

# Sorry You're Leaving Us!

As you have given us notice that you intend to end your tenancy with Villages Housing, we would be grateful if you could spare a few minutes to complete this questionnaire. You can also download this form from Villages website at [www.villages.org.uk](http://www.villages.org.uk).

Date you are leaving us:

Current Address:

**Q1 What type of Villages accommodation are you leaving?**

Flat.....

Bedsit.....

House.....

Bungalow.....

Other (please specify)

**Q2 Please tick all boxes that apply to tell us why you are leaving us.**

Moving to a smaller property .....

To live closer to family / friends / work.....

Moving to a larger property.....

Neighbour nuisance.....

Unhappy with condition of property .

Private renting .....

Wanted to buy .....

Relationship breakdown .....

Dissatisfied with Villages Service ....

Victim of Crime .....

Domestic Violence.....

Burglaries .....

Victim of hate crime/violence .....

Rent / Service Charge/ Heating Charge too high.....

Do not like the area .....

Poor ammenities in the area.....

Mutual Exchange.....

Fear of Crime.....

Need for Extra Support / Care.....

To give support / care.....

**Q3 How long have you lived at the property?**

Less than a year.....       1 - 2 years.....   
 3 - 5 years.....       More than 5 years .....

**Q4 When you started your tenancy how long did you intend to be a tenant of villages?**

Less than a year.....       1 - 5 years.....   
 5 - 10 years.....       Indefinitely .....

**Q5 What accommodation are you moving to?**

Another Housing Association.....       Local Authority.....   
 Private Rented.....       Owner Occupied.....   
 Friends / Relatives.....       Nursing Home / Residential Care ....

Any further information

**Q6 Overall, how satisfied have you been with the following?**

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied or dissatisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
Villages Housing as a landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Villages repairs service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rent/Service charge/Heating charge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your Estate Management Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contacting us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dealing with a request for a transfer or exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Estate services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dealing with complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping you informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing you with opportunities in management and decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q7 Have you enjoyed being a tenant of Villages?**

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied or dissatisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
Overall, how satisfied were you with the service you received from us?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q8 Please rate the level of customer service from Villages staff.**

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied or dissatisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
Overall satisfaction with customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q9 How would you describe the general condition of the property?**

	<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Very Poor</i>
How would you describe the general condition of the property?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q10 How satisfied/Dissatisfied are you with the neighbourhood as a place to live?**

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied or Dissatisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
How satisfied/Dissatisfied are you with the neighbourhood as a place to live?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q11 Were Villages staff always polite and friendly?**

Yes .....  No .....

*If not please comment*

**Q12 Would you recommend Villages to friends or relatives?**

Yes .....

No.....

*If not why not?*

**Q13 How could Villages have persuaded you to stay as a tenant?**

*Tick all boxes that apply*

- Provided a better repairs Service
- Made improvements to your home (e.g new kitchen, bathroom, central heating)
- Lowered cost of rent /other charges
- Dealt with anti-social behaviour in area
- Transferred you to a larger/smaller property
- Made your home more secure
- Made you feel more valued as a customer
- Nothing e.g. circumstances forced this move.

**Q14 Do you think any of the following is a serious problem in the neighbourhood?**

*Tick all boxes that apply*

- Vandalism
- Graffiti
- Dogs
- Litter and rubbish on streets
- Problems with neighbours
- Racial harrassment
- Other harrassment
- Noise from people
- Noise from traffic
- People causing damage to your home
- Parking
- Other Crime

**Q15** Taking everything into account how satisfied were you with the overall service provided by Villages?

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied or dissatisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q16** Would you consider renting from Villages in the future?

	<i>Yes</i>	<i>No</i>	<i>Don't know</i>
Would you consider renting from Villages in the future?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q17** What more could villages have done to keep you as a tenant?

**Q18** What single thing should Villages focus on improving to make them a better landlord?

**Thank you for taking the time to complete this survey. The information you have provided will remain confidential but will be used in planning our services in order to continuously improve.**

**If you need this questionnaire in a different language, audio or larger print, or need help to complete it, please contact the Quality Assurance Team on 0151 480 1313**

**Please return this form using the pre-paid envelope provided (no stamp required) or mark your envelope Freepost NW1401A and address to your local office.**