



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 (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.co.uk/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

1.	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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Please state why you gave that rating. Please write in the box below				
	<div style="border: 1px solid black; height: 60px;"></div>				
3.	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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. **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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 2: Tenant Involvement and Empowerment

5. **How satisfied or dissatisfied are you that Harlow Council's Housing Service keeps you informed about things that might affect you as a tenant?** 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. **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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. **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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

8. **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 only for each of the following

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

9. **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

10. **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 ☐

11. **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

12. **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 ☐

13. **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.**

14. **If no, please briefly state why** Please write in the box below

15. **Do you find the Tenants Handbook useful?** Please put a cross (x) in one box only

Yes..... ☐ **Go to Q17.**

No ☐ **Go to Q16.**

Not seen the handbook..... ☐ **Go to Q17.**

16. **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.

17. **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 Q18.** No ☐ **Go to Q26.**

18. **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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. **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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. **Thinking about your last completed repair to your home, how would you rate the following...?**
Please put a cross (x) in one box only 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being advised of what repair will take place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall quality of repair work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. **Regarding the call at HTS, how easy or difficult was it 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. **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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. **Thinking about your last completed repair to your home, how would you rate the following...?**
Please put a cross (x) in one box only for each of the following

	Yes	No
Was the operative polite and courteous?	<input type="checkbox"/>	<input type="checkbox"/>
Did the operative clean up after completing the repair?	<input type="checkbox"/>	<input type="checkbox"/>
Did the operative show their ID Badge?	<input type="checkbox"/>	<input type="checkbox"/>

24. **Do you consider the repair carried out was completed right first time?** Please put a cross (x) in one box only

Yes ☐ **Go to Q26.** No ☐ **Go to Q25.**

25. **Were you kept informed of progress throughout the work?** Please put a cross (x) in one box only
 Yes..... ☐ No..... ☐

26. **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 questions 27-30. Please move to question 31 if you have not.

27. **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 only 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being advised of what major works will take place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall quality of major works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28. **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 only for each of the following

	Yes	No
Were the major works carried out at the given time?	<input type="checkbox"/>	<input type="checkbox"/>
Was the operative(s) polite and courteous?	<input type="checkbox"/>	<input type="checkbox"/>
Did the operative(s) clean up after completing the repair?	<input type="checkbox"/>	<input type="checkbox"/>
Did the operative(s) wear ID Badges?	<input type="checkbox"/>	<input type="checkbox"/>
Did the operative(s) treat your home with care and respect?	<input type="checkbox"/>	<input type="checkbox"/>

29. **Do you consider the major works carried out were completed right first time?** Please put a cross (x) in one box only

Yes	No	Not finished
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

30. **Were you kept informed of progress throughout the work?** Please put a cross (x) in one box only
 Yes..... ☐ No..... ☐

Section 7: Communal Areas.

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

Yes	No	Don't know
<input type="checkbox"/> Go to Q32.	<input type="checkbox"/> Go to Q40.	<input type="checkbox"/> Go to Q40

- 32. 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 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- 33. In general, what repairs, cleaning or grounds maintenance issues affect you the most, please specify?** Please write in the box below
-

Communal Repairs

- 34. 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 Q35.** No ☐ **Go to Q37.**

- 35. 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 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- 36. Do you consider the repair carried out was completed right first time?** Please put a cross (x) in one box only
- Yes ☐ No ☐

Communal Cleaning

- 37. 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 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- 38. Have you been given a cleaning schedule for your area?** Please put a cross (x) in one box only
- Yes ☐ **Go to Q39.** No ☐ **Go to Q40.**

- 39. 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 question 47 if you have not moved in the last 12 months.

- 40. 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 41. 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 ☐

- 42. 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

- 44. Are you clear about your roles and responsibilities as a tenant?** Please put a cross (x) in one box only

Yes..... ☐ No ☐

- 45. 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 ☐

- 46. 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 10: Garages

If you do not have a Council-rented garage please move to question 50.

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

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Size of the Garage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance and cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of vandalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Garage Application Process (from applying to receiving the Garage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

48. Does your garage have lighting? Please put a cross (x) in one box only

Yes..... ☐ **Go to Q49.** No ☐ **Go to Q50.**

49. 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 11: Information About Your Neighbourhood And Local Community

50. 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

51. How would you rate the neighbourhood in the area you live in? Please put a cross (x) in one box only 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, hedge cutting, bedding, weed control, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street Cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alley ways (clear/tidy/weed free)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 12: Anti-Social Behaviour

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

52. 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 dissatisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

53. 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 Q54.** No ☐ **Go to Q58.**

54. Please indicate which type of anti-social behaviour Please put a cross (x) in as many as apply

Noise	<input type="checkbox"/>	Ball games	<input type="checkbox"/>	Harrassment/ Intimidation	<input type="checkbox"/>
Dumping of rubbish	<input type="checkbox"/>	Vandalism	<input type="checkbox"/>	Other	<input type="checkbox"/>
Graffiti	<input type="checkbox"/>	Hate Crime.....	<input type="checkbox"/>		

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

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Advice provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being kept informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How the report was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed with which your report was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of your report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

56. 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 ☐

57. 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 Housing Service

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

58. 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.**

59. How did you last contact the Council? Please put a cross (x) in one box only

Telephoned	<input type="checkbox"/>	Emailed.....	<input type="checkbox"/>	Council website.....	<input type="checkbox"/>
Visited office	<input type="checkbox"/>	Facebook.....	<input type="checkbox"/>	Don't remember	<input type="checkbox"/>
By post.....	<input type="checkbox"/>	Twitter	<input type="checkbox"/>	Other.....	<input type="checkbox"/>

60. What did you last have contact about? Please put a cross (x) in one box only

Repairs	<input type="checkbox"/>	Consultations	<input type="checkbox"/>	Tenant involvement	<input type="checkbox"/>
Rent/housing benefit ...	<input type="checkbox"/>	Garden/Communal areas.....	<input type="checkbox"/>	Don't remember	<input type="checkbox"/>
Transfer/exchange	<input type="checkbox"/>	Garages.....	<input type="checkbox"/>	Other (please cross and write in the box below)	<input type="checkbox"/>
Neighbours/ Neighbourhood issues .	<input type="checkbox"/>	Parking	<input type="checkbox"/>		

61. When you last had contact, did you find the staff attitude and manner...? Please put a cross (x) in one box only

Helpful	<input type="checkbox"/>	Unhelpful.....	<input type="checkbox"/>	Neither helpful nor unhelpful	<input type="checkbox"/>
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62. And were they...? Please put a cross (x) in one box only

Able to deal with your problem	Unable to deal with your problem	Referred you to appropriate person
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

63. Were you satisfied or dissatisfied with the final outcome? Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Ongoing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 14: Complaints**64. Have you made a complaint to Harlow Council's Housing Service in the last 12 months?**

Please put a cross (x) in one box only

Yes.....	<input type="checkbox"/>	Go to Q65.	No	<input type="checkbox"/>	Go to Q67.
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65. How satisfied or dissatisfied are you with Harlow Council's Housing Service's approach to complaints handling? Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

66. Were you satisfied or dissatisfied with the final outcome? Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Ongoing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 15: Communication and Information

67. Which methods do you prefer the Council to use to inform you or to consult you about issues that may affect you? Please put a cross (x) in as many as apply

Housing Standards Board.....	<input type="checkbox"/>	By post (including surveys)	<input type="checkbox"/>	Personal visit.....	<input type="checkbox"/>
Housing Standards Panels.....	<input type="checkbox"/>	Website.....	<input type="checkbox"/>	By email	<input type="checkbox"/>
Residents' groups / forums.....	<input type="checkbox"/>	Facebook.....	<input type="checkbox"/>	Harlow Times	<input type="checkbox"/>
		Twitter	<input type="checkbox"/>	Rent Statement	<input type="checkbox"/>
		Telephone call.....	<input type="checkbox"/>	Consultations	<input type="checkbox"/>
				Other.....	<input type="checkbox"/>

68. If you would like more information please provide an email address (Optional)

Please enter one character per box

[illegible]

69. Please select yes if you would like us to store your email address on your file as another means of contact, as well as your current one on file. We may also, on occasion, use your email to contact you to inform you of any Tenant and Leaseholder Engagement Events, consultations and key messages that may affect your rent and property.

Please put a cross (x) in one box only

Yes..... ☐ No..... ☐

Section 16: Value For Money

70. How satisfied or dissatisfied are you with overall value for money of the following?

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

[illegible]

Section 17: Background information

We need to ensure we get the views of all types of customers. In order for us to do this, we need to ask a few questions about your household. We recognise that you might consider some of these questions to be personal or sensitive, in which case you are free not to answer them.

71. What is your religion or belief? Please put a cross (x) in one box only

Christian..... ☐ Rastafarian ☐ Prefer not to say ☐

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

Muslim ☐ Buddhist..... ☐

Jewish..... ☐ Atheist/No belief..... ☐

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72. 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..... ☐**73. What is your age? Please put a cross (x) in one box only**

18-29

30-49

50-59

60-69

70 and over

Prefer not to say

☐☐☐☐☐☐**74. What is your gender? Please put a cross (x) in one box only**Male ☐Female ☐Transgender... ☐Prefer not to say ☐**75. 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 or by 17th February 2024 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.