

# Allocation of social housing satisfaction survey

This survey is useful for councils and housing association who have responsibility for letting social housing. It provides an opportunity to assess satisfaction levels to improve the current service and can be used annually to provide baseline data to compare with.

Q1. How easy did you find it to get in touch with service dealing with allocation of lettings?

- Very Easy
- Fairly Easy
- Not Very Easy
- Difficult
- Very Difficult

Q2. Did you get information that was easy to understand?

- Yes
- No
- Some

Q3. How helpful were the staff involved?

- A Lot
- A Little
- Some
- No Opinion

Q4. How well were you kept up to date with progress?

- A Lot
- Enough
- A little
- None at all

Q5. How well did we listen to what you had to say?

- A Lot
- A Little
- None At All
- No Opinion

Q6. Did we treat you fairly at all times?

Yes

No

Q7. What could we do to improve our current allocations policy?

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Q8. What is your current tenancy status?

Council tenants

Housing association tenants

Home seeker

Q9. When was the last time you contacted the service allocating housing?

Within the last three months

Within the last 12 months

Within the last six months

Longer than 12 months

Q10. How did you contact us?

By letter

By email

By phone

At an office

Q11. What was the purpose of your contact?

To enquire about an existing application

To request Housing registration forms

To enquire about a new application

To make enquiries about a vacant property

To check position on the housing list