

Cornwall Housing's Your Call phone survey questions

Question 1) 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	
Question 2) 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	
Question 3) 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	
3a) If you are dissatisfied with how your home is maintained and/or that your home is safe, please can you tell us why?	
Question 4) 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
Question 5) 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	
Question 6) 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
Question 7) 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 8) Has Cornwall Housing carried out a repair to your home in the last 12 months?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No

Question 9) 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 10) 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 11) 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 12) 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
12a) Please can you tell us why you are dissatisfied with your views being listened to and/or being kept informed?	
Question 13) 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
13a) Please can you tell us why you don't agree that Cornwall Housing treats you fairly and with respect?	
Question 14) Have you made a complaint to Cornwall Housing in the last 12 months?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
Question 15) 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	

Question 16) How satisfied or dissatisfied are you that Cornwall Housing is easy to deal with?

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

16a) As you were not satisfied with Cornwall Housing being easy to deal with could you tell me why?

Question 17) How likely would you be to recommend Cornwall Housing to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?

- | | | | | | | | | | | |
|-----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 10 | <input type="checkbox"/> 9 | <input type="checkbox"/> 8 | <input type="checkbox"/> 7 | <input type="checkbox"/> 6 | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 | <input type="checkbox"/> 0 |
|-----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|