

# Caerphilly Homes

## Tenant Satisfaction Survey 2021



Ms A B Sample  
1 Sample Street  
Sample District  
Sample Town  
AB1 2CD

 [www.arsurveys.co.uk/caerphilly](http://www.arsurveys.co.uk/caerphilly)  
your confidential code: **999ABCD**

# PRIZE DRAW! 1x £250 5x £50

Dear Ms Sample

Your views are really important to us and our 2021 survey is a chance to tell us what you think of the services we provide.

The survey is being carried out on behalf of Caerphilly Homes (Caerphilly County Borough Council's housing team) by an independent company called ARP Research Limited. Your answers are **confidential**. This means that the Council will not be able to link your answers to your name or address without your agreement.

Please either complete and return the survey in the enclosed freepost envelope, or you can complete the survey online using the link above. As a thank you, the unique code from all completed surveys will automatically be entered into a free prize draw, where 1 lucky person will win £250 and 5 more will receive £50 in shopping vouchers.

If you have any questions or concerns about this survey, need a copy in an alternative format, or require someone to help you complete it, please ring Caerphilly Homes on 01443 864086 or email: [tenantinvolvement@caerphilly.gov.uk](mailto:tenantinvolvement@caerphilly.gov.uk)

Thank you for taking part and good luck in the prize draw!

please return by  
**8 October**








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YOUR HOMES, YOUR FUTURE



# What you think of us

**1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Caerphilly Homes?






Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>

**2** Please tell us why you gave this answer?

write in 






General comments only. For a response please contact the Council on **01443 864086**.

**3** How much do you agree or disagree that "I trust Caerphilly Homes"?

Agree strongly	Agree	Neither	Disagree	Strongly disagree
 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>

## Your home







**4** How satisfied or dissatisfied are you:

	Very satisfied		Neither		Very dissatisfied
					
<b>a.</b> With the overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>b.</b> That we provide a home that is safe and secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>c.</b> That your home is suitable for your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>d.</b> That your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>e.</b> That your service charge provides value for money (if you pay one)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Repairs and maintenance

**5** How satisfied or dissatisfied are you with:

Very satisfied      Neither      Very dissatisfied      Doesn't apply

**a.** The way Caerphilly Homes deals with repairs and maintenance

**b.** Your overall experience if you have had any disabled adaptations to your home

**6** Have you had any day to day repairs carried out in the last 12 months, e.g. a leaking tap?

Yes **go to Q7 ↓**
 No **go to Q8 ↷**

**7** Thinking about the **last time** you had repairs carried out, how satisfied or dissatisfied were you:

Very satisfied      Neither      Very dissatisfied



**a.** That it was easy to access the repairs service

**b.** With the time taken before work started

**c.** With the overall quality of the work

**d.** That the repair was done 'right first time'

**e.** With the overall repairs service you received this time






**8** How could we improve the repairs service for you?

write in 

General comments only. For a response please contact the Council on **01443 864086**.

# Communication

**9** How satisfied or dissatisfied are you that Caerphilly Homes is easy to deal with?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>

**10** Have you contacted Caerphilly Homes in the **last 12 months**?






Yes **go to Q11 ↓**       No **go to Q13 →**

**11** How did you **last** contact Caerphilly Homes?

tick **ONE** only

<input type="checkbox"/> Phoned	<input type="checkbox"/> Emailed	<input type="checkbox"/> Facebook
<input type="checkbox"/> On-site staff	<input type="checkbox"/> Text	<input type="checkbox"/> Twitter
<input type="checkbox"/> Wrote	<input type="checkbox"/> Website	<input type="checkbox"/> Other (write in)

**12** Thinking about the **last time** you contacted Caerphilly Homes, how satisfied or dissatisfied were you:

	Very satisfied		Neither		Very dissatisfied
					
<b>a.</b> That overall we were easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>b.</b> With the ease of getting hold of the right person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>c.</b> With the helpfulness of the staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>d.</b> With their ability to deal with your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>e.</b> With the quality of the information or advice you got from staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>f.</b> With the final outcome of your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>






**13** In your day to day life, have you done any of these using an **app** or **website** over the past year?

tick all that apply

- Used Facebook, Instagram or other social media
- Used video calling, such as Zoom, Skype or Teams
- Online shopping
- Online banking
- Booked a service or appointment online
- Used Government services online
- Contacted any organisation on Facebook or Twitter
- Contacted any organisation by email or on their website
- Read an email newsletter
- Visited the Council's Facebook or Twitter
- Used the Council's online services

## Involving you

**14** How satisfied or dissatisfied are you that Caerphilly Homes:

	Very satisfied		Neither		Very dissatisfied
					
<b>a.</b> Keeps you informed about things that might affect you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>b.</b> Listens to your views and acts upon them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>c.</b> Gives you a say in how services are managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>d.</b> Gives you chances to take part in decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**15** Would you be interested in having your say about our services in any of the following ways?







tick all that apply

- Taking part in short online or social media polls
- Taking part in detailed surveys (online or via telephone)
- Online or telephone discussion groups about the latest issues
- In person discussion group about the latest issues
- None of these




**!** By expressing an interest you consent for the Council to contact you about this.

# Your neighbourhood

**16** How satisfied or dissatisfied are you with:

	Very satisfied		Neither		Very dissatisfied	No opinion
						
<b>a.</b> Your neighbourhood as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>b.</b> Grounds maintenance, such as grass cutting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>c.</b> The way we deal with anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**17** To what extent are any of the following a problem in your neighbourhood?

	Not a problem	Minor problem	Major problem
			
<b>a.</b> Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>b.</b> Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>c.</b> Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>d.</b> Dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>e.</b> Other pet or animal problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>f.</b> Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>g.</b> Disruptive, drunk or rowdy adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>h.</b> Disruptive children or teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>i.</b> Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>j.</b> People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>k.</b> Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>l.</b> Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**18** How could your neighbourhood be improved?

write in 

General comments only. For a response please contact the Council on **01443 864086**.

# Supporting you

**19** Did you know that Caerphilly Homes offers help with getting the most from your income and claiming certain benefits?

Yes  No

**20** Thinking about your rent and income, how satisfied or dissatisfied are you with the advice you were offered from Caerphilly homes with the following:






	Very satisfied		Neither		Very dissatisfied	Doesn't apply
						
<b>a.</b> Claiming universal credit, housing benefit and other welfare benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>b.</b> Managing your finances, paying rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**21** How could we improve our benefit and income advice and support to tenants?






**22** Did you receive a welfare call from us during the first COVID-19 lockdown in 2020?

Yes **go to Q23 ↓**  No **go to Q24 ↷**

**23** How much would you agree or disagree that this welfare call:

	Agree strongly		Neither		Strongly disagree
					
<b>a.</b> Was helpful to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>b.</b> Made you feel that the Council cared about its tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**24** Overall, how would you rate the way we delivered our services to you during the COVID-19 pandemic?

Very good	Fairly good	Neither	Fairly poor	Very poor
				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**25** Do you have any other comments on our support during this COVID-19 pandemic?

# Wellbeing

**26** How much do you agree or disagree that:

	Strongly agree		Neither		Strongly disagree	Prefer not to say
a. I have a good quality of life in my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
b. I feel part of the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
c. I don't feel lonely or isolated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

# The future

**27** What **ONE** thing could Caerphilly Homes do to improve their services for you? [write in](#)

General comments only. For a response please contact the Council on **01443 864086**.

**28** We have highlighted seven areas that we think we should be focusing on over the next 10 years, please tell us which you consider to be the **top three** priorities?

tick no more than **THREE** boxes

- Local Services** - access to housing staff and services within your local community
- Housing Quality** - keeping homes safe, warm and secure, meeting people's needs in communities where they want to live
- Housing Availability** - building new homes and making homes affordable
- Tenant Focus** - listening to tenants and working with them to improve services
- Technology and Innovation** - making sure we make the best use of technology for tenants and staff
- Support and Assistance** - providing services that help people access housing, maintain a tenancy and improve their quality of life
- Climate Change** - meeting targets to reduce carbon and making homes more energy efficient



# A bit about you ...

These questions are **optional**, but they help us make sure the survey matches the makeup of our tenants and to check we are meeting everyone's different needs.

**29** Is the main person filling in this survey:

tick ONE only

Male

Female

Prefer not to say

Other (write in)

**30** How old is the main person filling in this survey?

write in 

**31** Are your day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?

tick ONE only

Yes - limited a lot

Yes - limited a little

No

Prefer not to say

**32** What is your preferred language?

tick ONE only

Welsh

English

Prefer not to say

Other including BSL (write in)

**33** Please tell us if you've ever felt that your experience in dealing with Caerphilly Homes was different in any way (better or worse), because of who you are, or are perceived to be, as an individual (e.g. because of your age, your ethnic origin, your language requirements, your disabilities, your sexual orientation or gender, or anything else that makes you an individual)?

write in 

# Thank you!

**Please return in the enclosed freepost envelope for your chance to win up to **£250** in shopping vouchers!**

**Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN**

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## Privacy

You have a number of rights in relation to the information we hold about you, including the right of access to your information and the right of complaint if you are unhappy with the way your information is processed. For further information on how we process the information and your rights please visit the Council's website or contact Caerphilly Homes on 01443 864086 or email: [tenantinvolvement@caerphilly.gov.uk](mailto:tenantinvolvement@caerphilly.gov.uk)



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