### HOUSEHOLD INFORMATION

1. Does anyone in your household have any of the following disabilities?  
   ✓ any that apply
   - Physical
   - Sensory (sight/hearing etc.)
   - Mental health
   - Other (please say)

### ABOUT YOUR HOUSING & AREA

2. Please say how much you agree or disagree with the following statements about your local area:
   a) My local area is a place where people from different backgrounds get on well together.
   - Strongly agree
   - Agree
   - Neither agree/disagree
   - Disagree
   - Strongly disagree

   b) My local area is a place where ethnic differences are respected.
   - Strongly agree
   - Agree
   - Neither agree/disagree
   - Disagree
   - Strongly disagree

3. Of the problems you have identified in question 17, please rank the three worst problems in your area.  
   (Please insert numbers from question 17 in the boxes below. Please do not tick the boxes).
   - Worst problem
   - Second worst problem
   - Third worst problem

### CONTACT WITH HOUSING SERVICES

4. How do you prefer to contact your landlord?  
   ✓ one box only
   - By phone
   - By visiting/face to face contact
   - By Internet/email
   - By writing

### 5. Are the opening hours of your local housing office convenient for you?
   - Yes
   - No, I need it open longer
   - I rarely/never contact the office

### 6. Taking into account your home and the services your landlord provides, do you think that the service charge for this property represents good or poor value for money?
   - Very good value
   - Fairly good value
   - Neither good nor poor value
   - Fairly poor value
   - Very poor value

### 7. How satisfied are you with the income (i.e. rent charge) management and collection services provided by your landlord?
   ✓ one only
   - Very satisfied
   - Fairly satisfied
   - Neither satisfied nor dissatisfied
   - Fairly dissatisfied
   - Very dissatisfied

### YOUR REPAIRS SERVICE

8. Thinking about your last completed repair, how would you rate it in terms of ...?  
   Please answer each question
   - Helpfulness of staff when reporting a repair
   - Ease of reporting a repair
   - Overall, how satisfied were you with your last repair?
10 Have you had any of the following major works carried out on your property in the last 12 months? ✓ any that apply
- Double glazing
- Central heating
- External painting/decoration
- Lighting schemes

11 Generally, how satisfied are you with the major works carried out?
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

12 Please say how often you have experienced the following neighbour problems in or near your home during the past 2 years.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Never</th>
<th>Once</th>
<th>A few times</th>
<th>Frequently</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abusive language</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Threats of violence</td>
<td></td>
<td></td>
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<tr>
<td>Racial harassment</td>
<td></td>
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<tr>
<td>Assault (including mugging)</td>
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<tr>
<td>Unreasonable noise</td>
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<tr>
<td>Serious nuisance from children</td>
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<tr>
<td>Graffiti</td>
<td></td>
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<tr>
<td>Other unreasonable behaviour</td>
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</tr>
</tbody>
</table>

13 If you have experienced any of the above problems during the past two years, what action did you take? ✓ any that apply
- I spoke directly to the person involved
- I reported the problem to Hounslow Homes
- I reported the problem to the police
- I did nothing
- I dealt with it myself
- Other

14 If you have experienced any of the above problems during the past two years, did you report them to your landlord?
- Yes
- No

15 If you reported the problem(s) to your landlord, how satisfied are you with the response you received?
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

16 Have the problem(s) been sorted out?
- Yes
- No
- Too soon to say

17 Do you live on an estate?
- Yes
- No

ESTATE SERVICES
18 How do you rate the following services on your estate?

Please answer each question

<table>
<thead>
<tr>
<th>Service</th>
<th>Neither</th>
<th>Very Poor</th>
<th>Poor</th>
<th>Fairly Poor</th>
<th>Good</th>
<th>Fairly Good</th>
<th>Very Good</th>
<th>Doesn't apply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caretaking/cleaning</td>
<td></td>
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<tr>
<td>Gardening/grass cutting</td>
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<tr>
<td>Concierge service</td>
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<tr>
<td>Neighbourhood Warden</td>
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<td>Removal of abandoned vehicles</td>
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<td>Graffiti removal</td>
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<td>Lift maintenance</td>
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<td>Estate lighting</td>
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<td>Play area facilities</td>
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</tbody>
</table>

19 Which of the following methods would you like your landlord to use to provide you with new information about policies, benefits, rents, etc.?

✓ any that apply

- Local meetings
- Newsletters
- Notes with the rent/service charge statement
- Via the Residents’ Association
- Personal letters from your landlord
- Leaflets through your door
- Via an Annual Report
- Through the tenants’/leaseholders’ handbook
- Posters
- Local press
- Through housing services staff
- Via email
- Mobile phone text alerts
- Via the website
- Other method (please say)

20 In which type of property do you live?

<table>
<thead>
<tr>
<th>Property Type</th>
<th>House/</th>
<th>Sheltered housing</th>
<th>Flat/</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>bungalow</td>
<td>scheme</td>
<td>maisonette</td>
</tr>
</tbody>
</table>

21 What is your religion?

✓ one box only

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion (please say)

22 How would you describe your sexual orientation?

✓ one box only

- Heterosexual
- Bisexual
- Lesbian
- Gay
- Transgender/transexual
- Refuse to say

23 What is your date of birth?

Day (DD) / Month (MM) / Year (YYYY)

24 Would you like your landlord to communicate with you in any of the following ways?

Please answer each question Yes No

- Braille
- Large print
- Audio cassette