

Customer Care Survey

At Hounslow Homes we are continually trying to ensure that you are happy with the services you receive from us and also happy with the way we respond to your concerns when you contact us.

You can help us to assess how well we are doing in this area by completing this short survey. All completed survey returns will be entered into a draw and the winner will receive £50 in shopping vouchers.

For prize draw only:

Name: _____

Address: _____

Tenant

Leaseholder

Q1 Think about the last time you needed to contact us about something: Did you know how to do so? (i.e. did you know our telephone number, email address or where the nearest office was depending on how you wanted to contact us?)

- Yes, I knew how to contact you
- No, I didn't know how to contact you
- Not applicable - Please move on to question 6

Q2 When you made contact was the person you dealt with able to assist you?

- Yes - Please move on to question 4
- No

Q3 If the answer is 'no' were they able to direct you to someone who could assist you?

- Yes
- No

Q4 If yes, was the person you dealt with?

- Very helpful
- Helpful
- Not Helpful
- Very unhelpful

Q5 Was the person who dealt with you courteous and polite?

- Yes
- No

Q6 How would you rate the way our staff provide services and respond to your concerns?

- Very good
- Good
- Average
- Poor

Q7 How does our customer service generally compare to other organisations? (e.g. banks and gas and electricity providers). Is it:

- Generally much better
- Generally better
- About the same
- Generally worse

Q8 Finally, do you have any other comments about Customer Care?

Confidential

In line with Hounslow Homes equalities procedure can you please complete this section of the questionnaire, we realise some of the information in this section is of a sensitive nature so an option is available to decline answering certain questions. However in order to provide a better and more tailored service it is beneficial for Hounslow Homes to have detailed information about our customers, knowing our resident profile also aids our long term planning in regards to services.

Q9 Gender

Male

Female

Q10 Age

16-24

25-34

35-54

55-64

65+

Q11 Disability

Yes

No

Q12 Sexuality

Heterosexual

Bisexual

Lesbian

Transgender/Transsexual

Gay

I/We do not wish to answer this question

Q13 Ethnicity

White English

Bangladeshi

White Scottish

Afghanistani

White Welsh

Kurdish

Other White British

Sri Lankan Tamil

White Irish

Sinhalese

Traveller of Irish heritage

Iraqi

Gypsy / Roma

Iranian

Albanian

Lebanese

Bosnian/Herzegovinian

Black Caribbean

Croatian

Black Nigerian

Kosovan

Black Somalian

Serbian

Black Ghanaian

Turkish/Turkish Cypriot

Other Black African background

Any other White background

Any other Black background

White and Black Caribbean

Chinese

White and Black African

Arab other

White and Asian

Filipino

Any other mixed background

Any Other not already specified

Indian

I/We do not wish to answer this question

Pakistani

Q14 Religion

None

Sikh

Christian

Jewish

Buddhist

Other

Hindu

I/We do not wish to answer this question

Muslim

Thank you for taking time to complete this questionnaire, results will be published in HHN in the autumn.

Please send the questionnaire in the enclosed freepost envelope provided, or send to:

Hounslow Homes,
St Catherine's House,
2 Hanworth Road
Feltham
Middlesex TW13 5AB

Translations

If you require a copy of this Customer Care questionnaire in another language or format please contact 020 8583 2299 or minicom 020 8583 3122

Albanian	Nëse do një kopje të këtij pyetëtori për Shërbime të Kujdesit të klientëve në gjuhën shqipe ose ndonjë format tjetër telefono në telefonin 020 8583 2299 ose minikomi 020 8583 3122.
Somali	Haddii aad u baahantahay koobbi ah waraysigan daryeelka macmiisha oo ku qoran afsoomaali ama ku daabacan qaab kale fadlan la xidhiidh 020 8583 2299 ama minicom 020 8583 3122
Arabic	إذا كنت تحتاج للحصول على نسخة من استفتاء خدمات العملاء باللغة العربية أو بشكل آخر الرجاء الاتصال على 020 8583 2299 أو على المينيكوم 020 8583 3122 .
Farsi	اگر شما احتیاج به یک نسخه از این پرسشنامه مراقبت مشتریان به زبان فارسی یا به شکل دیگری دارید لطفاً با شماره تلفن 020 8583 2299 و یا برای ناشنویان با شماره 020 8583 3122 تماس بگیرید.
Gujarati	જો તમને આ કસ્ટમર કેરની પ્રશ્નાવલિ (સેવા વાપરનારની જરૂરિયાતો સંબંધી સવાલનામા)ની નકલ ગુજરાતીમાં અથવા બીજા કોઈ સ્વરૂપમાં જોઈતી હોય તો, મહેરબાની કરી આ નંબર પર ટેલિફોન કરો: 020 8583 2299 અથવા મિનિકોમ પર સંપર્ક કરો: 020 8583 3122
Hindi	यदि आपको कस्टमर केयर (सेवाओं का प्रयोग करने वालों की देख-रेख) के बारे में प्रश्नावली की कॉपी हिन्दी में, बड़ी लिखाई में या ब्रेल में चाहिए तो कृपया 020 8583 2299 पर फोन करें या 020 8583 3122 पर मिनीकॉम करें।
Panjabi	ਜੇਕਰ ਤੁਹਾਨੂੰ ਕਸਟਮਰ ਕੇਅਰ ਦੇ ਸਵਾਲਨਾਮੇ ਦੀ ਕਾਪੀ ਪੰਜਾਬੀ 'ਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ 'ਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 020 8583 2299 'ਤੇ ਫੋਨ ਕਰਕੇ ਜਾਂ ਮਿੰਨੀਕਾਮ ਰਾਹੀਂ ਸੰਪਰਕ ਕਰੋ: 020 8583 3122
Urdu	اگر آپ کو کسٹمر کیئر یعنی کرم فرماؤں کا خیال رکھنا کے بارے میں ایک سوالنامہ اردو زبان یا کسی اور بناوٹ/ساخت میں درکار ہے، تو براہ کرم اس فون نمبر 020 8583 2299 یا مینی کوم نمبر 020 8583 3122 پر رابطہ کریں

The information recorded here will be used by Hounslow Homes staff and/or London Borough of Hounslow's Housing Strategy and Services Department to assist us in providing high quality services to our customers. The information may be monitored to ensure equality of access to services and may be subject to audit. It may also be shared with Hounslow Homes Board Members and/or other departments or agencies in order to process the information given and/or improve our services. The information will be stored and kept in accordance with our Confidentiality and Access to files procedure.