



About us

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by North Tyneside Council housing services?

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"/>

Repairs and maintenance

2 Has North Tyneside Council housing services carried out a repair to your home in the last 12 months?

Yes **go to Q3** ↓ No **go to Q5** →

3 How satisfied or dissatisfied are you with the overall repairs service from North Tyneside Council housing services over the last 12 months?

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"/>

4 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

scan me



complete online at:

www.arp surveys.co.uk/ntc

your code:
9999mnmw

Your home

5 How satisfied or dissatisfied are you that North Tyneside Council housing services provides a home that is well maintained?

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"/>

6 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that North Tyneside Council housing services provides a home that is safe?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

Communication

7 How satisfied or dissatisfied are you that North Tyneside Council housing services keeps you informed about things that matter to you?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

8 How satisfied or dissatisfied are you that North Tyneside Council housing services listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

9 To what extent do you agree or disagree with the following "North Tyneside Council housing services treats me fairly and with respect"?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

Complaints

10

Have you made a complaint to North Tyneside Council housing services in the last 12 months?

Yes **go to Q11** ↓ No **go to Q12** ↷

11

How satisfied or dissatisfied are you with North Tyneside Council housing services' approach to complaints handling?

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"/>

Communal areas

12

Do you live in a building with communal areas, either inside or outside, that North Tyneside Council housing services is responsible for maintaining?

Yes **go to Q13** ↓ No **go to Q14** ↷ Don't know **go to Q14** ↷

13

How satisfied or dissatisfied are you that North Tyneside Council housing services keeps these communal areas clean and well maintained?

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"/>

Your neighbourhood

14

How satisfied or dissatisfied are you that North Tyneside Council housing services makes a positive contribution to your neighbourhood?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

15

How satisfied or dissatisfied are you with North Tyneside Council housing services' approach to handling anti-social behaviour?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

About you

These questions are optional, but they help us check that the survey matches the makeup of our tenants.

16

How old is the **main** person filling in this survey?

Prefer not to say

17

Is the **main** person filling in this survey:

Male

Female

Prefer not to say

18

Does the **main** person filling in this survey have any physical or mental conditions or illnesses lasting or expected to last 12 months or more?

Yes **go to Q19** ↓

No **skip** ↷

Prefer not to say

19

Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

Yes a lot

Yes a little

Not at all



We want our tenants to be **involved in making decisions** about our housing service - such as how the service is provided, areas for improvement and tenant priorities. We have lots of opportunities for you to have your say such as through meetings, surveys like this one, and focus groups and we are actively seeking more tenants to get involved. You can sign up by emailing us at **engagement@northtyneside.gov.uk** or by calling us on **0191 643 2828**.



Would you like to be signed up to our **Have Your Say e-newsletter**? The newsletter will keep you up to date with all the latest opportunities to share your opinions and shape the future of North Tyneside. You can sign up by emailing us at **engagement@northtyneside.gov.uk** or by calling us on **0191 643 2828**.

There are lots of other opportunities to help shape future Council services.



Just scan this QR code on your phone to sign up today for **Our North Tyneside Voice**.

Thank you

Please now return in the enclosed freepost envelope