

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lewes District Council?

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

How satisfied or dissatisfied are you that Lewes District Council 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 Lewes District Council 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 Lewes District Council is responsible for maintaining?

Yes / No / don't know

(if yes the next question is asked)

How satisfied or dissatisfied are you that Lewes District Council keeps these communal areas clean and well-maintained?

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

Has Lewes District Council 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 Lewes District Council 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 Lewes District Council deals with repairs and maintenance?

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

If you are not satisfied with how Lewes District Council deals with repairs and maintenance, please could you explain the reason why?

How satisfied or dissatisfied are you that Lewes District Council 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 Lewes District Council'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 antisocial behaviour to Lewes District Council?

Yes / No

Have you made a complaint to Lewes District Council in the last 12 months?

Yes / No

(if yes the next question is asked)

How satisfied or dissatisfied are you with Lewes District Council's 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 Lewes District Council 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 Lewes District Council 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 Lewes District Council 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 Lewes District Council 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 Lewes District Council 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 Lewes District Council?

If Lewes District Council could do ONE thing to improve its services, what would you like it to be?

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

Yes / No

Would you be happy for Lewes District Council 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 Lewes District Council staff to contact you about?

Yes / No

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

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