



STAKEHOLDER SURVEY

We would be grateful if could answer the following questionnaire about the quality of Fairoak Housing Association Services. This information will be used by the Association to assist in the contribution of improving our services and standard of service we offer by helping us identify any problems or suggestions you can offer.

1. Please indicate which of the following statements defines your interest:-

Family/Friend	
Representative/Advocate/Appointee	
Social Worker/Care Manager	
Person paid to support customer	
Other	

2. Please rate how you feel Fairoak Housing Association performs against each of the following:-

	Excellent	Good	Satisfactory	Needs Improvement	Don't Know	Not Applicable
Accessibility and availability of information						
Ease of making referrals						
Quality of information						
Allocation of housing						
Quality of housing						
Provision of housing related support						
MAINTENANCE:-						
○ Speed of response						
○ Satisfaction						

COMPLAINTS PROCEDURE:-						
○ Accessibility						
○ Response						
○ Satisfaction						
Consulting with our customers						

3. When you last contacted Fair oak Housing Association which of the following ways did you use:-

I telephoned	
I emailed	
I wrote a letter	
I visited their office	

4. Please tick how you feel best describes how Fair oak Housing Association deals with the following:-

	Excellent	Good	Satisfactory	Needs Improvement	Don't Know
Ease of access to a representative of the Association					
Courtesy and professionalism by all employees of Association.					
Overall communication					

5. Overall satisfaction.

	EXCELLENT	GOOD	SATISFACTORY	NEEDS IMPROVEMENT	DON'T KNOW
Value of Service					
Quality of Service					
Overall satisfaction					

6. If you have marked "Needs improvement" for any particular question please comment below:-

7. Please list the strengths of FairOak Housing Association, services or staff:-

8. Comments:-

**35 WATTSFIELD LANE
KENDAL
CUMBRIA
LA9 5HF**

TEL: 01539 720082
FAX: 01539 729752
www.fairoakhousing.co.uk
Email: enquires@fairoakhousing.co.uk

THANK YOU FOR SPENDING THE TIME TO COMPLETE THIS QUESTIONNAIRE

**This form is available as a download from our website. Please visit
www.fairoakhousing.co.uk**

**If you would like us to contact you about anything you have commented on in this form
please complete your details below:-**

Name: _____

Organisation: _____

Address: _____

Tel: _____ Date: _____