Golden Lane Housing
working in partnership with mencap

What do you think about your landlord's services?

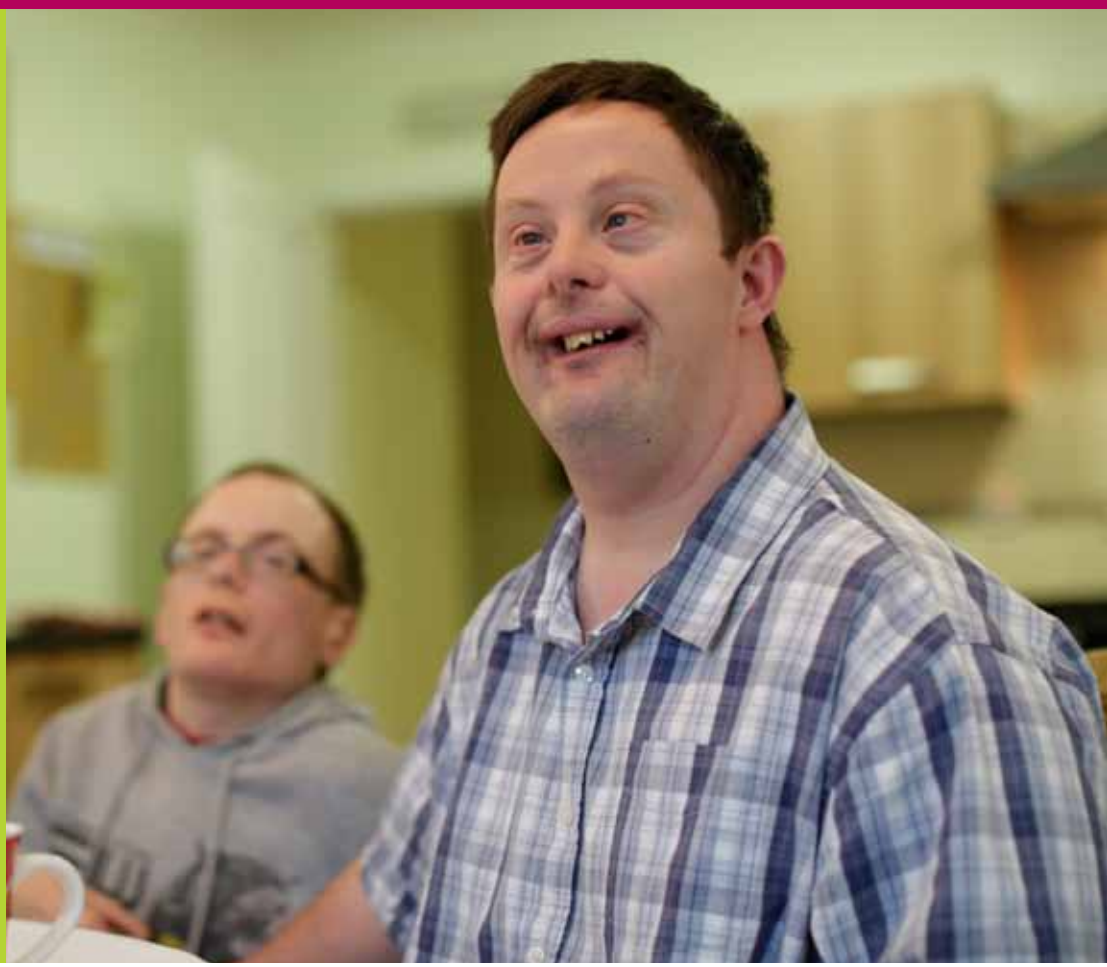
3 Prizes to be won

£50 — A night in a hotel and £50 to spend

£75 — £75

£50 — £50

See back page



Who is filling in this form? (You can ✓tick more than 1 box)

- ☐ Tenant/s
- ☐ Family
- ☐ Support Provider
- ☐ Friend
- ☐ Other, please specify:

Contacting Golden Lane Housing

This tells Golden Lane Housing what you think about the help advice and support you get when you contact them.

1 Does your call get answered quickly when you ring Golden Lane Housing on 0845 604 0046?

☐ Yes ☐ Sometimes ☐ No

2 What do you think about the service you get from the people on our enquiry helpdesk? (You can ✓ tick more than 1 box)

- ☐ They are very helpful
- ☐ They speak to me in a way that you understand
- ☐ You are happy to talk to them if there is a problem
- ☐ They are not polite
- ☐ You have never met or spoken to them

3 Have you ever left a message on Golden Lane Housing's answer phone?

☐ Yes ☐ No

If yes, did we call you back within 24 hours?

☐ Yes ☐ No

4 Have you ever written to Golden Lane Housing about anything?

☐ Yes ☐ No

If yes, did we reply to your letter within 5 working days?

☐ Yes ☐ No

5 Have you contacted Golden Lane Housing using the enquiry form on our website?

☐ Yes ☐ No

If yes, did we contact you within 5 working days?

☐ Yes ☐ No

What do you think about your home and where you live?

6 What do you think about the quality of your home? STA 002

☐ Excellent ☐ Very good ☐ Good

☐ Not very good ☐ Poor

7 What do you think about the area where you live? STA 003

☐ Excellent ☐ Very good ☐ Good

☐ Not very good ☐ Poor

This tells Golden Lane Housing what you think about the help, advice and support you get from us.

8 Who contacts Golden Lane Housing to talk about your tenancy, your home or the area where you live?

- [ ] You
- [ ] Support provider
- [ ] Family
- [ ] Friend
- [ ] Professional

9 What do you think about the people from Golden Lane Housing who visit your home? (You can ✓ tick more than 1 box)

- [ ] They are very helpful
- [ ] They speak to you in a way that you understand
- [ ] You are happy to talk to them if there is a problem
- [ ] They are not polite
- [ ] You have never met or spoken to them

10 Do you know what a Tenancy Health Check and a tenant visit is?

- [ ] Yes
- [ ] No

11 What do you think about your Housing Officer?

- [ ] They are very helpful
- [ ] They speak to you in a way that you understand
- [ ] You are happy to talk to them if there is a problem
- [ ] They are not polite
- [ ] You have never met or spoken to them

12 What does Golden Lane Housing give you support with?

(You can ✓ tick more than 1 box)

- ☐ Help and advice with your tenancy
- ☐ Housing Benefit claims
- ☐ Tenant issues
- ☐ Neighbour issues
- ☐ Finances and budgeting your money
- ☐ Keeping healthy
- ☐ Moving house

If you would like a copy of any of the information shown above you can ring 0845 604 0046.

13 If you have had a problem with your tenancy or your home did Golden Lane Housing try to help you to sort it out?

☐ Yes ☐ No ☐ Never had any problems

14 The help and support you get from your Golden Lane Housing team is:

☐ Excellent ☐ Very good ☐ Good

☐ Not very good ☐ Poor

Your maintenance services

This tells Golden Lane Housing what you think about the maintenance services you get.

15 What do you think about the service you get from the people on the repairs helpdesk? (You can ✓ tick more than 1 box)

- ☐ Very helpful
- ☐ Speak to you in a way that you understand
- ☐ Good
- ☐ Not very helpful
- ☐ Poor
- ☐ You have never had a repair done to your home
  If you have ticked this box - go to page 8

16 Did the contractor/s ring to make an appointment to carry out the repair work to your home?

☐ Yes ☐ Sometimes ☐ No

17 Were you given an appointment by the Repairs Advisor when you reported your repair to Golden Lane Housing?

☐ Yes ☐ No

If you have had repair work done to your home

18 Did the contractor arrive on the agreed appointment date?

☐ Yes ☐ Sometimes ☐ No ☐ Don't know

19 Did the contractor show his identity badge when they arrived at your home?

☐ Yes ☐ Sometimes ☐ No ☐ Don't know

20 Are you happy with the quality of the repair work that has been done to your home?

☐ Yes ☐ Sometimes ☐ No ☐ Don't know

If no, did you tell Golden Lane Housing?

☐ Yes ☐ No ☐ Don't know

21 Did the contractor leave your home clean and tidy?

☐ Yes ☐ Sometimes ☐ No ☐ Don't know

22 What do you think about Golden Lane Housing's repairs service? HMSH 80

☐ Excellent ☐ Very good ☐ Good

☐ Not very good ☐ Poor

If you have ticked not very good or poor, please tell us why. Use a separate sheet if you need to.

This tells Golden Lane Housing if you are happy or unhappy about something.

23 Have you ever told Golden Lane Housing that you are happy or unhappy about something?

☐ Yes ☐ No

12 months

24 Have you or someone that supports you made a complaint to Golden Lane Housing in the last 12 months?

SOL 030

☐ Yes ☐ No

If yes:

- Did Golden Lane Housing help you and try to sort out the problem?

  ☐ Yes ☐ No

- Did they help to sort the complaint out within the time agreed? You can find out how long a complaint should be dealt with in the **How to tell your landlord** booklet. SPPI 004

  ☐ Yes ☐ No

25 Has anyone from your home told Golden Lane Housing when we have done something well?

☐ Yes ☐ No

Information

This tells Golden Lane Housing what you think about their information.

26 Do you understand the information you get from Golden Lane Housing? This includes with the help of your support.

☐ Yes ☐ Sometimes ☐ No

27 How can Golden Lane Housing make their information better? Use a separate sheet if you need to.

28 Would you like to be involved in helping Golden Lane Housing to make their information better?

☐ Yes ☐ No

29 Have you visited the tenants pages on Golden Lane Housing's website: www.glh.org.uk/our-tenants?

☐ Yes ☐ No

If yes, did you find the information useful?

☐ Yes ☐ No

30 Golden Lane Housing has lots of information for tenants. Is there any other information you would like to know about? Use a separate sheet if you need to.

Your views

This tells Golden Lane Housing about getting your views.

31 Please tell us if you think we are good at listening to your views? HMSH 340

- [ ] Excellent
- [ ] Very good
- [ ] Good
- [ ] Not very good
- [ ] Poor

32 How good do you think we are at making changes to our services from the feedback you have given us? STA 007

- [ ] Excellent
- [ ] Very good
- [ ] Good
- [ ] Not very good
- [ ] Poor

Golden Lane Housing's services

33 What do you think of the overall service you get from Golden Lane Housing? STA 001

- [ ] Excellent
- [ ] Very good
- [ ] Good
- [ ] Not very good
- [ ] Poor

34 If you have told Golden Lane Housing that you are unhappy with our services in this questionnaire would you like us to contact you?

- [ ] Yes
- [ ] No

Contacting you

35 Golden Lane Housing is updating our records. How would you like us to contact you? (You can ✓ tick more than 1 box)

☐ Face to face - for example, coming to see you in your home.

☐ By phone

☐ By letter

☐ By email - if this box has been ticked please write each tenant's email address in the box/es below.

☐ By text - if you have ticked this box , please write your mobile number in the box below.

You agree

I am the tenant/s or the person filling in the questionnaire on behalf of the tenant/s. I agree Golden Lane Housing can use the information in this questionnaire.

This information will be kept 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.

Date

Please send this questionnaire back to Golden Lane Housing in the freepost envelope by Friday 1 November.

3 prizes to be won!

1st prize

£50

1 night in a hotel and £50 spending money

2nd prize

£75

£75 voucher

3rd prize

£50

£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 8 November 2013.**

170.09/2013