

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

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

Microsoft Forms