

# Your Housing - Your Say

The questionnaire and monitoring form should be completed by the tenant or leaseholder at this address, or their partner/spouse or carer, and returned in the Freepost envelope provided.

Every completed questionnaire returned by the **closing date of Wednesday 27th June 2012** will be entered into a draw with a chance to win one of four prizes of £250 Tesco vouchers.

## Your Housing - Your Say

**Q1 Do you know that your home has been managed by Enfield Homes, the Council's ALMO, since April 2008?** Please ✓ one box only

Yes  No

**Q2 Are you a tenant or a leaseholder?** Please ✓ one box only

Tenant  Leaseholder

**Q3 How long have you been a tenant or leaseholder with Enfield Council?** Please ✓ one box only

Before April 2008  After April 2008  Don't remember

**Q4 Since April 2008 has the housing service you receive improved or got worse?** Please ✓ one box only

Greatly improved  Improved  Stayed the same  Got worse  Got much worse  Don't know

**Q5 How satisfied or dissatisfied are you with each of the following housing services?** Please ✓ one box for each service

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Repairs service (including communal repairs)	<input type="checkbox"/>					
Decent homes works	<input type="checkbox"/>					
Response to antisocial behaviour	<input type="checkbox"/>					
Resident involvement	<input type="checkbox"/>					
Accessing customer services easily	<input type="checkbox"/>					
Management of your estate	<input type="checkbox"/>					
Grounds maintenance	<input type="checkbox"/>					
Rent/service charge collection	<input type="checkbox"/>					

**Q6 How satisfied or dissatisfied are you with the overall housing service you receive from Enfield Homes?** Please ✓ one box only

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  Don't know

**Q7 From April 2013, who would you prefer to manage your home and provide the housing services listed in question 5 above?** Please ✓ one box only

Enfield Homes  Housing services provided directly by the Council

Your prize draw number is:

# Equality and Diversity Monitoring

Thank you for completing this monitoring information. If you would prefer not to answer a particular question, please tick the "prefer not to say" box.

We are committed to protecting your right to privacy as a tenant or leaseholder of Enfield Council. Your personal details will be kept confidential.

## Q1 What is your gender?

Male  Female  Transgender  Prefer not to say

## Q2 What is your age group?

18-30  31-45  46-55  56-65  65 and over  Prefer not to say

## Q3 Do you consider yourself to have a disability?

Yes  No  Prefer not to say

## Q4 What is your ethnic origin?

✓ one only

### White or White British

British

Irish

Any other White background (please describe below)

### Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background (please describe below)

### Asian or Asian British

Indian

Pakistani

Bangladeshi

Sri Lankan

Chinese

Any other Asian background (please describe below)

### Black or Black British

Caribbean

African

Any other Black background (please describe below)

### Other Ethnic Groups

Please describe your ethnic background below

### Not Stated

I do not wish to state my ethnic background

Thank you for completing the questionnaire - your help is greatly appreciated.

Please return the survey in the freepost envelope provided.

© Kwest Research