

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dartford Borough Council's Housing Team?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | |

Please add any additional comments about the service provided by Dartford Borough Council's Housing Team here:

2. Has Dartford Borough Council's Housing Team carried out a repair to your home in the last 12 months?

- | | |
|---|---|
| <input type="checkbox"/> Yes (Go to Q3) | <input type="checkbox"/> No (Go to Q4a) |
|---|---|

3. How satisfied or dissatisfied are you with the overall repairs service from Dartford Borough Council's Housing Team over the last 12 months?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | |

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

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | |

4a. Thinking about the overall repairs service, what can Dartford Borough Council's Housing Team do to improve how it handles repairs to your home?

Please add your comments here:

5. How satisfied or dissatisfied are you that Dartford Borough Council's Housing Team provides a home that is well maintained?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | |

6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Dartford Borough Council's Housing Team provides a home that is safe?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Not applicable / don't know |

7. How satisfied or dissatisfied are you that Dartford Borough Council's Housing Team listens to your views and acts upon them?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Not applicable / don't know |

8. How satisfied or dissatisfied are you that Dartford Borough Council's Housing Team keeps you informed about things that matter to you?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Not applicable / don't know |

9. To what extent do you agree or disagree with the following "Dartford Borough Council's Housing Team treats me fairly and with respect"?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Not applicable / don't know |

10. Have you made a complaint to Dartford Borough Council's Housing Team in the last 12 months?

- | | |
|--|--|
| <input type="checkbox"/> Yes (Go to Q11) | <input type="checkbox"/> No (Go to Q11a) |
|--|--|

11. How satisfied or dissatisfied are you with Dartford Borough Council's Housing Team's approach to complaints handling?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | |
-

11a. Thinking about the overall complaints process, what can Dartford Borough Council's Housing Team do to improve how it handles complaints?

Please add your comments here:

12. Do you live in a building with communal areas, either inside or outside, that Dartford Borough Council's Housing Team is responsible for maintaining?

Yes (Go to Q13)

Don't know (Go to Q14)

No (Go to Q14)

13. How satisfied or dissatisfied are you that Dartford Borough Council's Housing Team keeps these communal areas clean, and well maintained?

Very satisfied

Fairly dissatisfied

Fairly satisfied

Very dissatisfied

Neither satisfied nor dissatisfied

13a. Thinking about the communal areas where you live, is there anything Dartford Borough Council's Housing Team can do to improve these areas?

Please add your comments here:

14. How satisfied or dissatisfied are you that Dartford Borough Council's Housing Team makes a positive contribution to your neighbourhood?

Very satisfied

Fairly dissatisfied

Fairly satisfied

Very dissatisfied

Neither satisfied nor dissatisfied

Not applicable / don't know

15. How satisfied or dissatisfied are you with Dartford Borough Council's Housing Teams approach to handling anti-social behaviour?

Very satisfied

Fairly dissatisfied

Fairly satisfied

Very dissatisfied

Neither satisfied nor dissatisfied

Not applicable / don't know

16. What can Dartford Borough Council's Housing Team do to improve how it handles anti-social behavior?

Please add your comments here:

Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Dartford Borough Council's Housing Team. Would this be okay?

Yes, I agree to my name being attached to my responses

No, I would like to remain anonymous

Are you happy for Dartford Borough Council's Housing Team to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

Yes

No

DARTFORD
BOROUGH COUNCIL

**Thank you very much for taking part in the survey.
Your answers have been most helpful.**

Please return this survey by 10th September 2023 in the provided pre-paid envelope. If you have lost the envelope you can send your survey back, without a stamp, to:
TLF, FREEPOST RLRK GBLX-RJCT, Taylor Hill Mill, Huddersfield, HD4 6JA 14.

This survey is carried out on behalf of Dartford Borough Council's Housing Team by TLF Research. For information about how TLF Research processes personal data, please refer to our website:
www.tlfresearch.com

To view Dartford Borough Council's consultation and survey privacy notice, this can be found here:
www.dartford.gov.uk/privacy-notices/responding-consultations-surveys

Dartford Borough Council takes all complaints seriously and wants to put things right if they go wrong. If you would like to use their formal complaints procedure, please visit:
www.dartford.gov.uk/complaints or telephone **01322 343434**.

The Housing Ombudsman is set up by law to look at complaints about the housing organisations that are registered with them. They can also provide advice prior to making a complaint and can be contacted online at: www.housing-ombudsman.org.uk or telephone **0300 111 3000**.