

Question set for quarterly satisfaction survey

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Croydon Council's housing services? *
2. How satisfied or dissatisfied are you with the overall quality of your home? *
Probe - Please tell us why you were not satisfied (with the quality of your home)
3. How satisfied or dissatisfied are you with the way (Croydon Council's) housing services deals with repairs and maintenance? *
Probe - Please can you explain why you are dissatisfied and what could have been done to improve the service
4. How satisfied or dissatisfied are you with your neighbourhood as a place to live? *
Probe - Please explain why you are dissatisfied with your neighbourhood
5. How safe do you feel in your home?
Probe - Can you explain why you don't feel safe, and what could be done to improve this?
6. Have you contacted (Croydon Council's) housing services in the last 12 months?
7. Overall, how easy or difficult was it for you to get your most recent enquiry resolved?
8. Which service was your enquiry about? (Dropdown service list)
9. And can you let me know the reason for your call?
10. Thinking about the last time you contacted (Croydon Council's) housing services, overall how satisfied or dissatisfied are you with the customer service?
11. How satisfied or dissatisfied are you that (Croydon Council's) housing services listens to your views and acts upon them? *
12. Please explain why you feel that about the way (Croydon Council's) housing services listens to your views and acts upon them?
13. Are you satisfied with the resident involvement opportunities (Croydon Council's) housing services provides to help you have your say? (Yes / No / Don't know)
14. Would you like (Croydon Council's) housing services to send you some information regarding this?
15. How would you like the information to be sent? email/post
16. If Croydon Council could do ONE thing to improve its services, what would you like it to be?
17. Interviewer: While you are on the phone is it okay if we check your contact details in order to update our tenancy records?
18. Can you confirm your telephone number?
19. Can you confirm your mobile phone number?
20. Can you confirm your email address?
21. [If email address given] Would you like to be sent e-newsletters from (Croydon Council's) housing services?
22. The results of this survey are confidential. However, would you be happy for us to share all your information with (Croydon Council's) housing managers so they have better information to help them improve services?
23. [If Q22 = Yes] Would you be happy for (Croydon Council's) housing services to contact you to follow up any of the comments or issues you have raised?

STAR core benchmarking questions marked *