

## Customer Satisfaction Survey

Douglas Borough Council's Housing Section aims to offer the highest quality of service to our customers. Your feedback is important to us so that we can measure our success and look at ways of improving our service to you.

Please spare a few minutes to complete this short survey. All responses will be treated in confidence.

Name

Address

Postcode

Tel/Mob

Email

Please tick <b>one</b> box only per question	Very Satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
1. Generally, how satisfied are you with the way the Housing Section deals with your housing related queries?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Taking everything into account, how satisfied are you with the housing service provided by the Housing Section?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. How satisfied are you with the overall condition of your home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. How satisfied are you with your neighbourhood as a place to live?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. How satisfied are you that your rent provides good value for money in comparison to the private sector?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please tick **one** box only per question

Very Satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

6. How satisfied are you that we listen to your views and act upon them?

7. How satisfied are you that the Housing Section keeps you informed about things that might affect you as a tenant?

8. Considering occasions when you needed to contact the Housing Section for any reason, how satisfied were you that you could contact us easily?

9. How satisfied were you with the approach and friendliness of Housing's Customer Service staff?

If you feel there are areas for improvement, or if we have done something particularly well, please provide further details below, or if you are happy for a member of the Housing Section team to contact you by telephone to discuss in more detail, please tick this box

**THANK YOU FOR COMPLETING THIS SURVEY**

Please return the completed survey to the Director of Housing & Property in the pre-paid envelope provided by

**DATE**.....

Any queries regarding the survey should be directed to the Housing office on 696435.