



HILLINGDON LONDON

Tenant and Leaseholders Survey 2023

We would like to hear your views on the services Hillingdon Council provide to you, as your landlord.

The feedback from this survey will be used to measure tenants and leaseholders satisfaction.

The views you provide will help shape services in the future.

This survey will take around 10 minutes to complete.

Please post your completed form in the freepost envelope provided.

ABOUT OUR SERVICES

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
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1. Taking everything into account, how satisfied or dissatisfied are you with the services provided by Hillingdon Council?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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CONTACT

2. If you contacted Hillingdon Council in the last 12 months, did you contact us:

Through 'My Account' (self service option)	In person	By email	By phone
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Via Hillingdon website	In writing	Other	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

YOUR HOME

Very satisfied **Fairly satisfied** **Neither satisfied nor dissatisfied** **Fairly dissatisfied** **Very dissatisfied**

3. How satisfied or dissatisfied are you that Hillingdon Council provides a home that is well maintained?

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

Not Applicable **Don't Know**

5. How satisfied or dissatisfied are you with the external condition of your property?

6. How satisfied or dissatisfied are you with the heating and energy efficiency of your home?

YOUR NEIGHBOURHOOD

Very satisfied **Fairly satisfied** **Neither satisfied nor dissatisfied** **Fairly dissatisfied** **Very dissatisfied**

7. How satisfied or dissatisfied are you that Hillingdon Council makes a positive contribution to your neighbourhood?

Not Applicable **Don't Know**

8. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

COMMUNAL AREAS

	Yes	No	Don't know		
9. Do you live in a building with communal areas, inside or outside, that Hillingdon Council is responsible for maintaining?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
10. If yes, how satisfied or dissatisfied are you that Hillingdon Council keeps these communal areas clean and maintained?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. How satisfied or dissatisfied are you that Hillingdon Council gives you a say in how estate/communal services are managed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HEALTH AND SAFETY

To what extent do you agree or disagree with the following?	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly
12. Hillingdon Council has given me information on building safety and what my responsibilities are	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Hillingdon Council carries out regular fire safety checks on my building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Hillingdon Council publishes health and safety related records online and in my building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Hillingdon Council has put appropriate fire safety signage in communal areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Hillingdon Council takes residents' health and safety concerns seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

REPAIRS - TENANTS ONLY

Has Hillingdon Council carried out a repair to your home in the last 12 months? If YES, how satisfied or dissatisfied were you with the following?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

17. How satisfied or dissatisfied are you with the overall repairs service from Hillingdon Council, over the last 12 months?

18. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

19. How satisfied or dissatisfied are you that the repair was completed right the first time?

VALUE FOR MONEY

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

20. How satisfied or dissatisfied are you that your rent provides value for money?

21. How satisfied or dissatisfied are you that your service charge provides value for money?

ANTI SOCIAL BEHAVIOUR

Have you reported anti-social behaviour to Hillingdon Council in the last 12 months? If YES, how satisfied or dissatisfied were you with the following?

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

22. How satisfied or dissatisfied are you that Hillingdon Council's approach to handing anti-social behaviour?

Not Applicable Don't Know

23. How satisfied or dissatisfied were you with the time it took for the Council to make initial contact with you, following your complaint?

RESIDENTS EMPOWERMENT

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

24. How satisfied or dissatisfied are you that Hillingdon Council listens to your views and acts upon them?

Not Applicable Don't Know

25. How satisfied or dissatisfied are you that Hillingdon Council keeps you informed about things that matter to you?

Not Applicable Don't Know

26. To what extent do you agree or disagree with the following: Hillingdon Council treats me fairly and with respect.

Not Applicable Don't Know

COMPLAINTS

Have you made a complaint to Hillingdon Council in the last 12 months? If YES, how satisfied or dissatisfied were you with the following?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

27. How satisfied or dissatisfied are you with Hillingdon Council's approach to complaints handling?

COMMENTS

28. Do you have any comments you would like to include in this survey, which have not been covered in the survey?

ABOUT YOU

Tenant

Leaseholder

Extra Care

Sheltered Housing

29. Are you a:

Under 1 year

1-5 years

Over 5 years

Over 10 years

30. How long have you been a Tenant or Leaseholder with Hillingdon Council?

House

Tower block

Flat

Bungalow

Maisonette

31. What type of property do you live in?

HA4

UB3

UB6

UB9

TW19

HA5

UB4

32. What is your postcode?

UB7

UB10

WD3

HA6

UB5

UB8

TW6

Other please specify:

Male

Female

Prefer not to say

Other

33. What is your gender?

Bisexual

Gay

Lesbian

Straight/
heterosexual

Prefer not
to say

Other

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

18-24
years
old

25-34
years
old

35-44
years
old

45-54
years
old

55-64
years
old

65+
years
old

Prefer
not to
say

35. What is your age group?

Yes

No

Prefer not to
say

36. Do you have a disability? A physical or mental illness or condition that has a substantial and long-term effect on your ability to carry out normal day to day activities.

37. How would you describe your ethnicity?

Asian or Asian British ethnic group or background

(Indian, Pakistani, Bangladeshi, Chinese or any other Asian background)

Black, Black British, Caribbean, or African ethnic group or background

(Caribbean, African, any other Black, Black British, Caribbean or African background)

Mixed or multiple ethnic group or background

(White and Black Caribbean, White and Black African, White and Asian, any other mixed or multiple background)

White group or background

(English, Welsh, Scottish, Northern Irish or British Irish, Gypsy, Irish Traveller, Roma, any other Traveller background, any other White background)

Other ethnic group or background

(Arab, any other ethnic group)

Prefer not to say

38. What is your religion or belief?

- | | | |
|-----------------------------------|---|--|
| <input type="radio"/> No religion | <input type="radio"/> Buddhist | <input type="radio"/> Christian (Catholic, Church of England, Protestant, and all other Christian denominations) |
| <input type="radio"/> Hindu | <input type="radio"/> Jewish | <input type="radio"/> Muslim |
| <input type="radio"/> Sikh | <input type="radio"/> Prefer not to say | <input type="radio"/> Other <input type="text"/> |

Yes **No** **Maybe**

39. Would you be interested in working in partnership with the Council and have a say on the decisions made by Council Housing Services?

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**If you have answered 'Yes' or 'Maybe' to the previous question, please enter your details below:
In reporting the results of this survey, no individuals will be identified.**

Name: _____
Email Address: _____
Telephone No: _____

40. Please indicate which areas you would be interested in (select all that apply).

- | | | |
|---|--|--|
| <input type="radio"/> Anti-social behaviour | <input type="radio"/> Caretaking/Grounds maintenance | <input type="radio"/> Compliments/Complaints |
| <input type="radio"/> Estate representatives | <input type="radio"/> Hillingdon Housing Forum | <input type="radio"/> Repairs |
| <input type="radio"/> Reviewing policies and procedures | <input type="radio"/> Surveys | <input type="radio"/> Other <input type="text"/> |

Thank you for your feedback on our services.