



Q13) Compared to one year ago, would you say you are more or less concerned about..?

✓ one only for each

	Much more concerned	Slightly more concerned	No more or less concerned	Slightly less concerned	Much less concerned	Not a customer 1 year ago
Being a victim of crime in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being a victim of anti-social behaviour in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14) How seriously do you think Places For People take anti-social behaviour where 10 is very seriously and 1 is not at all seriously?


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Q15) What one thing do you feel most needs to be done to improve your neighbourhood?

About You

Q16) Please could you choose which one of these applies for yourself and your partner/spouse?

✓ one only for each

	You	Partner/spouse
Employee in full time employment	<input type="checkbox"/>	<input type="checkbox"/>
Employee in part time employment	<input type="checkbox"/>	<input type="checkbox"/>
Self employed full or part time	<input type="checkbox"/>	<input type="checkbox"/>
Unemployed and available for work	<input type="checkbox"/>	<input type="checkbox"/>
Wholly retired from work	<input type="checkbox"/>	<input type="checkbox"/>
Full time education at school, college or university	<input type="checkbox"/>	<input type="checkbox"/>
Looking after family home	<input type="checkbox"/>	<input type="checkbox"/>
Permanently sick/disabled	<input type="checkbox"/>	<input type="checkbox"/>
Full time carer (either child or adult)	<input type="checkbox"/>	<input type="checkbox"/>
Refused	<input type="checkbox"/>	<input type="checkbox"/>
Not applicable		<input type="checkbox"/>

Thank you for completing the questionnaire.

Please return the survey in the freepost envelope provided.

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This is the Customer Perception survey for your neighbourhood.



It is a short survey which will be used to measure your thoughts on the quality of services provided and the neighbourhood you live in.

Your responses will be treated confidentially and will be used to make improvements in your neighbourhood.

Please don't miss this chance to give your views and enter the prize draw, where you could win £100!



Overall Satisfaction

Q1) Taking everything into account, how satisfied or dissatisfied are you with the services provided by Places For People where 10 is very satisfied and 1 is not at all satisfied?




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Can you give a reason why you gave this score?

Q2) How likely would you be to recommend Places For People to a friend, where 10 is very likely and 1 is not at all likely?


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Q3) Generally, how satisfied or dissatisfied are you with the way Places For People deals with repairs and maintenance, where 10 is very satisfied and 1 is not at all satisfied?


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Your prize draw number is:

Your Neighbourhood

Q4) Do you feel that your local area has got better, got worse or stayed the same as a place to live in the last 12 months?



Got better  Stayed the same  Got worse  Not a customer 12 months ago

Q5) How satisfied or dissatisfied are you with your neighbourhood as a place to live, where 10 is very satisfied and 1 is not at all satisfied?

 1 2 3 4 5 6 7 8 9 10 



Can you give a reason why you gave this score?

Q6) How proud are you of the neighbourhood you live in, where 10 is very proud and 1 is not at all proud?



 1 2 3 4 5 6 7 8 9 10 

Can you give up to 3 reasons why you gave this score?

Q7) How important to you is the quality of the green spaces and environment in your neighbourhood, where 10 is very important and 1 is not at all important?

 1 2 3 4 5 6 7 8 9 10 

Q8) How satisfied are you with your home, where 10 is very satisfied and 1 is not at all satisfied?

 1 2 3 4 5 6 7 8 9 10 

Q9) Are you planning to move from your Places For People property in the next 2 years?

Yes  No

If you are not planning to move in the next 2 years, please go to question 12.

Q10) Can you explain why you are are planning to move?

Q11) Is there anything Places For People could do to enable you to remain in your property?

Community

Q12) To what extent do you agree or disagree that your local area is a place where...?  
 ✓ one only for each

	Strongly disagree	Disagree	Agree	Strongly agree	Don't know
People of different ages get on well together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People from different backgrounds get on well together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You feel that you belong to a neighbourhood or community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You are involved in the local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This neighbourhood is a place where neighbours look out for each other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>