

Tenant Satisfaction Survey 2023

How to submit this survey

You can:

- Drop it off at Gosport Borough Council Town Hall reception
- Post it to:

Emma Vanson
FREEPOST PLUS RTHS-RGCZ-ATBU
Gosport Borough Council
Town Hall
High Street
Gosport
Hampshire
PO12 1EB

Introduction

This survey is your chance to tell us what you think of the homes and services Gosport Borough Council provide to you **as your landlord**. The survey does not ask for your views on wider council services such as bin collection, roads and transport, care/health services etc.

The survey is part of the new annual Tenant Satisfaction Measures that the Regulator of Social Housing has introduced.

Gosport Borough Council is partnering with Portsmouth City Council's market research team who has been appointed to deliver the service on our behalf.

This will be an annual survey, the results and feedback will be published at the end of every financial year. This is the same for all social landlords.

The closing date is **midnight on Friday 1st December 2023**. As a thank you, the completed surveys will be entered into a prize draw, where one lucky person will win a £50 Morrisons voucher.

The winner will be drawn at random using a computer. There is only one survey response allowed per household. We will use the address

you provide to ensure only one survey is counted and that you live in one of our rented properties.

Your address will only be seen by the market research team, and by whomever is assisting you in completing the survey (where relevant).

Your address will be removed from your survey answers by the market research team when the answers are analysed, and before the results are passed to the council, your landlord.

As the survey is confidential, we will not be able to follow up individually on any of your answers. To report a specific issue and get a response, please contact your Housing Officer for assistance.

If you have any questions or concerns, need a copy in an alternative format or need someone to help you complete it, please contact Emma Vanson, Resident Involvement Officer, who will be happy to help:

emma.vanson@gosport.gov.uk
023 9254 5403

An easy read guide to the survey produced by the Housing Regulator is available at this location, at the Town Hall reception or by contacting your Housing Officer.

Portsmouth City Council is the Data Controller of any personal data you provide in connection with this survey. It will only be used for the purpose of analysing the results and improving related services and will not be shared with any other organisations in a way that would identify you. The council will be using an external company to analyse some of the data. However, any personally identifiable data will be removed before sending it to the external company for analysis. For further details of how the council collects and uses personal data, please see our full Data Protection Privacy Notice at www.portsmouth.gov.uk

Your address

1. What is your address?

Address line 1

Address line 2

City

Postcode

Overall satisfaction

In this survey, 'your landlord' refers to Gosport Borough Council.

2. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

(please tick one)

- ☐ Very satisfied – go to question 4
- ☐ Fairly satisfied – go to question 3
- ☐ Neither satisfied nor dissatisfied – go to question 3
- ☐ Fairly dissatisfied – go to question 3
- ☐ Very dissatisfied – go to question 3

3. What could we do better as a Housing Service to support you?

Repairs

4. Has your landlord carried out a repair to your home in the last 12 months?

- ☐ Yes – go to question 5
- ☐ No – go to question 10

5. How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

(please tick one)

- ☐ Very satisfied – go to question 7
- ☐ Fairly satisfied – go to question 7
- ☐ Neither satisfied nor dissatisfied – go to question 6
- ☐ Fairly dissatisfied – go to question 6
- ☐ Very dissatisfied – go to question 6

6. What could we do to improve our repairs service to you?

Now go to question 8

7. What is it that you like about our repairs service to you?

8. **How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**

(please tick one)

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
-

9. **Please use this box to explain your answer if you would like to.**

Your property

10. **How satisfied or dissatisfied are you that your landlord provides a home that is well maintained? (please tick one)**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
-

11. **Please use this box to explain your answer if you would like to.**

12. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

(please tick one)

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/don't know

13. Please use this box to explain your answer if you would like to.

Your landlord

14. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them? *(please tick one)*

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/don't know

15. Please use this box to explain your answer if you would like to.

16. How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you? *(please tick one)*

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/don't know

17. Please use this box to explain your answer if you would like to.

18. To what extent do you agree or disagree with the following “my landlord treats me fairly and with respect”? *(please tick one)*

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable/don't know

19. Please use this box to explain your answer if you would like to.

20. Have you made a complaint to your landlord in the last 12 months?

- ☐ Yes – go to question 21
- ☐ No – go to question 23

21. How satisfied or dissatisfied are you with your landlord's approach to complaints handling?

(please tick one)

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

22. Please use this box to explain your answer if you would like to.

Communal areas

23. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

- ☐ Yes – go to question 24
- ☐ No – go to question 26
- ☐ Don't know – go to question 26

24. How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?

(please tick one)

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

25. Please use this box to explain your answer if you would like to.

Your neighbourhood

26. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

(please tick one)

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/don't know

27. Please use this box to explain your answer if you would like to.

28. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

(please tick one)

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/don't know

29. Please use this box to explain your answer if you would like to.

Further comments

30. Having considered all of the questions in this survey is there anything else that you would like us to know about our service to you? Do you have any ideas on ways we could improve?

Prize draw

All completed surveys have the chance to be entered into a prize draw, where one lucky person will win a £50 Morrison's voucher. If you would like to enter, please leave your details below.

31. Would you like to take part in the prize draw?

- ☐ Yes – go to question 32
☐ No – go to question 33

32. What is your first name and phone number?

First name:

Phone number:

About you

33. Are you a tenant or leaseholder?

(please tick one)

- ☐ Tenant
☐ Leaseholder

34. Which do you live in?

(please tick one)

- ☐ House
☐ Flat in a low-rise building
(a building with less than 7 floors)
☐ Flat in a high-rise building
(a building with over 7 floors)
☐ Maisonette
☐ Bungalow

35. Which best describes your accommodation?

(please tick one)

- ☐ General needs
- ☐ Housing for older people/sheltered housing
- ☐ Other supported housing
- ☐ Temporary social housing

36. Which of these areas do you live in?

(please tick one)

- | | |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Elson | <input type="checkbox"/> Peel Common |
| <input type="checkbox"/> Hardway | <input type="checkbox"/> Rowner |
| <input type="checkbox"/> Anglesey | <input type="checkbox"/> Holbrook |
| <input type="checkbox"/> Brockhurst | <input type="checkbox"/> Leesland |
| <input type="checkbox"/> Privett | <input type="checkbox"/> Newtown |
| <input type="checkbox"/> Harbourside | <input type="checkbox"/> Forton |
| <input type="checkbox"/> Town | <input type="checkbox"/> Lee East |
| <input type="checkbox"/> Bridgemaury | <input type="checkbox"/> Lee West |



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37. How long have you been living in your current home?

- ☐ Less than a year
- ☐ 1–5 years
- ☐ 6–10 years
- ☐ 11+ years

38. What is your sex?

- ☐ Male
- ☐ Female
- ☐ Other *(please specify)*

- ☐ Prefer not to say

39. What is your age group?

- | | |
|--|--------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 45–54 |
| <input type="checkbox"/> 18–24 | <input type="checkbox"/> 55–64 |
| <input type="checkbox"/> 25–34 | <input type="checkbox"/> 65–74 |
| <input type="checkbox"/> 35–44 | <input type="checkbox"/> 75+ |
| <input type="checkbox"/> Prefer not to say | |

40. How many people live in your home?

- | | |
|----------------------------|-----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 5 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 8+ |

Survey continues on next page

41. Which ethnic group do you belong to?

- ☐ Asian or Asian British – Indian
- ☐ Asian or Asian British – Bangladeshi
- ☐ Asian or Asian British – Chinese
- ☐ Asian or Asian British – Pakistani
- ☐ Asian or Asian British – Other
- ☐ Black/African/Caribbean or Black British – African
- ☐ Black/African/Caribbean or Black British – Caribbean
- ☐ Black/African/Caribbean or Black British – Other
- ☐ White – British
- ☐ White – Irish
- ☐ White – Gypsy or Irish Traveller
- ☐ White – Roma
- ☐ White – Other
- ☐ Mixed/Multiple ethnic groups – White and Asian
- ☐ Mixed/Multiple ethnic groups – White and Black African
- ☐ Mixed/Multiple ethnic groups – White and Black Caribbean
- ☐ Mixed/Multiple ethnic groups – Other
- ☐ Other ethnic group – Arab
- ☐ Other ethnic group – Other
- ☐ Prefer not to say

42. Do you consider yourself to have a disability, or a long-term illness, physical or mental health condition?

- ☐ Yes – *go to question 43*
- ☐ No – *end of survey*
- ☐ Prefer not to say – *end of survey*

43. What type of disability do you have?

(please tick all that apply)

- ☐ Physical disability
- ☐ Hearing disability
- ☐ Learning disability
- ☐ Visual disability
- ☐ Mental ill health
- ☐ Other *(please specify)*

- ☐ Prefer not to say

Thank you for taking the time to complete the survey. Your views are important to us – if you would like to get more involved in giving feedback/suggestions around our service please make contact with Emma Vanson, Neighbourhood Involvement Officer by email at **emma.vanson@gosport.gov.uk** or by phone on **023 9254 5403**