



St. Leger Homes of Doncaster
Customer Satisfaction Questionnaire
End of Tenancy



We would be grateful if you would answer a few questions about why you are leaving your tenancy and the service you have received from St. Leger Homes. This information will only be used for statistical purposes and service improvements. Customers may be contacted only where they have raised a particular issue that requires following up.

Q1 How long have you lived at this property?
Less than 1 year..... *1-3 years*..... *4-6 years*..... *7-10 years*.... *Over 10 years*.....

Q2 Where are you moving to?

<i>To live with relatives</i>	<input type="checkbox"/>	<i>To a private rented property</i>	<input type="checkbox"/>
<i>To live with partner</i>	<input type="checkbox"/>	<i>To buy own home</i>	<input type="checkbox"/>
<i>To residential care</i>	<input type="checkbox"/>	<i>Moving out of Doncaster</i>	<input type="checkbox"/>
<i>To a housing association property</i>	<input type="checkbox"/>	<i>Other</i>	<input type="checkbox"/>
<i>To another Council property</i>	<input type="checkbox"/>		

If other please state

Q3 Why are you leaving your council property?

<i>State of repair of my home</i>	<input type="checkbox"/>	<i>Medical reasons</i>	<input type="checkbox"/>
<i>Anti-social behaviour in area</i>	<input type="checkbox"/>	<i>Relationship breakdown</i>	<input type="checkbox"/>
<i>Unhappy with area</i>	<input type="checkbox"/>	<i>Cannot afford rent</i>	<input type="checkbox"/>
<i>Poor neighbour relations</i>	<input type="checkbox"/>	<i>Nearer to work / college</i>	<input type="checkbox"/>
<i>Dissatisfied with the services provided by St. Leger Homes</i>	<input type="checkbox"/>	<i>Moving nearer to friends / family</i>	<input type="checkbox"/>
<i>Need larger / smaller property</i>	<input type="checkbox"/>	<i>Other</i>	<input type="checkbox"/>

If other please state

Q4 Did you inform us of this?
 Yes..... Go to 5. No..... Go to 6. N/A..... Go to 6.

Q5 Were you offered any support from St. Leger Homes with this issue?
 Yes..... No..... N/A.....

Q6 How satisfied are you with the services you received from St. Leger Homes?
Very satisfied..... *Satisfied*..... *Dissatisfied*..... *Very dissatisfied*....

If you are dissatisfied please tell us why.

Q7

Is there any further support you would like to see offered by St. Leger Homes?

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.

Q8 Gender

Male Female Transgender to Female Transgender to Male

Q9 Your age group

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

Q10 Sexual Orientation

Heterosexual Bisexual Prefer not to say...
 Lesbian Gay

Q11 Do you consider yourself to have a disability?

Yes No

Q12 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)

Q13 Religion

Buddhist Christian Hindu Jewish
 Muslim Sikh None Other
 If other please state

For office use only

If the questionnaire has not been completed please tick the reason why?

*Keys posted
through the letter
box*

*Keys not handed
in by tenant*

*Tenant refused to
complete*

Deceased.....

Abandoned.....

Evicted

Internal transfer....

Residential Care ...

Q14 Please tick the relevant housing management area

North.....

East

South

West

Central.....

Q15 Tenants Name

Q16 Address

Q17 Phone Number

Q18 Date survey completed (dd/mm/yy)

Q19 Date tenancy ending (dd/mm/yy)

Q20 Date leaving property (dd/mm/yy)

Q21 Officers name

Q22 Action taken as a result of feedback