



Housing

Pride in our homes

Standard Tenants And Residents

Survey

IF YOU REQUIRE A LARGE PRINT COPY PLEASE CALL 01629 593200

Dear Tenant,

Tenant Survey, 2012

As part of the regulatory requirements, Dales Housing previously issued a whole tenants' survey, namely the STATUS Survey. This survey asked a wide range of questions and enabled us to hear firsthand what tenants thought about the services they received and where improvements could be made. Although it is no longer a regulatory requirement that housing organisations like us issue this type of survey, we remain committed to our tenants' views so that we can continue to provide the services you want and that they are of the highest quality.

You may recall that in the Autumn of 2010 we carried out a series of Go-Local events in different communities to find out what standards of services you wanted us to provide. Consequently, in April 2011 we produced our Local Promises which clearly outlined the standards and performance targets you set for us. These Go-Local events were not just one-off events, but since then we have also consulted with you through our Connecting with You Survey and attended or undertaken various Dales in the Community events. We recently also launched our Pathways to Involvement, outlining the wide and convenient ways that you, our tenants, can get involved with us or have your say.

Demonstrating our dedication to ensuring our tenants' voice is always heard and that the Local Promises we made are kept up to date and reflect tenants' current priorities, we will continue to undertake a whole tenant survey. The previous STATUS survey will now be replaced with a voluntary 'STAR' survey - Survey of Tenants and Residents. There are a number of new questions which will particularly help us to ensure our Local Promises match tenants' priorities, but above all else are designed so that you can share your experiences and make clear where you are happy with our services or want to see improvements.

In the main, this will be a postal survey and meetings will take place within our sheltered schemes. I would assure you that your personal response will be kept confidential and will not be released into the public domain or made generally available within Dales Housing itself. Indeed, only a limited number of Dales Housing employees will be given access to individual STAR data – others will have access to statistical data only.



I would ask all tenants to spare a little time to complete the survey so that Dales Housing can continue to meet the needs of our customers and communities by providing continually improving high quality homes and services. Your participation is voluntary, but if you do not wish to take part, please let us know and we will not issue any follow-up reminders.

In the meantime, any queries regarding the STAR Survey should be directed to our Customer Services Team on 01629 593200.

May I also take this opportunity to thank all our tenants who gave up time to provide feedback to us during last year and I look forward to receiving all your comments and views through the completion of the STAR survey.

Yours faithfully,
Jacque Allen
Executive Director

All tenants who take part in the survey will be entered into a prize draw, and four names will be drawn at random to win prizes of £50 vouchers of your choice. If you wish to be entered into the prize draw please give your details below.

NAME:

ADDRESS:

.....

TEL: EMAIL:



DEMOGRAPHICS

No.	Question	Response options	
1	You and your household - please tell us the age and gender of everyone who lives with you in your household	Age	Gender
	Main tenant / lessee		
	Partner		
	Person 3		
	Person 4		
	Person 5		
	Person 6		

Gender - Please select either male or female for your gender. Transgender or transsexual: Select the answer which you identify yourself as. You can select either 'male' or 'female', whichever you believe is correct, irrespective of the details recorded on your birth certificate. You do not need to have a Gender Recognition Certificate.

If there are more than six people in your household, including children under 16, please add a separate line for each other member of your household

2	Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?	Yes, limited a lot	Yes, limited a little
---	---	--------------------	-----------------------

Include any household member with a long-term illness or disability in your answer

3	Does your household currently receive housing benefit (either paid directly to you or to your landlord)?	Yes	No
---	--	-----	----

	What is your (and your partner's) ethnic group?	Main tenant/ lessee	Partner
4	White		
	- English / Welsh / Scottish / Northern Irish / British		
	- Irish		
	- Gypsy or Irish Traveller		
	- Any other White background		
	Mixed / multiple ethnic groups		
	- White and Black Caribbean		
	- White and Black African		
	- White and Asian		
	- Any Other Mixed / multiple ethnic background		
	Asian / Asian British		
	- Indian		
	- Pakistani		
	- Bangladeshi		
	- Chinese		
- Any other Asian background			

4	Black / African / Caribbean / Black British		
	- African		
	- Caribbean		
	- Any other Black / African / Caribbean background		
	Other ethnic group		
	- Arab		
	- Any other ethnic group		

CORE QUESTIONS

5	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dales Housing?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
---	---	----------------	------------------	---------	---------------------	-------------------

6	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
---	--	----------------	------------------	---------	---------------------	-------------------

7	How satisfied or dissatisfied are you with your neighbourhood as a place to live?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
---	---	----------------	------------------	---------	---------------------	-------------------

8	How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
---	--	----------------	------------------	---------	---------------------	-------------------

9	How satisfied or dissatisfied are you that your service charges provide value for money?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
---	--	----------------	------------------	---------	---------------------	-------------------

10	Generally, how satisfied or dissatisfied are you with the way Dales Housing deals with repairs and maintenance?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
----	---	----------------	------------------	---------	---------------------	-------------------

11	How satisfied or dissatisfied are you that Dales Housing listens to your views and acts upon them?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
----	--	----------------	------------------	---------	---------------------	-------------------

GENERAL SERVICES

12	How satisfied or dissatisfied are you with the overall condition of your home?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
----	--	----------------	------------------	---------	---------------------	-------------------

13	How satisfied or dissatisfied are you that Dales Housing gives you the opportunity to make your views known?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
----	--	----------------	------------------	---------	---------------------	-------------------

14	How good or poor do you feel Dales Housing is at keeping you informed about things that might affect you as a resident?	Very good	Fairly good	Neither	Fairly poor	Very poor
----	---	-----------	-------------	---------	-------------	-----------

15	How likely would you be to recommend Dales Housing to family or friends?	Very likely	Fairly likely	Neither	Fairly unlikely	Very unlikely
----	--	-------------	---------------	---------	-----------------	---------------

16	Are you aware of Dales Housing's published service standards?	Yes		No		
----	---	-----	--	----	--	--

17	Are you aware of how to challenge Dales Housing's published service standards?	Yes		No		
----	--	-----	--	----	--	--

SERVICE PRIORITIES

18	Which of the following services would you consider to be priorities?	PLEASE TICK YOUR TOP THREE ONLY
a	Keeping residents informed	
b	The overall quality of your home	
c	Listening to residents' views and acting upon them	
d	Repairs and maintenance	
e	Dealing with anti-social behaviour	
f	Your neighbourhood as a place to live	
g	Value for money for your rent (and service charges)	
h	Support and advice on claiming welfare benefits and paying rent	
i	The emergency call system	
j	Your support worker / scheme manager	
K	Your support plan	

PERCEPTIONS

19	To what extent do you agree or disagree with the following?					
a	Dales Housing provides an effective and efficient service	Agree strongly	Agree	Neither	Disagree	Disagree strongly
b	Dales Housing is providing the service I expect from my landlord	Agree strongly	Agree	Neither	Disagree	Disagree strongly
c	Dales Housing treats its residents fairly	Agree strongly	Agree	Neither	Disagree	Disagree strongly
d	Dales Housing has a good reputation in my area	Agree strongly	Agree	Neither	Disagree	Disagree strongly
e	Dales Housing has friendly and approachable staff	Agree strongly	Agree	Neither	Disagree	Disagree strongly
f	I trust Dales Housing	Agree strongly	Agree	Neither	Disagree	Disagree strongly

ADVICE & SUPPORT

20	Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from Dales Housing with - Managing your finances and paying rent and service charges?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
----	--	----------------	------------------	---------	---------------------	-------------------	----------------

21	How satisfied or dissatisfied are you with the advice and support you receive from Dales Housing with - Support for vulnerable tenants.	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
----	---	----------------	------------------	---------	---------------------	-------------------	----------------

CONTACT & COMMUNICATION

22	Do you have access to the internet at home?	Yes	No
----	---	-----	----

23	Are you satisfied with the cost of contacting Dales Housing by telephone?	Yes	No
----	---	-----	----

NEIGHBOURHOOD

24	To what extent are any of the following a problem in your neighbourhood?			
a	Car parking	Major problem	Minor problem	Not a problem
b	Rubbish or litter	Major problem	Minor problem	Not a problem
c	Noisy neighbours	Major problem	Minor problem	Not a problem
d	Dog fouling / dog mess	Major problem	Minor problem	Not a problem
e	Other problems with pets and animals	Major problem	Minor problem	Not a problem
f	Disruptive children / teenagers	Major problem	Minor problem	Not a problem
g	Racial or other harassment	Major problem	Minor problem	Not a problem
h	Drunk or rowdy behaviour	Major problem	Minor problem	Not a problem
i	Vandalism and graffiti	Major problem	Minor problem	Not a problem
j	People damaging your property	Major problem	Minor problem	Not a problem
k	Drug use or dealing	Major problem	Minor problem	Not a problem
l	Abandoned or burnt out vehicles	Major problem	Minor problem	Not a problem
m	Other crime	Major problem	Minor problem	Not a problem
n	Noise from traffic	Major problem	Minor problem	Not a problem



25	In the last three years, would you say your neighbourhood has improved or declined?	Greatly improved	Slightly improved	Stayed the same	Slightly declined	Greatly declined
----	---	------------------	-------------------	-----------------	-------------------	------------------

26	How willing would you be to report any anti-social behaviour to Dales Housing in the future?	Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
----	--	--------------	----------------	---------	------------------	----------------

27	Are you aware that Dales Housing has a formal complaints procedure?	Yes		No		
----	---	-----	--	----	--	--

28	How willing would you be to make a complaint to Dales Housing in the future?	Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
----	--	--------------	----------------	---------	------------------	----------------



ESTATE SERVICES

29	How satisfied or dissatisfied are you with the overall appearance of your neighbourhood?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
----	--	----------------	------------------	---------	---------------------	-------------------

30	External communal areas	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
----	-------------------------	----------------	------------------	---------	---------------------	-------------------	----------------

31	How satisfied or dissatisfied are you with the overall estate services provided by Dales Housing?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
----	---	----------------	------------------	---------	---------------------	-------------------	----------------

32	How satisfied or dissatisfied are you with the value for money of overall estate services provided by Dales Housing?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
----	--	----------------	------------------	---------	---------------------	-------------------	----------------



THIS SECTION IS TO BE FILLED IN BY THOSE TENANTS THAT RESIDE IN OUR SHELTERED SCHEMES ONLY.

HOUSING FOR OLDER PEOPLE

33	Thinking about where you live, how satisfied or dissatisfied are you with the following?						
a	Your support plan	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
b	The frequency of contact with your scheme manager / support worker	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
c	The overall service provided by your scheme manager / support worker	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
d	The call centre / emergency call system	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
e	The safety and security of your home	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	
f	How easy it is to access all areas of your home and scheme	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	
g	The facilities at your scheme	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	



- This document is also available in other languages, large print and audio format upon request.
- Ce document est également disponible dans d'autres langues, en gros caractères et en cassette audio sur simple demande.
- Αυτό το έγγραφο διατίθεται επίσης σε άλλες γλώσσες, τυπωμένο με μεγάλους χαρακτήρες και σε κασέτα κατόπιν αιτήματος.
- આ દસ્તાવેજ વિનંતી કરવાથી બીજા ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.
- अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले साधन पर भी उपलब्ध है
- Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.
- ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।
- Bu belge çeşitli dillere çevrilmiş olup, isterseniz iri harflerle basılmış şeklini ve kasetini de size gönderebiliriz.

We have a hearing loop system at our head office



Dales Housing

Dimple Mill,
Dimple road,
Matlock,
Derbyshire,
DE4 3JX

T: 01629 593200

E: info@daleshousing.co.uk

F: 01629 593227

Minicom: 01629 593235

www.daleshousing.co.uk