



NB HOUSING

Tenant Satisfaction Survey

April 2015

***PLEASE READ INSTRUCTIONS CAREFULLY BEFORE
COMPLETING THE QUESTIONNAIRE:***

HOW TO COMPLETE THIS QUESTIONNAIRE:

- 1.)** The questionnaire should be completed by the tenant at this address, or their partner/spouse.
- 2.)** Please read the instruction for answering each question carefully. Most questions ask you to **TICK ONE BOX ONLY**.
- 3.)** Please check that you have answered all the questions that you should have answered.
- 4.)** Please return completed questionnaire in envelope provided.

***PLEASE NOTE: ALL THE INFORMATION YOU WILL GIVE WILL BE
KEPT COMPLETELY CONFIDENTIAL. IT WILL ONLY BE USED TO
MONITOR NB HOUSING'S PERFORMANCE.***

Information about your Household

How long have you/your household lived in this home?

<input type="radio"/> Under 1 year
<input type="radio"/> 1 - 2 years
<input type="radio"/> 3 - 5 years
<input type="radio"/> 6 - 10 years
<input type="radio"/> 11 - 20 years
<input type="radio"/> 21+ years
<input type="radio"/> Don't know/can't remember

How long have you/your household been a tenant of NB Housing Association?

<input type="radio"/> Under 1 year
<input type="radio"/> 1 - 2 years
<input type="radio"/> 3 - 5 years
<input type="radio"/> 6 - 10 years
<input type="radio"/> 11 - 20 years
<input type="radio"/> 21+ years
<input type="radio"/> Don't know/can't remember

Please tick the age group to which you belong

<input type="radio"/> 16-24
<input type="radio"/> 25-34
<input type="radio"/> 35-44
<input type="radio"/> 45-59
<input type="radio"/> 60-74
<input type="radio"/> 75 plus

Gender of respondent

<input type="radio"/> Male
<input type="radio"/> Female

The Disability Discrimination Act considers a person disabled if:

- **You have a long standing physical or mental condition or disability that has lasted, or is likely to last at least 12 months, and**
- **This condition or disability has a substantial adverse effect on your ability to carry out normal day to day activities.**

Do you consider yourself to be disabled as set out under the Disability Discrimination Act?

<input type="radio"/> Yes
<input type="radio"/> No

Please tick the box that best describes your status

<input type="radio"/> Single, that is, never married or never in a civil partnership
<input type="radio"/> Married
<input type="radio"/> Separated, but still legally married
<input type="radio"/> Divorced
<input type="radio"/> Widowed
<input type="radio"/> In a civil partnership
<input type="radio"/> Separated, but still legally in a civil partnership
<input type="radio"/> Formerly in a civil partnership which is now legally dissolved
<input type="radio"/> Surviving partner from a civil partnership

How would you describe the composition of your household?

<input type="radio"/> One adult aged under 60
<input type="radio"/> One adult aged over 60
<input type="radio"/> Two adults both under 60
<input type="radio"/> Two adults at least one aged 60 or over
<input type="radio"/> 2 parent family, children at least one under 16
<input type="radio"/> 1 parent family, children at least one under 16
<input type="radio"/> Three or more adults
<input type="radio"/> Other

To which of these groups do you consider yourself to belong?

Tick one box only

<input type="radio"/> White
<input type="radio"/> Black African
<input type="radio"/> Black Caribbean
<input type="radio"/> Black Other
<input type="radio"/> Irish Traveller
<input type="radio"/> Chinese
<input type="radio"/> Indian
<input type="radio"/> Mixed Ethnic Group
<input type="radio"/> Pakistani
<input type="radio"/> Bangladeshi
<input type="radio"/> Other

Nationality

<input type="radio"/> Irish
<input type="radio"/> British
<input type="radio"/> Other

Religious Belief

<input type="radio"/> I am a member of the Protestant Community
<input type="radio"/> I am a member of the Roman Catholic Community
<input type="radio"/> I am a member of neither the Protestant or Roman Catholic Community

Political Opinion

<input type="radio"/> Unionist
<input type="radio"/> Nationalist
<input type="radio"/> Other

Do you have personal responsibility for the care of...?

Tick each box that applies to your circumstances

<input type="checkbox"/>	A child (or children)
<input type="checkbox"/>	A person with a disability
<input type="checkbox"/>	A dependent older person
<input type="checkbox"/>	None of the above

Housing and Services

Taking everything into account how satisfied or dissatisfied are you with the services provided by NB Housing?

<input type="radio"/> Very satisfied
<input type="radio"/> Fairly satisfied
<input type="radio"/> Neither
<input type="radio"/> Fairly dissatisfied
<input type="radio"/> Very dissatisfied

Taking into account your home and the services NB Housing provides, do you think the rent for this property represents good or poor value for money?

<input type="radio"/> Very satisfied
<input type="radio"/> Fairly satisfied
<input type="radio"/> Neither
<input type="radio"/> Fairly dissatisfied
<input type="radio"/> Very dissatisfied

Overall, how satisfied or dissatisfied are you with the following:-

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Your Accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The general condition of this property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This area as a place to live in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are you aware of how your rent is calculated?

<input type="radio"/> Yes
<input type="radio"/> No

Would you prefer information on the charges for your property?

<input type="radio"/> Yes
<input type="radio"/> No

Do you think that each of these is a serious, slight or not a problem in your neighbourhood?

	Not a problem	Slight problem	Serious problem
Vandalism/graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Litter and rubbish in the street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-social neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise from other residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Untidy gardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Criminal damage to your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport links	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping/leisure/community facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How much do you think the following services need improving?

	Improve a lot	Could improve a little	Do not need to improve at all
Keeping you informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking your views into account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repairs and maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involving you in management of their housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money of your rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackling anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care & support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contact with NB Housing

Have you contacted NB Housing within the last 12 months?

<input type="radio"/> Yes
<input type="radio"/> No
<input type="radio"/> Can't remember

What did you last have contact about?

<input type="radio"/> Repairs
<input type="radio"/> Rent/housing benefit
<input type="radio"/> Transfer/exchange
<input type="radio"/> Neighbours/neighbourhood issues
<input type="radio"/> Garden/communal areas
<input type="radio"/> Other
<input type="radio"/> Can't remember

How did you last contact NB Housing?

<input type="radio"/> Phoned
<input type="radio"/> Visited office
<input type="radio"/> Wrote
<input type="radio"/> E-mailed
<input type="radio"/> Other
<input type="radio"/> Can't remember

When you last had contact, was getting hold of the right person...?

<input type="radio"/> Easy
<input type="radio"/> Difficult
<input type="radio"/> Neither
<input type="radio"/> Can't remember

Did you find the staff..?

<input type="radio"/> Helpful
<input type="radio"/> Unhelpful
<input type="radio"/> Neither
<input type="radio"/> Can't remember

And were they?

<input type="radio"/> Able to deal with your problem
<input type="radio"/> Unable to deal with your problem
<input type="radio"/> Neither
<input type="radio"/> Can't remember

Were you satisfied or dissatisfied with the final outcome?

<input type="radio"/> Satisfied
<input type="radio"/> Dissatisfied
<input type="radio"/> Neither
<input type="radio"/> Can't remember

Repairs and Maintenance

Generally how satisfied or dissatisfied are you with the way NB Housing deals with repairs and maintenance?

<input type="radio"/>	Very satisfied
<input type="radio"/>	Fairly satisfied
<input type="radio"/>	Neither
<input type="radio"/>	Fairly dissatisfied
<input type="radio"/>	Very dissatisfied
<input type="radio"/>	No opinion/don't know

Have you had any repairs completed in the last 12 months?

<input type="radio"/> Yes
<input type="radio"/> No
<input type="radio"/> Can't remember

Thinking about your last completed repair, how would you rate it in terms of...?

[illegible]

How would you prefer to report a repair?

<input type="radio"/> Telephone
<input type="radio"/> Visit office
<input type="radio"/> Telephone a repairs call centre
<input type="radio"/> Write
<input type="radio"/> Email
<input type="radio"/> On the internet
<input type="radio"/> Other

Communication and Information

Which methods do you prefer NB Housing to use to inform you or consult you about issues that may affect you?

<input type="radio"/>	Open meetings/AGM
<input type="radio"/>	Residents' groups/forums
<input type="radio"/>	On-line forums
<input type="radio"/>	By letter
<input type="radio"/>	Telephone call
<input type="radio"/>	Personal visit
<input type="radio"/>	By email
<input type="radio"/>	Magazine/newsletter
<input type="radio"/>	Other

Generally how satisfied are you:-

[illegible]

Generally how satisfied are you with how NB Housing:-

[illegible]

Thinking of the housing services that your landlord provides how satisfied are you with:-

[illegible]

	Very likely	Fairly likely	Not likely	No opinion
How likely would you be to recommend NB Housing to family or friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you very much for your time and effort in completing this questionnaire