



# WOKING@HOME



**YOU COULD WIN A  
£250 ARGOS VOUCHER!**

## TENANT SATISFACTION SURVEY

This survey relates to the housing services provided by Woking Borough Council as part of its landlord function.

We are required by the Regulator for Social Housing to measure and publish tenant satisfaction on an annual basis to benchmark our performance and identify areas for improvement.

This survey takes 10 minutes to complete and the themes covered include keeping properties in good repair, maintaining building safety, effective complaints handling, respectful and helpful tenant engagement, and responsible neighbourhood management.

### MORE ABOUT THE SURVEY

We require one survey per household (property) and you have until **midnight on Sunday 24 March 2024** to have your say. The information provided will be handled securely in line with Woking Borough Council's data protection policy. To find out more please go to [woking.gov.uk/dataprotection](http://woking.gov.uk/dataprotection)

### HOW TO RESPOND

- Complete this survey online at [woking.gov.uk/tenantsurvey](http://woking.gov.uk/tenantsurvey) or scan the QR code. You will need to enter your unique reference number which can be found underneath your address at the top of this page.
- ✉ Return your completed survey by post free of charge. Simply write **Freepost WBC SURVEY RESPONSE** on your envelope and pop it in the nearest postbox.
- 📄 Drop-off your completed survey at the Civic Offices or give it to your housing manager.

### VOUCHER GIVEAWAY

In return for sharing your feedback you could be in with a chance of winning one of **five £100 supermarket vouchers**. Complete this survey online, and you could **upgrade your prize to a £250 Argos voucher**.

Please provide your contact details to be entered into the voucher giveaway.

Name: ..... Mobile number: .....

Email: .....

Please tick here to give us your consent to use these contact details in the future to provide you with news and important updates about your tenancy and Woking Borough Council's Housing Service.



## GENERAL

**Q1a. Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Housing Service?** [TP01]

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

**Q1b. How satisfied or dissatisfied are you that your rent or service charge provides value for money?**

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

**Q1c. How satisfied or dissatisfied are you that the Housing Service provides a home that is well maintained?** [TP04]

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

**Q2. Which of the following would you consider to be priorities for the Housing Service?** Please tick a maximum of three.

Keeping you informed	<input type="checkbox"/>	Repairs and maintenance	<input type="checkbox"/>
The overall quality of your home	<input type="checkbox"/>	Dealing with anti-social behaviour	<input type="checkbox"/>
Listening to your views and acting upon them	<input type="checkbox"/>	Support and advice on claiming benefits and paying rent	<input type="checkbox"/>

## HEALTH AND SAFETY

**Q3a. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the Housing Service provides a home that is safe?** [TP05]

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

**Q3b. How satisfied are you with gas servicing arrangements?**

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

**Q3c. How satisfied are you that the Housing Service takes tenants' health and safety seriously?**

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

## PERCEPTIONS

**Q4a. How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?** [TP06]

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

**Q4b. How satisfied or dissatisfied are you that the Housing Service keeps you informed about things that matter to you?** [TP07]

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

**Q5. To what extent do you agree or disagree with the following, “The Housing Service treats me fairly and with respect”?** [TP08]

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

**Q6. Thinking about the Housing Service, how much do you agree or disagree with the following?**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
Residents are treated fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides an effective service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides a level of service you expect from your landlord	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has friendly and approachable staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understands your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeps its promises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## ADVICE AND SUPPORT

**Q7. In the last two years, how satisfied or dissatisfied have you been with support and advice received from the Housing Service with each of the following?**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
Claiming Housing Benefit and other welfare benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your finances and paying rent/ service charges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for new tenants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for vulnerable tenants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## COMMUNICATION

**Q8. Have you contacted the Housing Service in the last 12 months with a query other than to pay rent or service charges?**

- Yes – Please go to Q9   
  No – Please go to Q11

**Q9. Considering your experience contacting the Housing Service, to what extent do you agree or disagree with the following?**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
Getting hold of the right person was easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff were helpful, friendly and approachable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The query was answered within a reasonable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q10. How satisfied or dissatisfied are you with the following?**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
The ability of staff to deal with your query quickly and efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The timescales for a response were clearly communicated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The final outcome of your query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q11. Do you have access to the internet at home?**

- Yes – Please go to Q12       No – Please go to Q13

**Q12. If you answered yes to Q11, what method(s) do you use to access the internet at home? Please tick all that apply.**

PC	<input type="checkbox"/>	Laptop	<input type="checkbox"/>
Smartphone	<input type="checkbox"/>	Tablet	<input type="checkbox"/>
Smart TV	<input type="checkbox"/>	Gaming console	<input type="checkbox"/>

Other: .....

**Q13. Which of the following is your preferred method of contact with the Housing Service?**

Email	<input type="checkbox"/>	Telephone	<input type="checkbox"/>
Text/SMS	<input type="checkbox"/>	In writing e.g. letter	<input type="checkbox"/>
Visit to the office	<input type="checkbox"/>	Visit to your home by staff	<input type="checkbox"/>
Open meetings	<input type="checkbox"/>	Newsletter	<input type="checkbox"/>
Council website	<input type="checkbox"/>	Social media	<input type="checkbox"/>
Focus group	<input type="checkbox"/>		

Other: .....

**Q14. How satisfied or dissatisfied are you with online services provided by Woking Borough Council?**

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

**NEIGHBOURHOOD**

**Q15. How satisfied or dissatisfied are you that the Housing Service makes a positive contribution to your neighbourhood? [TP11]**

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

**Q16. In the last two years, would you say your neighbourhood has improved or declined?**

- Greatly improved     Improved     Neither improved or declined     Declined     Greatly declined

## LETTINGS

**Q17. Have you moved into a council property in the last two years?**

- Yes – Please go to Q18       No – Please go to Q19

**Q18. Regarding your recent move, how satisfied or dissatisfied were you with the following?**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
The service was easy to deal with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arrangements for viewing the property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information and advice provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of staff dealing with your new tenancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of your home at time of letting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being kept informed throughout the process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall lettings process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## RESPONSIVE REPAIRS

**Q19. Has the Housing Service carried out a repair to your home in the last 12 months?**

- Yes – Please go to Q20       No – Please go to Q23

**Q20a. How satisfied or dissatisfied are you with the overall repairs service from the Housing Service over the last 12 months?** [TP02]

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

**Q20b. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?** [TP03]

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

**Q21. Thinking about your most recent repair, how satisfied or dissatisfied were you with the following?**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
Being told when workers would call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time taken before works started	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of completion of work(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitude of workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of work undertaken	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping dirt and mess to a minimum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Repair being completed 'right first time'	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work being completed as expected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q22. Did the contractor show proof of identity?**

- Yes       No       Don't remember/ not sure

**ANTI-SOCIAL BEHAVIOUR**

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**Q23. How satisfied or dissatisfied are you with the Housing Service's approach to handling anti-social behaviour?** [TP12]

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

**Q24. Have you reported anti-social behaviour to the Housing Service in the last 12 months?**

- Yes – Please go to Q25       No – Please go to Q27

**Q25. How satisfied or dissatisfied are you with the following?**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
Ease of contacting the Housing Service to report anti-social behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support and advice provided by staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well you were kept up to date with the progress of your case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well the Housing Service kept to the agreed action plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed with which your case was dealt with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Final outcome of reporting the anti-social behaviour incident	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q26. Based on the experience you have had, how willing would you be to report anti-social behaviour to the Housing Service in the future?**

- Very willing     Willing     Neither willing nor reluctant     Reluctant     Very reluctant     Not applicable/ don't know

**COMPLAINTS**

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**Q27. Have you made a complaint to the Housing Service in the last 12 months?**

- Yes – Please go to Q28       No – Please go to Q30

**Q28. How satisfied or dissatisfied are you with the Housing Service's approach to complaints handling?** [TP09]

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

**Q29. Considering the complaint you raised, how satisfied or dissatisfied were you with the following:**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable/ don't know
Ease of making your complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable/ don't know
Information and advice provided by staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timescales for a response were clearly communicated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being kept informed about the progress of your complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support you received whilst your complaint was dealt with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed at which your complaint was dealt with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Final outcome of the complaint investigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### ESTATES AND COMMUNAL AREAS

**Q30. Do you live in a building with communal areas, either inside or outside, that the Housing Service is responsible for maintaining?**

- Yes – Please go to Q31     
  No – Please go to Q33     
  Don't know – Please go to Q33

**Q31. How satisfied or dissatisfied are you that the Housing Service keeps these communal areas clean and well maintained?** [TP10]

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

**Q32. How satisfied or dissatisfied are you with the overall estate services e.g. grass cutting provided by the Housing Service?**

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

### SHELTERED HOUSING

If you are not a sheltered housing tenant, please go to Q35.

**Q33. How satisfied or dissatisfied are you with the following?**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
Frequency of contact with your Independent Living Officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall service provided by your Independent Living Officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency call system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of access to all areas of your home and scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities at your scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of activities held	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type of activities held	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Times activities are held	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q34. What type of activities would you like to see held at your sheltered scheme?**

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**ADDITIONAL QUESTIONS**

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**Q35. Would you be interested in becoming more involved in improving our tenant services?**

Yes       No

**Q36. What one thing can the Housing Service do to improve?**

.....

**Q37. Is there anything you'd like to bring to the Housing Service's attention?**

.....

**EQUALITY AND DIVERSITY MONITORING**

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**Q38. To which of these groups do you consider you belong?**

White British <input type="radio"/>	Indian <input type="radio"/>
White Irish <input type="radio"/>	Pakistani <input type="radio"/>
Any other white background <input type="radio"/>	Bangladeshi <input type="radio"/>
Please specify: .....	Chinese <input type="radio"/>
Mixed <input type="radio"/>	Any other Asian background <input type="radio"/>
White and Black Caribbean <input type="radio"/>	Please specify: .....
White and Black African <input type="radio"/>	Black or Black British <input type="radio"/>
White and Asian <input type="radio"/>	Caribbean <input type="radio"/>
Asian and British Asian <input type="radio"/>	African <input type="radio"/>
Any other mixed background <input type="radio"/>	Any other black background
Please specify: .....	Please specify: .....
Gypsy, Roma or Traveller <input type="radio"/>	
Other <input type="radio"/>	
Prefer not to say <input type="radio"/>	

**Q39. What is your age group?**

16-24       25-44       45-64       65-74       75-84       85+

**Q40. What is your sex?**

Male       Female       Transgender       Prefer not to say