

TENANT SURVEYS

INFORMATION SHEET 18



We are always very keen to hear your views as to how you experienced our services. Only by collecting this type of feedback, can we be confident we are delivering the range and type of services you are happy with.

Any tenant that returns a survey is entered into a monthly prize draw where vouchers can be won.

Telephone Surveys

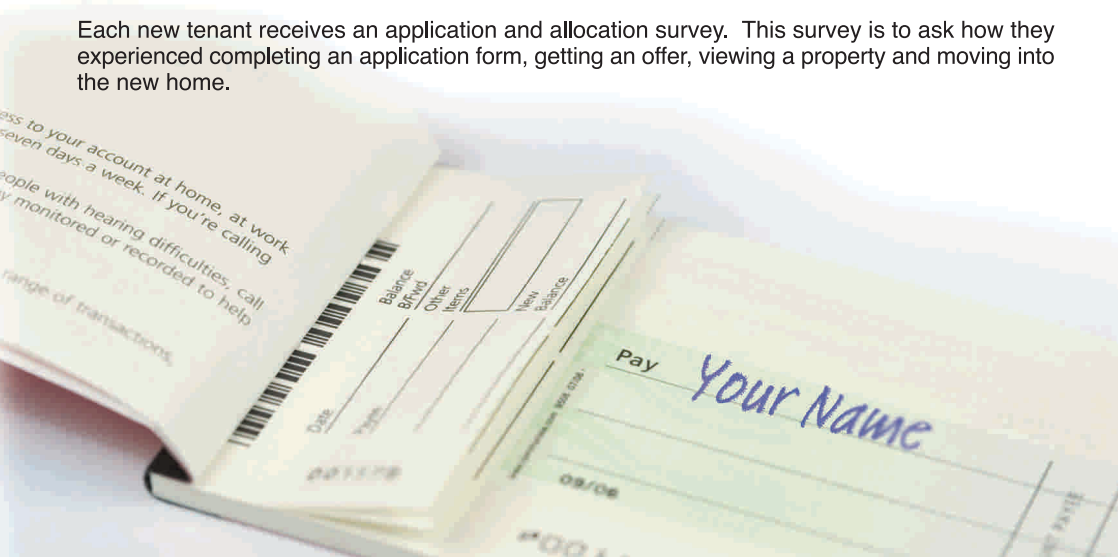
Each month we contact a random sample of tenants who have recently reported a repair. This survey normally takes approximately 5 minutes. We will ask questions such as how easy it was to report the repair, was it completed on time and were you satisfied with the quality of work.

Repair Survey Form

Every time you report a repair you will be sent a survey asking for feedback on your experience of reporting and having a repair carried out. We ask that you complete and return this survey to the Glenburn Centre.

Application and Allocation Survey

Each new tenant receives an application and allocation survey. This survey is to ask how they experienced completing an application form, getting an offer, viewing a property and moving into the new home.



Please turn over...

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Anti-Social Behaviour Survey

We ask a random sample of residents who have complained about anti-social behaviour problems to provide their views as to how we managed and resolved the complaint.

Other Surveys

We regularly carry out other surveys to assess how you have experienced our service. Please provide your views. Your feedback is very important – whether it is positive or negative. Only by receiving this information, can we ensure we meet your expectations.

Remember, all surveys returned will be eligible for a draw to win vouchers!

If you want to be included in influencing our services you can join “Your Voice - Your Choice”, our tenants panel. For further information see our “Your Voice - Your Choice” leaflet.

This leaflet is one of a series of information sheets provided by Easthall Park Housing Co-operative.

Others that have been provided include:

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|-------------------------------------|-------------------------------------|
| 1. Service Standards | 9. Right to Repair |
| 2. Alterations and Improvements | 10. Complaints |
| 3. Repair Priorities | 11. Guide to Environmental Services |
| 4. Keeping your home in good repair | 12. How to pay your rent |
| 5. Succession to a tenancy | 13. Rent Arrears |
| 6. Abandoned houses | 14. Eviction |
| 7. Rechargeable repairs | 15. Ending your tenancy |
| 8. “Your Voice - Your Choice” | 16. Lettable Standard |
| | 17. Gas Servicing |

We always welcome your views and comments about improving our service.

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception.

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