



**HOUSING
SERVICES**

Tenant Survey 2023

Tell us what you think about the Housing Service you receive



These questions are part of the Regulator for Social Housing's national 'Tenant Satisfaction Measures', an annual survey designed to check how all social landlords are doing at providing good quality homes and services.

The results will be compiled by the Regulator nationally to check we are performing as we should.

Our housing team will also use the results to directly inform any service improvements.

Please answer these questions about your landlord housing service, and not other council services.

This survey will take just 5 minutes to complete.

We have £350 up for grabs as a 'thank you' for giving up your time to tell us what you think. A prize draw will be held after the closing date.

This survey will close on 01 September 2023

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided Dover District Council?

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

2. Has Dover District Council carried out a repair to your home in the last 12 months?

- Yes
- No



3. How satisfied or dissatisfied are you with the overall repairs service from Dover District Council over the last 12 months?

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

4. 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

5. How satisfied or dissatisfied are you that Dover District Council provides a home that is well maintained?

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

6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Dover District Council provides a home that is safe?

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



7. How satisfied or dissatisfied are you that Dover District Council listens to your views and acts upon them?

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

8. How satisfied or dissatisfied are you that Dover District Council keeps you informed about things that matter to you?

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

9. To what extent do you agree or disagree with the following "Dover District Council treats me fairly and with respect"?

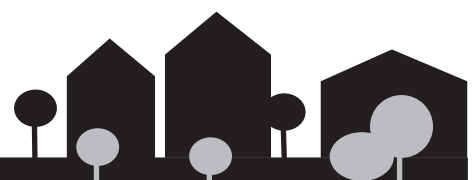
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ Don't know

10. Have you made a complaint to Dover District Council in the last 12 months?

- Yes
- No

11. How satisfied or dissatisfied are you with Dover District Council's approach to complaints handling?

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



12. Do you live in a building with communal areas, either inside or outside, that Dover District Council is responsible for maintaining?

- Yes
- No
- Don't know

13. If yes, 'How satisfied or dissatisfied are you that Dover District Council keeps these communal areas clean and well maintained?'

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

14. How satisfied or dissatisfied are you that Dover District Council makes a positive contribution to your neighbourhood?

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

15. How satisfied or dissatisfied are you with Dover District Council's approach to handling anti-social behaviour?

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



Tenant Survey 2023

Diversity questions

Please answer these questions to enable us to check that we're reaching the voices of our tenants equally and fairly.

Your answers to these questions are only used for the purpose of validating surveys.

You can skip the questions if you chose.

16. What type of property do you live in?

- House
- Flat or maisonette
- Flat in Independent living/Sheltered Housing scheme

17. Please select your age band

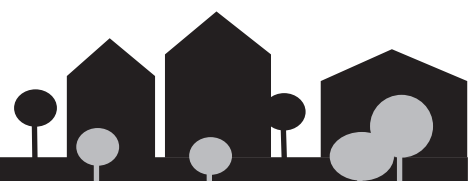
- 15-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- Aged 75 years and over

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

- Yes
- No

19. If yes, do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

- Yes, a lot
- Yes, a little
- Not at all, (or I said no to the previous question)



20. What is your ethnic group?

- White - English, Welsh, Scottish, Northern Irish or British
- White - Irish
- White - Gypsy or Irish Traveller
- White - Roma
- Any other white background
- Mixed - White and Black Caribbean
- Mixed - White and Black African
- Mixed - White and Asian
- Any other mixed background
- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Asian or Asian British - Chinese
- Any other Asian background
- Black - Caribbean
- Black - African
- Any other Black, Black British or Caribbean background
- Other Ethnic Group - Arab
- Any other Ethnic Group

If you've selected any other background or ethnic group, please specify:

21. What is your main language?

- English
- Other, please specify: _____

22. How well can you speak english?

- Very well
- Well
- Not well
- Not at all

23. What is your gender?

- Female
- Male
- I identify with another gender identity (please specify): _____

24. Which of the following best describes your sexual orientation?

- Straight/ Heterosexual
- Gay or Lesbian
- Bisexual
- Other sexual orientation, please specify: _____

These questions are voluntary.

We will use all responses to help ensure the we have reached a wide range of our residents.

We store a small amount of personal information you provide to us when you sign up to a property which better enables us to deliver services.

Tenant Survey 2023

About you

To contact you if you win the prize draw, please fill in these contact details.

Your name and contact information will only be used for the purpose of the prize draw and all survey responses will be anonymised when we analyse the information provided.

25. Address

Name: _____

Address: _____

Town: _____

Postal Code: _____

Country: _____

Email Address: _____

Phone Number: _____

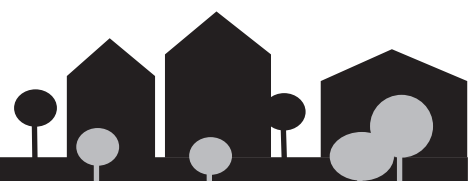
26. Are you happy for us to contact you in the event you win the prize draw? *If we are unable to contact you, we will draw another name*

Yes

No

Dover District Council is a Data Controller under GDPR and we are committed to protecting your privacy when you use our services.

To read how we collect, use and store your information, please see our Housing Privacy Notice.



Are your details up to date

We don't store a lot of information on our residents, but what we do store we generally collect at the time you move into your property. This means that we may have information about you that isn't up to date.

You don't need to update us, however if we don't have your current phone number or email address, we might struggle to contact you.

Equally, if you moved in with 1 child and you now have had more or you have a new partner, it is useful for us to have accurate records so we are better

equipped to deal with mutual exchanges, successions, and other housing matters.

We have updated our privacy notice which explains how we manage and store your data in accordance with GDPR and keep it safe. To read it, please visit our website and click on 'Privacy

Statement' at the bottom of the page.

If you have a universal credit or benefits claim, your claim must be in the same name as the name we hold against your tenancy, to avoid any issues with housing benefit and Universal Credit payments.



To update your records with us, it's simple. You can either call us on our general Housing Management phone line 01304 801084 or fill in this page and send it in with your survey using the freepost envelope provided.

You can do it quickly online here: www.surveymonkey.co.uk/r/DDC-Update-Details.

Has your name changed? Yes No New Name:

In the last year have you got married, entered a Civil Partnership, divorced or dissolved a Civil Partnership, or simply changed your name by Deed Poll?

If any of these apply to you, please ensure you inform Housing of your name change to enable your Tenancy Record to be updated.

If your Tenancy Record does not match your Universal Credit claim your housing costs may be denied or delayed.

Has your joint tenant left your household? Yes No

If you are a joint tenant and your fellow tenant has left the household, please discuss with your Housing Officer your tenancy options. Both parties would need to consent to any proposed actions, including if you are intending to move or mutually exchange your property.

If you claim Universal Credit, you may find your claim

reduced to 50% help with housing costs. If this occurs and the joint tenant is not paying the remaining 50% of the housing costs either to you or to DDC directly, you can advise Universal Credit that you have an 'Untidy Tenancy' and require full help with housing costs.

If your account is in arrears, both parties remain liable for

the housing costs all the while they are both named on the tenancy. We cannot make any tenancy changes until the account is clear/in credit.

If the account goes into credit, either party can request a refund – but both would need to agree how it should be refunded.

