



St. Leger Homes of Doncaster

Customer Satisfaction Questionnaire

New Tenants

St Leger Homes of Doncaster is working to provide its customers with the best possible service. To help us keep a check on services and to make improvements where they are needed, we regularly ask our customers what they think about the service they receive.

You have recently moved into a Council house and we would be grateful if you could answer a few questions about the service you received before and during your move. We would also like to know how satisfied you are with your new home.

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.

Your housing application

Q1 Was the Housing Application Form easy to complete?

Yes..... No

If no, please say why.

Q2 How satisfied were you with the helpfulness of the Doncaster Home Choice staff?

Very satisfied Satisfied Dissatisfied..... Very dissatisfied....

Q3 Where did you see the property advertised?

Doncaster Home Choice Website..... Doncaster Home Choice Staff Direct Mailing Newsletter
Support Agency Local St. Leger Office..... Library..... Customer Service Centre
Not Applicable.....

Q4 Did you find it easy to bid on the property?

Yes..... No

If no, please say why.

Q5 Overall, how satisfied were you with the way we dealt with your request for housing before you were offered a tenancy?
Very satisfied *Satisfied* *Dissatisfied*..... *Very dissatisfied*....

If dissatisfied, please say why.

When you were offered your new home

Q6 How satisfied were you that the information provided at the accompanied viewing was helpful?
Very satisfied *Satisfied* *Dissatisfied*..... *Very dissatisfied*....

Q7 How could the accompanied viewing be improved?

Q8 When you moved into your home, what condition was it in?

| | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>N/A</i> |
|-------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Cleanliness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| General state of repair | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Decoration | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Condition of garden | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q9 Did you have a builders clean or a final clean?
Builders clean *Final clean*.....

Q10 How satisfied were you with the clean?
Very satisfied *Satisfied* *Dissatisfied*..... *Very dissatisfied*....

Do you have any other comments about the clean?

Q11 Were there any outstanding repairs to the property when you moved in?
Yes..... Go to Q12 *No*..... Go to Q16

Q12 Were you informed about them at the accompanied viewing or before you moved into your home?
Yes..... *No*

Q13 Were you given a date when any outstanding repairs would be carried out?
Yes..... *No*

Q14 Were the repairs carried out on the given date?
Yes..... *No*

Q15 If you answered no to Q12, Q13 or Q14 do you have any further comments?

Q16 Overall, how satisfied were you with the condition of the property?

Very satisfied Satisfied Dissatisfied..... Very dissatisfied....

If dissatisfied, please say why.

Q17 Was a new tenant welcome bowl left in the property?

Yes..... No

Were there any other products you would have liked to see in the welcome pack?

Q18 Did you receive a decoration pack or decoration vouchers?

Decoration pack.... Decoration vouchers

Q19 Do you feel the condition of the property warranted being offered a decoration pack or decoration vouchers?

Yes..... No

Q20 If you received decoration vouchers did you find them easy to use?

Yes..... No

If no, please say why.

Q21 If you received a decoration pack did you find it useful?

Yes..... No

Were there any other products you would have liked to see in your decoration pack?

The sign up process

Q22 When you signed for your tenancy, which of the following things did the housing officer explain to you, or give you details about?

| | Yes | No | N/A |
|---|--------------------------|--------------------------|--------------------------|
| How much rent you had to pay. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How to pay your rent. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Offer to arrange rent payments by direct debit. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Help you claim Housing benefit. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Give you an estimate of your housing benefit entitlement. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Explain your conditions of tenancy. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Overall satisfaction

Q23 Thinking about the overall service you have received, how satisfied were you?

Very satisfied Satisfied Dissatisfied Very dissatisfied....

Please specify why you felt this way.

Q24 Do you have any other comments about the service you have received from 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.

Q25 Gender

Male Female Transgender to Female Transgender to Male

Q26 Your age group

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

Q27 Sexual Orientation

Heterosexual Bisexual Prefer not to say...
 Lesbian Gay

Q28 Do you consider yourself to have a disability?

Yes No

Q29 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)

Q30 Religion

Buddhist Christian Hindu Jewish
 Muslim Sikh None Other

If other please state

For office use only

Q31 Please tick the relevant housing management area
North..... *East* *South* *West* *Central*

Q32 Tenants Name

Q33 Address

Q34 Phone Number

Q35 Date survey completed (dd/mm/yy)

Q36 Tenancy Start Date (dd/mm/yy)

Q37 Officers name

Q38 Action taken as a result of feedback