

# 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 <u>not</u> 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 – <i>go to question 6</i>			
	<ul> <li>Fairly dissatisfied – go to question 6</li> <li>Very dissatisfied – go to question 6</li> </ul>			
6.	What could we do to improve our repairs service to you?			

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

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Now go to question 8

8.	How satisfied or dissatisfied are you with the time taken to complete your most	Yo
	recent repair after you reported it?	10.
	(please tick one)	
	Very satisfied	
	Fairly satisfied	
	Neither satisfied nor dissatisfied	
	Fairly dissatisfied	
	Very dissatisfied	
<b></b>		

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

## Your property

- 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

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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.

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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			

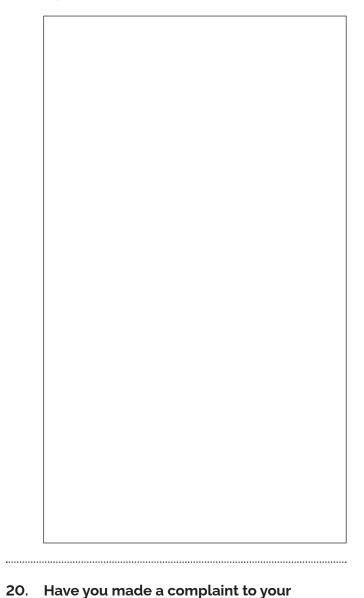
- Neither satisfied nor dissatisfied
- \_\_\_\_ Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know
- 17. Please use this box to explain your answer if you would like to.

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

fairly and with respect"? (please tick one)	handling?
Strongly agree	(please tick one)
Agree	Very satisfied
Neither agree nor disagree	Fairly satisfied
Disagree	Neither satisfied nor dissatisfied
Strongly disagree	Fairly dissatisfied
Not applicable/don't know	Very dissatisfied

21.

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



landlord in the last 12 months?

Yes – go to question 21

No – go to question 23

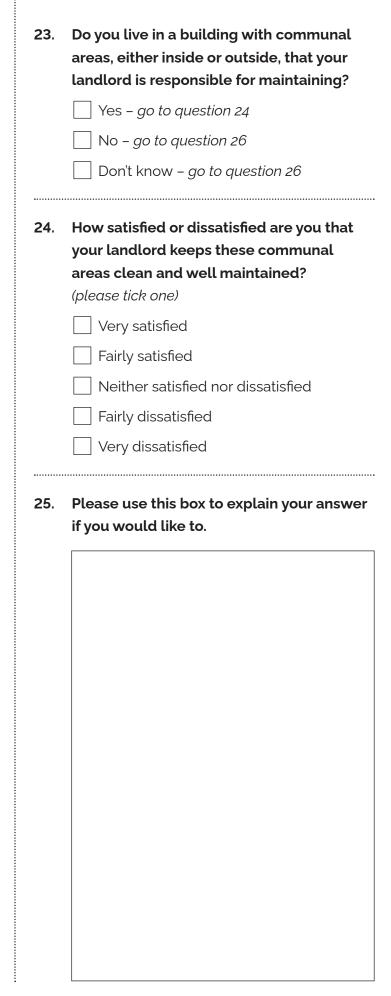
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How satisfied or dissatisfied are you with your landlord's approach to complaints

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

#### **Communal** areas



# 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.

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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?

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

#### 32. What is your first name and phone number?

First name:

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Phone number:

About you	
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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 y accommodation?	/our	37.	How long have you be current home?	en living in your
	(please tick one)			Less than a year	
	General needs				
	Housing for older pe	eople/sheltered		1-5 years	
	housing			6–10 years	
	Other supported ho	using		11+ years	
	Temporary social ho	busing		N4/1	
••••••			38.	What is your sex?	
36.	Which of these areas d	o you live in?		Male	
	(please tick one)			Female	
	Elson	Peel Common		Other (please spec	ify)
	Hardway	Rowner			
	Anglesey	🗌 Holbrook			
	Brockhurst	Leesland		Prefer not to say	
	Privett	Newtown			-
	Harbourside	Forton	39.	What is your age grou	
	Town	Lee East		Under 18	45-54
	Bridgemary	Lee West		18-24	55-64
	1	524		25-34	65-74
		ev 10001962-		35-44	75+
	Bridgemary			Prefer not to say	
		Elson Hardway Forton ret	40.	How many people live	e in your home?
	Common	Elson		1	5
	Rowner & Holbrook	(database		2	 [] 6
	Grange	Hardway		 [] 3	 7
$\mathbf{b}$	Lee East	Forton		4	8+
	Brockhu & Prive	tt Leesland		·	
	Lee West	& Town		Survey	continues on next page
	Alverstoke	Anglesey			
		$\checkmark$			

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41.	Which ethnic group do you belong to?	43. What type of disability do you have?
	🗌 Asian or Asian British – Indian	(please tick all that apply)
	🗌 Asian or Asian British – Bangladeshi	Physical disability
	🗌 Asian or Asian British – Chinese	Hearing disability
	🗌 Asian or Asian British – Pakistani	Learning disability
	🗌 Asian or Asian British – Other	Visual disability
	Black/African/Caribbean or Black British – African	<ul> <li>Mental ill health</li> <li>Other (please specify)</li> </ul>
	Black/African/Caribbean or Black British – Caribbean	
	Black/African/Caribbean or Black British – Other	
	White – British	Prefer not to say
	White – Irish	Thank you for taking the time to complete
	White – Gypsy or Irish Traveller	the survey. Your views are important to us – if
	White – Roma	you would like to get more involved in giving
	White – Other	feedback/suggestions around our service please make contact with Emma Vanson,
	Mixed/Multiple ethnic groups – White	Neighbourhood Involvement Officer by email at
	and Asian	emma.vanson@gosport.gov.uk or by phone on 023 9254 5403
	Mixed/Multiple ethnic groups – White and Black African	023 9234 3403
	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	

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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