



LETTINGS NEW HOMES QUESTIONNAIRE

13. Do you feel that the staff member explained the different methods of how to pay your rent clearly?
 Yes No
14. Overall how satisfied are you with the sign-up process?
 Very Satisfied Satisfied No Opinion Dissatisfied Very Dissatisfied
15. What would you change to improve the 'sign-up' process?

ABOUT YOUR NEW HOME

1. Was the property clean and tidy when you moved in
 Yes No Opinion No
2. Was the garden clear of building rubbish and items of furniture when you moved in?
 Yes Don't remember No
3. Overall, do you think your home was in an acceptable standard when you moved in?
 Yes No
4. Are you happy with any adaptations that have been carried out to meet any special needs Requirements?
 Not applicable Yes No
5. Have you received a copy of the Landlords Gas Safety Sheet?
 Not applicable (e.g. you only have electricity) Yes No
6. Do you feel you have enough information about your local area to be able to live comfortably (e.g. know where the doctors surgery is)?
 Yes No
7. If you needed to contact East North East Homes about a housing issue do you feel you have satisfactory contact details to do this?
 Yes No Opinion No

Name: _____

Address of property: _____

Postcode: _____ Telephone: _____

E-mail address: _____

ETHNIC GROUPS

Which of the following groups do you belong to:

- 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) _____
- Chinese Other (please state) _____
- AGE, are you:** 16-24 years old 25-34 years old 35-44 years old
 45-54 years old 55-59 years old 60-64 years old
 Over 65 years old
- GENDER** Male Female
- DISABILITY** Do you have a disability? Yes No Rather not say

OVERALL SATISFACTION AND FUTURE INVOLVEMENT

1. Overall how satisfied or dissatisfied are you with your new home?
 Very Satisfied Satisfied No Opinion Dissatisfied Very Dissatisfied
2. Overall how satisfied or dissatisfied were you with the service provided by the member(s) of staff who dealt with you?
 Very Satisfied Satisfied No Opinion Dissatisfied Very Dissatisfied

East North East Homes Leeds is dedicated to improving services to our tenants. To be able to do this, we need tenants to tell us how we can improve. Any schemes we do therefore benefit you directly.

Would you be interested in learning more about how you can help us to improve services for you?

- Yes No

Thank you for taking the time to complete this survey. PLEASE POST BACK TO US IN THE FREEPOST ENVELOPE PROVIDED.

Feedback from all East North East Homes surveys is now available on our website. Visit www.enehl.org.uk.

APPLYING FOR YOUR HOME

1. Did you find it easy to apply for housing in East North East Homes Leeds?
 Yes No
2. Which methods did you use to apply for housing?
 Phone Email Visiting the local housing office
 Leeds Homes Website
3. Which was the easiest method for you?
 Phone Email Visiting the local housing office
 Leeds Homes Website All None
4. How did you find out that your new home was available in East North East Homes Leeds?
 Leeds Homes Brochure Leeds Homes Website Word of Mouth
 Other (please state) _____

5. **Was a copy of the Customer Guide to Choice Based Lettings made available to you?**
 Yes No
6. **If no, were you provided with a copy of the Customer Guide to Choice Based Lettings within 5 working days?**
 Yes No
7. **Was the Choice Based Lettings system explained to you?**
 Yes No
8. **If needed, was further advice offered to you when applying for a Council property?**
 Yes No Not Applicable
9. **Did you need more access to other information e.g. Benefits, Council Tax etc, to make the experience of applying for you home easier?**
 Yes No Opinion No
10. **Did you need an assessment for extra priority for medical reasons?**
 Yes No
11. **If yes, was your application referred to the Medical Re-housing Team?**
 Yes No
12. **Did you need an assessment for extra priority for homelessness reasons?**
 Yes No
13. **If yes, was your application referred to the council's Outreach Team?**
 Yes No
14. **If your welfare was at risk did we carry out an Additional Needs Assessment within 28 days of you notifying us?**
 Yes No
15. **Why did you choose to express an interest to live in East North East Homes Leeds?**
 Family Religious Beliefs Knowledge of the area Property Type
 Work Other (Please specify).....
16. **How long have you been on the Leeds waiting list?**
 0-6 months 7-12 months Over 1 year
17. **Were you considered as a 'priority' applicant?**
 Yes Don't Know No
18. **How long do you think you will stay in this home?**
 Less than 1 year 1-2 years 2-3 years More than 3 years Lifetime
19. **If you were thinking about moving again, would it be in the East North East of Leeds?**
 Yes No Opinion No
20. **What reason would make you move home?**

- Larger family Smaller family Move from the area To be closer to family
 Buying a property Neighbourhood Problems
 Other (please state).....

21. **What sort of accommodation do you think you would look for if you considered moving?**

- 1-2 bed house 1-2 bed flat 1-2 bed bungalow
 3-4 bed house 3-4 bed flat 3-4 bed bungalow 5-6 bed house

22. **Would you be interested in receiving information about low cost home ownership schemes in Leeds?**

- Yes No

OFFERING YOU THE PROPERTY

1. **Were you offered an accompanied viewing before you accepted the property?**

- Yes No

2. **Were you offered a convenient time and date to view the property that suited you?**

- Yes No

3. **Were you offered a 'sign-up' interview, time and date to suit you?**

- Yes No

4. **Did the member of staff make you aware of any outstanding repairs?**

- Yes No

5. **If yes, did the member of staff give you an estimated completion date for the work?**

- Yes No

6. **If you had any repairs done, were they completed to a satisfactory standard?**

- Yes No

7. **Were you advised of any work or future improvements which will be done after you move in?**

- Yes No

8. **Were you given any information about the local services in the area (doctor's surgeries, bus, etc)?**

- Yes No

9. **How would you describe the quality of the customer service offered by the staff member at the viewing?**

- Very Good Good No Opinion Poor Very Poor

10. **If you wanted to claim Housing Benefit, did you receive a Housing Benefit form?**

- Yes Don't Know No

11. **If you did receive a Housing Benefit form, did you feel you had enough support and advice so you could complete the form without any problems?**

- Yes No Opinion No

12. **Were your responsibilities as a customer of East North East Homes Leeds and the responsibilities of East North East Homes Leeds explained to you clearly?**

- Yes No