

Your reference: **uniquenumber**

DATE

Name

Address Line 1

Address Line 2

Address Line 3

Postcode

Dear (Name),

Tell us what you think about your housing service

How happy are you with the housing services we provide? We'd really appreciate it if you could please complete the attached survey to tell us what you think. Your views are very important to us and will help us work out where we need to improve. Please take this opportunity to have your say.

This survey relates to the housing services the council provides to tenants, rather than wider council services such as waste collection. Please therefore think specifically about the council's housing services when answering the questions.

The survey can also be completed online at **www.lake-research.com/fhtenant** or the **QR code below** with a smartphone, iPad or tablet. You will be prompted to enter the reference number printed at the top of this letter before starting the survey. **Alternatively, you can return the paper questionnaire using the enclosed freepost envelope – no stamp is required.** It should take less than 10 minutes to complete.

All completed surveys returned by / submitted by **Friday 12th July 2024** will be entered into our prize draw for a chance to win one of three £50 Love2Shop vouchers. 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.

Folkestone and Hythe District Council will use the responses to calculate data for annual tenant satisfaction measures, which we are required to report to the Regulator of Social Housing. Folkestone and Hythe District Council will publish the data, and what is planned as a result, in a future issue of the tenant bulletin.

Folkestone and Hythe District Council has asked Lake Market Research, an independent research agency, to carry out the survey on its behalf in accordance with the rules of the Market Research Society. Your response will be treated in the strictest confidence and your answers will not be attributed to your contact details. Lake Market Research follows the Market Research Society Code of Conduct at all times. If you have any queries, please get in touch with me on 01303 853300 or tenant.involvement@folkestone-hythe.gov.uk or Sarah Pritchard at Lake Market Research on 0800 470 1990 or sarahp@lake-research.com.

Thank you for taking the time to complete this survey.

Yours faithfully,



Mike Bailey
Tenant Engagement & Wellbeing Manager



OVERALL SATISFACTION

Q1.	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Folkestone & Hythe District Council's housing service? (PLEASE SELECT ONE ONLY)	
Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5

Q2.	Please tell us why? (OPTIONAL - PLEASE WRITE IN BELOW)
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KEEPING PROPERTIES IN GOOD REPAIR

Q3.	Has Folkestone & Hythe District Council's housing service carried out a repair to your home in the last 12 months? (PLEASE SELECT ONE ONLY)	
Yes	<input type="checkbox"/>	1 PLEASE ANSWER Q3A AND Q3B BELOW
No	<input type="checkbox"/>	2 PLEASE GO TO Q4 OVERLEAF

Q3A.	How satisfied or dissatisfied are you with the overall repairs service from Folkestone & Hythe District Council's housing service over the last 12 months? (PLEASE SELECT ONE ONLY)	
Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5

Q3B.	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? (PLEASE SELECT ONE ONLY)	
Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5

Q4.	How satisfied or dissatisfied are you that Folkestone & Hythe District Council's housing service provides a home that is well-maintained? (PLEASE SELECT ONE ONLY)	
Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5

Q5.	Do you have any comments on the council's repairs service? (OPTIONAL - PLEASE WRITE IN BELOW)
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MAINTAINING BUILDING SAFETY

Q6.	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Folkestone & Hythe District Council's housing service provides a home that is safe? (PLEASE SELECT ONE ONLY)	
Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not applicable / don't know	<input type="checkbox"/>	6

Q7.	Please tell us why. (OPTIONAL - PLEASE WRITE IN BELOW)
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RESPECTFUL AND HELPFUL ENGAGEMENT

Q8.	How satisfied or dissatisfied are you that your Folkestone & Hythe District Council's housing service listens to your views and acts upon them? (PLEASE SELECT ONE ONLY)	
Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not applicable / don't know	<input type="checkbox"/>	6

Q9.	How satisfied or dissatisfied are you that Folkestone & Hythe District Council's housing service keeps you informed about things that matter to you? (PLEASE SELECT ONE ONLY)	
Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not applicable / don't know	<input type="checkbox"/>	6

Q10.	To what extent do you agree or disagree with the following? "Folkestone & Hythe District Council's housing service treats me fairly and with respect" (PLEASE SELECT ONE ONLY)	
Strongly agree	<input type="checkbox"/>	1
Agree	<input type="checkbox"/>	2
Neither agree nor disagree	<input type="checkbox"/>	3
Disagree	<input type="checkbox"/>	4
Strongly disagree	<input type="checkbox"/>	5
Not applicable / don't know	<input type="checkbox"/>	6

Q11.	How would you like to be kept informed about things that matter to you as a tenant? (PLEASE SELECT ALL THAT APPLY)	
Articles on the council's website (www.folkestone-hythe.gov.uk)	<input type="checkbox"/>	1
Housing Online / MyAccount (www.folkestone-hythe.gov.uk/myaccount-information)	<input type="checkbox"/>	2
Tenant newsletters and bulletins	<input type="checkbox"/>	3
Emails	<input type="checkbox"/>	4
Phone calls	<input type="checkbox"/>	5
Letters	<input type="checkbox"/>	6
Facebook	<input type="checkbox"/>	7
Twitter	<input type="checkbox"/>	8
Other, please write in _____	<input type="checkbox"/>	9

Q12.	Do you have any comments on how the council communicates with you? (OPTIONAL - PLEASE WRITE IN BELOW)
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EFFECTIVE HANDLING OF COMPLAINTS

Q13.	Have you made a complaint to Folkestone & Hythe District Council's housing service in the last 12 months? (PLEASE SELECT ONE ONLY)	
Yes	<input type="checkbox"/>	1 PLEASE ANSWER Q14A AND Q14B BELOW
No	<input type="checkbox"/>	2 PLEASE GO TO Q15

Q14A.	How satisfied or dissatisfied are you with the housing service's approach to complaints handling? (PLEASE SELECT ONE ONLY)	
Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5

Q14B.	Please tell us why. (OPTIONAL - PLEASE WRITE IN BELOW)
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RESPONSIBLE NEIGHBOURHOOD MANAGEMENT

Q15.	Do you live in a building with communal areas, either inside or outside, that Folkestone & Hythe District Council's housing service is responsible for maintaining? (PLEASE SELECT ONE ONLY)	
Yes	<input type="checkbox"/>	1 PLEASE ANSWER Q16 BELOW
No	<input type="checkbox"/>	2 PLEASE GO TO Q17 OVERLEAF

Q16.	How satisfied or dissatisfied are you that Folkestone & Hythe District Council's housing service keeps these communal areas clean and well-maintained? (PLEASE SELECT ONE ONLY)	
Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5

Q17.	How satisfied or dissatisfied are you that Folkestone & Hythe District Council's housing service makes a positive contribution to your neighbourhood? (PLEASE SELECT ONE ONLY)	
Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not applicable / don't know	<input type="checkbox"/>	6

Q18.	How satisfied or dissatisfied are you with Folkestone & Hythe District Council's housing service's approach to handling anti-social behaviour? (PLEASE SELECT ONE ONLY)	
Very satisfied	<input type="checkbox"/>	1
Fairly satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Fairly dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5
Not applicable / don't know	<input type="checkbox"/>	6

Q19.	Do you have any comments on how the council looks after your neighbourhood? (OPTIONAL - PLEASE WRITE IN BELOW)

ABOUT YOU

We are collecting this data to allow us to understand the views of tenants and how views differ between different groups of tenants. We will use the information you give us to produce statistics and we will publish a report showing the results. You don't have to answer any questions you don't want to, and it will not be possible for any individuals to be identified in the report.

Folkestone & Hythe District Council is the data controller and a recipient of your personal data. Lake Market Research is processing the survey data on behalf of Folkestone & Hythe District Council, therefore Lake Market Research is also a recipient of your personal data. Your personal data will be stored 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.

If you have any concerns about how the council is handling your personal data, you can raise these with the Data Protection Officer at data.protection@folkestone-hythe.gov.uk or by writing to Folkestone & Hythe District Council, Civic Centre, Castle Hill Avenue, Folkestone, Kent, CT20 2QY.

Q20.	What is your age? (PLEASE SELECT ONE ONLY)		
18 - 19	<input type="checkbox"/> 1	60 - 69	<input type="checkbox"/> 6
20 - 29	<input type="checkbox"/> 2	70 - 79	<input type="checkbox"/> 7
30 - 39	<input type="checkbox"/> 3	80 or over	<input type="checkbox"/> 8
40 - 49	<input type="checkbox"/> 4	Prefer not to say	<input type="checkbox"/> 9
50 - 59	<input type="checkbox"/> 5		

Q21.	What is your gender? (PLEASE SELECT ONE ONLY)		
Male			<input type="checkbox"/> 1
Female			<input type="checkbox"/> 2
Prefer to self-describe (e.g. non-binary, gender fluid, etc.) (PLEASE GIVE FURTHER DETAILS IF YOU WISH) _____			<input type="checkbox"/> 3
Prefer not to say			<input type="checkbox"/> 4

Q22.	Do you, or anyone in your household, consider yourself to have a disability under the Disability Discrimination Act? (PLEASE SELECT ONE ONLY)		
Yes (PLEASE GIVE FURTHER DETAILS IF YOU WISH) _____ _____			<input type="checkbox"/> 1
No			<input type="checkbox"/> 2
Prefer not to say			<input type="checkbox"/> 3

Q23.	How would you describe your ethnic origin? (PLEASE SELECT ONE ONLY)		
White			<input type="checkbox"/> 1
Black / Black British / African / Caribbean			<input type="checkbox"/> 2
Asian / Asian British			<input type="checkbox"/> 3
Mixed / multiple ethnic groups			<input type="checkbox"/> 4
Other ethnic group (PLEASE GIVE FURTHER DETAILS IF YOU WISH) _____			<input type="checkbox"/> 5
Prefer not to say			<input type="checkbox"/> 6

Q24.	How would you describe your sexual orientation? (PLEASE SELECT ONE ONLY)		
Straight / heterosexual			<input type="checkbox"/> 1
Bisexual			<input type="checkbox"/> 2
Gay or lesbian			<input type="checkbox"/> 3
Prefer not to say			<input type="checkbox"/> 4

PRIZE DRAW ENTRY

Q25.	Would you like to be entered in the prize draw to win one of three £50 Love2Shop vouchers? (PLEASE SELECT ONE ONLY)	
Yes		<input type="checkbox"/> 1
No		<input type="checkbox"/> 2

Please write in your contact details below if you have indicated permission above:

<i>Name</i>	<i>Telephone number</i>	<i>Email address</i>
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THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE.
PLEASE RETURN THE QUESTIONNAIRE IN THE REPLY-PAID ENVELOPE PROVIDED.