



## Appendix B. Example questionnaire

 <b>WELWYN HATFIELD</b>	 <p>arpsurveys.co.uk/welhat scan me your code: <b>9999mnmw</b></p>
Ms A B Sample 1 Sample Street Sample District Sample Town AB1 2CD	999999
Dear (name)	19 January 2024
<b>Tenant Satisfaction Survey: tell us what you think!</b>	
As our tenant, we would love to hear what you think about your home, the area in which you live and the services we provide.	
Your views are extremely important to us so we can use your feedback to make changes to the services you receive in future. This is part of the new annual Tenant Satisfaction Measures that the government has just introduced. We will publish annually the results from the survey as part of a core set of performance measures.	
Please take just five minutes to either complete and return the survey in the enclosed freepost envelope, or complete the survey online using the link above. As a thank you, the code from all completed surveys will be entered into a <b>prize draw</b> , where four lucky people will win <b>£100</b> each in shopping vouchers!	
The closing date is <b>Friday 23 February 2024</b> .	
We have provided your contact details to an independent company called ARP Research to carry out the survey on our behalf in line with data protection rules (GDPR). The survey is completely confidential which means that your answers will be kept separate from your identity. In addition, your details will be used for this survey only and will be stored for no longer than is necessary to.	
If you have any questions or concerns about this survey, or need a copy in an alternative format, please contact us by email at <a href="mailto:housingmaintenance@welhat.gov.uk">housingmaintenance@welhat.gov.uk</a> or call us on 0800 111 4484. Please don't use the survey to report anything to us as we won't be able to log it. Thank you for taking part.	
Yours sincerely	
	
Sue McDaid, Director (Resident and Neighbourhood)	
<b>Win 1 of 4 £100 prizes!</b>	

# Appendix B. Example questionnaire

## Tenant Satisfaction Survey 2024

**Your chance to win £100!**

Have your say



your code: 9999

arpurveys.co.uk/welhat

scan me

Please don't use the survey to report something to us as we won't be able to log it. Instead please email housing.maintenance@welhat.gov.uk or call 0800 111 4484.

### About us

**1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Welwyn Hatfield Borough Council housing services?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied

### Repairs

**2** Has Welwyn Hatfield Borough Council housing services carried out a repair to your home in the last 12 months?

Yes go to Q3 ↓  No go to Q5 →

**3** How satisfied or dissatisfied are you with the overall repair service from Welwyn Hatfield Borough Council housing services over the last 12 months?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied

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

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied

closing date:  
**23 February**

### Your home

**5** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Welwyn Hatfield Borough Council housing services provides a home that is safe?

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

**6** How satisfied or dissatisfied are you that Welwyn Hatfield Borough Council housing services provides a home that is well maintained?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied

**7** Do you live in a building with communal areas, either inside or outside, that Welwyn Hatfield Borough Council housing services is responsible for maintaining?

Yes go to Q8 ↓  No go to Q9 →  Don't know go to Q9 →

**8** How satisfied or dissatisfied are you that Welwyn Hatfield Borough Council housing services keeps these communal areas clean and well maintained?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied

### Communication

**9** How satisfied or dissatisfied are you that Welwyn Hatfield Borough Council housing services listens to your views and acts upon them?

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

**10** How satisfied or dissatisfied are you that Welwyn Hatfield Borough Council housing services keeps you informed about things that matter to you?

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

**11** To what extent do you agree or disagree with the following 'Welwyn Hatfield Borough Council housing services treats me fairly and with respect'?

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

**12** WHBC provides opportunities for tenants and leaseholder to get involved in influencing our housing services: Residents Panel, Neighbourhood Champions, Virtual Panel.

Are you interested in finding out more about these opportunities?

Yes  No

*If you tick 'yes', your contact details but not your survey responses will be passed on to the Resident Involvement team.*

**13** What sort of involvement activities would you like the council to offer?  
*tick all that apply*

- Informal meetings
- Being part of the Residents Panel
- Becoming a Neighbourhood Champion
- Offering feedback on policies virtually/online
- Neighbourhood events
- Tenant training and workshops

### Customer service

**14** Have you contacted the Welwyn Hatfield Borough Council housing services in the last 12 months?

Yes go to Q15 ↓  No go to Q17 →

**15** When you last contacted us about your housing what was it mainly about?  
*tick ONE only*

- Cleaning of communal areas
- Grounds maintenance in communal areas (e.g. grass cutting/hedges etc)
- Neighbour nuisance/Anti-social behaviour
- Your rent account
- Repairs
- Other

**16** When you last contacted us about your housing, how satisfied or dissatisfied were you that:

a. Getting hold of the right person was easy?  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

b. Staff were polite and friendly?

c. Staff were able to deal with your query?

d. Staff were able to resolve your query?

### Complaints

**17** How many complaints did you make to Welwyn Hatfield Borough Council housing services in the last 12 months?

Yes go to Q18 ↓  No go to Q19 →

**18** How satisfied or dissatisfied are you with Welwyn Hatfield Borough Council housing services' approach to complaints handling?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied

### Your neighbourhood

**19** How satisfied or dissatisfied are you that Welwyn Hatfield Borough Council housing services makes a positive contribution to your neighbourhood?

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

**20** How satisfied or dissatisfied are you with Welwyn Hatfield Borough Council housing services' approach to handling anti-social behaviour?

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

## Thank you!

Please return by:  
**23 February 2024**