

Sheltered Satisfaction Survey 2024-25



return by Friday **23 August 2024**

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

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

2 How satisfied or dissatisfied are you that Barking & Dagenham Council housing services provides a home that is well maintained?

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Barking & Dagenham 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

☐

4 How satisfied or dissatisfied are you:

Very
satisfied

Fairly
satisfied

Neither

Fairly
dissatisfied

Very
dissatisfied

No
opinion

a. With the overall quality of
your home

☐☐☐☐☐☐

b. That your rent provides value
for money?

☐☐☐☐☐☐

c. That your service charges
provide value for money?

☐☐☐☐☐☐

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**Barking &
Dagenham**

5 Has Barking & Dagenham Council housing services carried out a repair to your home in the last 12 months?

☐ Yes **go to Q6** ↓ ☐ No **go to Q8** ↷

6 How satisfied or dissatisfied are you with the overall repairs service from Barking & Dagenham Council housing services over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

7 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
☐	☐	☐	☐	☐

8 How satisfied or dissatisfied are you with the way we generally deal with repairs and maintenance?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

9 Do you live in a building with communal areas, either inside or outside, that Barking & Dagenham Council housing services is responsible for maintaining?

☐ Yes **go to Q10** ↓ ☐ No **go to Q11** ↷ ☐ Don't know **go to Q11** ↷

10 How satisfied or dissatisfied are you that Barking & Dagenham Council housing services keeps these communal areas clean and well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

11 How satisfied or dissatisfied are you that Barking & Dagenham 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
☐	☐	☐	☐	☐	☐



12 How satisfied or dissatisfied are you that Barking & Dagenham 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
☐	☐	☐	☐	☐	☐

13 To what extent do you agree or disagree with the following “Barking & Dagenham Council housing services treats me fairly and with respect”?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
☐	☐	☐	☐	☐	☐

14 How satisfied or dissatisfied are you that Barking & Dagenham Council housing services:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Is easy to deal with?	☐	☐	☐	☐	☐	☐
b. Give you the opportunity to make your views known?	☐	☐	☐	☐	☐	☐

15 Have you made a complaint to Barking & Dagenham Council housing services in the last 12 months?

☐ Yes **go to Q16** ↓ ☐ No **go to Q17** ↗

16 How satisfied or dissatisfied are you with Barking & Dagenham Council housing services' approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

17 How satisfied or dissatisfied are you that Barking & Dagenham 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
☐	☐	☐	☐	☐	☐



18

How satisfied or dissatisfied are you with Barking & Dagenham 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

☐

☐

☐

☐

☐

☐

19

How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/ don't know

☐

☐

☐

☐

☐

☐

20

How satisfied or dissatisfied are you with:

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

No opinion

a. Your support plan?

☐

☐

☐

☐

☐

☐

b. The frequency of contact with your support worker?

☐

☐

☐

☐

☐

☐

c. The overall service provided by your support worker?

☐

☐

☐

☐

☐

☐

Thank you!

Please now return in the freepost envelope supplied

This survey is only for general feedback from our tenants. To make a complaint about an issue with our service please just visit the lbbd.gov.uk website, email complaints@lbbd.gov.uk or phone us on 0208 215 3000.

Barking & Dagenham

RETURN TO: Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN

www.lbbd.gov.uk