

All your answers will be treated in the strictest confidence and will be stored securely.

● **SECTION 1 – YOUR LANDLORD**

Q1 Which of the following best describes your landlord? Please tick ✓ one box only

- | | | | |
|---|--------------------------|-------------------------|--------------------------|
| Housing association or registered social landlord (RSL) | <input type="checkbox"/> | Co-Operative | <input type="checkbox"/> |
| Owned and managed by the council | <input type="checkbox"/> | Other (Please write in) | <input type="checkbox"/> |
| Owned by the council and managed by an ALMO (Arms Length Management Organisation) | <input type="checkbox"/> | | |
| Owned by the Council and managed by a Tenant Management Organisation (TMO) | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |

Q2 Which of the following best describes you? Are you... Please tick ✓ one box only

- | | | | |
|--|--------------------------|-------------------------|--------------------------|
| A tenant who rents | <input type="checkbox"/> | A leaseholder | <input type="checkbox"/> |
| A shared owner (own part but not all of your home) | <input type="checkbox"/> | Other (Please write in) | <input type="checkbox"/> |
| | | | |

Q3 How satisfied, or dissatisfied, are you with the services provided by your landlord? Please tick ✓ one box only

- | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q4 And what, if anything, does your landlord do well? *Please rate the performance of your landlord, where 1 means poor and 5 means excellent.*

Repairs and maintenance	<input type="checkbox"/>	Customer service (e.g. answering the phone quickly when you ring)	<input type="checkbox"/>
Health and safety for tenants	<input type="checkbox"/>	Dealing with complaints	<input type="checkbox"/>
Looking after the communal areas of your estate / building	<input type="checkbox"/>	Dealing with anti-social behaviour	<input type="checkbox"/>
Looking after the neighbourhood	<input type="checkbox"/>	Help with housing benefit	<input type="checkbox"/>
Security in your neighbourhood	<input type="checkbox"/>	Help with money or debt advice	<input type="checkbox"/>
Providing community facilities	<input type="checkbox"/>	Help with getting a job or developing your skills	<input type="checkbox"/>
Keeping you informed	<input type="checkbox"/>	Other (Please write in)	<input type="checkbox"/>
Giving you the chance to have your say	<input type="checkbox"/>	<input type="text"/>	

Q5 And what are the 3 most important things to you in a landlord? *Please write the first, second and third most important in the boxes below.*

Repairs and maintenance	<input type="checkbox"/>	Customer service (e.g. answering the phone quickly when you ring)	<input type="checkbox"/>
Health and safety for tenants	<input type="checkbox"/>	Dealing with complaints	<input type="checkbox"/>
Looking after the communal areas of your estate / building	<input type="checkbox"/>	Dealing with anti-social behaviour	<input type="checkbox"/>
Looking after the neighbourhood	<input type="checkbox"/>	Help with housing benefit	<input type="checkbox"/>
Security in your neighbourhood	<input type="checkbox"/>	Help with money or debt advice	<input type="checkbox"/>
Providing community facilities	<input type="checkbox"/>	Help with getting a job or developing your skills	<input type="checkbox"/>
Keeping you informed	<input type="checkbox"/>	Other (Please write in)	<input type="checkbox"/>
Giving you the chance to have your say	<input type="checkbox"/>	<input type="text"/>	

Q6 In your opinion what, if anything, does your landlord need to do better?

Please say in the box below.

● SECTION 2 – THE NEW REGULATOR AND EXCELLENT SERVICE

Q7 Can you tell us about any organisations that you deal with that give you really great service — this could be a shop, a public service such as your Council or GP, or any other type of company. If so, what is so good about it?

Please say in the box below.

Q8 And, in your opinion, how could your landlord provide ‘excellent service’?

Please say in the box below.

Q9 Please tick from the list below what you consider to be the three most important priorities for the TSA. *Please tick ✓ up to three boxes only.*

- | | | | |
|---|--------------------------|--|--------------------------|
| Ensuring reasonable / affordable rents | <input type="checkbox"/> | Keeping homes up to date and in a decent condition | <input type="checkbox"/> |
| Improving the complaints process | <input type="checkbox"/> | Upkeep of communal areas and facilities | <input type="checkbox"/> |
| Dealing with anti-social behaviour | <input type="checkbox"/> | The financial performance of landlords | <input type="checkbox"/> |
| Information from landlords to tenants | <input type="checkbox"/> | Making sure the standards are met | <input type="checkbox"/> |
| Opportunities for tenants to have their say with their landlord | <input type="checkbox"/> | Other (Please write in) | <input type="checkbox"/> |
| Opportunities for tenants to speak directly to the regulator | <input type="checkbox"/> | <div style="border: 1px solid black; height: 20px; width: 350px;"></div> | |
| Repairs and maintenance of homes | <input type="checkbox"/> | | |

Q10 To make sure that tenants get a good level of service, the TSA is going to set new standards for landlords. Should these standards be agreed locally with tenants, or should there be national standards for all landlords in England?

Please tick ✓ one box only.

- | | |
|---|--------------------------|
| Local standards | <input type="checkbox"/> |
| National standards | <input type="checkbox"/> |
| Some national standards but flexibility to agree local standards where needed | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |
| Don't mind | <input type="checkbox"/> |

● SECTION 3 — CHOICE

Q11 To make sure tenants have enough choice, which of the following are the most important? *Please tick ✓ all boxes that apply.*

Repairs & maintenance (when carried out, choice of contractor, option to do it yourself, etc)

Design of your home (colour scheme, choice of kitchen, fittings, etc)

Different levels of service for different levels of rent/service charge (e.g. how often communal areas are cleaned, undertaking own repairs for a lower rent)

Community services (e.g. community centre, after-school club)

Option to move to another landlord (without moving house) if the service isn't good enough

Q12 Thinking about the services you get now from your landlord, do you think you have enough choice, or not? *Please tick one box only.*

Yes enough choice

No not enough choice

Don't know/not sure

● SECTION 4 — QUESTIONS ABOUT YOU

Please complete these questions which will help us to see if there are differences between the views of different tenants. All the information you give will be kept completely confidential.

Q13 Which type of event, if any, have you attended as part of the TSA's National Conversation? Please tick ✓ one box only.

Regional event

Local event

Filled out a paper questionnaire

None

Don't know

Q14 Please can you give us your postcode? To keep this confidential please leave off the last two letters (e.g. if your full postcode was SE1 9UL, please enter 'SE1 9')

Q15 Are you male or female? Please tick ✓ one box only.

Male

Female

Q16 Which of the following age bands do you fit into? Please tick ✓ one box only.

16 - 24

25-34

35-44

45-54

55-64

65-74

75+

Q17 To which of these groups do you consider you belong to?

Please tick ✓ one box only

White		Black or Black British	
British	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
Irish	<input type="checkbox"/>	African	<input type="checkbox"/>
Any other White background	<input type="checkbox"/>	Any other Black background	<input type="checkbox"/>
Mixed		Asian or Asian British	
White & Black Caribbean	<input type="checkbox"/>	Indian	<input type="checkbox"/>
White & Black African	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
White & Asian	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Any other Mixed background	<input type="checkbox"/>	Any other Asian background	<input type="checkbox"/>
Chinese & other ethnic groups			
Chinese	<input type="checkbox"/>		
Other ethnic group	<input type="checkbox"/>		

Q18 Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time) Please tick ✓ one box only.

Yes

No

The following 2 questions are included to help the TSA fulfil our commitments to equality.

Q19 What is your religion? Please tick ✓ one box only

None	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
Christian	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
Buddhist	<input type="checkbox"/>	Any other religion (<i>Please write in</i>)	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	<input type="text"/>	
Jewish	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

Q20 How would you describe your sexual orientation? *Please tick ✓ one box only*

Heterosexual

Bisexual

Gay Man

Other

Gay Woman

Prefer not to say

This form should be sent to the address below, to arrive by Monday 16 March 2009.
You do not need a stamp.

**The National Conversation
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THANK YOU