

Our Ref : [PROPERTY REFERENCE]
Contact : Housing Services Team
Email : tenant.involvement@folkestone-hythe.gov.uk
Phone : 01303 853300



Tenant Name
Address Line 1
Town/City
POSTCODE



Dear [Tenant Name]

Have your say – help shape the housing service you receive and enter our prize draw!

We want to hear from you. Your feedback directly helps us improve the housing services you use every day – and as a thank you, you'll be entered into a prize draw to win one of three **£50 Love2Shop vouchers**.

Please take a few minutes to complete our short survey. It should only take around 10 minutes, and your views will help us understand what we're doing well and where we need to do better.

This survey is only about the **council's housing services**, not other services like waste collection. Your response will help us meet requirements set by the Regulator of Social Housing to calculate our annual Tenant Satisfaction Measures. We will share what we've learned – and how we plan to act on it – in a future tenant bulletin.

We've included a paper copy of the survey and a freepost envelope for you to return it. Or, if you prefer, you can complete it online at www.mytsms.co.uk/folkestone or by scanning the QR code.

To respond online, please enter your **User Name and Password** shown below:

User Name: AAA-9999
Password: AAAA-9999-AAAA



If you need to report a specific issue or make a complaint, please contact us directly at housing.service@folkestone-hythe.gov.uk for general issues, or at complaints@folkestone-hythe.gov.uk for complaints, or by telephone on **01303 853300**.

Thank you for helping us improve your housing experience.

Yours sincerely,

Gill Butler
Chief Officer – Housing

Folkestone & Hythe District Council
Civic Centre, Castle Hill Avenue,
Folkestone, Kent CT20 2QY
folkestone-hythe.gov.uk

 Please retain this page for your records

Overall Satisfaction

Q1 Taking everything into account, how satisfied or dissatisfied are you with the housing service provided by Folkestone & Hythe District Council?

Please tick one box only

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

Q2 Please tell us why you provided this score (optional):

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 tick one box only

- Yes (Please go to question 3a)
- No (Please go to question 4)

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 tick one box only

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

Q3b 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

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

Q4 How satisfied or dissatisfied are you that Folkestone & Hythe District Council's housing service provides a home that is well maintained?

Please tick one box only

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

Q5 Do you have any comments on the council's repair service? (Optional)

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 tick one box only

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

Q7 Please tell us why you provided this score (optional):

Respectful and helpful engagement

Q8 How satisfied or dissatisfied are you that Folkestone & Hythe District Council's housing service listens to your views and acts upon them?

Please tick one box only

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

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 tick one box only

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

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 tick one box only

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

Q11 How would you like to be kept informed about things that matter to you as a tenant?

Please tick all that apply

- Articles on the council's website (www.folkestone-hythe.gov.uk)
- Housing Online / MyAccount (www.folkestone-hythe.gov.uk/myaccount-information)
- Tenant newsletters and bulletins
- Emails
- Phone calls
- Letters
- Facebook
- X (Twitter)
- Other, please state: _____

Q12 Would you be interested in getting more involved to help improve the housing service?

This could be joining a formal group, or by more informal methods such as giving us your feedback by surveys we send you

- Yes (Please provide your contact details and a member of the resident engagement team will get in touch with you)
- No (Please go to question 13)

Q12a Please provide your:

Name: _____

Email address: _____

Phone number: _____

Q13 Do you have any comments on how the council communicates with you? (Optional)

Effective handling of complaints

Q14 Have you made a complaint to Folkestone & Hythe District Council's housing service in the last 12 months?

Please tick one box only

- Yes (Please go to question 14a)
- No (Please go to question 15)

Q14a How satisfied or dissatisfied are you with the housing service's approach to complaints handling?

Please tick one box only

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

Q14b Please tell us why you provided this score (optional):

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 tick one box only

- Yes (Please go to question 15a)
- No (Please go to question 16)
- Don't know

Q15a How satisfied or dissatisfied are you that Folkestone & Hythe District Council’s housing service keeps these communal areas clean and well-maintained?

Please tick one box only

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

Q16 How satisfied or dissatisfied are you that Folkestone & Hythe District Council’s housing service makes a positive contribution to your neighbourhood?

Please tick one box only

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

Q17 How satisfied or dissatisfied are you with Folkestone & Hythe District Council's housing service's approach to handling anti-social behaviour?

Please tick one box only

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

Q18 Do you have any comments on how the council looks after your neighbourhood? (Optional)

About you

Privacy notice

We are collecting this data to allow us to understand the views of our 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. We are also asking for this information so that we can ensure the information we hold about you is up-to-date and accurate.

If you are happy to answer these questions, please indicate your consent to adding this information to your tenancy records by ticking this box:

Folkestone & Hythe District Council is the data controller and a recipient of your personal data. In-house Research Ltd is processing the survey data on behalf of Folkestone & Hythe District Council, therefore In-house Research Ltd is also a recipient of your personal data. Your personal data will be stored for the entire duration of your tenancy.

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.

Q19 What is your date of birth?

For example, the 1st May 1984 would be entered as "01 / 05 / 1984"

D	D	/	M	M	/	Y	Y	Y	Y
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Q20 How would you describe your gender?

Please tick one box only

- Female
- Male
- In another way: _____
- Prefer not to say

Q21 How would you describe your sexual orientation?

Please tick one box only

- Straight / Heterosexual
- Gay or Lesbian
- Bisexual
- Other sexual orientation not listed: _____
- Don't know / not sure
- Prefer not to say

Q22 Do you, or anyone in your household, consider yourself to have a disability under the Equality Act 2010?

Please tick one box only

- Yes, please give further details: _____
- No
- Prefer not to say

Q23 What is your ethnic group?

Choose one option that best describes your ethnic group or background

White

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other White background, please describe: _____

Mixed / Multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed/Multiple ethnic background, please describe: _____

Asian / Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background, please describe: _____

Other ethnic group

- Arab
- Any other ethnic group, please describe: _____

Prefer not to say

- Prefer not to say

