



SANDWELL COUNCIL – LEASEHOLDER 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 or want anymore information you can call **DWA** FREE on **0800 0855 492** and leave a message.

(A) THE FUTURE FOR LEASEHOLDER SERVICES

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

- Q4** The Council wants to make sure you receive a good 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) Work to the communal areas of your home | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| (b) Handling queries about your service charge | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| (c) Handling complaints | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| (d) Dealing with anti-social behaviour | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| (e) Opportunities for leaseholders to influence how decisions are made about their services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| (f) Contact with staff who deal with leaseholders | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| (g) The standard of service you receive | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| (h) Improvement works to your neighbourhood | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q5 Please use the box below if you want to tell us anything more about the quality of the service you receive.

Q6 Please tell us your top priorities for improving leaseholder services

(a)

(b)

(c)

(B) KEEPING IN TOUCH

Q7 What is the best way to keep you informed about the future for the leaseholder 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"/>

Q8 If you answered 'other', please tell us how else we might keep you informed

Q9 If the housing service goes back under council control how should leaseholders 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.

Q10 What is your name?

Q11 What is your address [including your postcode]?

Q12 What is your telephone number?

Q13 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> |
| Q14 How many years have you been a Sandwell council leaseholder? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | | | <i>Male</i> | <i>Female</i> |
| Q15 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> |
| Q16 What is your age? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q17 How would you describe your ethnic origin? | | | | |
| | | | <i>Yes</i> | <i>No</i> |
| Q18 Are you involved in any tenants' or leaseholders' 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.