

St Leger Homes of Doncaster

Customer Satisfaction Questionnaire

Estate management/Anti-Social Behaviour

We ask our customers what they think of our service so that we can make changes to improve them when we need to. St. Leger Homes only uses this information for statistical purposes and service improvements. Customers may be contacted only where they have raised a particular issue that requires following up.

We have recently closed an anti-social behaviour or estate management complaint that you made to us. We would be grateful if you would answer a few questions about the service you received by completing this questionnaire and returning it in the pre-paid envelope.

1. How did you report your complaint?

- By phone* *At a local St. Leger office* *By letter* *Through your local Tenants and Residents Association*
- On St. Leger Homes' Website* *Through a local Councillor*

2. How easy did you find it to report your complaint?

- Very Easy* *Easy* *Difficult* *Very Difficult*

If difficult, please say why.

3. How quickly did we respond to your complaint?

- Within 24 hours* *2 to 5 days* *5 to 10 days* *more than 10 days*

4. Was it clearly explained to you what action could be taken to try and resolve your problem?

- Yes* *No*

If no, please say why.

4. How would you describe the attitude of the officer dealing with your case?

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supportive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sensitive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. In your opinion, did St. Leger Homes do the following?

	<i>Yes</i>	<i>No</i>
Take your report seriously	<input type="radio"/>	<input type="radio"/>
Try to resolve your anti-social behaviour/breach of tenancy complaint	<input type="radio"/>	<input type="radio"/>
Treat you fairly	<input type="radio"/>	<input type="radio"/>
Treat you with respect	<input type="radio"/>	<input type="radio"/>
Keep you informed of the progress	<input type="radio"/>	<input type="radio"/>
Provide explanation for our decisions	<input type="radio"/>	<input type="radio"/>
Maintain confidentiality	<input type="radio"/>	<input type="radio"/>

If no to any of these please state why

6. Please rate your satisfaction with the following.

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>
How your case was handled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The outcome of your case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall service received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. On the basis of your experience, would you report anti-social behaviour or breaches of tenancy to us in the future?

Yes *No*

8. Do you have any comments about the way St. Leger Homes deals with estate management or anti-social behaviour complaints?

DIVERSITY MONITORING

The following questions are optional, but will help us to know more about you. Your answers will help us to plan how our service may need to change in the future.

9. Gender

- Male Female Transgender to Female Transgender to Male

10. Your age group

- 16 - 24 35 - 44 55 - 59 65 - 74
 25 - 34 45 - 54 60 - 64 75+

11. Sexual Orientation

- Heterosexual Bisexual Prefer not to say
 Lesbian Gay

12. Do you consider yourself to have a disability?

- Yes No

13. Ethnicity

White

- British
Irish
Any other White background

Mixed

- White and Black Caribbean
White and Black African
White and Asian
Any other Mixed background

Asian or Asian British

- Indian
Pakistani
Bangladeshi
Any other Asian background

Black or Black British

- Caribbean
African
Any other Black background

Chinese

- Chinese

Gypsy / Traveller

- Gypsy / Traveller

Other ethnic group (please state)

14. Religion

Buddhist

Christian

Hindu

Jewish

Muslim

Sikh

None

Other

If other please state

Thank you for taking the time to complete this questionnaire

For office use only

15. Please tick the relevant housing management area

North East South West Central

16. Tenant's Name

17. Address

18. Phone Number

19. Date complaint first reported (dd/mm/yy)

20. Date complaint resolved (dd/mm/yy)

21. Name of Officer dealing with complaint

22. Saffron case number

23. Type of estate management or anti-social complaint reported.

- | | | |
|--|--|--|
| <input type="checkbox"/> Noise Nuisance | <input type="checkbox"/> Drugs | <input type="checkbox"/> Communal / public area misuse |
| <input type="checkbox"/> Harassment / Intimidation | <input type="checkbox"/> Alcohol related incidents | <input type="checkbox"/> Sexual acts |
| <input type="checkbox"/> Hate related incidents | <input type="checkbox"/> Domestic abuse | <input type="checkbox"/> Other criminal activity |
| <input type="checkbox"/> Criminal damage | <input type="checkbox"/> Physical violence | <input type="checkbox"/> Tenancy breaches |
| <input type="checkbox"/> Animal nuisance | <input type="checkbox"/> Litter / rubbish | |
| <input type="checkbox"/> Vehicle nuisance | <input type="checkbox"/> Garden nuisance | |

24. Action taken as a result of feedback