

ABOUT YOU

In order to ensure that our services are accessible by everyone we ask if you could please answer the following equality questions. Your answers are confidential and are not used to identify individual tenants.

If you are unwilling to answer any of these questions please tick this box: **UNWILLING TO ANSWER**

Date of Birth

ETHNIC GROUPS

White:

- British
- Irish
- Any other White background (please state)

Mixed:

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background (please state)

Asian or Asian British:

- Indian
- Pakistani
- Bangladeshi
- Kashmiri
- Any other Asian background (please state)

Black or Black British:

- Caribbean
- African
- Any other Black background (please state)

Other:

- Chinese
- Other (please state)

- AGE, are you:**
- | | | |
|--|--|--|
| <input type="checkbox"/> 16 - 24 years old | <input type="checkbox"/> 25 - 34 years old | <input type="checkbox"/> 35 - 44 years old |
| <input type="checkbox"/> 45 - 54 years old | <input type="checkbox"/> 55 - 59 years old | <input type="checkbox"/> 60 - 64 years old |
| <input type="checkbox"/> 65 plus | | |

GENDER

- Male
- Female

DISABILITY

Do you have a disability?

- Yes
- No
- Rather not say



Rent payment and Arrears Services Questionnaire

East North East Homes Leeds would like to know what you think about our rent payment's service. Please take a couple of minutes to answer these questions to help us improve our service.

If you have any queries about completing the questionnaire, please contact the Customer Research Team on FREEPHONE 0800 5316555.

COMPLETE THIS SURVEY
TO BE ENTERED INTO
A QUARTERLY PRIZE
DRAW TO WIN

£100

Any winnings may be used to
reduce any rent that you owe.

Name:
Address:
Telephone:

WE WILL PROVIDE TENANTS WITH A RENT STATEMENT FOUR TIMES A YEAR

1. Have you received a rent account statement?

- Yes No Can't Remember

2. Is the information in the statement easy to understand?

- Yes No

3. Do you find the rent statements useful?

- Yes No

4. What other information would you like to see on a rent statement?

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WE GIVE ALL TENANTS A NOTICE OF THE ANNUAL RENT INCREASE IN FEBRUARY OR MARCH EACH YEAR.

5. Did we notify you of your annual rent increase this year?

- Yes No Can't Remember

6. Was the information about the rent increase easy to understand?

- Yes No

PAYING YOUR RENT

7. You can pay your rent at Post Offices, PayPoint, Internet, East North East Homes Leeds (ENEHL) Telephone Payment Teams, Direct Debit, by Post, Leeds City Credit Union Budget Account, Housing Benefit, Standing Order. If you work for Leeds City Council or the Arms Length Management Organisations. You can also pay your rent through payroll deductions.

Did you know about these payment methods?

- Yes No Some, but not all

Thank you for taking the time to complete this form, please return it to us in the freepost envelope provided.

8. Which of the ways of paying your rent have you used?

- Post Offices
- PayPoint
- Internet
- ENEHL Telephone Payment Teams
- Direct Debit
- Post
- Leeds City Credit Union Budget Account
- Standing Order
- Payroll Deductions
- Housing Benefit Claim

9. You can pay by Direct Debit Weekly or Monthly on 1st or 17th. Is Direct Debit convenient for you?

- Yes
- No

If 'no', please tell us why:

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10. Overall how satisfied are you with the ways you can for pay your rent?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

HOUSING BENEFIT SECTION

11. Are you in receipt of Housing Benefit?

- Yes
- No

12. If 'yes', have you had any problems with your claim?

- Yes
- No

13. If you did have problems with your claims, did you ask us to help you sort out the problem?

- Yes
- No

14. If 'no', are you aware staff are able to help and each office also has a specialist Benefits Advisor?

- Yes
- No

15. Have you been in rent arrears in the last 12 months?

- Yes
- No (please go to the back page)

If you have been in arrears, please tell us the reason(s) why. (This helps us to understand what help you need to tackle the cause of the payment problems)

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DEALING WITH RENT ARREARS

16. Are the letters about rent arrears clear and easy to understand?

- Yes
- No

17. Did you find the information in them helpful?

- Yes
- No

18. Did our staff visit your home?

- Yes
- No

Yes but I was not at home and a card was left

19. Did you contact us in response to the letters or visit?

- Yes
- No

If no please tell us why:

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20. Do you feel the staff were helpful and set reasonable arrangements to help you clear your arrears?

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree
- No Answer

21. Did you receive our basic Debt Guide booklet?

- Yes
- No

22. If you did receive the booklet, was the information useful?

- Yes
- No

23. Do you feel we gave you enough help with benefits and debt advice?

- Yes
- No
- Did not seek advice

24. Did we check your income to make sure you were getting all you're entitled to?

- Yes
- No

25. If yes, were we able to get you any extra benefit or tax credits?

- Yes
- No

26. Did you get advice from the debt advice agencies?

- Yes
- No

If yes did you:

contact them direct?

or...

did our staff refer you to them?

27. Was the advice from the debt advice agencies helpful?

- Yes
- No

If yes, please tell us how you were helped:

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28. Overall, how satisfied are you with our rent arrears service?

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very Dissatisfied

If you have any further comments, please use the space below.

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