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Golden Lane Housing

working in partnership with

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 12 questions to answer. You can fill in this booklet or complete it online by going to our website www.glh.org.uk



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 28 October 2016**.

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?

- | | | | |
|--------------------------|-------------------|--------------------------|---------------------|
| <input type="checkbox"/> | Very satisfied | <input type="checkbox"/> | Fairly satisfied |
| <input type="checkbox"/> | Neither | <input type="checkbox"/> | Fairly dissatisfied |
| <input type="checkbox"/> | 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.

- | | | | |
|--------------------------|-----------------------------------|--------------------------|---------------------|
| <input type="checkbox"/> | Very satisfied | <input type="checkbox"/> | Fairly satisfied |
| <input type="checkbox"/> | Neither | <input type="checkbox"/> | Fairly dissatisfied |
| <input type="checkbox"/> | Very dissatisfied | | |
| <input type="checkbox"/> | 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

Getting involved



- 8 Would you like to get involved in our services? This will include things like providing feedback on our services, producing easy read documents, helping at events, and being involved in interviewing new Golden Lane Housing staff.

Yes

No

Your views



- 9 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



- 10 What do you think Golden lane Housing does well?



- 11 What would you like Golden Lane Housing to do better?



- 12 Is there anything else 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 28 October 2016.

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.

390.08/2016

3 prizes to be won!



1st prize

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



2nd prize

£75 voucher



3rd prize

£50 voucher



All the completed questionnaires will be put into a prize draw. The 3 winners will be chosen at random and contacted by **Friday 11 November 2016**.