

An Independent and Confidential Survey of Residents of Hull City Council

Please don't miss this chance to give your views and enter the prize draw, where you could win a prize of £250.

Housing Services and Your Home

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Hull City Council housing services? (TICK ONE BOX ONLY ✓)

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
☐	1	☐	2	☐	3	☐	4	☐	5

Q1a Please tell us why:

Q2 How satisfied or dissatisfied are you that Hull City Council provides a home that is well maintained? (TICK ONE BOX ONLY ✓)

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
☐	1	☐	2	☐	3	☐	4	☐	5

Q3 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? (TICK ONE BOX ONLY ✓)

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		Not applicable/ don't know	
☐	1	☐	2	☐	3	☐	4	☐	5	☐	6

Q4 **How satisfied or dissatisfied are you that Hull City Council housing services listens to your views and acts upon them?** (TICK ONE BOX ONLY ✓)

Very satisfied			Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		Not applicable/ don't know	
☐	1	☐	☐	3	☐	4	☐	5	☐	6

Q5 **How satisfied or dissatisfied are you that Hull City Council housing services keeps you informed about things that matter to you?** (TICK ONE BOX ONLY ✓)

Very satisfied			Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		Not applicable/ don't know	
☐	1	☐	☐	3	☐	4	☐	5	☐	6

Q6 **To what extent do you agree or disagree with the following “Hull City Council housing services treats me fairly and with respect”?** (TICK ONE BOX ONLY ✓)

Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Not applicable/ don't know	
☐	1	☐	2	☐	3	☐	4	☐	5	☐	6

Q7 **How satisfied or dissatisfied are you that Hull City Council housing services is easy to deal with?** (TICK ONE BOX ONLY ✓)

Very satisfied			Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		Not applicable/ don't know	
☐	1	☐	☐	3	☐	4	☐	5	☐	6

Repairs and Maintenance

Q8 **Has Hull City Council carried out a repair to your home in the last 12 months?** (TICK ONE BOX ONLY ✓)

Yes.....	☐	1	Go to Q9
No.....	☐	2	Go to Q11

Q9 **If yes, how satisfied or dissatisfied are you with the overall repairs service from Hull City Council over the last 12 months?** (TICK ONE BOX ONLY ✓)

Very satisfied			Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
☐	1	☐	☐	3	☐	4	☐	5

Q9a Please tell us why:

Q10 If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? (TICK ONE BOX ONLY ✓)

Very satisfied			Fairly satisfied			Neither satisfied nor dissatisfied			Fairly dissatisfied			Very dissatisfied	
☐	1		☐	2		☐	3		☐	4		☐	5

Complaints

Q11 Have you made a complaint to Hull City Council housing services in the last 12 months? (TICK ONE BOX ONLY ✓)

Yes.....	☐	1	Go to Q12
No	☐	2	Go to Q13

Q12 If yes, how satisfied or dissatisfied are you with Hull City Council’s approach to complaints handling? (TICK ONE BOX ONLY ✓)

Very satisfied			Fairly satisfied			Neither satisfied nor dissatisfied			Fairly dissatisfied			Very dissatisfied	
☐	1		☐	2		☐	3		☐	4		☐	5

Q12a Please tell us why:

Q13 **Do you know how to make a complaint regarding Hull City Council housing services?** (TICK ONE BOX ONLY ✓)

Yes ☐ 1
No ☐ 2
Not Applicable ☐ 3

Communal Areas

Q14 **Do you live in a building with communal areas, either inside or outside, that Hull City Council is responsible for maintaining?** (TICK ONE BOX ONLY ✓)

Yes ☐ 1 Go to Q15
No ☐ 2 Go to Q16

Q15 **If yes, how satisfied or dissatisfied are you that Hull City Council keeps these communal areas clean and well maintained?** (TICK ONE BOX ONLY ✓)

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
☐	1	☐	2	☐	3	☐	4	☐	5

Q15a Please tell us why:

Your Neighbourhood

Q16 **How satisfied or dissatisfied are you that Hull City Council makes a positive contribution to your neighbourhood?** (TICK ONE BOX ONLY ✓)

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		Not applicable/ don't know	
☐	1	☐	2	☐	3	☐	4	☐	5	☐	6

Q17 **How satisfied or dissatisfied are you with your neighbourhood as a place to live?** (TICK ONE BOX ONLY ✓)

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
☐	1	☐	2	☐	3	☐	4	☐	5

Q17a Please tell us why:

Anti-Social Behaviour

Q18 How satisfied or dissatisfied are you with Hull City Council's approach to handling anti-social behaviour? (TICK ONE BOX ONLY ✓)

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		Not applicable/ don't know	
☐	1	☐	2	☐	3	☐	4	☐	5	☐	6

Q18a Please tell us why:

Recommending our Service

Q19 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? (TICK ONE BOX ONLY ✓)

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

Background Information

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.**

Q20 **What is your postcode?** This does not tell us your address

Q21 **What year were you born?** Write in the space (YYYY)

Q22 **In which of the following age ranges are you?** (TICK ONE BOX ONLY ✓)

16-24..... ☐ 1 35-44..... ☐ 3 55-64..... ☐ 5 75-84..... ☐ 7
25-34..... ☐ 2 45-54..... ☐ 4 65-74..... ☐ 6 85 and over ☐ 8

Q23 **Which of the following best describes you?** If you feel none of these options describes you, please use the space below or leave blank. (TICK ONE BOX ONLY ✓)

Male/Man ☐ 1 MTF ☐ 3 Non-binary ☐ 5
Female/Woman ☐ 2 FTM ☐ 4 Other (please state your preferred term ☐ 6

Q23a **If you prefer to use your own term, or there is anything else you would like to say about your gender or gender identity, please use the space below:**

Q24 **Which of the following best describes your ethnic background?** (TICK ONE BOX ONLY ✓)

White - British / English / Welsh / Scottish /Northern Irish..... ☐ 1
Other White ☐ 2
Black / Black British ☐ 3
Asian / Asian British..... ☐ 4
Mixed / Multiple ethnicities ☐ 5
Arab..... ☐ 6
Other (please state in the box below) ☐ 7

Q25 **Are your day-to-day activities limited because of 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 aging) (TICK ONE BOX ONLY ✓)

Yes limited a little..... ☐ 1 Yes limited a lot ☐ 2 No ☐ 3

Q26 **Have you ever served in the Armed Forces?** (TICK ONE BOX ONLY ✓)

Yes - please tell us which service..... ☐ 1
No..... ☐ 2

Q27 Which one of the following best describes your household? (TICK ONE BOX ONLY ✓)

- Keeping up with bills / credit commitments without any difficulties ☐ 1
- Keeping up with bills / credit commitments, but it is a struggle from time to time ☐ 2
- Keeping up with bills / credit commitments, but it is a constant struggle ☐ 3
- Falling behind with some bills/credit commitments..... ☐ 4
- Having real financial problems, have fallen behind with many bills / credit commitments..... ☐ 5
- Don't have any bills / credit commitments ☐ 6
- Don't know / prefer not to say ☐ 7

Q28 Do you have access to the internet at home? (TICK ALL THAT APPLY ✓)

- Yes, via fixed broadband..... ☐ 1
- Yes, via mobile broadband..... ☐ 2
- Yes, via satellite ☐ 3
- Yes, via mobile phone ☐ 4
- No access to the internet ☐ 5

Getting involved in decisions that affect you

Sign up for 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 you 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