

**Cornwall Housing's Your Call phone survey questions**

|   |   |
|---|---|
| <b>Question 1)</b> Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cornwall Housing?   |   |
| <input type="checkbox"/> Very satisfied   | <input type="checkbox"/> Fairly satisfied           |
| <input type="checkbox"/> Very dissatisfied  | <input type="checkbox"/> Fairly dissatisfied        |
| <input type="checkbox"/> Neither satisfied or dissatisfied  |   |
| <b>Question 2)</b> How satisfied or dissatisfied are you that Cornwall Housing provides a home that is well maintained?   |   |
| <input type="checkbox"/> Very satisfied   | <input type="checkbox"/> Fairly satisfied           |
| <input type="checkbox"/> Very dissatisfied  | <input type="checkbox"/> Fairly dissatisfied        |
| <input type="checkbox"/> Neither satisfied or dissatisfied  |   |
| <b>Question 3)</b> Thinking about the condition of the property or building that you live in, how satisfied or dissatisfied are you that Cornwall Housing provides a home that is safe? |   |
| <input type="checkbox"/> Very satisfied   | <input type="checkbox"/> Fairly satisfied           |
| <input type="checkbox"/> Very dissatisfied  | <input type="checkbox"/> Fairly dissatisfied        |
| <input type="checkbox"/> Neither satisfied or dissatisfied  |   |
| <b>3a)</b> If you are dissatisfied with how your home is maintained and/or that your home is safe, please can you tell us why?  |   |
|   |   |
| <b>Question 4)</b> Do you live in a building with communal areas, either inside or outside, that Cornwall Housing is responsible for maintaining?                                       |   |
| <input type="checkbox"/> Yes  | <input type="checkbox"/> No                         |
| <b>Question 5)</b> How satisfied or dissatisfied are you that Cornwall Housing keeps these communal areas cleaned and well maintained?  |   |
| <input type="checkbox"/> Very satisfied   | <input type="checkbox"/> Fairly satisfied           |
| <input type="checkbox"/> Very dissatisfied  | <input type="checkbox"/> Fairly dissatisfied        |
| <input type="checkbox"/> Neither satisfied or dissatisfied  |   |
| <b>Question 6)</b> How satisfied or dissatisfied are you that Cornwall Housing makes a positive contribution to your neighbourhood?   |   |
| <input type="checkbox"/> Very satisfied   | <input type="checkbox"/> Fairly satisfied           |
| <input type="checkbox"/> Very dissatisfied  | <input type="checkbox"/> Fairly dissatisfied        |
| <input type="checkbox"/> Neither satisfied or dissatisfied  | <input type="checkbox"/> Not applicable/ Don't know |
| <b>Question 7)</b> How satisfied or dissatisfied are you with Cornwall Housing's approach to handling anti-social behaviour?  |   |
| <input type="checkbox"/> Very satisfied   | <input type="checkbox"/> Fairly satisfied           |
| <input type="checkbox"/> Very dissatisfied  | <input type="checkbox"/> Fairly dissatisfied        |
| <input type="checkbox"/> Neither satisfied or dissatisfied  | <input type="checkbox"/> Not applicable/ Don't know |
| <b>Question 8)</b> Has Cornwall Housing carried out a repair to your home in the last 12 months?  |   |
| <input type="checkbox"/> Yes  | <input type="checkbox"/> No                         |

|   |   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
|---|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| <b>Question 9)</b> How satisfied or dissatisfied are you with the overall repairs service over the last 12 months from Cornwall Housing?              |   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Very satisfied   | <input type="checkbox"/> Fairly satisfied           |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Very dissatisfied  | <input type="checkbox"/> Fairly dissatisfied        |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Neither satisfied or dissatisfied  |   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <b>Question 10)</b> How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?              |   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Very satisfied   | <input type="checkbox"/> Fairly satisfied           |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Very dissatisfied  | <input type="checkbox"/> Fairly dissatisfied        |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Neither satisfied or dissatisfied  |   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <b>Question 11)</b> How satisfied or dissatisfied are you that Cornwall Housing listens to your views and acts upon them?                             |   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Very satisfied   | <input type="checkbox"/> Fairly satisfied           |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Very dissatisfied  | <input type="checkbox"/> Fairly dissatisfied        |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Neither satisfied or dissatisfied  | <input type="checkbox"/> Not applicable/ Don't know |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <b>Question 12)</b> How satisfied or dissatisfied are you that Cornwall Housing keeps you informed about things that matter to you?                   |   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Very satisfied   | <input type="checkbox"/> Fairly satisfied           |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Very dissatisfied  | <input type="checkbox"/> Fairly dissatisfied        |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Neither satisfied or dissatisfied  | <input type="checkbox"/> Not applicable/ Don't know |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <b>12a)</b> Please can you tell us why you are dissatisfied with your views being listened to and/or being kept informed?                             |   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
|   |   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <b>Question 13)</b> To what extent do you agree or disagree with the following 'Cornwall Housing treats me fairly and with respect'?                  |   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Strongly agree   | <input type="checkbox"/> Agree                      |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Strongly disagree  | <input type="checkbox"/> Disagree                   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Neither agree nor disagree   | <input type="checkbox"/> Not applicable/ Don't know |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <b>Question 14)</b> Have you made a complaint to Cornwall Housing in the past 12 months?  |   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Yes  | <input type="checkbox"/> No                         |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <b>Question 15)</b> How satisfied or dissatisfied are you with Cornwall Housing's approach to complaints handling?                                    |   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Very satisfied   | <input type="checkbox"/> Fairly satisfied           |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Very dissatisfied  | <input type="checkbox"/> Fairly dissatisfied        |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> Neither satisfied or dissatisfied  |   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <b>Question 16)</b> On a scale of 10 to 0 (with 10 being very easy and 0 being very difficult) how easy do you find it to deal with Cornwall Housing? |   |                            |                            |                            |                            |                            |                            |                            |                            |                            |
| <input type="checkbox"/> 10   | <input type="checkbox"/> 9                          | <input type="checkbox"/> 8 | <input type="checkbox"/> 7 | <input type="checkbox"/> 6 | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 | <input type="checkbox"/> 0 |

**16a)** If you scored 4 or less, please could you tell me why you find Cornwall Housing difficult to deal with?

**Question 17)** On a scale of 10 to 0 (10 being extremely like and 0 being not very likely at all) how likely are you to recommend Cornwall Housing to friends or family?

10     9     8     7     6     5     4     3     2     1     0