



canterbury
city council

When it comes to your home, we want to give you the best possible service.

To do this we need you to have your say and take part in our survey.

Alternatively, you can return the paper questionnaire using the freepost envelope – no stamp required. The survey should only take around 10 minutes to complete.

There is also the opportunity to enter our competition to win a £50 Amazon voucher for those that complete our survey by **Monday 9 September 2024**. Surveys received after this date will not be included.

Any contact details collected at the end of this survey will only be used for this purpose. We have three vouchers available, make sure you tick the box at the end of the survey to be in with a chance of winning!

Continued/

The questions are dedicated to the housing service we provide rather than wider council services like parking or rubbish collections so please bear that in mind when you answer. As well as trying our best to do better, we'll use your survey responses to report how we are doing to the Regulator of Social Housing.

We'll publish the results and give you an update on what we're planning to do as a result in a future issue of our tenant newsletter.

If you have any questions, you can contact our resident engagement team at **getinvolved@canterbury.gov.uk** or call Alison Donnelly on 07597 528428.

We look forward to hearing from you.

Yours sincerely

Marie Royle
Service Director, People

Tenant Survey 2024

Questions that must be answered are marked with an asterisk (*)

Section 1: Overall satisfaction

1. **Taking everything into account, how satisfied or dissatisfied are you with the service provided by Canterbury City Council as your landlord? *** Please tick one box only

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Don't know |

Section 2: Keeping properties in good repair

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

- ☐ Yes **Please go to Question 2a and 2b**
- ☐ No **Please go to Question 3**
- ☐ Don't know / can't remember **Please go to Question 3**

- 2a. **How satisfied or dissatisfied are you with the overall repairs service from Canterbury City Council over the last 12 months? *** Please tick one box only

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Don't know |

- 2b. **How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? *** Please tick one box only

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Don't know |

3. **How satisfied or dissatisfied are you that Canterbury City Council provides a home that is well-maintained? *** Please tick one box only

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Don't know |

Section 3: Building safety

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

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Don't know |

Section 4: Respectful and helpful engagement

5. **How satisfied or dissatisfied are you that Canterbury City Council listens to your views and acts upon them? *** Please tick one box only

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Don't know |

6. **How satisfied or dissatisfied are you that Canterbury City Council keeps you informed about things that matter to you? *** Please tick one box only

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Don't know |

- 6a. **Would you like to be more involved in how your housing service is run? ***

- ☐ Yes - please provide your contact details and a member of our tenant engagement team will get in touch with you **Please go to Question 6b**
- ☐ No
- ☐ Don't know

- 6b. **If you would, and are happy for the council to contact you about becoming more involved, please tick the box to indicate your consent to us contacting you: ***

- ☐ I consent to being contacted by the council

Please provide your email address (or your telephone number, if you don't have an email address):

7. **To what extent do you agree or disagree with the following? “Canterbury City Council treats me fairly and with respect.” * Please tick one box only**

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Tend to disagree |
| <input type="checkbox"/> Tend to agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know |

Section 5: Effective handling of complaints

8. **Have you made a complaint to Canterbury City Council in the last 12 months? * Please tick one box only**

- ☐ Yes **Please go to Question 8a and Question 8b**
- ☐ No **Please go to Question 9**
- ☐ Don't know / can't remember **Please go to Question 9**

- 8a. **How satisfied or dissatisfied are you with Canterbury City Council's approach to complaints handling? * Please tick one box only**

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Don't know |

- 8b. **Please provide further information on your experience with Canterbury City Council's approach to complaints handling**

Section 6: Responsible neighbourhood management

9. Do you live in a building with communal areas, either inside or outside, that Canterbury City Council is responsible for maintaining? * Please tick one box only

☐ Yes Please go to Question 9a
☐ No Please go to Question 10

- 9a. How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained? * Please tick one box only

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly dissatisfied
<input type="checkbox"/> Fairly satisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Neither satisfied nor dissatisfied	<input type="checkbox"/> Don't know

10. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood? * Please tick one box only

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly dissatisfied
<input type="checkbox"/> Fairly satisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Neither satisfied nor dissatisfied	<input type="checkbox"/> Don't know

11. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour? * Please tick one box only

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly dissatisfied
<input type="checkbox"/> Fairly satisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Neither satisfied nor dissatisfied	<input type="checkbox"/> Don't know

12. Is there anything else you'd like to tell us about the housing service, whether good or bad?

Section 7: About you

We are asking for this data to help us understand your views, and to produce statistics to show how views differ between different groups of tenants. You don't have to answer any of these questions if you don't want to, and we will not be able to identify any individuals from the answers given.

Canterbury City Council is the data controller and the only recipient of your personal data. We will store your personal data for two years.

Your personal information is processed under General Data Protection Regulations Article 6.1 (e) and Article 9.2 (g). You have the rights to:

- Access your personal data
- Rectify or correct your personal data
- Restrict the processing of your data
- Complain to the Information Commissioner's Office

You also have the right to object to our processing of your personal data.

Canterbury City Council's Data Protection Officer is the Head of Corporate Governance, who can be contacted by email at dataprotection@canterbury.gov.uk, by phone on **01227 862 175** or at the address below.

Canterbury City Council, Council Offices, 14 Rose Lane, Canterbury, Kent, CT1 2UR.
Phone: **01227 862 000**. Web: canterbury.gov.uk

13. What age are you? Please tick one box only

- | | | |
|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> 18 to 25 | <input type="checkbox"/> 45 to 54 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 26 to 34 | <input type="checkbox"/> 55 to 64 | |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 65+ | |

14. How would you describe your gender? Please tick one box only

- ☐ Male
- ☐ Female
- ☐ Prefer to self-describe (for example, non-binary, gender fluid etc), please give further details if you wish: _____
- ☐ Prefer not to say

15. How would you describe your ethnic origin? Please tick one box only

- | | |
|--|---|
| <input type="checkbox"/> White | <input type="checkbox"/> Mixed/multiple ethnic groups |
| <input type="checkbox"/> Black/African/Caribbean/Black British | <input type="checkbox"/> Other ethnic group |
| <input type="checkbox"/> Asian/Asian British | <input type="checkbox"/> Prefer not to say |

16. Do you consider yourself to be disabled? Please tick one box only

- ☐ Yes **Please go to Question 16a**
- ☐ No **Please go to Question 17**
- ☐ Prefer not to say **Please go to Question 17**

16a. Please give further details if you wish. Please tick all that apply

☐ Communication

☐ Physical

☐ Hearing

☐ Visual

☐ Learning

☐ Other, please give further details if you wish:

☐ Mental health

☐ Mobility

☐ Prefer not to say

17. How would you describe your sexual orientation? Please tick one box only

☐ Heterosexual/straight

☐ Other, please give further details if you wish:

☐ Bisexual

☐ Gay man

☐ Prefer not to say

☐ Gay woman/lesbian

18. Including yourself, how many adults aged 18 or over are living here? Please write in below

☐ Prefer not to say

19. Do you have any children aged 17 or under living with you? Please tick one box only

☐ Yes

☐ No

☐ Prefer not to say

20. I am... Please tick one box only

☐ Employed

☐ At school, college or university in full-time education

☐ Unemployed

☐ Retired

☐ Other, please state: _____

☐ Prefer not to say

21. Would you like to be entered into our competition to win a £50 Amazon voucher?

☐ Yes

☐ No

21a. If you would, please tick the box to indicate your consent to us contacting you:

☐ I consent to being contacted by the council

Please provide your:

Name:

Phone number:

Email address:

We will only contact you for this competition and will not use your contact details for any other purposes.