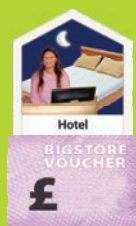


# What do you think about your landlord's services?

## 3 Prizes to be won



**A night in a hotel and £50 to spend or £150 vouchers**



**£75**



**£50**

See back page



**This is a Tenant Satisfaction Survey.** There are 13 questions to answer.



You may want some help to fill in the survey. It is important that the person who supports you gives us your views.



Please send it back to Golden Lane Housing in the freepost envelope by **Friday 10 October 2015.**

# About you



You agree that you are the tenant/s or the person filling in the questionnaire on behalf of the tenant/s and this is a true representation of their views and their views alone.



By completing this survey, you agree that Golden Lane Housing can use the information for research and statistical purposes. The information will be kept securely on Golden Lane Housing's computer system.

We will contact you if you have asked us to or if you have agreed you would like to get involved in our services.



If you are supporting a tenant to fill in the form, please complete the following:

Name

Signature

Date

# Overall service



1 Taking everything into account how satisfied or dissatisfied are you with the service provided by Golden Lane Housing.

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

## About your home and where you live



2 How satisfied or dissatisfied are you with the overall quality of your home?

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied



3 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

# Value for money



4 How satisfied or dissatisfied are you that your rent provides good value?

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied



5 If Golden Lane Housing provides you with services, how satisfied or dissatisfied are you that your service charges provides good value for money? For example, gardening.

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

I do not have any service charges

# Your maintenance service



6 How satisfied or dissatisfied are you with the way Golden Lane Housing deals with repairs and maintenance?

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied



7 How satisfied or dissatisfied are you with the quality of the repair work done at your home?

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

# Telling your landlord



8 Are you aware that Golden Lane Housing has a formal complaints procedure?

Yes

No



12 months

9 Have you made a complaint to Golden Lane Housing in the last 12 months?

Yes

No



If yes, would you like to take part in another survey?

Yes

No

## Your views



10 How satisfied or dissatisfied are you that Golden Lane Housing listens to your views and acts upon them?

Very satisfied

Fairly satisfied

Neither

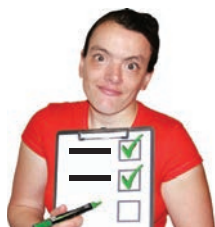
Fairly dissatisfied

Very dissatisfied

# Contact and communication



11 What do you think Golden lane Housing does well?



12 What would you like Golden Lane Housing to do better?



13 If there is anything else that you would like to tell us about Golden Lane Housing or our services?



**Thank you for taking part in this survey.** Please send it back to us in the freepost envelope by Friday 10 October 2015.

# How to contact us



If you have got any questions about this form you can get in touch with **Golden Lane Housing**.



Ring **0300 003 7007**



Email **enquiries@glh.org.uk**



The website is at **www.glh.org.uk**

Follow us on Twitter **@GoldenLaneHouse**

Registered charity number 1071097. Registered Social Landlord number 4803  
Easy words by Golden Lane Housing. Pictures by photosymbols.

390.08/2015

## 3 prizes to be won!



### 1st prize

1 night in a hotel  
and £50 or £150  
vouchers



### 2nd prize

£75 voucher

**£75**

BIGSTORE  
VOUCHER

### 3rd prize

£50 voucher

**£50**

BIGSTORE  
VOUCHER



All the completed questionnaires will be put into a prize draw. The 3 winners will be chosen at random and contacted by **Friday 24 October 2015**.