

Tell us what you think about your housing service



Questions that require a response are marked with an asterisk (*)

Your postcode: *

Your rent reference number (this can be found on the letter we sent inviting you to complete the survey). This will not be used to identify you, but we do need it to make sure we only receive one survey response per household: *

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Folkestone & Hythe District Council's housing service? *

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

1a. Please tell us why (optional):

2. Has Folkestone & Hythe District Council's housing service carried out a repair to your home in the last 12 months? *

- Yes *Please go to Question 2a*
- No *Please go to Question 3*

2a. How satisfied or dissatisfied are you with the overall repairs service from Folkestone & Hythe District Council's housing service over the last 12 months? *

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

2a.1 **Please tell us why (optional):**

2b. **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

2b.1 **Please tell us why (optional):**

3. **How satisfied or dissatisfied are you that Folkestone & Hythe District Council's housing service provides a home that is well-maintained? ***

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

3a. **Please tell us why (optional):**

4. **Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Folkestone & Hythe District Council's housing service 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 |

4a. **Please tell us why (optional):**

5. **How satisfied or dissatisfied are you that Folkestone & Hythe District Council's housing service 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 |

5a. **Please tell us why (optional):**

6. **How satisfied or dissatisfied are you that Folkestone & Hythe District Council's housing service 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 |

6a. **Please tell us why (optional):**

7. **To what extent do you agree or disagree with the following? "Folkestone & Hythe District Council's housing service 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 |

7a. **Please tell us why (optional):**

8. **How would you like to be kept informed about things that matter to you as a tenant?** Please tick all that apply

- Articles on the council's website (www.folkestone-hythe.gov.uk)
- Housing Online / MyAccount (www.folkestone-hythe.gov.uk/myaccount-information)
- Tenant newsletters and bulletins
- Emails
- Phone calls
- Letters
- Facebook
- Twitter
- Other, please state: _____

9. **Would you be interested in getting more involved to help improve the housing service?** This could be by joining a formal group, or by more informal methods such as giving us your feedback by surveys we send you.

- Yes – please provide your contact details and a member of the resident engagement team will get in touch with you ***Please go to Question 9a***
- No ***Please go to Question 10***

9a. **Please provide your: ***

Name:

Address:

Postcode:

Email address:

Phone number:

10. **Have you made a complaint to Folkestone & Hythe District Council's housing service in the last 12 months? ***

Yes *Please go to Question 10a*

No *Please go to Question 11*

10a. **How satisfied or dissatisfied are you with the housing service's approach to complaints handling? ***

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

10a.1 **Please tell us why (optional):**

11. **Do you live in a building with communal areas, either inside or outside, that Folkestone & Hythe District Council's housing service is responsible for maintaining? ***

Yes *Please go to Question 11a*

No *Please go to Question 12*

11a. **How satisfied or dissatisfied are you that Folkestone & Hythe District Council's housing service keeps these communal areas clean and well-maintained? ***

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

11a.1 **Please tell us why (optional):**

12. **How satisfied or dissatisfied are you that Folkestone & Hythe District Council's housing service makes a positive contribution to your neighbourhood? ***

- | | |
|---|--|
| <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 |

12a. **Please tell us why (optional):**

13. **How satisfied or dissatisfied are you with Folkestone & Hythe District Council's housing service's approach to handling anti-social behaviour? ***

- | | |
|---|--|
| <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 |

13a. **Please tell us why (optional):**

14. **Would you like us to contact you to discuss any of the comments you have made in your response to this survey?**

- Yes ***Please go to Question 14a***
 No ***Please go to Question 15***

14a. **Please provide your: ***

Name:

Address:

Postcode:

Email address:

Phone number:

About you

Privacy Notice

We are collecting this data to allow us to understand the views of our tenants and how views differ between different groups of tenants. We will use the information you give us to produce statistics and we will publish a report showing the results. You don't have to answer any questions you don't want to, and it will not be possible for any individuals to be identified in the report.

Folkestone & Hythe District Council is the data controller and a recipient of your personal data. Canterbury City Council is processing the survey data on behalf of Folkestone & Hythe District Council, therefore Canterbury City Council is also a recipient of your personal data. Your personal data will be stored for two years.

Your personal information is processed under General Data Protection Regulations Article 6.1 (e) and Article 9.2 (g). You have the rights to:

- Access your personal data
- Rectify or correct your personal data
- Restrict the processing of your data
- Complain to the Information Commissioner's Office

You also have the right to object to our processing of your personal data.

If you have any concerns about how the council is handling your personal data, you can raise these with the Data Protection Officer at data.protection@folkestone-hythe.gov.uk or by writing to Folkestone & Hythe District Council, Civic Centre, Castle Hill Avenue, Folkestone, Kent, CT20 2QY.

15. What age are you?

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> 18 to 19 | <input type="checkbox"/> 60 to 69 |
| <input type="checkbox"/> 20 to 29 | <input type="checkbox"/> 70 to 79 |
| <input type="checkbox"/> 30 to 39 | <input type="checkbox"/> 80+ |
| <input type="checkbox"/> 40 to 49 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 50 to 59 | |

16. What gender are you?

- Male
- Female
- Prefer to self-describe (e.g. non-binary, gender fluid etc), please give further details if you wish: _____
- Prefer not to say

17. Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

- Yes
- No
- Prefer not to say

18. **How would you describe your ethnic origin?**

- White
- Black / Black British / African / Caribbean
- Asian / Asian British
- Mixed / multiple ethnic groups
- Other ethnic group
- Prefer not to say

19. **How would you describe your sexual orientation?**

- Straight / Heterosexual
- Bisexual
- Gay or lesbian
- Prefer not to say