

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 30 November 2016

Subject: East Leeds Responsive Repair Questionnaire to Involved Tenants

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

1.0 Summary of main issues

- 1.1 As part of the Boards' evidence gathering, Tenant Scrutiny Board agreed a questionnaire to all involved tenants and Councillors in East Leeds would be appropriate.
- 1.2 In the Boards previous inquiries this approach has been the most effective way to ensure that a wider audience views are consulted.
- 1.3 The questionnaire would be sent to East Leeds Councillors, all residents groups who have email addresses, Service Improvement Volunteers; (on the basis they live in East Leeds).

2.0 Recommendations

- 2.1 The Board is requested to consider the questions based on the survey and raise any amendments to the questionnaire as required.

3.0 Background documents¹

- 3.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

QUESTIONNAIRE TO EAST LEEDS INVOLVED TENANTS ABOUT THE RESPONSIVE REPAIRS SERVICE

KEY SERVICES

No.	Question	Response options				
	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	How satisfied or dissatisfied are you that your Landlord listens to your views and acts upon them?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied

RESPONSIVE REPAIRS

	Have you had any repairs to your home in the last 12 months? If YES, go to Q...	Yes	No
--	--	-----	----

Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?						
	The ease of reporting your repair	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	The accuracy of the repair ordered	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	The speed of completion of the work	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	The overall quality of work	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	The repair being done 'right first time'	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	How good or poor is your heating and insulation at keeping your home warm in the winter?	Very good	Fairly good	Neither	Fairly poor	Very poor

YOUR COMMENTS

	Is there anything else you would like to say about the repair service Housing Leeds provides?	
--	---	--