

**Cornwall Housing's 'Your Call' phone survey questions**

<b>Question 1)</b> Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cornwall Housing?	
<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly satisfied
<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> Fairly dissatisfied
<input type="checkbox"/> Neither satisfied or dissatisfied	
<b>Question 1a)</b> Please describe your specific experiences that have shaped your view of Cornwall Housing's service.	
<b>Question 2)</b> How satisfied or dissatisfied are you that Cornwall Housing provides a home that is well maintained?	
<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly satisfied
<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> Fairly dissatisfied
<input type="checkbox"/> Neither satisfied or dissatisfied	
<b>Question 3)</b> Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Cornwall Housing provides a home that is safe?	
<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly satisfied
<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> Fairly dissatisfied
<input type="checkbox"/> Neither satisfied or dissatisfied	
<b>Question 4)</b> Do you live in a building with communal areas, either inside or outside, that Cornwall Housing is responsible for maintaining?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Question 5)</b> How satisfied or dissatisfied are you that Cornwall Housing keeps these communal areas clean and well maintained?	
<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly satisfied
<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> Fairly dissatisfied
<input type="checkbox"/> Neither satisfied or dissatisfied	
<b>Question 6)</b> Share your views on the safety and maintenance of your home and communal areas.	
<b>Question 7)</b> How satisfied or dissatisfied are you that Cornwall Housing makes a positive contribution to your neighbourhood?	
<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly satisfied
<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> Fairly dissatisfied
<input type="checkbox"/> Neither satisfied or dissatisfied	<input type="checkbox"/> Not applicable/ Don't know
<b>Question 7a)</b> Share your views on Cornwall Housing's contribution to your neighbourhood.	

**Question 8)** How satisfied or dissatisfied are you with Cornwall Housing's approach to handling anti-social behaviour?

- |  |   |
|--|---|
| <input type="checkbox"/> Very satisfied                    | <input type="checkbox"/> Fairly satisfied           |
| <input type="checkbox"/> Very dissatisfied                 | <input type="checkbox"/> Fairly dissatisfied        |
| <input type="checkbox"/> Neither satisfied or dissatisfied | <input type="checkbox"/> Not applicable/ Don't know |

**Question 8a)** Give us your thoughts on Cornwall Housing's approach to handling anti-social behaviour

**Question 9)** Has Cornwall Housing carried out a repair to your home in the last 12 months?

- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

**Question 10)** How satisfied or dissatisfied are you with the overall repairs service from Cornwall Housing over the last 12 months?

- |  |  |
|--|--|
| <input type="checkbox"/> Very satisfied                    | <input type="checkbox"/> Fairly satisfied    |
| <input type="checkbox"/> Very dissatisfied                 | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Neither satisfied or dissatisfied |  |

**Question 11)** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- |  |  |
|--|--|
| <input type="checkbox"/> Very satisfied                    | <input type="checkbox"/> Fairly satisfied    |
| <input type="checkbox"/> Very dissatisfied                 | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Neither satisfied or dissatisfied |  |

**Question 11a)** Tell us more about your experience with the repairs service over the last 12 months.

**Question 12)** How satisfied or dissatisfied are you that Cornwall Housing listens to your views and acts upon them?

- |  |   |
|--|---|
| <input type="checkbox"/> Very satisfied                    | <input type="checkbox"/> Fairly satisfied           |
| <input type="checkbox"/> Very dissatisfied                 | <input type="checkbox"/> Fairly dissatisfied        |
| <input type="checkbox"/> Neither satisfied or dissatisfied | <input type="checkbox"/> Not applicable/ Don't know |

**Question 13)** How satisfied or dissatisfied are you that Cornwall Housing keeps you informed about things that matter to you?

- |  |   |
|--|---|
| <input type="checkbox"/> Very satisfied                    | <input type="checkbox"/> Fairly satisfied           |
| <input type="checkbox"/> Very dissatisfied                 | <input type="checkbox"/> Fairly dissatisfied        |
| <input type="checkbox"/> Neither satisfied or dissatisfied | <input type="checkbox"/> Not applicable/ Don't know |

**Question 14)** To what extent do you agree or disagree with the following 'Cornwall Housing treats me fairly and with respect'?

- |   |   |
|---|---|
| <input type="checkbox"/> Strongly agree             | <input type="checkbox"/> Agree                      |
| <input type="checkbox"/> Strongly disagree          | <input type="checkbox"/> Disagree                   |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Not applicable/ Don't know |

**14a)** Describe your experience with the customer service and communications you receive.

<b>Question 15)</b> Have you made a complaint to Cornwall Housing in the last 12 months?
<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Question 16)</b> How satisfied or dissatisfied are you with Cornwall Housing's approach to complaints handling?
<input type="checkbox"/> Very satisfied <input type="checkbox"/> Fairly satisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Fairly dissatisfied <input type="checkbox"/> Neither satisfied or dissatisfied
<b>Question 16a)</b> Please describe your experience of how complaints are handled.
<b>Question 17)</b> How concerned are you about the cost-of-living crisis for you or your household?