

10. If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **Please tick one box**
- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Neighbourhood Management

11. How satisfied or dissatisfied are you with Hull City Council's approach to handling anti-social behaviour? **Please tick one box**
- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know

11.a Please tell us why

12. Do you live in a building with communal areas, either inside or outside, that Hull City Council is responsible for maintaining? **Please tick one box**

Yes **Go to Q13** No **Go to Q14**

13. If yes, how satisfied or dissatisfied are you that Hull City Council keeps these communal areas clean and well maintained? **Please tick one box**

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

14. How satisfied or dissatisfied are you that Hull City Council Housing Service makes a positive contribution to your neighbourhood? **Please tick one box**

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know

15. How satisfied or dissatisfied are you with your neighbourhood as a place to live? **Please tick one box**

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

15.a Please tell us why

Contact and Communication

16. When you need to get in touch how would you prefer to contact Hull City Council Housing Services? **Please tick one box**

Via council website / app Via social media By telephone Visit a council office By text / SMS By email By letter in writing

17. Have you contacted Hull City Council Housing Services in the last 12 months with a query (other than to pay your rent or service charges)? **Please tick one box**

Yes (**Go to Q18**) No **Go to Q20**

18. Thinking about any particular occasion during the last 12 months, how did you contact Hull City Council Housing Services? **Please tick one box**

Via council website / app By text / SMS Spoke to a council officer in my home/ neighbourhood
 Via social media By email Spoke to tradesperson in my home / neighbourhood
 By telephone By letter in writing
 Visit a council office

19. How satisfied were you with your experience when you made this contact with Hull City Council Housing Services? **Please tick one box**

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

19.a Please tell us why

Complaints

20. Have you made a complaint to Hull City Council housing services in the last 12 months? **Please tick one box**

- Yes **Go to Q21** No **Go to Q22**

21. If yes, how satisfied or dissatisfied are you with Hull City Council's approach to complaints handling? **Please tick one box**

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

21.a Please tell us why

22. Do you know how to make a complaint regarding Hull City Council housing services? **Please tick one box**

- Yes No Not applicable

Recommending our service

23. How likely would you be to recommend the Housing Service to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? **Please tick one box**

- 0 1 2 3 4 5 6 7 8 9 10

About You

These questions help us to make sure that we collect the views of all types of residents and to help us make sure that we deliver all of our services fairly. They are used to understand your answers only, will be confidential and not be tied back to you. If you leave your contact details at the end of this survey, they will be removed before analysis of the results is carried out and will not be reported. Leave any question you don't want to answer blank

What is your postcode? This does not tell us your address

What year were you born? **Write in the space (YYYY)**

In which of the following age ranges are you? **Please tick one box**

- 16 - 24 25 - 34 35 - 44 45 - 54 55 - 64 65 - 74 75+

Which of the following best describes you? **Please tick one box.**

- Male / Man FTM Non-binary
 Female / Woman MTF Other (please state your preferred term)

If you prefer to use your own term, or there is anything else about your gender you would like to say about your gender or gender identity, please use the space below

Which of the following best describes your ethnic background? **Please tick one box**

- | | | |
|--|---|---|
| <input type="checkbox"/> White - British / English / Welsh / Scottish / Northern Irish | <input type="checkbox"/> Black / Black British | <input type="checkbox"/> Arab |
| <input type="checkbox"/> Other White (please state) | <input type="checkbox"/> Asian / Asian British | <input type="checkbox"/> Other (please state) |
| | <input type="checkbox"/> Mixed / Multiple ethnicities | |

Are your day-to-day activities limited due to a health problem or impairment which has lasted, or is expected to last, at least 12 months? (Please include conditions such as mental health issues or those related to ageing).

Please tick one box

- Yes, a little Yes, a lot No

Have you ever served in the Armed Forces? **Please tick one box**

- Yes (please state below) No

You said that you served in the Armed Forces. Please tell us which service.

Which one of the following best describes your *household*? **Please tick one box**

- | | |
|---|--|
| <input type="checkbox"/> Keeping up with bills / credit commitments without any difficulties | <input type="checkbox"/> Falling behind with some bills/credit commitments |
| <input type="checkbox"/> Keeping up with bills / credit commitments, but it is a struggle from time to time | <input type="checkbox"/> Having real financial problems, have fallen behind with many bills / credit commitments |
| <input type="checkbox"/> Keeping up with bills / credit commitments, but it is a constant struggle | <input type="checkbox"/> Don't have any bills / credit commitments |
| | <input type="checkbox"/> I don't know / prefer not to say |

Do you have access to the internet at home? **Please tick all that apply**

- Yes, via fixed broadband Yes, via satellite Don't have access to the internet
- Yes, via mobile broadband Yes, via my mobile phone

Getting involved in decisions that affect you

Sign up for the The People's Panel and tell Hull City Council what you think. Everything you say will be kept confidential, so you can tell us what your *really* think. You don't have to come to any meetings - just leave your details and we will send you a link to our surveys. Fabulous prizes to be won each time you complete a survey. It couldn't be easier - just provide your details, including your email address below

Name

Email

Thank you for your time.