 What is your

→ Please put a cross (x) in one box

- | | | |
|--------------------------------|--------------------------------|--|
| ☐ 18-29 | ☐ 50-59 | ☐ 70 and over |
| ☐ 30-49 | ☐ 60-69 | ☐ Prefer not to say |
-

Q74 What is your gender?

→ Please put a cross (x) in one box only

- | | |
|---------------------------------|--|
| ☐ Male | ☐ Transgender |
| ☐ Female | ☐ Prefer not to say |
-

Q75 Does anyone in your household have any longstanding illness, health problems or disability?

→ Please put a cross (x) in one box only

- | | | |
|------------------------------|-----------------------------|--|
| ☐ Yes | ☐ No | ☐ Prefer not to say |
|------------------------------|-----------------------------|--|

Thank you for taking the time to complete this survey. Your views are important to us. Your name and address will be added into a draw for one £100 shopping voucher, one £50 shopping voucher or one of two £25 shopping vouchers

Please return it as requested in the envelope provided as soon as possible to BMG Research, PO BOX 1071, Cressex Business Park, High Wycombe, HP12 3WY

Information given in this survey will be kept in accordance with the Data Protection Act 1998 and the results will be used to report on, monitor, develop and improve Housing Services and for equality purposes. All data will be made anonymous for reporting survey and benchmarking results.

Any personal data provided will be used to update our computer records. Harlow Council's Housing Service is under a duty to protect the public funds it administers and to this end may use data relating to your tenancy for the prevention and detection of fraud. It may also share this data with other bodies responsible for auditing or administering public funds for these purposes. In particular the council is required under section 6 of the Audit Commission Act 1998 to participate in the National Fraud Initiative data matching exercise.

For further information, see www.harlow.gov.uk/privacy-notice on Harlow Council's Housing Service's website. The Council will also use the information for the purpose of performing any of its statutory enforcement duties and any disclosures required by law.