

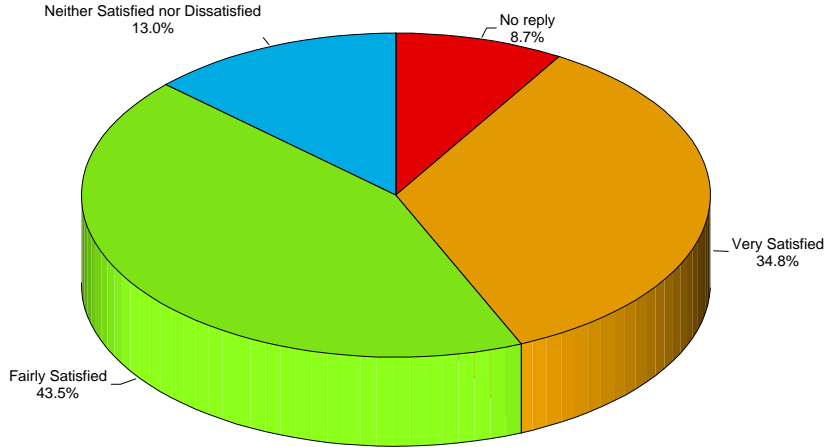


BABERGH DISTRICT COUNCIL

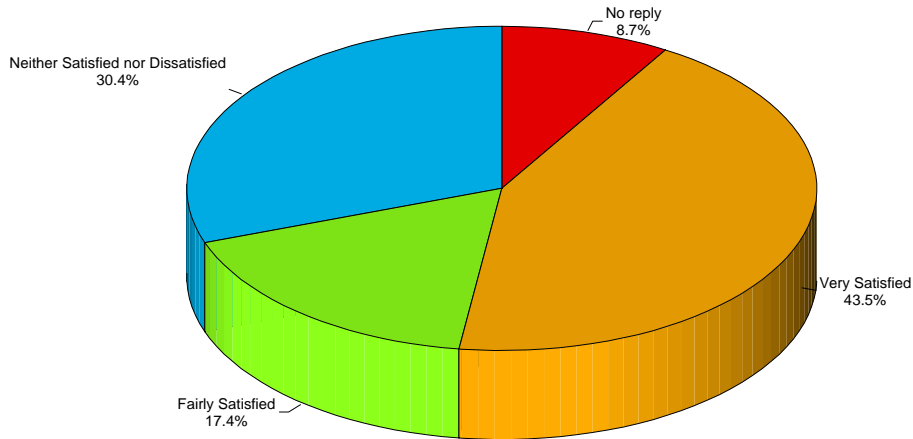
HOUSING SURVEY 2004

ANALYSIS GROUP 'A'

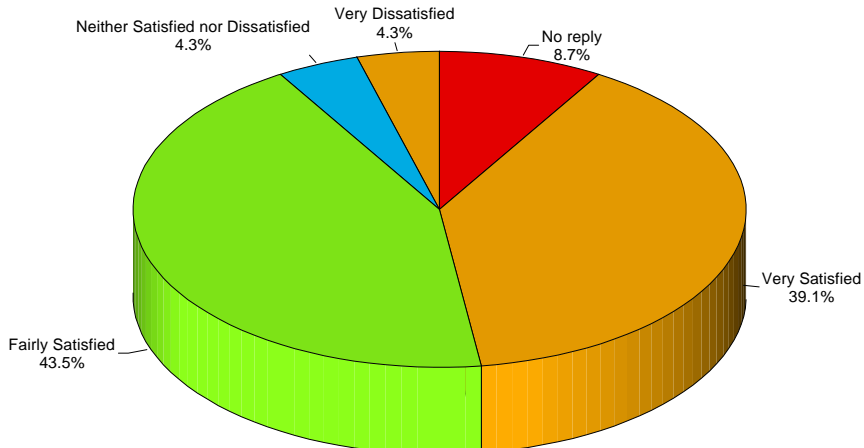
1. When you first approached the Council were you satisfied with the way our staff helped you?



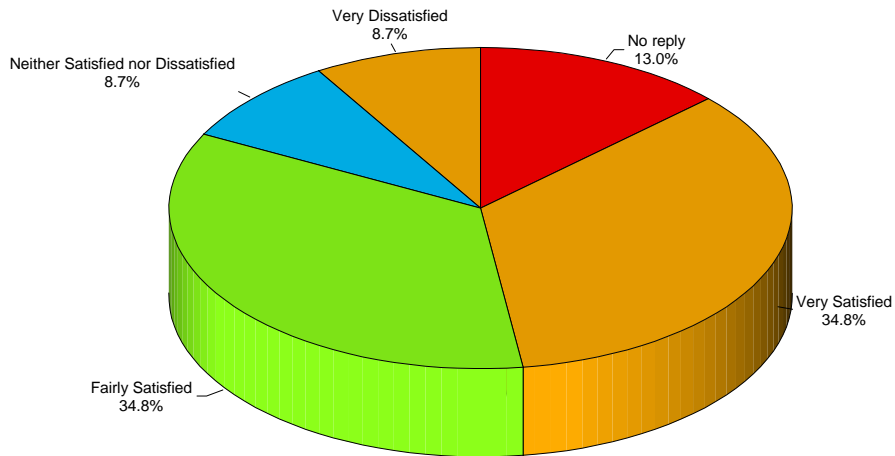
2. Were you satisfied that our staff were sympathetic to your problems?



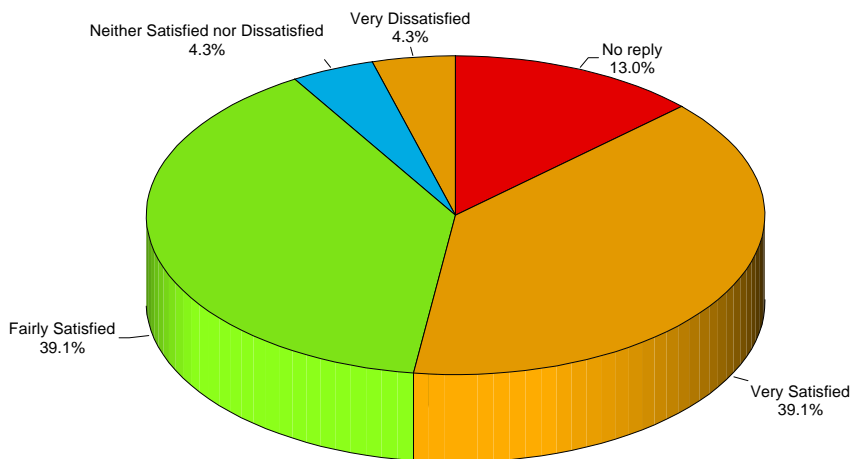
3. Were you satisfied with the information you were given?



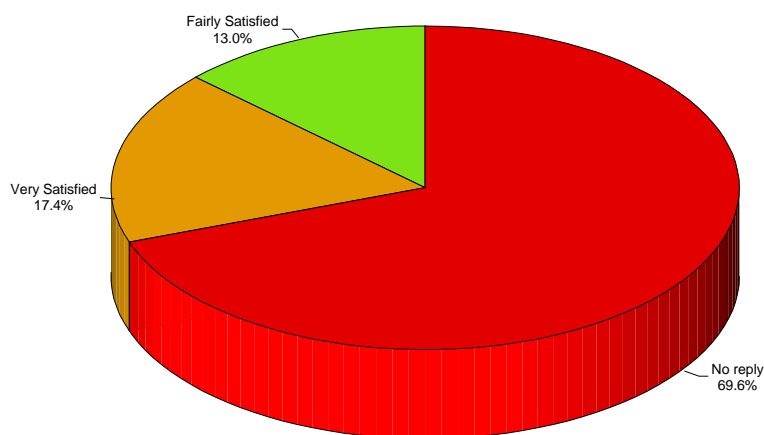
4. Were you satisfied with the information provided was clear and understandable?



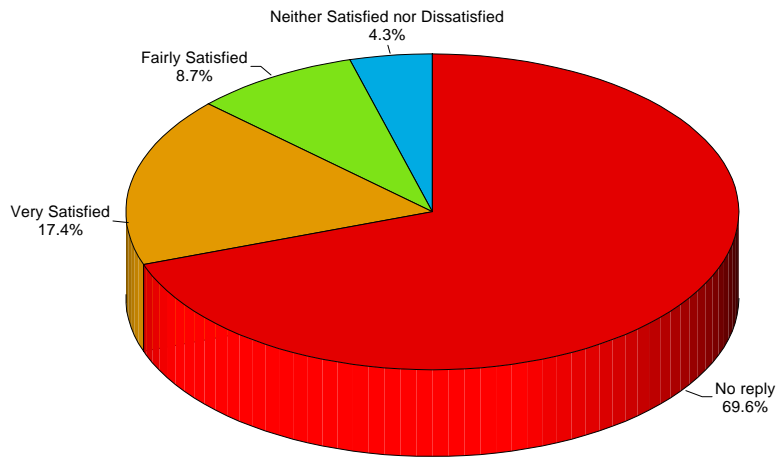
5. Were you satisfied that the application form was easy to complete?



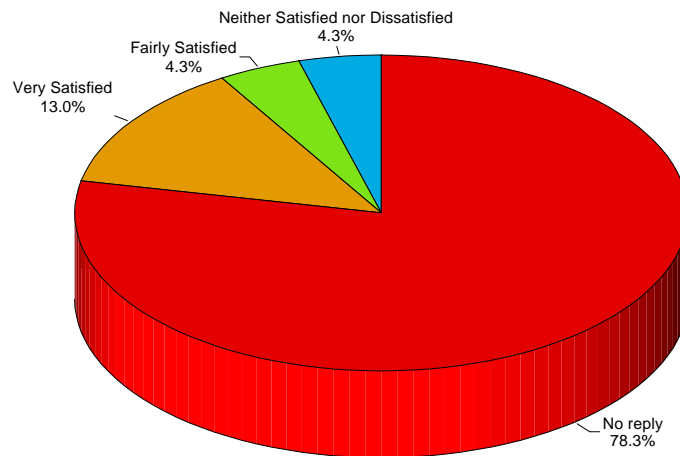
6. Where a home visit was made, were you satisfied that this was done within a reasonable time after you returned your application?



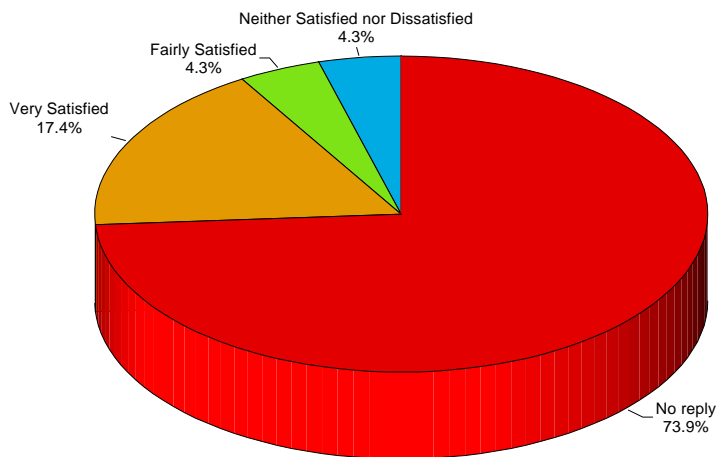
7. Were you satisfied that the home visit was useful and informative?



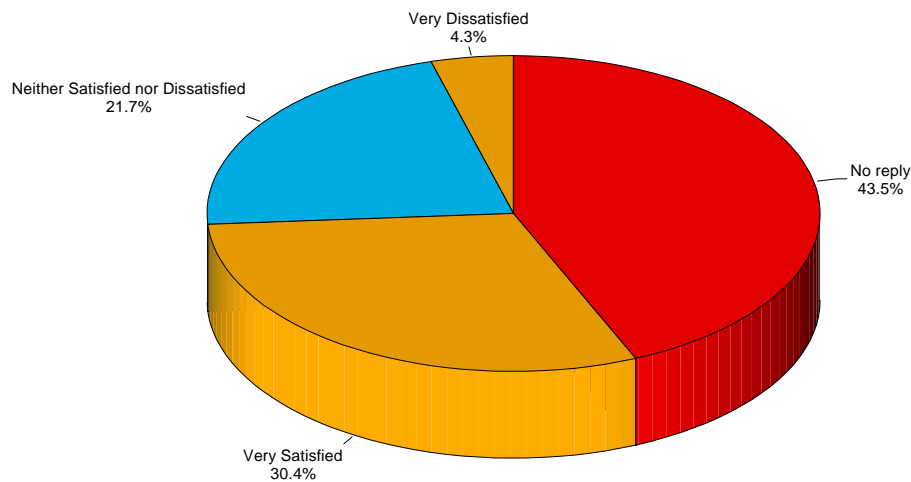
8. After the home visit was any necessary follow-up action (such as medical assessments) completed within a satisfactory time?



9. Were you satisfied that you were given adequate information about the outcome of your application?



10. Were you satisfied with the information in your points breakdown letter?



11. Do you have any suggestions about how the service would be improved such as improved literature or application forms?

- I haven't had a home visit as I live in Eire, but I found the staff at Hadleigh offices more than helpful and will be calling there again in a few weeks as I am very anxious to get home since my husband passed away.
- No, I have learning difficulties and with the help of my support worker there was no problem
- Finding houses or flats for people so you don't have a long register so people have to wait
- To treat all applicants as equals, as a girl recently told me she was in Stour House for 6 months (same amount of people as me in her family) She was housed in 6 months, I was in 14 months and she was homeless a long time after myself
- A shortened/amended form for single O.A.P's applying for sheltered accommodation.
- I had no points breakdown in my letter, just one figure, so I have no idea how the system really works, if that answers your question.
- I'm very disappointed that living in a three bedroom house with my dad and two brothers, being in a very small bedroom, with a 6 month old baby that I have very little points. I know there are not a lot of houses going but please could you look at my application again as I am living very crowded at the moment, with a 6 month old baby, she has a lot of clothes and toys, I can hardly fit 2 wardrobes into my room. It would be very much appreciated if you could possible help.

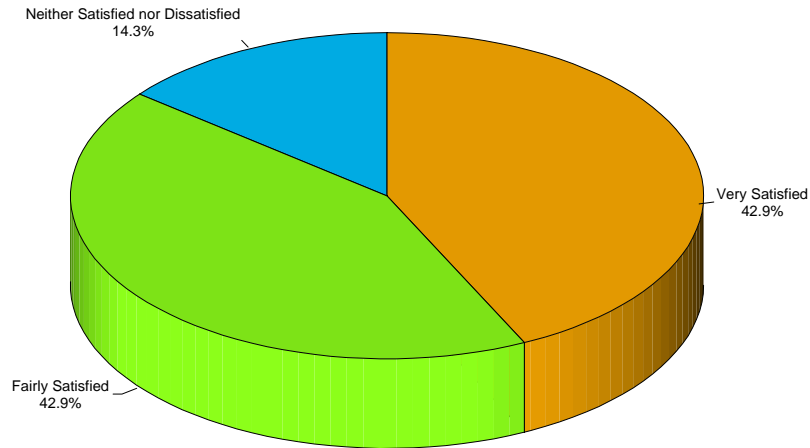


BABERGH DISTRICT COUNCIL

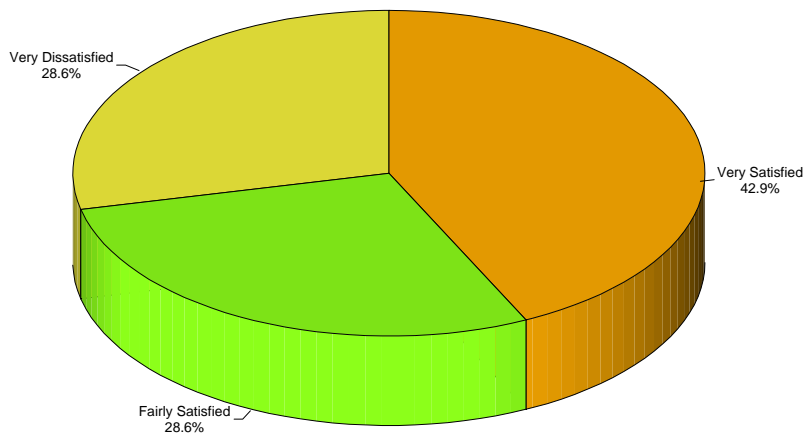
HOUSING SURVEY 2004

ANALYSIS GROUP 'B'

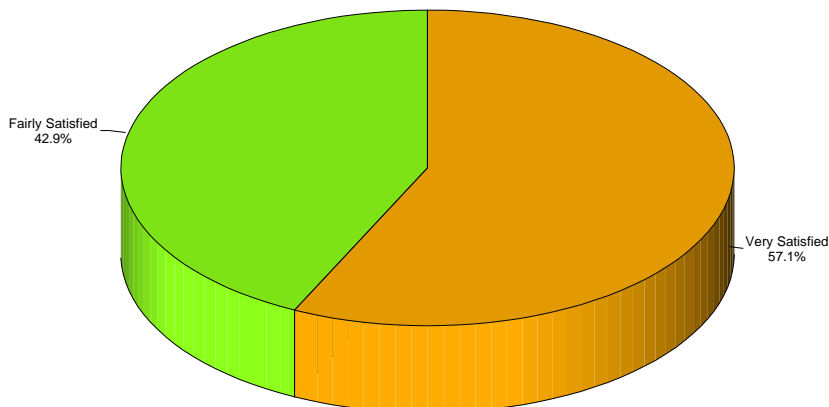
1. When you first approached the Council were you satisfied with the way our staff helped you?



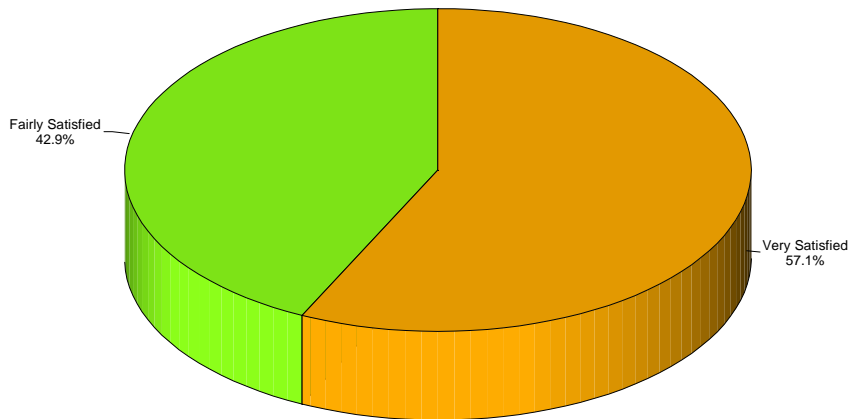
2. Were you satisfied that our staff were sympathetic to your problems?



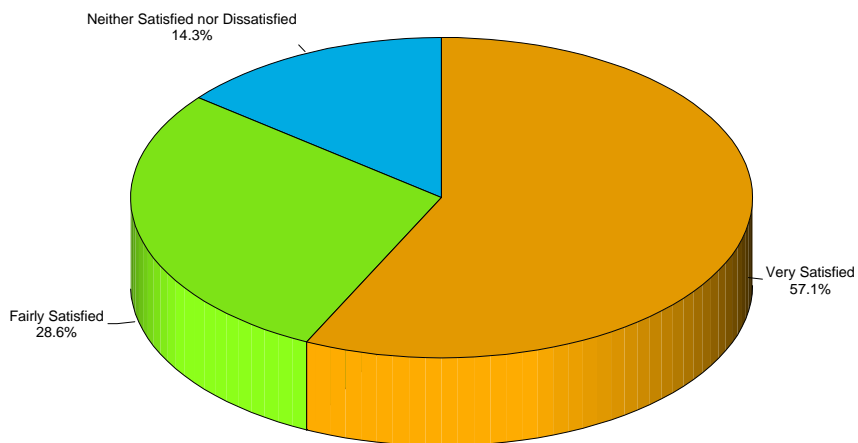
3. Were you satisfied with the information you were given?



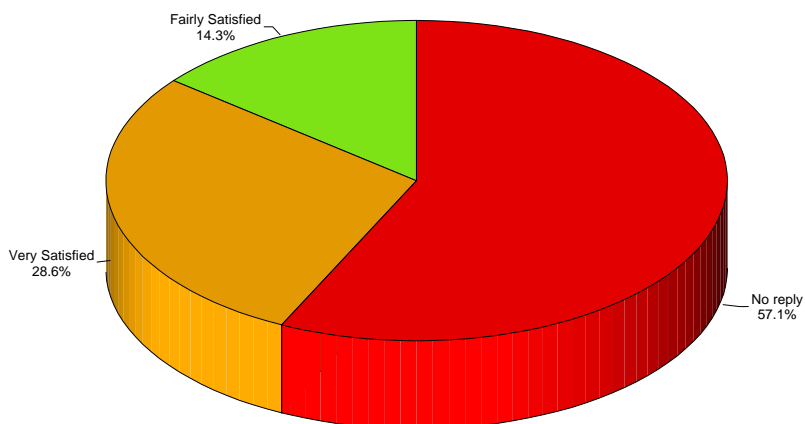
4. Were you satisfied with the information provided was clear and understandable?



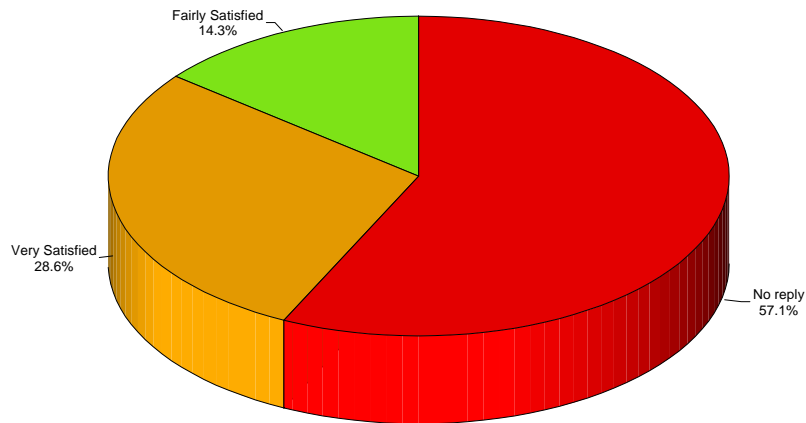
5. Were you satisfied that the application form was easy to complete?



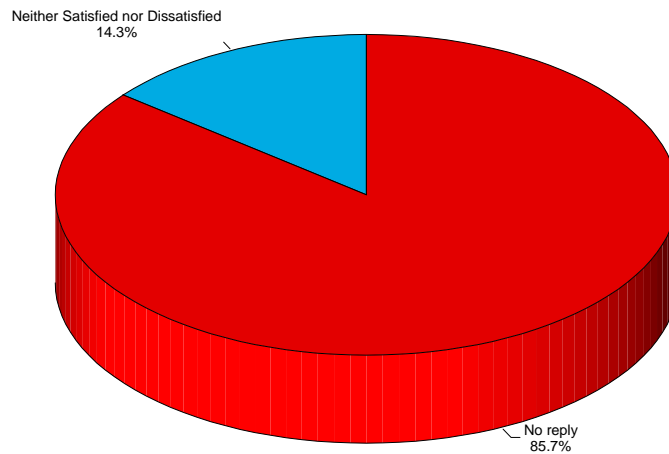
6. Where a home visit was made, were you satisfied that this was done within a reasonable time after you returned your application?



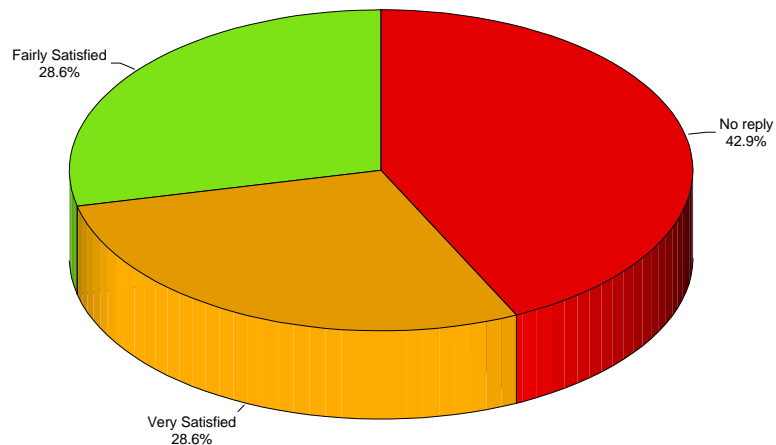
7. Were you satisfied that the home visit was useful and informative?



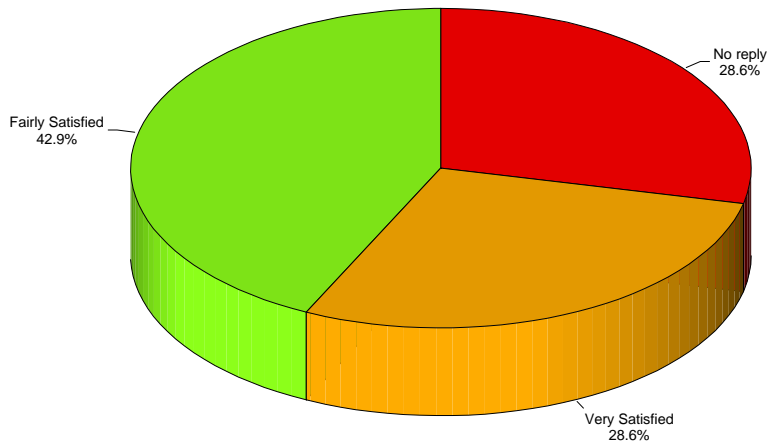
8. After the home visit was any necessary follow-up action (such as medical assessments) completed within a satisfactory time?



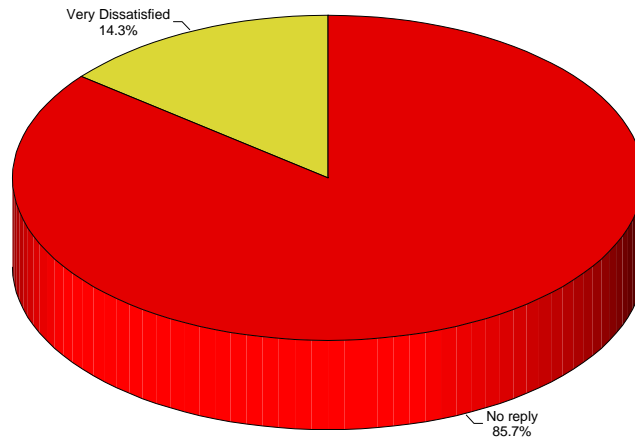
9. Were you satisfied that you were given adequate information about the outcome of your application?



10. Were you satisfied with the information in your points breakdown letter?



11. If you have been offered a property by the Council was that offer to your satisfaction?



12. Do you have any suggestions about how the service would be improved such as improved literature or application forms?

- An earlier indication of the rent would have been helpful.
- I'm sure you have heard it all before, if I was a single Mum you would find a home very easily I am providing Hadleigh with fire cover a public service and I get put at the bottom of the pile, its not just women who are the victims.



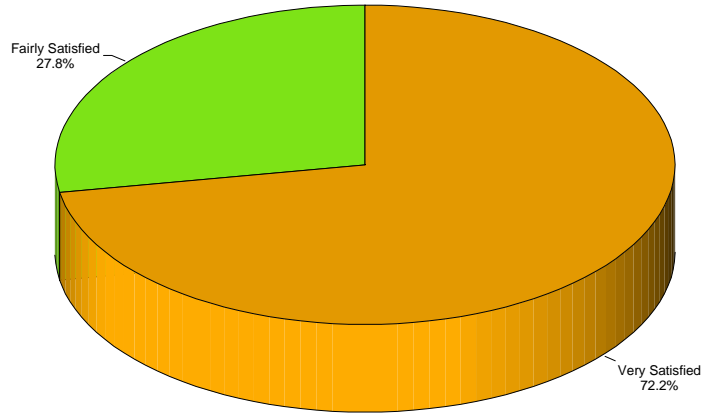
BABERGH DISTRICT COUNCIL

HOUSING SURVEY 2004

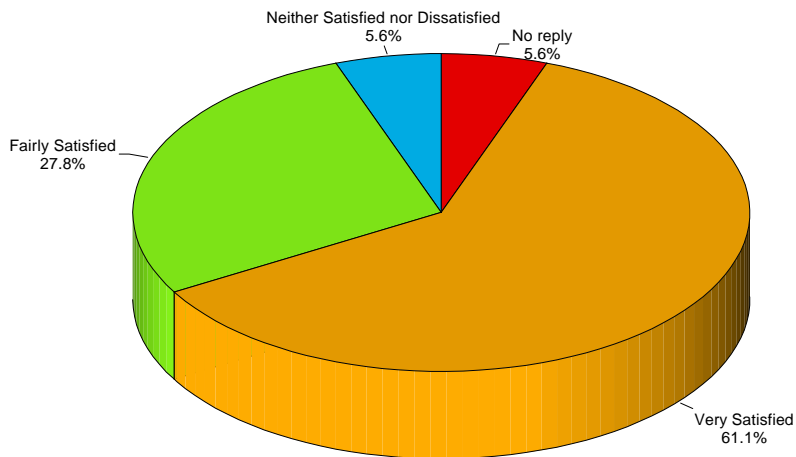
ANALYSIS GROUP 'C'

SECTION A

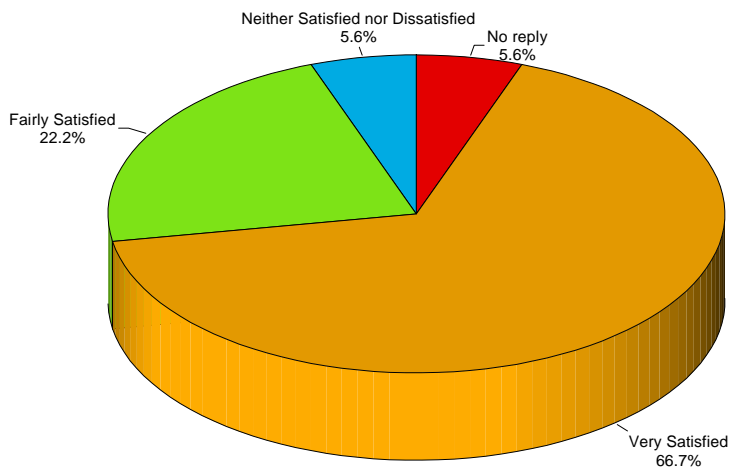
1. When you first approached the Council were you satisfied with the way our staff helped you?



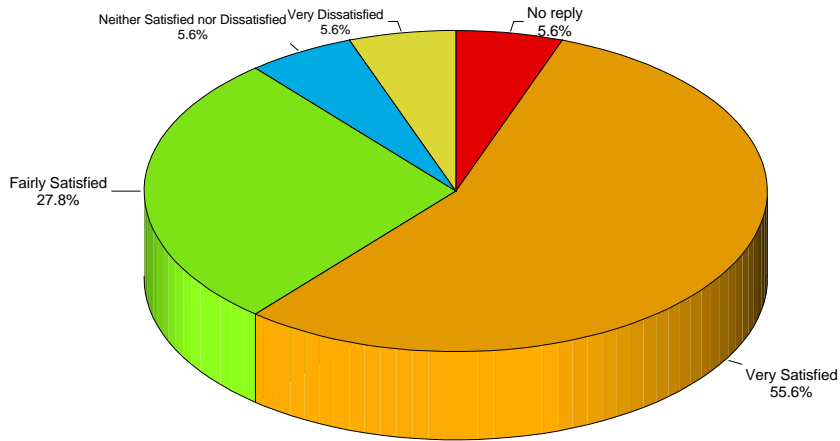
2. Were you satisfied that our staff were sympathetic to your problems?



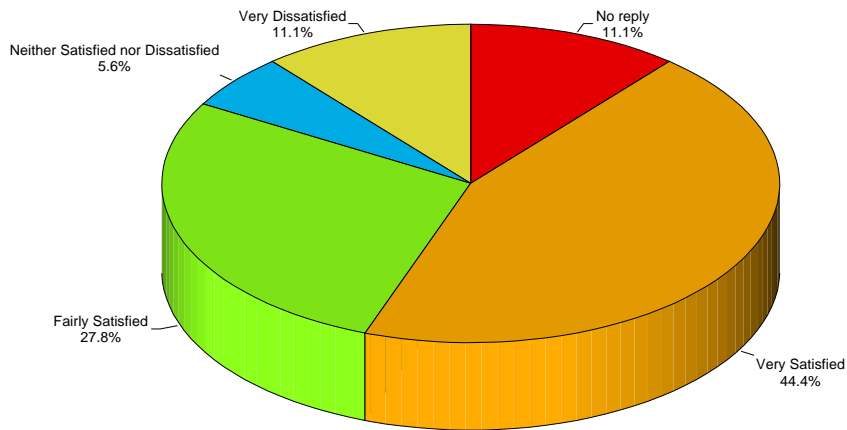
3. Were you satisfied with the information you were given?



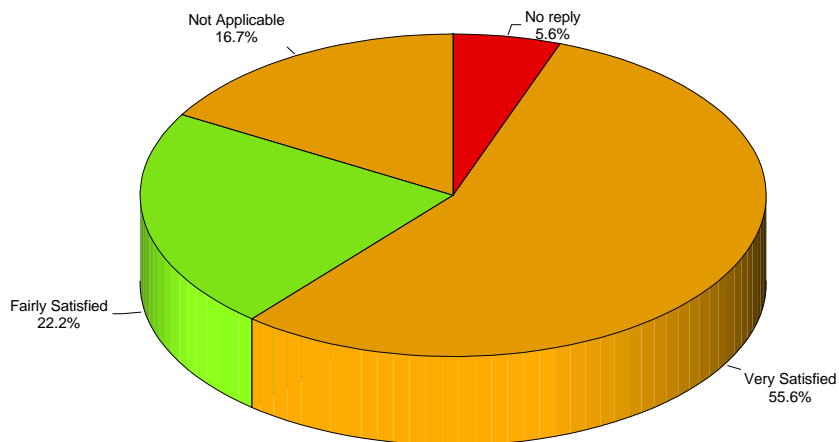
4. Was the written material provided clear and understandable?



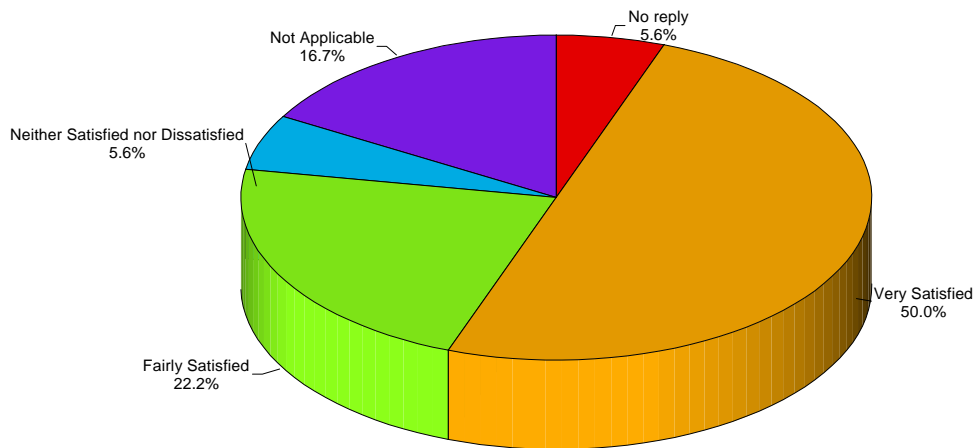
5. Was the application form easy to complete?



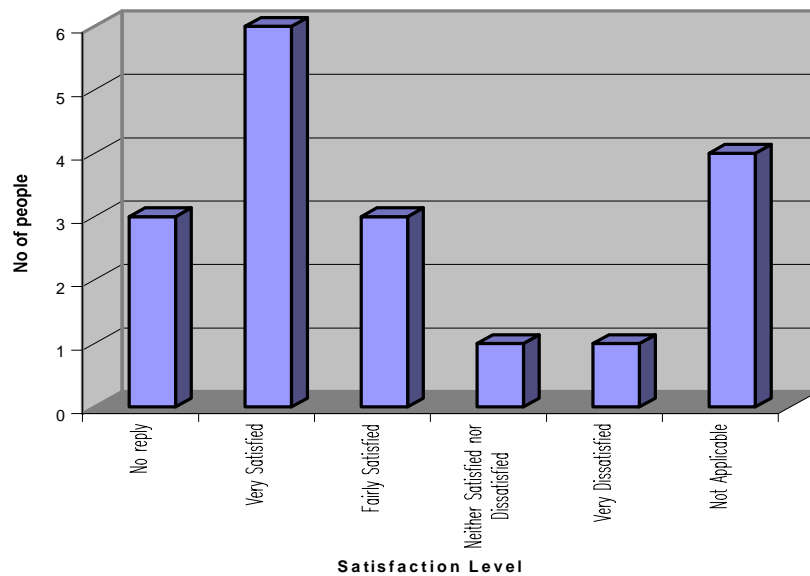
6. Where a home visit was made, did you feel this was done within a reasonable time after you returned your application?



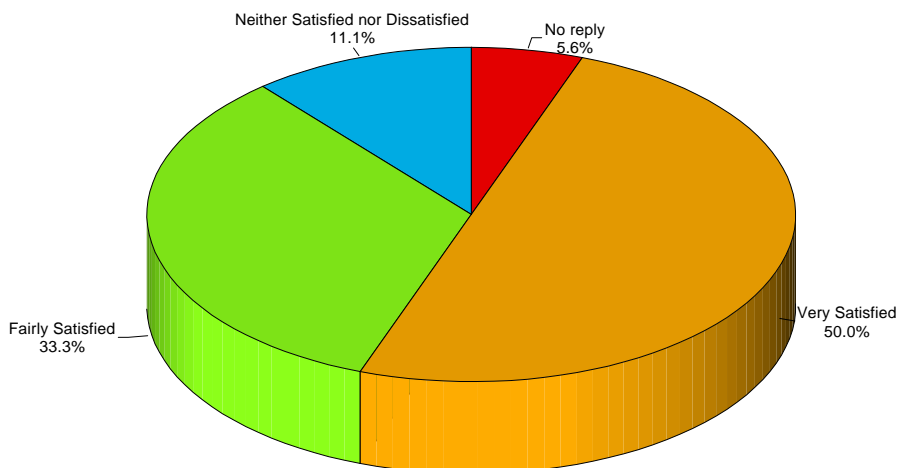
7. Did you find the home visit useful and informative?



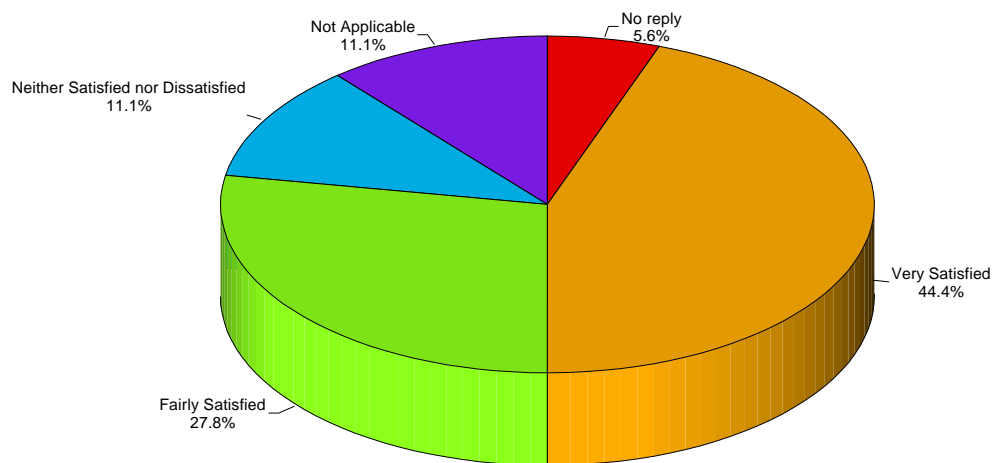
8. After the home visit was any necessary follow-up action (such as medical assessments) completed within a satisfactory time?



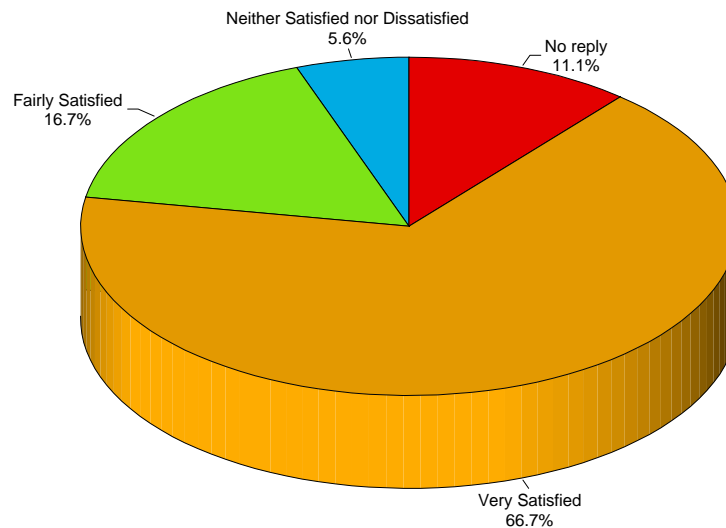
9. Do you feel that you were given adequate information about the outcome of your application?



10. Did you understand the letter giving your points breakdown?



11. If you have been offered a property by the Council was that offer to your satisfaction?

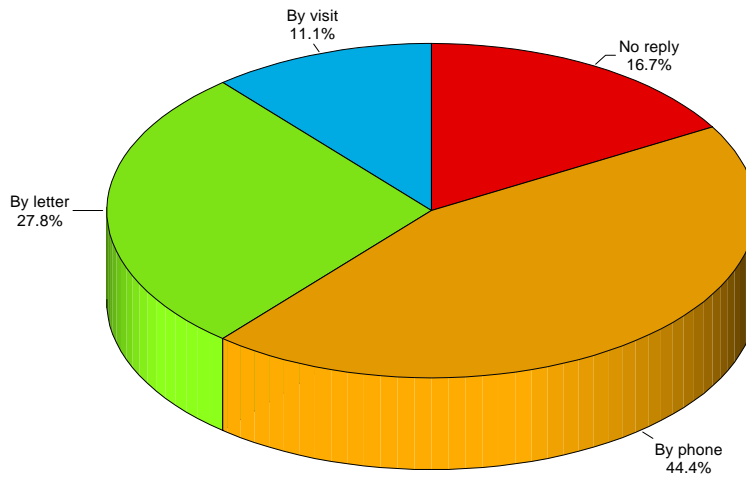


12. Do you have any suggestions about how the service would be improved such as improved literature or application forms?

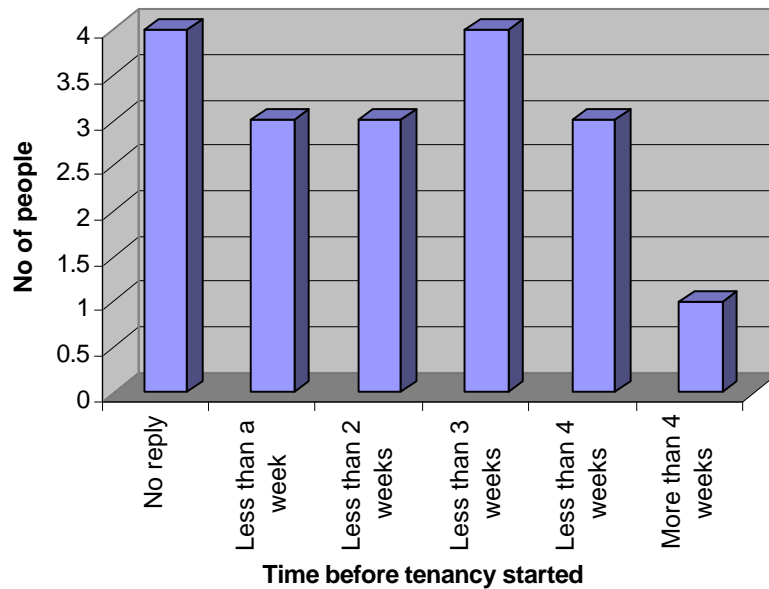
- No.
- Forms could be more simpler for there are sheets that don't concern a lot of tenants. Thank you.
- People of my age do not appreciate the necessity to fill in such daunting application forms for goodness sake cut down on the number of questions!

SECTION B

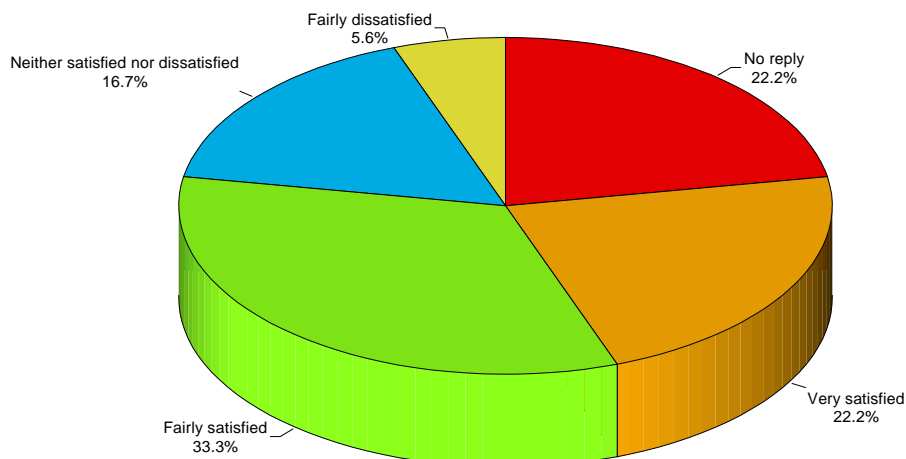
1. How did you learn that you were going to be offered a property?



2. How much time did you have from first being made aware that you had been offered a property to when your tenancy started?



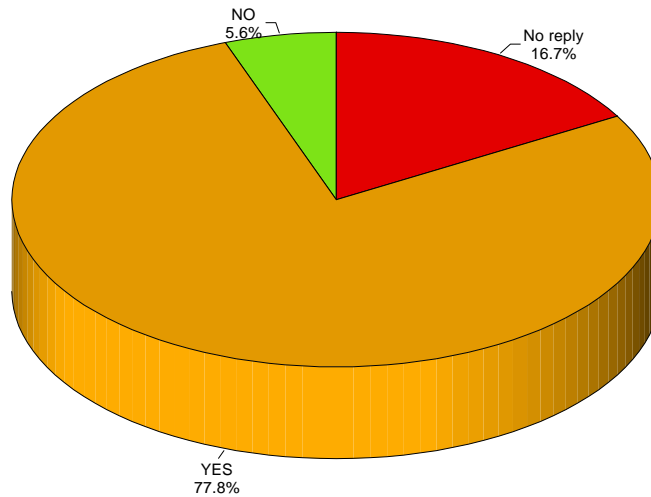
3. How satisfied were you with the amount of time that you had to arrange your move?



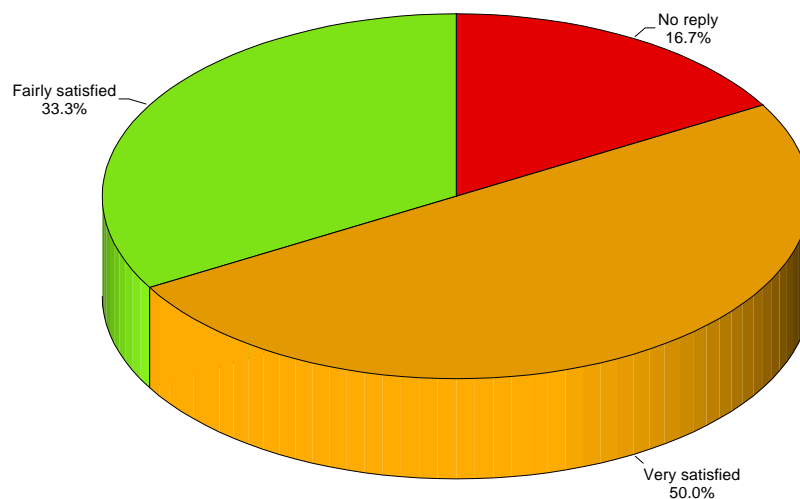
If you were fairly dissatisfied or very dissatisfied, please give details:

- (Moving from flat 35 to flat 18) Less than 2 weeks (originally only 1 week) to completely clean & redecorate due to condition of flat. Very hard to arrange.
- A lot of work had to be done to the house it was a pigsty and with a little boy disabled we had to decorate quickly.

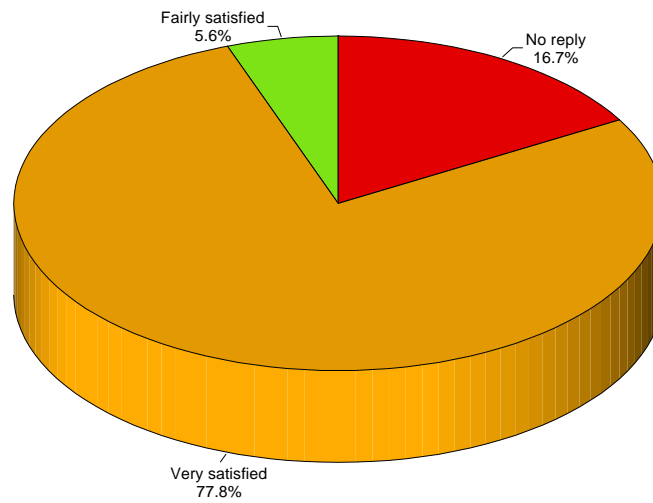
4. Were you able to view the property before you signed your tenancy agreement?



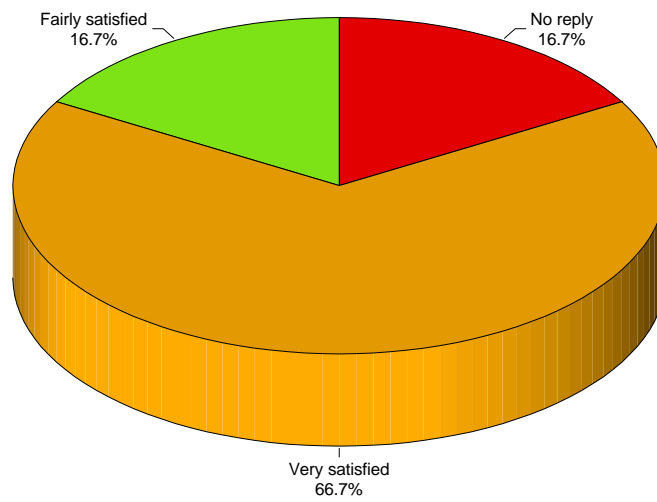
5. How satisfied were you with how the conditions of tenancy i.e. anti-social behaviour, tenants participation, other responsibility, were explained to you before you signed your tenancy agreement?



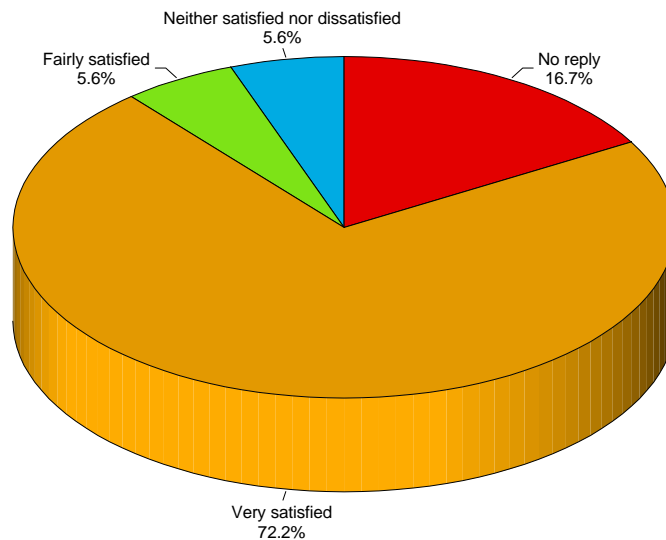
6. How satisfied were you with the manner of the member of staff who signed you up for your tenancy?



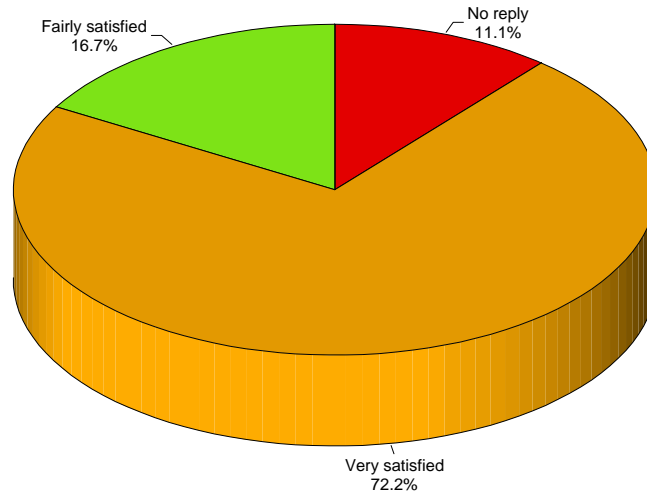
7. How satisfied were you with the information you were given about your home?



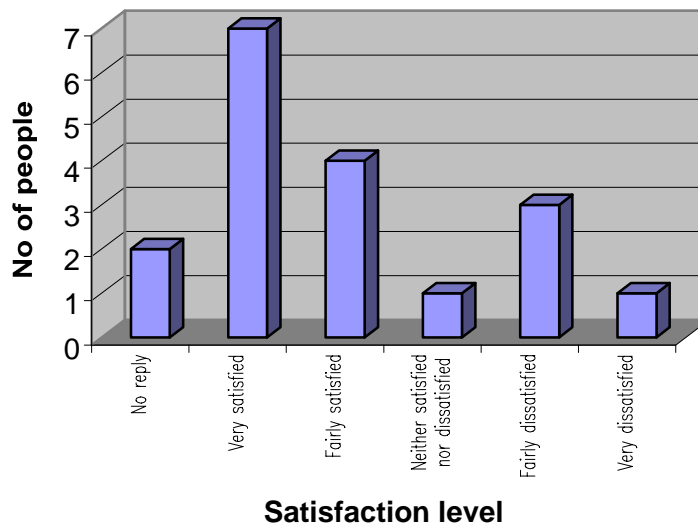
8. How satisfied were you over the arrangements made for you to get the keys?



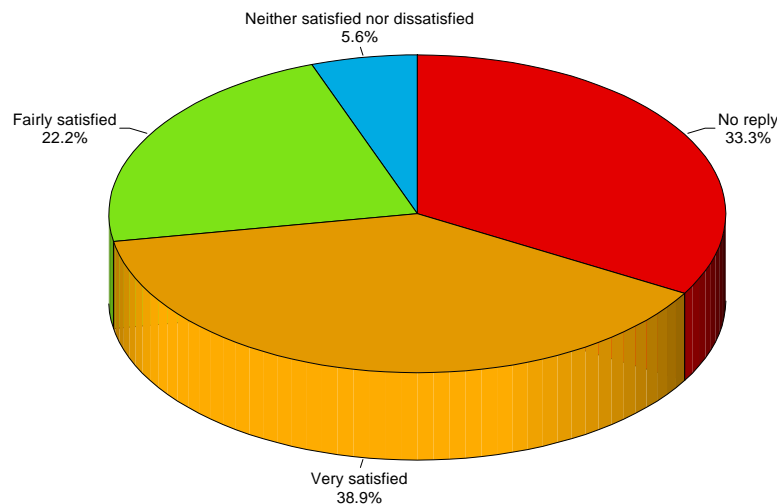
9. Overall, how satisfied were you with the way that you were offered the property, and the quality of the information and help provided?



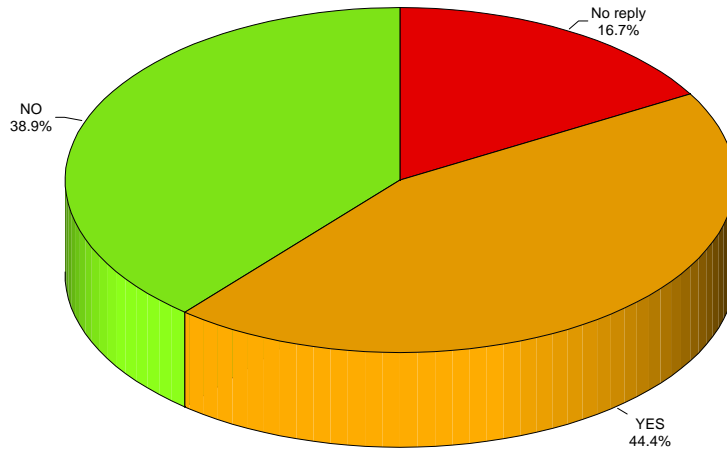
10. How satisfied were you with the condition of the property when you moved in?



11. If there had been repairs carried out in your property prior to you moving in, how satisfied were you with the quality of the repairs that were done?



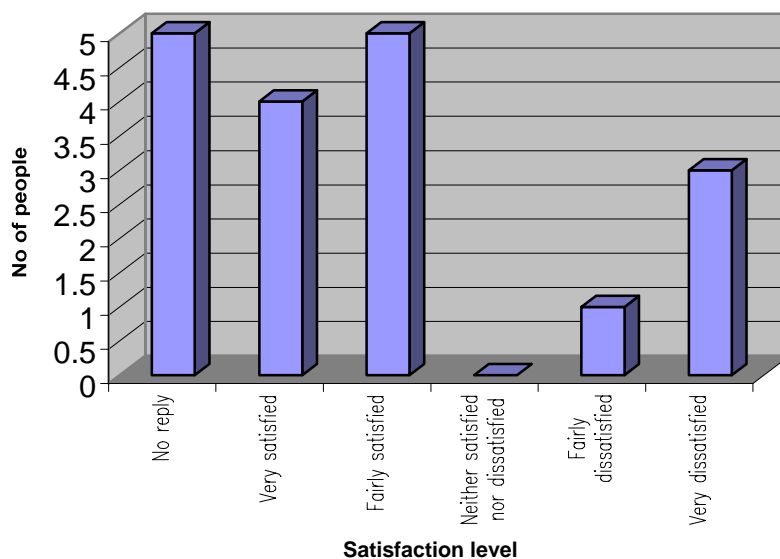
12. Do you think that other repairs should have been done in the property?



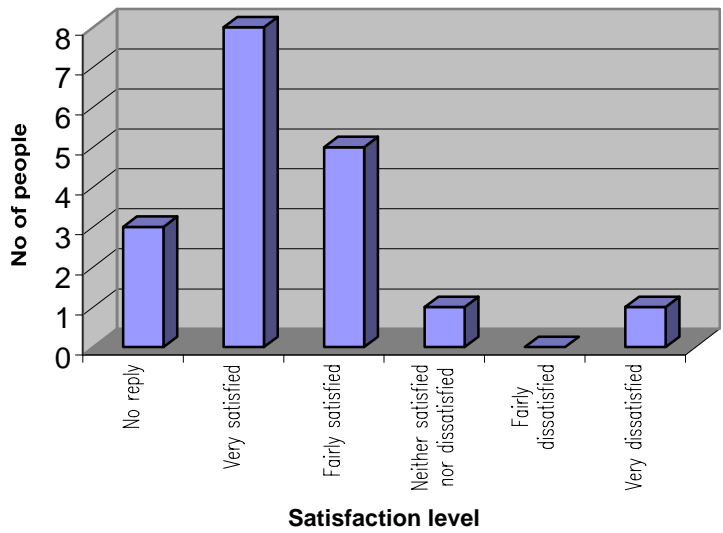
If YES, please give details:

- Hot water no pressure.
- Gas supply wasn't working (plumbed incorrectly).
- When we moved in we couldn't open living room window, we phoned to complain - still waiting, ended up doing it ourselves.
- Change catches on window. Draughty window in bedroom.
- Bath room needs doing.
- I think the electric repairs and sink tap should have been done before I moved in.
- Don't know what work is to be carried out till you have moved in.
- Electrics, fence and heating.
- A proper survey should have been carried out prior to offering the tenancy, by a qualified surveyor as would be the case in the private sector and the findings notified to the prospective tenant.

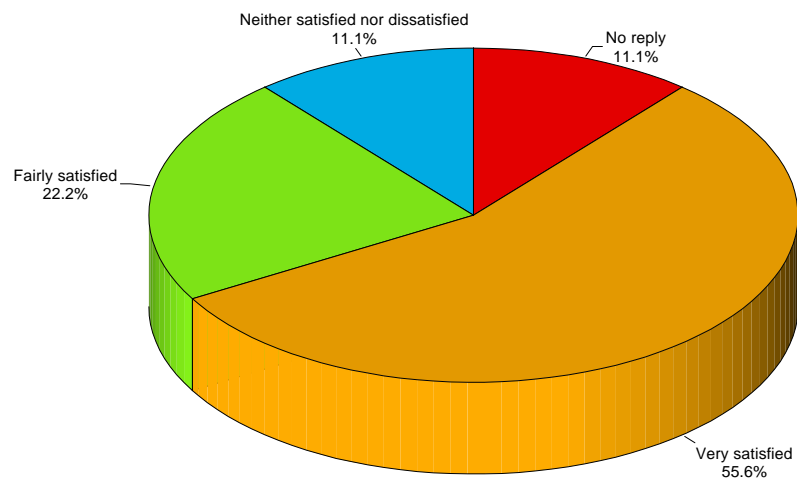
13. If you were given a grant to assist with the cost of decorating, were you satisfied with the amount?



14. Overall, how satisfied are you with the condition of the property that you have been offered?



15. Overall, how satisfied are you with the service offered by Babergh District Council?



Results compiled February 2004