



TENANTS SATISFACTION SURVEY 2019

SURVEY BRIEF

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Introduction

Castlehill Housing Association is a Registered Social Landlord with a stock of approx. 1900 affordable rented properties and operates in Aberdeen City, Aberdeenshire and Moray. The organisation provides general needs, sheltered and very sheltered housing and provides Housing Support services for general needs and sheltered housing tenants.

Castlehill Housing Association wishes to commission a large-scale tenant's satisfaction survey in keeping with our commitment to monitor and improve the delivery of our services. The Association has completed 3 previous surveys of this kind and will use the results to benchmark improvements or failures in services as well the future provision of services which will form part of our Strategic Plan.

This brief outlines the broad remit and structure of the Association then sets out objectives and specification for the work.

The Association

The Association's stated aims are as follows:

- To provide high quality affordable housing, and an efficient, responsive and personal housing management and maintenance service.
- To provide appropriate support services to sustain independence and quality of life.
- To contribute towards sustaining rural communities through providing housing, associated employment and using local maintenance contractors

The Association employs approx. 120 staff with its main offices being at 4 Carden Place and 11 Waverley Place Aberdeen. We have 21 sheltered housing schemes and 4 very sheltered housing schemes throughout the north east.

Objectives of the Survey

The Survey methodology must comply with guidance issued the Scottish Housing Regulator in May 2016 – "Conducting Surveys of Tenants and Service Users: A Guide"

We want the survey to reflect previous surveys in both content and structure. This will allow us and the tenants continuity of responses, allow benchmarking and enable us to review trends in responses. The results will be used to assess our compliance with the Scottish Social Housing Charter outcomes and to report to the Scottish Housing Regulator through the submission of the Annual Return on Charter.

The survey should cover a representative sample of our tenants across all areas of the Association's geographical area and services.

We require separate questionnaires to be completed for general needs and supported housing. The needs of tenants in supported housing are very different from those in general needs and as a provider of housing support services, the

Association wishes to find out if they are still providing services in line with the wishes, needs and values of our supported tenants.

The survey results will allow the Association to complete the following:

- Assess levels of tenant satisfaction from frontline services and to identify our compliance with the Scottish Social Housing Charter
- Completion of core satisfaction responses for the Annual Return on Charter (ARC)
- To give customers the opportunity to provide feedback on the services we provide
- To identify shortcomings, gaps and good practice in service delivery and to draw up an action plan along with our Tenant Participation to improve services
- To benchmark against previous survey results
- To benchmark against survey results from comparable RSL's
- To ascertain from tenants who receive housing support, what qualities they wish in the staff that provide the service and how they wish to become involved in recruiting staff that provider their services.
- Identify shortcomings in particular services or schemes where data collection numbers allow

Survey Design

As noted above, to allow us to assess our progress, the questionnaire should largely reflect our last survey. This will be made available to interested contractors for reference.

It is proposed that a 100% postal, self completion survey of tenants be carried out however tenants will be encouraged to complete an online questionnaire. It may be necessary to issue a follow up reminder questionnaire to increase the response rate. Freepost envelopes should be made available for the return of the completed questionnaires. The design should allow the survey to be analysed by scheme location, local authority and tenure. We require a helpline facility where the tenants can be provided with assistance to complete the survey should they require it.

The questions within the survey will have been reviewed by our Tenants Panel prior to the appointment of a contactor although there will be the opportunity for the contractor to comment on the questionnaire content. Free text comments provided by tenants must be reportable and identifiable by scheme and be grouped by topic following the numbering of the questionnaire.

Fieldwork

Contactors must demonstrate that the staff employed to conduct and manage the research have the training and experience to obtain accurate information and achieve a high response rate.

The researchers are required to monitor the results of the postal questionnaire and send out at least one reminder with freepost returns to ensure a representative sample is achieved. The contractor will need to ensure that large print questionnaire can be sent out as required and that online submissions can be fully considered.

The prospective contactor must show adequate systems of quality control checks at different stages of the survey process and be willing to co-operate with our internal verification checks.

The contractor must provide phone assistance to complete the questionnaire should it be required.

Research Output

The contractor will be responsible for:

- Final sign off of the 2 questionnaires (General Needs and Supported Housing)
- Preparation of a timescale of completion for the fieldwork and for a draft and final report to be submitted to the Committee of Management
- Preparing, printing and issuing the relevant questionnaires and a covering letter and follow up letter for non-returns from address data provided by the Association held within an Excel/CSV data file.
- Making telephone assistance available to complete the questionnaire where required on a cost- free number
- Receiving, checking, coding and all data processing
- Production of 2 draft reports with precis, executive summary, conclusions and recommendations in both Word and PDF format
- Presenting findings of survey results to staff, Committee of Management and CaRTO (Registered Tenants Organisation)
- An overall data file for all responses which can searched by scheme, tenure and local authority area in excel format
- Data file showing overall responses required by SHR for the ARC

Liaison

The Association's nominated staff are detailed on the front of this brief. They will be responsible for monitoring progress and providing assistance or direction if required. The contractor is expected to regularly liaise with these members of staff on progress at key stages of the project.

Timetable

Tender documents should be with the Association by noon on the 24th September. Tenders will be reviewed and scored before the end of the year with the proposed contractor being appointed in January.

Consultation on the question format and structure of the survey would be concluded in January with preparation and fieldwork being completed by the end of April so that a full report could be tabled in May and to allow data to be used for the 19/20 ARC submission.

The timetable itself can be altered however the full report for May must be adhered to.

Costs

Contractors are requested to provide itemised costs for the requirements listed above. The contract fee will be subject to negotiation before the survey commences. The agreed fee will be inclusive of VAT, expenses, all analysis and production of draft and finalised reports and presentations.

Tender Proposals and Evaluation Criteria

Prospective consultants are invited to submit detailed and costed proposals for the survey. The document should contain the following:

- A clear specification of the methods to be used
- A programme for each stage of the work
- Details of the staff team conducting the survey and details of any previous work relevant to this survey
- Full details of the project manager along with details of quality control and cost measures
- Fee details including fieldwork, survey costs, materials, admin expenses, travel and any other costs
- Contact details for 2 relevant referees who must be RSL's

Tenders will be evaluated on the basis of the best proposal for the Association with regard to cost (40%) and quality (60%). Account will be taken of the content and the quality of the submission generally, the quality of the data proposed, compliance with the specification and comparison of price. Criteria other than price which will be considered are as follows:

- Methodology
- Resources
- Technical capability
- Relevant previous experience and references

Ownership of Data

Data and copyright of all reports produced as a result of this study will be the property of the Association and may not be produced in whole or in part by the contractor for any third party without the Associations prior written consent.

The Association will be free to use the reports and data in any way it sees fit. The contractor shall not be entitled to any additional payment in respect of such use.

Contractual Relationship

A contract between the Association and the successful contractor for the work detailed in this brief will commence with an exchange of letters.

Closing Date

Your proposal documents should be submitted in electronic format to procurement@castlehillha.co.uk and should reach the Association by noon on 24th September, be marked as TSS TENDER and be marked for the attention of Catherine Coutts at the address detailed on the cover page.

Appendix

Existing question structure

Appendix: Tenant Satisfaction Survey



Appendix: Sample copy

Please read these instructions carefully before answering the questionnaire 1) It should be completed by the tenant at this address, or their partner/spouse or carer. 2) Please read the instructions for answering each question carefully. 3) Please check that you have answered all the questions that apply to you. 4) Please use black or blue ink & mark your answer with a cross in the box (X). 5) Completely 'colour in' any boxes crossed in error. 6) Only write in answers when requested, write clearly (preferably print any text) & do not write outside the boxes provided. All the information you give will be kept completely confidential. It will only be used to monitor performance.

Overall service provided

Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Castlehill Housing? Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your Home

Q2 Overall, how satisfied or dissatisfied are you with the quality of your home? (By quality, we mean the general state of repair of your home, and fittings like kitchen units and bathroom suites) Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Which 3 items from the list below do you think are priorities for improving your home? Please put a cross (X) in no more than THREE boxes

Improving the bathroom	<input type="checkbox"/>	Improving the house electrics e.g. installing more sockets	<input type="checkbox"/>	Tackling condensation / dampness	<input type="checkbox"/>
Installing a shower	<input type="checkbox"/>			Improving the windows	<input type="checkbox"/>
Improving the boiler / heating system	<input type="checkbox"/>	Improving the internal / external doors	<input type="checkbox"/>	Improving the insulation	<input type="checkbox"/>
Improving the kitchen	<input type="checkbox"/>				

Q4 Which 3 items from the list below do you think are priorities for improving the area outside your home including any shared or common areas? Please put a cross (X) in no more than THREE boxes

Improving the garden fence	<input type="checkbox"/>	Improving the outside of buildings e.g. painterworks, installing cladding etc.	<input type="checkbox"/>
Improving the garden	<input type="checkbox"/>	Improving the roofs	<input type="checkbox"/>
Improving parking	<input type="checkbox"/>	Improving the gutters and external pipework	<input type="checkbox"/>
Improving the common stairs	<input type="checkbox"/>		
Improving the door entry systems	<input type="checkbox"/>		

Repairs service

i.e. day to day repairs and/or out of hours or emergency repairs, not planned maintenance works or upgrades

Q5 Have you had any repairs carried out in this property in the last 12 months? Please put a cross (x) in one box only

Yes ☐ No ☐

Q6 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Castlehill Housing? Please put a cross (X) in one box only

Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the following...? Please put a cross (x) in one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Ease of reporting the repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness of the member of staff you dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access arrangements for workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed with which work was completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall quality of repair work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping dirt and disturbance to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 Was the LAST repair you had carried out completed right first time? Please put a cross (x) in one box only

Yes ☐ No ☐

Q9 Is there anything that you feel should be improved about the repairs service? Please write your response in the box below

Home improvements
i.e. external painter work, kitchen / bathroom upgrades etc.

Q10 Within the last 12 months, have there been any planned maintenance works carried out to your home? Please put a cross (x) in one box only

Yes ☐ Go to Q11 No ☐ Go to Q12

Q11 Thinking about this improvement work, how satisfied or dissatisfied were you with the following...?
Please put a cross (x) in one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Consultation and information received prior to the work starting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication from Association staff while the work was being carried out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsiveness of Association staff to any queries you raised while the work was being carried out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsiveness of Association staff to any queries you raised <u>after the work was completed</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Information and Contact

Q12 How good or poor do you feel Castlehill Housing is at keeping you informed about their services and decisions? Please put a cross (X) in one box only

Very good ☐ Fairly good ☐ Neither nor ☐ Fairly poor ☐ Very poor ☐

Q13 How satisfied or dissatisfied are you with Castlehill Housing's website?
Please put a cross (X) in one box only

Never used website / Don't know

Very satisfied ☐ Fairly satisfied ☐ Neither nor ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ know ☐

Q14 How satisfied or dissatisfied are you with Castlehill Housing's 6 monthly newsletter "The Chain"?
Please put a cross (X) in one box only

Very satisfied ☐ Fairly satisfied ☐ Neither nor ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Don't read newsletter / Don't know ☐

Q15 Have you contacted Castlehill Housing in the past 12 months?
Please put a cross (x) in one box only

Yes ☐ No ☐

Q16 Thinking about your most recent contact with Castlehill Housing, how satisfied or dissatisfied were you with the following? Please put a cross (x) in one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
How helpful the staff were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy it was to contact the right person to help you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How knowledgeable the staff were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How quickly Castlehill Housing dealt with your enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How quickly Castlehill Housing called you back if they were not able to help straight away	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Participation

Q17 Are you aware that you can get involved in Castlehill Housing's decision making process in any of the following ways? Please put a cross (X) in as many as apply

By joining the Tenants Panel (meeting with tenants and staff to give your views)	<input type="checkbox"/>	By taking part in consultations via the newsletter	<input type="checkbox"/>
By joining the Readers Group (giving your views via email, letter, phone)	<input type="checkbox"/>	By taking part in a scheme inspection	<input type="checkbox"/>
By joining the Scrutiny Panel (tenant led reviews)	<input type="checkbox"/>	I was not aware of any of these ways of getting involved	<input type="checkbox"/>

Q18 How would you like to give Castlehill Housing your views? (Your responses to Q18 will be linked to your details and passed back to Castlehill Housing) Please put a cross (X) in as many as apply

By joining the Tenants Panel (meeting with tenants and staff to give your views)	<input type="checkbox"/>	By taking part in consultations via the newsletter	<input type="checkbox"/>
By joining the Readers Group (giving your views via email, letter, phone)	<input type="checkbox"/>	By taking part in a scheme inspection	<input type="checkbox"/>
By joining the Scrutiny Panel (tenant led reviews)	<input type="checkbox"/>	I do not want to get involved or share my views	<input type="checkbox"/>

Q19 How satisfied or dissatisfied are you with the opportunities given to you to participate in Castlehill Housing's decision-making process? Please put a cross (X) in one box only

Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20 How could Castlehill Housing improve the opportunities given to tenants to participate? Please write your response in the box below

Complaints

Q21 Are you aware that Castlehill Housing has a Complaints Procedure which is available for use by anyone who receives any service from the Association? Please put a cross (x) in one box only

Yes ☐ No ☐

Q22 Within the last 12 months, have you made a complaint to Castlehill Housing using the complaints procedure? Please put a cross (x) in one box only

Yes ☐ Go to Q23 No ☐ Go to Q24

Q23 If you have made a complaint to Castlehill Housing in the last 12 months, how satisfied or dissatisfied were you with how your complaint was handled? Please put a cross (X) in one box only

Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know / No outcome yet
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your Neighbourhood

Your neighbourhood is the area that is within a 5-minute walk from your home

Q24 Overall, how satisfied or dissatisfied are you with Castlehill Housing's management of the neighbourhood you live in? Please put a cross (X) in one box only

Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q25 Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live? Please put a cross (X) in one box only

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

Q26 Have you reported a neighbour related problem to Castlehill Housing within the last year? Please put a cross (x) in one box only

Yes ☐ Go to Q27 No ☐ Go to Q28 Don't know ☐ Go to Q28

Q27 Overall, how satisfied or dissatisfied are you with how Castlehill Housing dealt with this neighbour related problem? Please put a cross (X) in one box only

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

Q28 Do you think that any of the following are a serious problem, a slight problem, or not a problem in your neighbourhood? Please put a cross (x) in one box per row

	Serious problem	Slight problem	Not a problem	Don't know / no opinion
Vandalism / graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth / children loitering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Litter and rubbish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fly tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29 Is there anything in particular you would like to see improved about your neighbourhood or estate? Please write your response in the box below.

Q30 Taking into account the accommodation and the services Castlehill Housing provides, do you think that the rent for this property represents good or poor value for money? Please put a cross (X) in one box only

Very good	Fairly good	Neither nor	Fairly poor	Very poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Information about your Household

In this section we ask for some information about you and your household. Please be assured that the information you provide in this section will only be used for statistical analysis purposes e.g. we may wish to assess satisfaction with services by ethnicity, age etc. No individual tenant will be identifiable using this information unless stated in the question.

Q31 To which of these groups do you consider you belong? (Your responses to Q31 will be linked to your details and passed back to Castlehill Housing) Please put a cross (x) in one box only

White

Scottish ☐ Irish ☐ Polish ☐ Other white ethnic group ☐
Other British ☐ Gypsy / traveller ☐

Mixed or multiple ethnic group

Any mixed ethnic group ☐

Asian, Asian Scottish, Asian British

Pakistani, Pakistani Scottish or Pakistani British ☐ Chinese, Chinese Scottish or Chinese British ☐
Indian, Indian Scottish or Indian British ☐ Other ☐
Bangladeshi, Bangladeshi Scottish or Bangladeshi British ☐

African

African, African Scottish or African British ☐ Other ☐

Caribbean or Black

Caribbean, Caribbean Scottish or Caribbean British ☐ Black, Black Scottish or Black British ☐
Other ☐

Other Ethnic group

Arab, Arab Scottish or Arab British ☐ Other ☐
Black, Black Scottish or Black British ☐

Q32 Which of the following best describes the make-up of your household? Please put a cross (x) in one box only

One adult under 60 ☐ Three or more adults 16 or over ☐ 3 or more adults with children ☐
One adult 60 or over ☐
Two adults both under 60 ☐ 1 adult with children ☐ Other ☐
Two adults, at least one 60 or over ☐ 2 adults with children ☐ Prefer not to say ☐

Q33 Which of the following age bands do you fall into? Please put a cross (x) in one box only

16-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65-74 ☐ 75+ ☐ Prefer not to say ☐

Q34 Do you have a disability or health condition which limits your daily activities or the work you can do?
Please put a cross (x) in one box only

Yes ☐ No ☐ Prefer not to say ☐

Q35 What is your economic status? Please put a cross (x) in one box only

Full time work (30hrs +/week) <input type="checkbox"/>	Training <input type="checkbox"/>	Not seeking work, including at home with children <input type="checkbox"/>	Carer <input type="checkbox"/>
Part time work (less than 30hrs/week) <input type="checkbox"/>	Student <input type="checkbox"/>	Job seeker <input type="checkbox"/>	Rather not say <input type="checkbox"/>
	Retired <input type="checkbox"/>	Unable to work <input type="checkbox"/>	Other <input type="checkbox"/>

Q36 Does your household receive Housing Benefit? Please put a cross (x) in one box only

Housing Benefit covers all of the rent ☐ Housing Benefit covers some of the rent ☐ No Housing Benefit ☐

Q37 Are you aware of Universal Credit? Please put a cross (x) in one box only Yes ☐ No ☐

Q38 Are you aware of the benefits cap? Please put a cross (x) in one box only Yes ☐ No ☐

Q39 Would you like someone from Castlehill Housing to contact you with more information about Universal Credit and / or the benefits cap? (If yes, your response to Q39 will be linked to your details and passed back to Castlehill Housing) Please put a cross (x) in one box only

Yes ☐ No ☐

Q40 Do you have access to the Internet for personal use, or do you have any plans to arrange for access in the future? Please put a cross (x) in one box only

Yes ☐ No - but will get access to the Internet within the next 12 months ☐ No - do not have any plans to get Internet access ☐

Q41 Would you like to be contacted by Castlehill Housing to discuss any of the points you have made in the survey? (If yes, we will pass your details to Castlehill Housing) Please put a cross (x) in one box only

Yes

☐

No

☐

Q42 Would you like to be contacted to discuss taking part in a survey focus group with other tenants? (If yes we will pass your details to Castlehill Housing) Please put a cross (x) in one box only

Yes

☐

No

☐

General comments

Q43 Is there anything else you would like to say about your home and / or the services Castlehill Housing provides? Please write your response in the box below