**Neighbourhood Survey**

“Hello, my name is ------. I am calling from Viewpoint on behalf of Sheffield Council Housing Services.

I'm calling today as I would like to ask you a few quick questions about the services you receive from Sheffield Council Housing.

Anything you tell me will be used to help improve the services they provide to you and to calculate the annual Tenant Satisfaction Measures to be published by Sheffield Council Housing, as required by the Regulator of Social Housing.

The questions will take 5 to 10 minutes. Is now a convenient time?

Thank you. This interview will be carried out in accordance with the Market Research Society’s Code of Conduct, and we record calls for training purposes, is that alright with you?

Thank you. Most of the questions are rated on a 5-point scale – Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied and very dissatisfied.”

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| **Q1****TP01** | **Taking everything into account, how satisfied or dissatisfied are you with the service provided by Sheffield Council Housing?** |
|  |  |   |  | Very satisfied |
|  |  |   |  | Fairly satisfied |
|  |  |   |  | Neither satisfied nor dissatisfied |
|  |  |   |  | Fairly dissatisfied |
|  |  |   |  | Very dissatisfied |
| **Q1a** | **If dissatisfied or very dissatisfied - ask why?** |
|  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Q2** | **Has Sheffield Council Housing carried out a repair to your home in the last 12 months?”**  |
|  |  |   | Go to Q3 and Q4 | Yes |
|  |  |   | Go to Q5 | No |

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| **Q3****TP02** | **How satisfied or dissatisfied are you with the overall repairs service from Sheffield Council Housing over the last 12 months?** |
|  |  |   |  | Very satisfied |
|  |  |   |  | Fairly satisfied |
|  |  |   |  | Neither satisfied nor dissatisfied |
|  |  |   |  | Fairly dissatisfied |
|  |  |   |  | Very dissatisfied |
|  |  |  |  |  |
| **Q4****TP03** | **How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?** |
|  |  |   |  | Very satisfied |
|  |  |   |  | Fairly satisfied |
|  |  |   |  | Neither satisfied nor dissatisfied |
|  |  |   |  | Fairly dissatisfied |
|  |  |   |  | Very dissatisfied |
|  |  |  |  |  |
| **Q5****TP04** | **How satisfied or dissatisfied are you that Sheffield Council Housing provides a home that is well maintained?** |
|  |  |   |  | Very satisfied |
|  |  |   |  | Fairly satisfied |
|  |  |   |  | Neither satisfied nor dissatisfied |
|  |  |   |  | Fairly dissatisfied |
|  |  |   |  | Very dissatisfied |

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| **Q6****TP05** | **Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Sheffield Council Housing provides a home that is safe?** |
|  |  |   |  | Very satisfied |
|  |  |   |  | Fairly satisfied |
|  |  |   |  | Neither satisfied nor dissatisfied |
|  |  |   |  | Fairly dissatisfied |
|  |  |   |  | Very dissatisfied |
|  |  |   |  | Not applicable / Don't know |

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| **Q7****TP06** | **How satisfied or dissatisfied are you that Sheffield Council Housing listens to your views and acts upon them?** |
|  |  |   |  | Very satisfied |
|  |  |   |  | Fairly satisfied |
|  |  |   |  | Neither satisfied nor dissatisfied |
|  |  |   |  | Fairly dissatisfied |
|  |  |   |  | Very dissatisfied |
|  |  |   |  | Not applicable / Don't know |

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| **Q8****TP07** | **How satisfied or dissatisfied are you that Sheffield Council Housing keeps you informed about things that matter to you?** |
|  |  |   |  | Very satisfied |
|  |  |   |  | Fairly satisfied |
|  |  |   |  | Neither satisfied nor dissatisfied |
|  |  |   |  | Fairly dissatisfied |
|  |  |   |  | Very dissatisfied |
|  |  |   |  | Not applicable / Don't know |

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| **Q9****TP08** | **To what extent do you agree or disagree with the following "Sheffield Council Housing treats me fairly and with respect"?** |
|  |  |   |  | Strongly agree |
|  |  |   |  | Agree |
|  |  |   |  | Neither agree nor disagree |
|  |  |   |  | Disagree |
|  |  |   |  | Strongly disagree |
|  |  |   |  | Not applicable/ Don't know |

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| **Q10** | **Have you made a complaint to Sheffield Council Housing in the last 12 months?** |
|  |  |   | Go to Q11 | Yes |
|  |  |   | Go to Q12 | No |

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| **Q11****TP09** | **How satisfied or dissatisfied are you with Sheffield Council Housing's approach to complaints handling?** |
|  |  |   |  | Very satisfied |
|  |  |   |  | Fairly satisfied |
|  |  |   |  | Neither satisfied nor dissatisfied |
|  |  |   |  | Fairly dissatisfied |
|  |  |   |  | Very dissatisfied |
| **Q11a** | **If dissatisfied or very dissatisfied - ask why?** |
|  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Q12** | **Do you live in a building with communal areas, either inside or outside, that Sheffield Council Housing is responsible for maintaining?** |
|  |  |   | Go to Q13 | Yes |
|  |  |   | Go to Q14 | No |
|  |  |   | Go to Q14 | Don't know |

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| **Q13****TP10** | **How satisfied or dissatisfied are you that that Sheffield Council Housing keeps these communal areas clean and well maintained?** |
|  |  |   |  | Very satisfied |
|  |  |   |  | Fairly satisfied |
|  |  |   |  | Neither satisfied nor dissatisfied |
|  |  |   |  | Fairly dissatisfied |
|  |  |   |  | Very dissatisfied |

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| **Q14****TP11** | **How satisfied or dissatisfied are you that Sheffield Council Housing makes a positive contribution to your neighbourhood?** |
|  |  |   |  | Very satisfied |
|  |  |   |  | Fairly satisfied |
|  |  |   |  | Neither satisfied nor dissatisfied |
|  |  |   |  | Fairly dissatisfied |
|  |  |   |  | Very dissatisfied |
|  |  |   |  | Not applicable / Don't know |
| **Q14a** | **If dissatisfied or very dissatisfied - ask why?** |
|  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Q15****TP12** | **How satisfied or dissatisfied are you with Sheffield Council Housing’s approach to handling anti-social behaviour?** |
|  |  |   |  | Very satisfied |
|  |  |   |  | Fairly satisfied |
|  |  |   |  | Neither satisfied nor dissatisfied |
|  |  |   |  | Fairly dissatisfied |
|  |  |   |  | Very dissatisfied |
|  |  |   |  | Not applicable / Don't know |

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| **Q16** | **Are there any further comments you would like to make about any of the areas we have discussed?** |
|  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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| **Q17** | **Finally, are you happy for Sheffield Council Housing to contact you about the contents of this survey?** |
|  |  |   |  | Yes |
|  |  |   |  | No |

“Thank you very much for your time, your answers will be very useful to Sheffield Council Housing.”

If required:

0114 293 0000

Phone lines are open from 8am-5.30pm