

TSM Survey – Oxford City Council – Telephone Survey

Your Home and Overall Services

- 1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Oxford City Council?

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

- 2** How satisfied or dissatisfied are you that Oxford City Council 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 Oxford City Council provides a home that is safe?

- ☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied
☐ Not applicable / don't know

Communal Areas

- 4** Do you live in a building with communal areas, either inside or outside, that Oxford City Council is responsible for maintaining?

- ☐ Yes (Go to **5**)
☐ No (Go to **8**)
☐ Don't know (Go to **8**)

- 5** How satisfied or dissatisfied are you that Oxford City Council keeps these communal areas clean and well maintained?

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

- 6** If you are not satisfied with your home and/or communal areas, please provide more information and what Oxford City Council could improve?

- 7** How satisfied or dissatisfied are you with the safety and security of your high-rise block? (*Property type = High Rise*)

- ☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied
☐ Don't know

Repairs and Maintenance

- 8** Has Oxford City Council carried out a repair to your home in the last 12 months?

- ☐ Yes (Go to **9**)
☐ No (Go to **11**)

- 9** How satisfied or dissatisfied are you with the overall repairs service from Oxford City Council over the last 12 months?

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

10 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

11 Generally, how satisfied or dissatisfied are you with the way Oxford City Council deals with repairs and maintenance?

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

12 If you are not satisfied with the repairs and maintenance service, please provide more information and what Oxford City Council could improve?

Customer Service, Communications and Information

13 How satisfied or dissatisfied are you that Oxford City Council 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

14 How satisfied or dissatisfied are you that Oxford City Council 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

15 To what extent do you agree or disagree with the following 'Oxford City Council treats me fairly and with respect'?

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

16 How satisfied or dissatisfied are you that Oxford City Council is easy to deal with?

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

17 If you are not satisfied with customer service and communications please provide more information, and what could Oxford City Council improve?

Your Neighbourhood

18 How satisfied or dissatisfied are you that Oxford City Council makes a positive contribution to your neighbourhood?

- ☐ 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 Oxford City Council's approach to handling anti-social behaviour?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

Making a Complaint

20 Have you made a complaint to Oxford City Council in the last 12 months?

- ☐ Yes (Go to **20**)
☐ No (Go to **22**)

21 How satisfied or dissatisfied are you with Oxford City Council's approach to complaints handling?

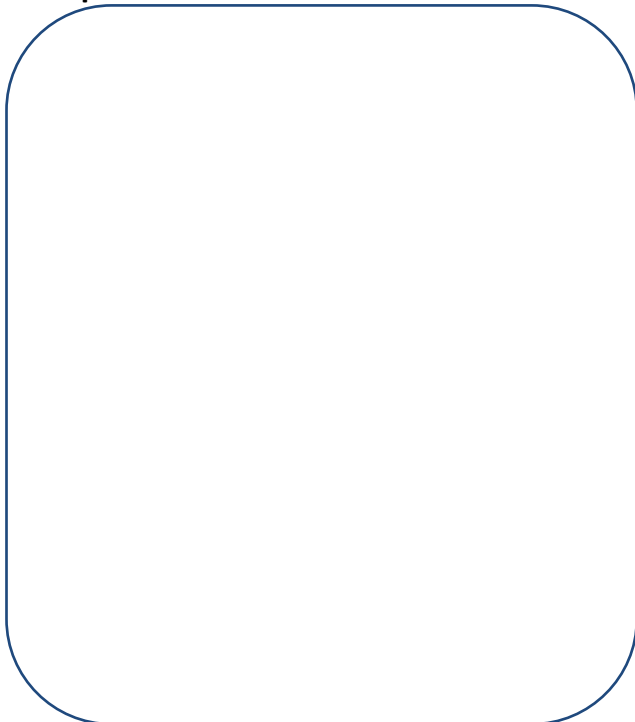
- ☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied

22 Oxford City Council has previously changed their complaints procedure. You can make a complaint by phoning The Council, writing to customer services or filling in the online customer feedback form. Were you aware of how to make a complaint before today?

- ☐ Yes
☐ No

Improvements

23 What one thing could Oxford City Council improve?



If you are dissatisfied with the service provided by Oxford City Council they have a complaints process you can access by either calling 01865 249811, in person or completing this online form [Customer Feedback | Instructions – Oxford City Council](#)

Engagement

24 As a resident, there are many areas of The Council's services that you can become involved in by working with The Council to make changes and improvements to the services they provide. Which of the following services, if any, would you like to become involved in? If you are interested, we will pass your details on to the Tenant Involvement Team at Oxford City Council.

- ☐ Repairs
☐ Safety
☐ Complaints
☐ ASB
☐ Estates Services
☐ None of the above

Permissions & Confidentiality

25 If you were contacted again in the future and asked to take part in another survey what is your preferred method for taking part?

- ☐ Telephone call
☐ Postal questionnaire
☐ Email with link to online survey
☐ Text with link to online survey
☐ Not sure

26 Oxford City Council would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to Oxford City Council?

- ☐ Yes (Go to **29**)
☐ No (End)

27 Are you happy for Oxford City Council to contact you regarding any information you have provided in this survey?

- ☐ Yes
☐ No