



0 - Not at all likely 1 2 3 4 5 6 7 8 9 10 - Extremely likely

Q5 To what extent do you agree or disagree with the following?

PLEASE TICK ONE BOX FOR EACH ROW

	Strongly agree	Agree	Neither	Disagree	Strongly disagree
Cannock Chase Council provides an effective and efficient service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cannock Chase Council is providing the service I expect from my landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cannock Chase Council treats its residents fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cannock Chase Council has a good reputation in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cannock Chase Council has friendly and approachable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I trust Cannock Chase Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 Which of the following services would you consider to be priorities?

PLEASE TICK YOUR TOP THREE ONLY

<input type="checkbox"/> Your neighbourhood as a place to live	<input type="checkbox"/> The overall quality of your home
<input type="checkbox"/> Value for money for your rent	<input type="checkbox"/> Listening to residents' views and acting upon them
<input type="checkbox"/> Support and advice on claiming welfare benefits and paying rent	<input type="checkbox"/> Repairs & maintenance
<input type="checkbox"/> Keeping residents informed	<input type="checkbox"/> Dealing with anti-social behaviour

Section Two: Contact and Communication

Q7 How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following?

PLEASE TICK ONE BOX FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your enquiries generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving or swapping your home (transfers and exchanges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gas servicing arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 How satisfied or dissatisfied are you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
That Cannock Chase Council is easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That Cannock Chase Council gives you the opportunity to make your views known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 How satisfied or dissatisfied are you that Cannock Chase Council 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/
☐ ☐ ☐ ☐ ☐ ☐

Q10 How satisfied or dissatisfied are you that Cannock Chase Council 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 To what extent do you agree or disagree with the following "Cannock Chase Council 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 Have you contacted Cannock Chase Council in the last 12 months with a query other than to pay your rent? **PLEASE TICK ONE BOX ONLY**

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>
Go to Q13	Go to Q16

Q13 Was getting hold of the right person easy or difficult? **PLEASE TICK ONE BOX ONLY**

Easy	Difficult	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 Did you find the staff helpful or unhelpful? **PLEASE TICK ONE BOX ONLY**

Helpful	Unhelpful	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15 Was your query answered within a reasonable time? **PLEASE TICK ONE BOX ONLY**

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Q16 Have you made a complaint to Cannock Chase Council in the last 12 months? **PLEASE TICK ONE BOX ONLY**

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>
Go to Q17	Go to Q20

Q17 How satisfied or dissatisfied are you with Cannock Chase Council's approach to complaints handling? **PLEASE TICK ONE BOX ONLY**

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

Q18 How did you submit your complaint?

- | | |
|--|--|
| <input type="checkbox"/> Directly to a member of staff (by email or phone) | <input type="checkbox"/> Via your local MP (formerly Amanda Milling MP, now Josh Newbury MP) |
| <input type="checkbox"/> Via the Contact Centre | <input type="checkbox"/> Other method |
| <input type="checkbox"/> Email to the Chief Executive's Office | |

Q19 Did you view the Council's complaints procedure before submitting a complaint?

PLEASE TICK ONE BOX ONLY

Yes

☐

No

☐

Don't know

☐

Section Three: Repairs and Maintenance

Q20 How satisfied or dissatisfied are you that Cannock Chase Council provides a home that is well maintained?

PLEASE TICK ONE BOX ONLY

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor
dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Q21 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Cannock Chase Council 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

☐

Q22 Thinking about the property or block where you live, how satisfied or dissatisfied are you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
External building repairs and maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleaning and upkeep of communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep of external environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23 Has the Council carried out any repairs to your home in the last 12 months? **PLEASE TICK ONE BOX ONLY**

Yes

☐

Go to Q24

No

☐

Go to Q27

Q24 How satisfied or dissatisfied are you with the overall repairs service from Cannock Chase Council over the last 12 months? **PLEASE TICK ONE BOX ONLY**

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor
dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Q25 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

☐

Q26 Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to make an appointment	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
The speed of completion of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The contractors doing the job you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repairs service you received this time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27 Do you live in a building with communal areas, either inside or outside that Cannock Chase Council is responsible for maintaining? **PLEASE TICK ONE BOX ONLY**

Yes

☐

Go to Q28

No

☐

Go to Q29

Don't know

☐

Go to Q29

Q28 How satisfied or dissatisfied are you that Cannock Chase Council keeps these communal areas clean and well maintained? **PLEASE TICK ONE BOX ONLY**

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied or
dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Section Four: Neighbourhood perceptions

Q29 How satisfied or dissatisfied are you that Cannock Chase Council makes a positive contribution to your neighbourhood? **PLEASE TICK ONE BOX ONLY**

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
or dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable/
Don't know

☐

Q30 How satisfied or dissatisfied are you with Cannock Chase Council's approach to handling anti-social behaviour? **PLEASE TICK ONE BOX ONLY**

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
or dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable/
Don't know

☐

Section Five: Independent Living (Sheltered Housing) perceptions

Q31 Thinking about where you live, how satisfied or dissatisfied are you with the following?

PLEASE TICK ONE BOX FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
The frequency of contact with your Independent Living Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall service provided by your Independent Living Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The emergency call system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The safety and security of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The facilities at your scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q32 If there are any further comments you would like to make, please use the box below:

Section Six: About you and your household

Q33 You and your household - please tell us the gender and age of yourself and your partner/joint tenant.

	Male	Female	Other (self describe below)	Prefer not to say
Main tenant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Joint tenant / Partner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prefer to self describe	<div></div>			

Q34 Which of the following age bands do you fall into? **Please tick in one box only**

18 - 24	35 - 44	55 - 64	75 - 84	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 - 34	45 - 54	65 - 74	85+	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Q35 Which of the following age bands does your partner / joint occupier fall into? **Please tick in one box only**

18 - 24	35 - 44	55 - 64	75 - 84	Not Applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 - 34	45 - 54	65 - 74	85+	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q36 Including you, how many people live in your household? **PLEASE WRITE IN BELOW**

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Q37 Cannock Chase Council may wish to contact some residents regarding comments or issues raised in the survey, would you be happy to give your permission for them to make contact with you?

PLEASE TICK ONE BOX ONLY

☐ Yes, I give consent

☐ No, I do not give consent

Q38 Finally, would you like to take part in the free prize draw to win £100 worth of high street shopping vouchers? **PLEASE TICK ONE BOX ONLY**

Cannock Chase Council will contact the winner directly.

☐ Yes

☐ No

Q39 Cannock Chase Council are seeking views on effective ways to communicate with tenants. Which of the following methods of communication would be your preferred options?

PLEASE TICK IN UP TO THREE BOXES

☐ Phone

☐ Email

☐ Letter

☐ Text Messaging

☐ Website

☐ Web chat

☐ Social Media

☐ Video Messaging

☐ Verbal face to face

Thank you for taking the time to complete this survey, the information is very important to us.

Please return your completed questionnaire to M·E·L Research in the freepost envelope provided.

Cannock Chase Council will use the information you have provided in accordance with data protection legislation and to measure customer satisfaction, ultimately to help them to improve their performance, and deliver a better standard of service to tenants and leaseholders. They will not share personal information with other departments or organisations other than where the law obliges or allows them to. For further information please see: <http://www.cannockchasedc.gov.uk/privacynotices>

If you would like more information about who we are and how we use the information provided please see our privacy policy at: <https://melresearch.co.uk/page/privacypolicy>

If you have any queries or issues then please contact:

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