

URH Leaseholders Satisfaction Questionnaire

Please complete and return this questionnaire to URH in the envelope provided

Q1 Which TMO Estate do you live on?

- | | |
|--|--|
| <input type="checkbox"/> <i>Blenheim Gardens RMO</i> | <input type="checkbox"/> <i>RouPELL Park RMC</i> |
| <input type="checkbox"/> <i>Loughborough EMB</i> | <input type="checkbox"/> <i>Waltham RMO</i> |

Q2 Your details:

Title (Mr, Mrs, Miss etc.) _____

Surname _____

First names _____

Your contact details:

Home phone _____

Mobile _____

Email _____

Your address details:

_____ Post code _____

Alternative address details:

_____ Post code _____

Q3 What is your preferred method of contact?

- | | |
|--|--|
| <input type="checkbox"/> <i>Letter</i> | <input type="checkbox"/> <i>Home telephone</i> |
| <input type="checkbox"/> <i>E-mail</i> | <input type="checkbox"/> <i>Mobile</i> |

Q4 Date form completed

Q5 How satisfied are you with the overall service provided to you by your TMO?

Tick one box.

- | | |
|---|---|
| <input type="checkbox"/> <i>Very satisfied</i> | <input type="checkbox"/> <i>Dissatisfied</i> |
| <input type="checkbox"/> <i>Satisfied</i> | <input type="checkbox"/> <i>Very dissatisfied</i> |
| <input type="checkbox"/> <i>Neither satisfied or dissatisfied</i> | |

Q6 How satisfied are you with the leasehold service provided to you by your TMO?

Tick one box.

- | | |
|---|---|
| <input type="checkbox"/> <i>Very satisfied</i> | <input type="checkbox"/> <i>Dissatisfied</i> |
| <input type="checkbox"/> <i>Satisfied</i> | <input type="checkbox"/> <i>Very dissatisfied</i> |
| <input type="checkbox"/> <i>Neither satisfied or dissatisfied</i> | |

Q7 How satisfied are you with your estate as a place to live? Tick one box.

- | | |
|---|---|
| <input type="checkbox"/> <i>Very satisfied</i> | <input type="checkbox"/> <i>Dissatisfied</i> |
| <input type="checkbox"/> <i>Satisfied</i> | <input type="checkbox"/> <i>Very dissatisfied</i> |
| <input type="checkbox"/> <i>Neither satisfied or dissatisfied</i> | |

Q8 How satisfied are you with the service received from the leasehold service in URH?

Tick one box.

- | | |
|---|---|
| <input type="checkbox"/> <i>Very satisfied</i> | <input type="checkbox"/> <i>Dissatisfied</i> |
| <input type="checkbox"/> <i>Satisfied</i> | <input type="checkbox"/> <i>Very dissatisfied</i> |
| <input type="checkbox"/> <i>Neither satisfied or dissatisfied</i> | |

Q9 How satisfied are you with the consultation carried out over major works? Tick one box.

- | | |
|---|---|
| <input type="checkbox"/> <i>Very satisfied</i> | <input type="checkbox"/> <i>Dissatisfied</i> |
| <input type="checkbox"/> <i>Satisfied</i> | <input type="checkbox"/> <i>Very dissatisfied</i> |
| <input type="checkbox"/> <i>Neither satisfied or dissatisfied</i> | |

Q10 How easy is it to understand letters sent to you about your service charges?

Tick one box.

- | | |
|---|--|
| <input type="checkbox"/> <i>Very easy</i> | <input type="checkbox"/> <i>Fairly difficult</i> |
| <input type="checkbox"/> <i>Fairly easy</i> | <input type="checkbox"/> <i>Very difficult</i> |
| <input type="checkbox"/> <i>Neither easy or difficult</i> | |

Q11 How good is your TMO at keeping you informed? Tick one box.

- | | |
|---|---|
| <input type="checkbox"/> <i>Very good</i> | <input type="checkbox"/> <i>Poor</i> |
| <input type="checkbox"/> <i>Good</i> | <input type="checkbox"/> <i>Very poor</i> |
| <input type="checkbox"/> <i>Neither good nor poor</i> | |

Q12 How easy was it to contact the right person at your TMO the last time you tried?

Tick one box.

- | | |
|---|--|
| <input type="checkbox"/> <i>Very easy</i> | <input type="checkbox"/> <i>Fairly difficult</i> |
| <input type="checkbox"/> <i>Fairly easy</i> | <input type="checkbox"/> <i>Very difficult</i> |
| <input type="checkbox"/> <i>Neither easy or difficult</i> | |

Q13 How fair was that person in dealing with your enquiry? Tick one box.

- Very fair Unfair
 Fair Very unfair
 Neither fair or unfair

Q14 How satisfied were you with the way your most recent enquiry was dealt with? Tick one box.

- Very satisfied Dissatisfied
 Satisfied Very dissatisfied
 Neither satisfied or dissatisfied

We are trying to find out a bit more about our residents to ensure our services best suit your needs.

Please can you spare a couple of minutes to answer a few more questions to help us? You could win £50 in vouchers

Q15a What is your gender identity?

- Male (including trans male) Female (including trans female)
 Other gender identity: _____

Q15b Is your gender identity the same as the gender you were assigned at birth?

- Yes No

Q16 What is your sexual orientation?

- Heterosexual / Straight Lesbian / Gay woman
 Bisexual Other: _____
 Gay Prefer not to disclose

Q17 What is your current work status?

- Work full-time Full-Time Student
 Work part-time Retired
 Self-employed Other: _____
 Unemployed Prefer not to disclose

Q18 What is your ethnic group?

White	<input type="checkbox"/>	White British
	<input type="checkbox"/>	White Irish
	<input type="checkbox"/>	White Portuguese
	<input type="checkbox"/>	White East European
	<input type="checkbox"/>	White Gypsy/Roma
	<input type="checkbox"/>	Any other white background

Mixed	<input type="checkbox"/>	Mixed white and black Caribbean
	<input type="checkbox"/>	Mixed white and black African
	<input type="checkbox"/>	Mixed white and Asian
	<input type="checkbox"/>	Any other mixed background
Black or black British	<input type="checkbox"/>	Black or black British Caribbean
	<input type="checkbox"/>	Black or black British African
	<input type="checkbox"/>	Any other black background
Asian or Asian British	<input type="checkbox"/>	Asian or Asian British Indian
	<input type="checkbox"/>	Asian or Asian British Pakistani
	<input type="checkbox"/>	Asian or Asian British Bangladeshi
	<input type="checkbox"/>	Chinese
	<input type="checkbox"/>	Any other Asian background
Other	<input type="checkbox"/>	Any other ethnic background (please state): _____
	<input type="checkbox"/>	I prefer not to disclose

Q19 Do you need us to contact you in a language other than English?

Yes (which language): _____ No

Q20 What is your faith / religion?

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Jewish |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Prefer not to disclose |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Other (please state): _____ |
| <input type="checkbox"/> Muslim | |

Q21 Do you have pets in your household?

Yes (please list): _____ No

The Disability Discrimination Act 1995 defines disability as "a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities".

Q22 Do you consider yourself to have a disability?

Yes No

If "Yes" what is the nature of the disability? Please tick all that apply:

- Physical Disability
- Wheelchair User
- Other Mobility or Access Needs
- Blind
- Partially Sighted
- Deaf
- Hearing Impairment
- Speech Impediment
- Literacy Problems
- Other Disability (please specify) _____

Q23 Do you have a support/social worker/emergency contact? If so, please give their details below along with any other details about your disability relevant to the services you receive from URH:

Q24 Please tell us if there is anything else we should know about you or your household to provide better access to our services and improve their quality:

Data Protection and Declaration

I understand that the information recorded on this form will be used by United Residents Housing to provide good service to residents. This information will also be used for monitoring purposes to help to ensure equality of access to services for all URH residents. I understand that this information will not be given to third parties without my prior consent.

Signed (resident):

Date:

Thank you for taking your time to complete this survey.

Spanish

Si desea esta información en otro idioma, rogamos nos llame al

Portuguese

Se desejar esta informação noutro idioma é favor telefonar para

French

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au

Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন হলে অনুগ্রহ করে ফোন করুন

Twi

Se wope saa nkaeboy yi wo kasa foforo mu a fre

Yoruba

Tí ẹ ba fẹ ìmoràn yìí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo

If you would like this information in large print, Braille, audio tape or another language, please contact us on

020 7733 9929

Our shared purpose, combined with our passion for improvement, will stand us out as

a centre of excellence for resident managed services

