

# Residents Satisfaction Sample Survey September to October 2021

1. Are you

- Tenant
- Leaseholder

2. How long have you been a council tenant/leaseholder?

- Under a year
- 1-5 years
- 5-10years
- 10years +

3. How good or poor do you feel Hillingdon Council is at keeping you informed about their services and decisions?

- Very good
- Fairly good
- Neither good or poor
- Fairly
- Very poor

4. How satisfied or dissatisfied are you that Hillingdon Council gives you a say in how services are managed?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

5. How good or poor do you feel Hillingdon Council is at keeping you informed about things that might affect you as a resident?

- Very good
- Fairly good
- Neither good or poor
- Fairly
- Very poor

6. How satisfied or dissatisfied are you with opportunities given to you to participate in Hillingdon Council's decision making processes?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

7. To what extent do you agree or disagree that Hillingdon Council has given you information on building safety and what your responsibilities are?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

8. What if anything, stops you from being more involved in housing and other community activities within your estate/area?

- Time commitment
- I can't find anything I am interested in or would enjoy
- I don't know how to be more involved
- Caring responsibilities
- Language barrier
- Disability or health
- Nothing
- I am already involved

9. How interested are you in being involved in the following areas?

- Community initiatives
  - Residents groups
  - Focus groups and Consultations (groups that will focus & provide feedback on on specific areas of services)
  - Specialist groups such as disability/older people/carers
  - Repairs Service
  - Caretaking Service/Estate inspections
  - Publishing of quarterly newsletters or Annual Report
  - Improving online services to develop digital offer.
  -
- Other

10. If you have identified area(s) for involvement, please provide your name and contact information.

11. Email address

12. Age range

- 18-24 years
- 25-45 years
- 46 - 64 years
- 65+

13. What is your postcode?

TW6

UB5

UB10

UB6

TW19

UB7

UB3

UB4

UB9

HA4

WD3

HA6

HA5

UB8

Other

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