

Resident involvement roadshow questionnaire

Roadshow site:

Date: **Completed by:**.....

Block number/address:

1) Are you a:

- Tenant
- Leaseholder
- Renting the property

2) How would you describe your overall experience as a Croydon Council tenant / leaseholder?

- Excellent
- Good
- Average
- Poor
- Very poor
- Not sure

3) Can you tell me a bit more about why you feel that way?

.....
.....

4) How do you usually get in touch with the council regarding any housing issues?

- By phone
- By e-mail
- Via social media
- Through a third party (e.g. a family member, friend, carer or friend)
- Speak to a member of staff (e.g. caretaker, tenancy officer)
- Letter
- Other

5) Have you found this to be an effective way of getting your query resolved?

- Yes
- No
- Sometimes

6) Do you have any other comments or feedback about your experience of contacting housing services and getting issues resolved?

.....
.....

7) What do you like about where you live?

.....
.....

8) Is there anything you would change?

.....
.....

9) What are the best ways for us to keep you up to date with news and information about housing services? (Tick all that apply)

- Face to face contact with council officers
- Paper newsletter (sent with rent letter)
- Electronic newsletter
- Information on website
- Social media e.g. Facebook
- Letter
- Other

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10) How would you prefer to tell us your views? (Tick all that apply)

- Face to face/drop in events on the estate/block events
- Focus groups/meetings (held face to face)
- Surveys - telephone
- Surveys – paper
- Surveys- online
- Focus groups/meetings **hosted online**
- Social media (Facebook)
- Other
-

11) Have you heard about the different ways you can get involved (such as mystery shopping, neighbourhood voice, housing scrutiny, service improvement groups)?

- Yes, I'm already involved
- Yes, I'm interested but haven't got involved so far
- Yes, but I'm not interested
- No, I wasn't aware and I am interested
- No, I wasn't aware and I'm not interested

12) Would you be interested in getting involved in a resident group for the block/area where you live?

- Yes (Get involved form: completed left with resident)
 No

Demographic info

We would like to ask you a few questions about yourself. These questions are optional, but this information will help us to find out certain demographic groups have a different experience of our housing services.

Age

How old are you? Tick one

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 55 - 64 |
| <input type="checkbox"/> 16 – 24 | <input type="checkbox"/> 65 - 79 |
| <input type="checkbox"/> 25 – 34 | <input type="checkbox"/> 80 and over |
| <input type="checkbox"/> 35 – 44 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 45 – 54 | |

Sex

Are you? Tick one

- Male Female Prefer not to say
 I use another term (for example, non-binary)

Do you consider yourself to be transgender?

- Yes No Prefer not to say

Ethnicity (Refer to list if needed)

Would you describe your ethnic background as...? Tick one

- Asian / Asian British
- Black, African, Caribbean / Black British
- Mixed / Multiple ethnic groups
- Other ethnic group
- White
- Prefer not to say

Disability

Are your day to day activities limited because of a health problem or disability? Tick one

- No Yes, limited a little
 Yes, limited a lot Prefer not to say

End of questionnaire