
















CUSTOMER SURVEY

We would be very grateful if you could spend a few minutes answering the questions below 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.

QUESTION 1		
Which way do you usually contact Fairoak Housing?		
		
TELEPHONE	E MAIL	WRITE

QUESTION 2				
Have you ever used our website?				
				
YES	NO			
If you have, what do you think?				
				
VERY POOR	POOR	OK	GOOD	VERY GOOD

QUESTION 3		
Is the information we send to you easy to understand.		
		
NO	DON'T KNOW	YES

QUESTION 4

Do you find it easy to contact Fair oak Housing Association's staff?



NO



DON'T KNOW



YES

If you don't think its easy how can we make it better?

Empty text box for providing feedback on how to improve the contact process.

QUESTION 5

How do you rate the courtesy and professionalism of staff?



VERY POOR



POOR



OK



GOOD



VERY GOOD

QUESTION 6

a) What do you think about the quality of your house or flat?



VERY POOR



POOR



OK



GOOD



VERY GOOD

b) Do you think your rent is value for money?



NO



DON'T KNOW



YES

c) How often do you need repairs to your home?



NEVER



SOMETIMES



ALWAYS

d) How quickly do you think we have repairs completed?



SLOW



OK



QUICK

e) Are you happy with the standards of repairs that we carry out?



NO



DON'T KNOW



YES

QUESTION 7

a) Do you know how to make a complaint to Fairoak Housing Association?



YES



NO

b) Have you ever needed to complain to Fairoak Housing Association?



YES



NO

c) If you answered yes was your complaint dealt with satisfactorily?



YES



NO

QUESTION 7

Overall please tell us how satisfied you are with the service you receive from Fairoak Housing?



VERY POOR



POOR



OK



GOOD



VERY GOOD

If you have any further suggestions or comments please let us know.

Thank you for spending the time to complete this questionnaire.

PLEASE RETURN TO:

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

Tel: 01539 720082

Fax: 01539 729752

www.fairoakhousing.co.uk

Email: enquires@fairoakhousing.co.uk

This form is also 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 or wish to be entered into our prize draw please complete your details below:

NAME

ADDRESS.....

.....

DATE.....

**TO BE ENTERED INTO OUR PRIZE DRAW PLEASE TURN THIS
FORM BY**