

## Questionnaire

No	Question	Response
<b>OVERALL SERVICES</b>		
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Northamptonshire Partnership Homes?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
<b>YOUR HOME</b>		
2	How satisfied or dissatisfied are you that Northamptonshire Partnership Homes provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Northamptonshire Partnership Homes provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
4	Do you live in a building with communal areas, either inside or outside, that Northamptonshire Partnership Homes is responsible for maintaining?	Yes, No, Don't know
5	How satisfied or dissatisfied are you that Northamptonshire Partnership Homes keeps these communal areas clean and well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
6	If you do not feel that your home is either well maintained or safe (and / or communal areas are clean and well maintained), please can you explain why and suggest what could be improved?	
<b>YOUR NEIGHBOURHOOD</b>		
7	How satisfied or dissatisfied are you that Northamptonshire Partnership Homes makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
8	How satisfied or dissatisfied are you with Northamptonshire Partnership Homes' approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
<b>REPAIRS SERVICE</b>		
9	Has Northamptonshire Partnership Homes carried out a repair to your home in the last 12 months?	Yes, No
10	How satisfied or dissatisfied are you with the overall repairs service from Northamptonshire Partnership Homes over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
11	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
12	If you are not satisfied with how Northamptonshire Partnership Homes deals with repairs and maintenance, please could you explain the reason why?	n/a
<b>COMMUNICATION, RESIDENT ENGAGEMENT, CUSTOMER SERVICE</b>		
13	How satisfied or dissatisfied are you that Northamptonshire Partnership Homes listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
14	How satisfied or dissatisfied are you that Northamptonshire Partnership Homes Services keeps you informed about things that matter to you?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
15	To what extent do you agree or disagree with the following 'Northamptonshire Partnership Homes treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
16	If you disagree/strongly disagree, please could you explain the reason why?	
17	How satisfied or dissatisfied are you that Northamptonshire Partnership Homes is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
<b>COMPLAINTS HANDLING</b>		
19	Have you made a complaint to Northamptonshire Partnership Homes in the last 12 months?	Yes, No
20	How satisfied or dissatisfied are you with Northamptonshire Partnership Homes approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
21	If you are not satisfied with how Northamptonshire Partnership Homes approach to complaints, please could you explain the reason why?	
<b>NORTHAMPTONSHIRE PARTNERSHIP HOMES</b>		
22	If Northamptonshire Partnership Homes could do ONE thing to improve its services, what would you like it to be?	n/a
<b>BACKGROUND INFORMATION</b>		
23	Please confirm the size of your household	Number
24	Do you or anyone in your household consider yourself to have any vulnerability or disability that impacts your daily life?	Yes, No, Prefer not to say
25	How concerned are you about the cost of living crisis for you personally?	Not concerned at all, slightly concerned, very concerned, prefer not to say
<b>PERMISSION</b>		
26	If you were contacted again in the future and asked to take part in another survey what is your preferred method for taking part?	Email with link to online survey, Text with link to online survey, Telephone call, Postal questionnaire, Not sure
P1	The results of this survey are confidential. However, would you be happy for us to give all of your details to Northamptonshire Partnership Homes with your name attached so that they have better information to help them improve services?	Yes, No
P2	Would you be happy for Northamptonshire Partnership Homes to contact you to follow up any of the comments or issues you have raised?	Yes, No