



RAMSEY TOWN COMMISSIONERS

TENANTS' QUESTIONNAIRE APRIL 2019

The Commissioners are interested in your views about the service we provide. Please take a little time to complete the following questions and **return** the completed questionnaire to the Town Hall by **Friday 3rd May, 2019**.

All returned questionnaires will be entered into a draw, two lucky winners' will each receive a £50 Town Voucher, which can be spent in any of the shops in Ramsey.

Please attempt to answer all the questions; all replies will be treated confidentially. If you prefer not to give your name and address then you may leave these boxes empty, however we will not be able to respond directly to any issues you raise or include you in the prize draw.

Most of the questions can be answered by ticking the appropriate box; where comments are asked for please use the back page if you need more space. The information that you give us will only be used to provide a profile of tenants and to assist the Commission in its aim to provide better services. The information on occupancy will enable the Commission to plan future projects and try to ensure that the housing stock meets the needs of the community.

You can complete the questionnaire online at www.ramsey.gov.im;
www.facebook.com/ramseytowncommissioners or
<https://app.easyquest.com/q/t3Z2Y>

Please use this opportunity to let us know what you think about the services we provide.

All the information you provide will be kept completely confidential and only used to monitor Ramsey Town Commissioners' performance. The results may be passed on anonymously to the Department of Infrastructure so they can compare our performance with other Local Authorities.

If you need assistance in completing the questionnaire, or would like a **large print version** please contact the Town Hall on 810100, email housing@rtc.gov.im or call in person at the Town Hall.

Information about your household

1. Name of the Tenancy holder _____
2. Address _____
- Contact Number _____
- Email Address _____

(Please tick the relevant box)

3. What is your age range?
18-35 36-50 51-65 65 or older
4. How many people in total live in your house?
One Two Three
Four Five Six
More If more please tell us how many

Please help us to understand your current housing conditions by answering the following questions

5. Do you think the number of rooms you have in your home are
Too few Too many About right
6. Does anyone in your household have any long-term illness, health problems or disability which limits their daily activities or the work they can do, including any problems which are due to old age?
Yes No Don't Know
7. Have you considered moving to a property more suited to your requirements i.e. family size, health needs?
Yes No Don't Know

If you have answered 'Yes' would you like a transfer application form sent to you?

8. Have you considered applying for Sheltered Accommodation?

Yes

No

If you have answered 'Yes' would you like an application form for Sheltered Accommodation to be sent to you.

Repairs & Maintenance

9. Have you had any repairs completed in the last 12 months?

Yes

No

10. How do you feel the Commissioners respond to requests for emergency and urgent repairs?

Satisfied

Somewhat satisfied

Dissatisfied

11. Thinking about your last completed repair, in terms of how satisfied were you?

	SATISFIED	SOMEWHAT SATISFIED	DISSATISFIED
a) Being told when the workers would call.			
b) Time taken to complete the repair from it being reported.			
c) Speed with which work was completed.			
d) Attitude of workers			
e) Overall quality of repair work			
f) Keeping dirt and mess to a minimum			

Housing and Services

Please help us understand how you feel about your home and the services you receive from Ramsey Town Commissioners

12. Overall, how satisfied or dissatisfied are you with the following?

	SATISFIED	SOMEWHAT SATISFIED	DISSATISFIED
a) The overall quality of your home.			
b) The general condition of your property.			
c) The neighbourhood as a place to live.			
d) Repairs & Maintenance			
e) Quality of workmanship			
f) How the Commissioners deal with complaints or anti-social behaviour			
g) The value for money for your rent			
h) Manner and helpfulness of our Maintenance staff			
i) Manner and helpfulness of our Town Hall staff			
j) The speed at which your enquiry is dealt with			

13. Do you consider any of the following to be an issue within your estate / complex?

	YES	NO
a) Condition of Communal areas		
b) Car Parking		
c) Anti-social behaviour		
d) Children /youths loitering		
e) Dog fouling		
f) Other pet / animal nuisance		
g) Rubbish or litter		
h) Drug use or dealing		

14. If you have answered yes to any of the listed issues above, have you reported your complaint to Ramsey Town Commissioners, Social Services or the Police?

Yes No

If you have answered 'yes', what types of anti-social behaviour problems have you experienced?

15. How much do you think the following services need improving?

	NO IMPROVEMENT NEEDED	SOME IMPROVEMENT NEEDED	MUCH IMPROVEMENT NEEDED	NO OPINION
a) Keeping tenants informed				
b) Overall quality of your home				
c) Taking tenants' views into account				
d) Repairs & Maintenance				
e) Involving tenants in the management of their housing				
f) Value for money for your rent				

16. If you would like to discuss any of your responses with an Officer at Ramsey Town Commissioners, please tick the box

Thank you for taking the time to complete this questionnaire. If you would like to make any other comments please use the space provided below. Please return the completed questionnaire to Ramsey Town Commissioners, Town Hall & Library, Ramsey, Isle of Man, IM8 1RT no later than **Friday, 3rd May 2019.**

**Peter Whiteway,
Town Clerk & Chief Executive**

Any other Comments:-

2018 Questionnaire winners!



(Mark Close Housing & Property Manager, Mr Dakin, Mr Corlett, Mrs Corlett & Mrs Julia Wedgwood Lead Member for Housing).