



# Satisfaction Survey 2017

*S4B is monitoring Housing and Neighbourhood Management. Please complete the attached survey - your views are important to us.*

*All information collected in this survey will be held confidentially. The results will be used by S4B and Manchester City Council to monitor satisfaction, but won't be shared with third parties.*



*\*Conditions apply - visit our website*

**Draw closes 3 Feb 2017**

S4B Housing Office, Bramwell Drive, Brunswick, Manchester M13 9SU

0300 555 0128 [info@S4Bmanchester.co.uk](mailto:info@S4Bmanchester.co.uk)

[www.S4Bmanchester.co.uk](http://www.S4Bmanchester.co.uk)



Working in partnership



**MANCHESTER**  
CITY COUNCIL



Only remove this address slip if you don't wish to be entered into the prize draw.

## HOMES & NEIGHBOURHOODS

### 1. How satisfied or dissatisfied are you with the overall quality of your home?

Very dissatisfied ☐ Fairly dissatisfied ☐ Neither ☐  
Fairly satisfied ☐ Very satisfied ☐

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

Very dissatisfied ☐ Fairly dissatisfied ☐ Neither ☐  
Fairly satisfied ☐ Very satisfied ☐

### 3. Do you receive services from a caretaking team? If so, how satisfied or dissatisfied are you with the services they provide?

Very dissatisfied ☐ Fairly dissatisfied ☐ Neither ☐  
Fairly satisfied ☐ Very satisfied ☐  
Not applicable ☐

### 4. How informed do you feel about the regeneration work taking place in Brunswick?

Not informed at all ☐ Somewhat informed ☐  
Fairly well informed ☐ Very well informed ☐

## HOMES & NEIGHBOURHOODS

### 5. How satisfied or dissatisfied are you with the following:

	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied
Management of crime & anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance and cleanliness of neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of parks, play areas & open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community spirit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volume of Traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police presence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 6. How safe do you generally feel in Brunswick?

Very unsafe ☐ Fairly unsafe ☐ Neither ☐  
Fairly safe ☐ Very safe ☐

### 7. Would you be interested in the any of the following activities or groups?

ESOL ☐ Work Club ☐  
Computer Club ☐ Age 50+ Activities ☐  
Sports for young people ☐ Volunteering ☐  
Credit Union ☐  
Other

## RENT & FINANCE

### 8. How satisfied or dissatisfied are you that your rent provides value for money?

Very dissatisfied ☐ Fairly dissatisfied ☐ Neither ☐  
 Fairly satisfied ☐ Very satisfied ☐

**THIS QUESTION IS FOR LEASEHOLDERS ONLY**

### 9. How satisfied or dissatisfied are you that your service charges provide value for money?

Very dissatisfied ☐ Fairly dissatisfied ☐ Neither ☐  
 Fairly satisfied ☐ Very satisfied ☐

## CONTACT CENTRE & STAFF SERVICE

### 10. How satisfied or dissatisfied have you been with the following over the last 12 months?

	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied
The way your calls to the S4B office have been handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service you have received from S4B staff when visiting the office or being visited at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## COMMUNICATION & CONSULTATION

### 11. How satisfied or dissatisfied are you that S4B listens to your views and act upon them?

Very dissatisfied ☐ Fairly dissatisfied ☐ Neither ☐  
 Fairly satisfied ☐ Very satisfied ☐

### 12. Are you online? (Please tick as appropriate)

Yes ☐ No ☐

If yes, please provide your Email address and/or Twitter handle

### 13. Do you read the S4B Newsletter?

Yes ☐ No ☐

### 14. What would you most like to see in the S4B Newsletter?

(Please give ONE suggestion)

### 15. How would you like to be contacted by us?

Letter ☐ Telephone ☐ Mobile ☐ Email ☐ Text ☐ Home Visit ☐

### 16. If you have visited the S4B website in the last 12 months, how satisfied or dissatisfied are you with it?

Very dissatisfied ☐ Fairly dissatisfied ☐ Neither ☐ Fairly satisfied ☐  
 Very satisfied ☐ Not visited the website ☐

## REPAIRS AND MAINTENANCE

### 17. Generally, how satisfied or dissatisfied are you with the way S4B deals with repairs and maintenance? (Not refurbishment)

Very dissatisfied ☐ Fairly dissatisfied ☐ Neither ☐  
 Fairly satisfied ☐ Very satisfied ☐

## EMPLOYMENT & TRAINING

**S4B regularly become aware of Employment and Training opportunities for residents, so we would like to know if you are interested and eligible to benefit from these.**

### 18. How would you describe your employment status?

Full Time ☐ Part Time ☐ Zero Hours ☐ Casual ☐ Self Employed ☐  
Retired ☐ Unemployed full time carer ☐ Unemployed ☐  
Unable to work due to health ☐

### 19. Would you like help finding employment or training opportunities?

(If 'Yes' a member of our team will contact you when opportunities arise. Please provide contact details below)

Yes ☐ No ☐

Email Address:  Tel:

## OVERALL SERVICE

### 20 Taking everything into account, how satisfied or dissatisfied are you with the service provided by S4B?

Very dissatisfied ☐ Fairly dissatisfied ☐ Neither ☐  
Fairly satisfied ☐ Very satisfied ☐

### 21. How satisfied are you with the opportunities available for resident involvement in Brunswick?

Very dissatisfied ☐ Fairly dissatisfied ☐ Neither ☐  
Fairly satisfied ☐ Very satisfied ☐

## AND FINALLY . . .

**If you have any other questions you would like to see in the survey next year, or if you have any comments, please write them here.**

Please return in the prepaid envelope provided or to S4B Housing Office,  
Bramwell Drive, Brunswick ,  
Manchester M13 9SU

# Your feedback is important as it helps to shape our services.

We are monitoring satisfaction with S4B Housing and Neighbourhood Management, and would be grateful if you could spare a couple of minutes to complete the attached annual survey.

Please return your completed questionnaire by **3rd February 2017** to the S4B office, or in the pre-paid envelope enclosed.

Alternatively you can complete the survey online via the link below, Many thanks!

<https://www.surveymonkey.co.uk/r/MWH79RK>

## Satisfaction Survey 2017

**Return your questionnaire to the S4B office and receive a FREE S4B water bottle!**



S4B would like to take this opportunity to thank you for taking the time to complete this questionnaire.

If you would like to opt out of the prize draw, please tick here: ☐

Please return in the envelope provided or to  
S4B Housing Office,  
Bramwell Drive, Brunswick,  
Manchester M13 9SU

Arabic	للحصول على هذه المعلومات بلغتك الرجاء الاتصال برقم الهاتف <b>0300 555 0128</b>
Bangla	এই তথ্যটি আপনার ভাষায় পেতে চাইলে দয়া করে টেলিফোন করুন <b>0300 555 0128</b> এই নম্বরে।
Chinese	如欲索取這資訊以閣下語言編制的副本請致電 <b>0300 555 0128</b>
French	Pour recevoir ces informations dans votre langue prière d'appeler le <b>0300 555 0128</b>
Somali	Si aad u hesho macluumaadkaani oo luqaddaada ku qoran fadlan wax <b>0300 555 0128</b>
Turkish	Bu bilgiyi kendi dilinizde almak için lütfen <b>0300 555 0128</b> numarayı arayınız.
Urdu	یہ معلومات اپنی زبان میں حاصل کرنے کیلئے براہ مہربانی <b>0300 555 0128</b> پر فون کیجئے۔

