

Tell us what you think



Housing and Services

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Hull City Council housing services? **Please tick one box**

☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied

- 1.a Please tell us why

2. How satisfied or dissatisfied are you that Hull City Council provides a home that is well maintained? **Please tick one box**

☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied

3. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Hull City Council provides a home that is safe? **Please tick one box**

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

4. How satisfied or dissatisfied are you that Hull City Council housing services listens to your views and acts upon them? **Please tick one box**

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

5. How satisfied or dissatisfied are you that Hull City Council housing services keeps you informed about things that matter to you? **Please tick one box**

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

6. To what extent do you agree or disagree with the following "Hull City Council housing services treats me fairly and with respect"? **Please tick one box**

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

Repairs and Maintenance

7. Has Hull City Council carried out a repair to your home in the last 12 months? **Please tick one box**

☐ Yes **Go to Q8** ☐ No **Go to Q9**

8. If yes, how satisfied or dissatisfied are you with the overall repairs service from Hull City Council over the last 12 months? **Please tick one box**

☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied

9. Has Hull City Council carried out a repair to your home in the last 12 months? **Please tick one box**

☐ Yes **Go to Q10** ☐ No **Go to Q11**

19. How satisfied were you with your experience when you made this contact with Hull City Council Housing Services? **Please tick one box**

☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied

19.a Please tell us why

Complaints

20. Have you made a complaint to Hull City Council housing services in the last 12 months? **Please tick one box**

☐ Yes **Go to Q21** ☐ No **Go to Q22**

21. If yes, how satisfied or dissatisfied are you with Hull City Council's approach to complaints handling? **Please tick one box**

☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied

21.a Please tell us why

22. Do you know how to make a complaint regarding Hull City Council housing services? **Please tick one box**

☐ Yes ☐ No ☐ Not applicable

Recommending our service

23. How likely would you be to recommend the Housing Service to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? **Please tick one box**

0 1 2 3 4 5 6 7 8 9 10
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

About You

These questions help us to make sure that we collect the views of all types of residents and to help us make sure that we deliver all of our services fairly. They are used to understand your answers only, will be confidential and not be tied back to you. If you leave your contact details at the end of this survey, they will be removed before analysis of the results is carried out and will not be reported. Leave any question you don't want to answer blank

What is your postcode? This does not tell us your address

What year were you born? **Write in the space (YYYY)**

In which of the following age ranges are you? **Please tick one box**

☐ 16 - 24 ☐ 25 - 34 ☐ 35 - 44 ☐ 45 - 54 ☐ 55 - 64 ☐ 65 - 74 ☐ 75+

Which of the following best describes you? **Please tick one box.**

☐ Male / Man ☐ FTM ☐ Non-binary
☐ Female / Woman ☐ MTF ☐ Other (please state your preferred term)

If you prefer to use your own term, or there is anything else about your gender you would like to say about your gender or gender identity, please use the space below

Which of the following best describes your ethnic background? **Please tick one box**

- | | | |
|--|---|---|
| ☐ White - British / English / Welsh / Scottish / Northern Irish | ☐ Black / Black British | ☐ Arab |
| ☐ Other White (please state) | ☐ Asian / Asian British | ☐ Other (please state) |
| | ☐ Mixed / Multiple ethnicities | |

Are your day-to-day activities limited due to a health problem or impairment which has lasted, or is expected to last, at least 12 months? (Please include conditions such as mental health issues or those related to ageing).

Please tick one box

- | | | |
|--|-------------------------------------|-----------------------------|
| ☐ Yes, a little | ☐ Yes, a lot | ☐ No |
|--|-------------------------------------|-----------------------------|

Have you ever served in the Armed Forces? **Please tick one box**

- | | |
|---|-----------------------------|
| ☐ Yes (please state below) | ☐ No |
|---|-----------------------------|

You said that you served in the Armed Forces. Please tell us which service.

Which one of the following best describes your **household**? **Please tick one box**

- | | |
|---|--|
| ☐ Keeping up with bills / credit commitments without any difficulties | ☐ Falling behind with some bills/credit commitments |
| ☐ Keeping up with bills / credit commitments, but it is a struggle from time to time | ☐ Having real financial problems, have fallen behind with many bills / credit commitments |
| ☐ Keeping up with bills / credit commitments, but it is a constant struggle | ☐ Don't have any bills / credit commitments |
| | ☐ I don't know / prefer not to say |

Do you have access to the internet at home? **Please tick all that apply**

- | | | |
|--|---|--|
| ☐ Yes, via fixed broadband | ☐ Yes, via satellite | ☐ Don't have access to the internet |
| ☐ Yes, via mobile broadband | ☐ Yes, via my mobile phone | |

Getting involved in decisions that affect you

Sign up for the The People's Panel and tell Hull City Council what you think. Everything you say will be kept confidential, so you can tell us what your *really* think. You don't have to come to any meetings - just leave your details and we will send you a link to our surveys. Fabulous prizes to be won each time you complete a survey. It couldn't be easier - just provide your details, including your email address below

Name

Email

Thank you for your time.