

URH Responsive Repairs Satisfaction Survey

We value your views and feedback on how we carry out repairs in your home. Please answer the following questions so that we may constantly improve our service to you.

Q1 Which TMO Estate do you live on?

Blenheim Gardens RMO

Loughborough EMB

Roupell Park RMC

Waltham RMO

Q2 Name

Address

Q5 Date form completed

Q6 Job number (if known)

Q3 Contact number

Q7 Nature of the repair

Q4 E-mail address

Q8 Date of the repair

Q9 How did you report this repair? Please tick only one box.

In person at your TMO

By telephone to your TMO

In writing to your TMO

By e.mail to your TMO

Lambeth's call centre

Q10 When reporting the repair, was the member of staff helpful?

Yes

No

Q14 Did our operative show you their identification when they came to your property?

Yes

No

Q11 Was an appointment made for the repair to be carried out?

Yes

No

Q15 Was our operative polite?

Yes

No

Q12 Was the appointment confirmed in writing? (This relates to non-emergency repairs only.)

Yes

No

Q16 Was any additional work required?

Yes

No

Q13 Were arranged appointments, kept?

Yes

No

Q17 Did our operative clear up after the repair was completed?

Yes

No

Q18 Was your repair completed FIRST TIME?

Yes

No

Q19 How satisfied were you with the standard of the completed repair? Tick only one box.

Very satisfied

Dissatisfied

Satisfied

Very dissatisfied

Neutral

Overall how satisfied are you with the repair service? Tick only one box.

Very satisfied

Dissatisfied

Satisfied

Very dissatisfied

Neutral

Do you have any general comments on our repairs service?

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

Q20a What is your gender identity?

Male (including trans male)

Female (including trans female)

Other gender identity: _____

Q20b Is your gender identity the same as the gender you were assigned at birth?

Yes

No

Q21 What is your sexual orientation?

Heterosexual / Straight

Bisexual

Gay

Lesbian / Gay woman

Other: _____

Prefer not to disclose

Q22 What is your current work status?

Work full-time

Work part-time

Self-employed

Unemployed

Full-Time Student

Retired

Other: _____

Prefer not to disclose

Q23 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

Q24 Do you need us to contact you in a language other than English?

Yes (which language): _____ No

Q25 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	

Q26 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".

Q27 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) _____

Q28 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:

Q29 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 questionnaire, please return it to your estate housing office.

Spanish

Si desea esta informaci3n en otro idioma,
rogamos nos llame al

Portuguese

Se desejar esta informa33o noutro idioma
3 favor telefonar para

French

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

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

Bengali

3i tathy anyo kono bhasay apnar prayojan
hale anugrah kore fonan korun

Twi

Se wope saa nkaeboy yi wo kasa foforo
mu a fre

Yoruba

Ti 3 ba fe imoran yi, ni ede Omiran, ejo,
3 kan wa l'agogo

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.

