

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

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

**How satisfied or dissatisfied are you that EHL provides a home that is well maintained?**

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

**Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that EHL provides a home that is safe?**

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

**How satisfied or dissatisfied are you with the overall quality of your home?**

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

**Do you live in a building with communal areas, either inside or outside, that EHL is responsible for maintaining?**

Yes / No / don't know

(if yes the next question is asked)

**How satisfied or dissatisfied are you that EHL keeps these communal areas clean and well-maintained?**

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

**Has EHL carried out a repair to your home in the last 12 months?**

Yes / No

(if yes the next question is asked)

**How satisfied or dissatisfied are you with the overall repairs service from EHL over the last 12 months?**

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

**How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**

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

**How satisfied or dissatisfied are you with the way EHL deals with repairs and maintenance?**

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

**If you are not satisfied with how EHL deals with repairs and maintenance, please could you explain the reason why?**

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**How satisfied or dissatisfied are you that EHL makes a positive contribution to your neighbourhood?**

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

**How satisfied or dissatisfied are you with EHL's approach to handling anti-social behaviour?**

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

**Have you ever reported a case of anti social behaviour to EHL?**

Yes / No

**Have you made a complaint to EHL in the last 12 months?**

Yes / No

(if yes the next question is asked)

**How satisfied or dissatisfied are you with EHL approach to complaints handling?**

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

**To what extent do you agree or disagree with the following 'I know how to make a complaint to EHL if I am not happy with the service I receive'?**

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not applicable / Don't know

**To what extent do you agree or disagree with the following EHL treats me fairly and with respect?**

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not applicable / Don't know

**How satisfied or dissatisfied are you that EHL listens to your views and acts upon them?**

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

**How satisfied or dissatisfied are you that EHL keeps you informed about things that matter to you?**

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

**How satisfied or dissatisfied are you that EHL is easy to deal with?**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied

- Fairly dissatisfied
- Very dissatisfied

**Why do you say that about the ease of dealing with EHL?**

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**If EHL could do ONE thing to improve its services, what would you like it to be?**

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**The results of this survey are confidential. However, would you be happy for us to give your responses to EHL with your name attached so that they have better information to help them improve services?**

Yes / No

**Would you be happy for EHL to contact you to follow up any of the comments or issues you have raised?**

Yes / No

**Do you have any housing related issues at the moment that you would like a member of EHL staff to contact you about?**

Yes / No

**Please can you tell me what you would like to discuss with a member EHL staff, and we will pass on these details.**

**Please be aware that it may take anything up to 2-3 weeks EHL to get back to you, but please be assured that we are passing on these details.**

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