

<b>Questionnaire</b>		
<b>QUESTION_NUMBER</b>	<b>qText</b>	<b>rating_scale</b>
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Oxford City Council?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
2	How satisfied or dissatisfied are you that Oxford City Council provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Oxford City Council provides a home that is safe? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
1B_OLD	Please can you explain the reason for your answer	n/a
2A_OLD	How satisfied or dissatisfied are you with the quality of your home?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
2B_OLD	Please can you explain the reason for your answer...	n/a
3_OLD	Thinking specifically about the building you live; How satisfied or dissatisfied are you that Oxford City Council provides a home that is well maintained and safe for you to live in?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Dont know
7_OLD	How satisfied or dissatisfied are you with the value for money of your rent?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
8_OLD	How satisfied or dissatisfied are you with the value for money of your service charge?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
9A_OLD	How satisfied or dissatisfied are you with the energy efficiency (money saving) of your home, and the level of insulation in your home?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
9B_OLD	If you are not satisfied with your home's energy efficiency or insulation, would you consider additional options (solar panels, interior, exterior or loft insulation) if they were available?	Yes, No
4	Do you live in a building with communal areas, either inside or outside, that Oxford City Council is responsible for maintaining?	Yes, No
5	How satisfied or dissatisfied are you that Oxford City Council keeps these communal areas clean and well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
6	If you are not satisfied with your home and/or communal areas, please provide more information and what Oxford City Council could improve.	n/a
7	How satisfied or dissatisfied are you with the safety and security of your high-rise block?	Very satisfied , Fairly satisfied , Neither satisfied nor dissatisfied, Fairly dissatisfied , Very dissatisfied , Don't know

8	Has Oxford City Council carried out a repair to your home in the last 12 months?	Yes, No
9	How satisfied or dissatisfied are you with the overall repairs service from Oxford City Council over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
10	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
11	Generally, how satisfied or dissatisfied are you with the way Oxford City Council deals with repairs and maintenance?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
12	If you are not satisfied with the repairs and maintenance service, please provide more information and what Oxford City Council could improve.	n/a
12_OLD	If you are not satisfied with how Oxford City Council deals with repairs and maintenance, please could you explain the reason why?	n/a
13	How satisfied or dissatisfied are you that Oxford City Council listens to your views and acts upon them? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
14	How satisfied or dissatisfied are you that Oxford City Council keeps you informed about things that matter to you? (Please read all response options)	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
15	To what extent do you agree or disagree with the following 'Oxford City Council treats me fairly and with respect'? (Please read all response options).	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
16	How satisfied or dissatisfied are you that Oxford City Council is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
17	If you are not satisfied with customer service and communications, please provide more information and what Oxford City Council could improve.	n/a
20_OLD	If you have contacted Oxford City Council over the last 12 months with a housing related query or request, how would you rate the customer service?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
27_OLD	Would you like to get involved and work with us to make changes and improvements to the services Oxford City Council provides? If you interested and we will pass your details on to the Tenant Involvement Team at Oxford City Council.	Yes, No
18	How satisfied or dissatisfied are you that Oxford City Council makes a positive contribution to your neighbourhood? (Please read all response options)	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know

19	How satisfied or dissatisfied are you with Oxford City Council's approach to handling anti-social behaviour? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don`t know
14_OLD	Have you made an ASB complaint to Oxford City Council in the last year?	Yes, No, Can`t remember
10_OLD	How satisfied or dissatisfied are you with your neighbourhood as a place to live?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don`t know
11_OLD	How satisfied or dissatisfied are you with the overall appearance of your neighbourhood / surrounding area?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don`t know
11A_OLD	If you are not satisfied with your neighbourhood as a place to live or its appearance, can you explain why and suggest what could be improved?	n/a
20	Have you made a complaint to Oxford City Council in the last 12 months?	Yes, No
21	How satisfied or dissatisfied are you with Oxford City Council's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
22	Oxford City Council changed their complaints procedure. You can make a complaint by phoning The Council, writing to customer services or filling in the online customer feedback form. Were you aware of how to make a complaint before today?	Yes, No
23	What one thing could Oxford City Council improve?	n/a
24_1	As a resident, there are many areas of The Council's services that you can become involved in by working with The Council to make changes and improvements to the services they provide. Which of the following services, if any, would you like to become involved in? If you are interested, we will pass your details on to the Tenant Involvement Team at Oxford City Council. Repairs	Multi
24_2	As a resident, there are many areas of The Council's services that you can become involved in by working with The Council to make changes and improvements to the services they provide. Which of the following services, if any, would you like to become involved in? If you are interested, we will pass your details on to the Tenant Involvement Team at Oxford City Council. Safety	Multi

24_3	As a resident, there are many areas of The Council's services that you can become involved in by working with The Council to make changes and improvements to the services they provide. Which of the following services, if any, would you like to become involved in? If you are interested, we will pass your details on to the Tenant Involvement Team at Oxford City Council. Complaints	Multi
24_4	As a resident, there are many areas of The Council's services that you can become involved in by working with The Council to make changes and improvements to the services they provide. Which of the following services, if any, would you like to become involved in? If you are interested, we will pass your details on to the Tenant Involvement Team at Oxford City Council. ASB	Multi
24_5	As a resident, there are many areas of The Council's services that you can become involved in by working with The Council to make changes and improvements to the services they provide. Which of the following services, if any, would you like to become involved in? If you are interested, we will pass your details on to the Tenant Involvement Team at Oxford City Council. Estate Services	Multi
24_6	As a resident, there are many areas of The Council's services that you can become involved in by working with The Council to make changes and improvements to the services they provide. Which of the following services, if any, would you like to become involved in? If you are interested, we will pass your details on to the Tenant Involvement Team at Oxford City Council. None of the above	Multi
25	If you were contacted again in the future and asked to take part in another survey what is your preferred method for taking part?	Telephone call, Postal questionnaire, Email with link to online survey, Text with link to online survey, Not sure
26	Oxford City Council would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to Oxford City Council?	Yes, No
27	Are you happy for Oxford City Council to contact you regarding any information you have provided in this survey?	Yes, No