



SANDWELL COUNCIL – TENANTS’ HOUSING SURVEY

This form is likely to take you about 15 minutes to fill in. You will be able to post the form FREE to **DWA**, at **FREEPOST SWC 5119, Telford TF8 7ZA**. If you send the form back before Saturday 16th June 2012 **DWA** will enter your name into a **£100 prize draw**. You will not need a stamp.

If you are having problems filling in this form you can call **DWA** FREE on **0800 0855 492** and leave a message.

(A) THE FUTURE FOR YOUR HOUSING SERVICE

- | | | | | | | |
|-----------|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | | | | Yes | No | |
| Q1 | Did you know the Council's contract with Sandwell Homes is due to run out by October 2014? | | | <input type="radio"/> | <input type="radio"/> | |
| | | <i>Very happy</i> | <i>Quite happy</i> | <i>Don't know</i> | <i>Quite worried</i> | <i>Very worried</i> |
| Q2 | How would you feel if the Council were to end the contract with Sandwell Homes earlier than October 2014? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- Q3** Please use the box below if you want to tell us more about how you would feel if the Council were to end the contract with Sandwell Homes before October 2014.

- | | | | | | | |
|-----------|--|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|
| | | <i>Very happy</i> | <i>Quite happy</i> | <i>Neither happy nor unhappy</i> | <i>Quite unhappy</i> | <i>Very unhappy</i> |
| Q4 | How happy are you with the home you currently live in? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- Q5** Please use the box below to tell us your top priorities for improving your **home**

Q6 The Council wants to make sure you receive a good housing service whatever happens to the contract with Sandwell Homes. Please take a moment to tell us how happy you have been with the housing service **over the past year**.

	Very happy	Quite happy	Unhappy	Very unhappy	I have not used this service in the past year
(a) The repairs service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Improvement works to your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Improvement works to your neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) Handling queries about your rent payments (direct debits, rent arrears etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(e) Handling complaints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(f) Dealing with anti-social behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(g) Opportunities for tenants to influence how decisions are made	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(h) Moving into a new council home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(i) Contact with your Housing Officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(j) The standard of service you receive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(k) The availability of council housing for rent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7 Please use the box below if you want to tell us anything more about the quality of the housing service.

Q8 Please tell us your top priorities for improving the housing **service**

- (a)
- (b)
- (c)

(B) KEEPING IN TOUCH

Q9 What is the best way to keep you informed about the future for the housing service?

Newsletter	<input type="radio"/>	Personal Letter	<input type="radio"/>
Meetings	<input type="radio"/>	Email	<input type="radio"/>
Web Site	<input type="radio"/>	Other	<input type="radio"/>

Q10 If you answered 'other', please tell us how else we might keep you informed

Q11 If the housing service goes back under council control how should tenants be involved in decision making in the future ?

(C) ABOUT YOU

So that we can make sure we are listening to a wide section of the population we would like to know more about you.

Q12 What is your name?

Q13 What is your address [including your postcode]?

Q14 What is your telephone number?

Q15 What is your email address? (This question is optional)

	<i>0 – 5 years</i>	<i>6 – 10 years</i>	<i>11 – 20 years</i>	<i>More than 20 years</i>
Q16 How many years have you been a Sandwell council tenant?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

			<i>Male</i>	<i>Female</i>
Q17 What is your gender?			<input type="radio"/>	<input type="radio"/>

	<i>20 or under</i>	<i>21 - 40</i>	<i>41 - 60</i>	<i>60+</i>
Q18 What is your age?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q19 How would you describe your ethnic origin?

		<i>Yes</i>	<i>No</i>
Q20 Are you involved in any tenants' groups?		<input type="radio"/>	<input type="radio"/>

If you answered "yes" please use the box below to tell us which groups you are involved with

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY

To enter our £100 PRIZE DRAW please send your completed form to: DWA Freepost, SWC5119, TELFORD, TF8 7ZA. Forms need to reach us by Saturday 16th June 2012. You do not need a stamp.