

Harlow Council's Leaseholder Satisfaction Questionnaire

Harlow Council would like to invite you to take part in this questionnaire.

Please note that you are not obliged to complete this.

The Home Ownership Team are requesting information from leaseholders to enable the Council to assess the level of services provided to leaseholders and assess the needs of its leaseholders for the future.

The survey is in three parts, Part A; feedback on the service you have received from the Home Ownership Section, Part B; feedback on the level of service you have received from the repairs section at HTS (Property & Environment) Ltd. and Part C; your satisfaction with Harlow Council as your Landlord.

The personal information you provide is collected anonymously so that you cannot be identified by this information and will be used to collate statistical information. Where you provide sensitive personal information, this will be kept confidential and secure, will not be shared, and will not be included in the statistical information.

The completed questionnaires holding personal information will be securely destroyed no later than **XXXXXXXXXX**

The statistical information will be used by the Leasehold Standards Panel and Home Ownership Team to improve services to leaseholders.

At the end of the questionnaire there is an opportunity for you to be entered into a prize draw to win a voucher worth £50.00 for a retailer of your choice. In order for you to be contacted if you are the winner, you will need to provide your contact details to us. Complete and return the survey by **XXXXXXXXXX** to be entered in the prize draw (return envelopes provided). These details will only be used for the purpose of administering the prize draw and will be securely deleted no later than **XXXXXXXXXXXXXX**

For more information on how we collect, use and protect personal information generally, please visit <http://www.harlow.gov.uk/privacy-notice>

If you do not have online access a paper copy of our main privacy notice can be provided by contacting the Home Ownership Team on the details provided below:-

Harlow Council
Home Ownership Section
Civic Centre
The Water Gardens
Harlow Essex CM20 1WG
Tel: 01279 446424

Email: homeownership@harlow.gov.uk

PART A

Leaseholder Information

1. How long have you/your household been a leaseholder of Harlow Council?

- | | |
|---------------------------------------|--|
| ☐ 0 – 2 years | ☐ 11 – 20 years |
| ☐ 3 – 5 years | ☐ 21+ years |
| ☐ 6 – 10 years | ☐ Don't know / Can't remember |

2. Were you a tenant of Harlow Council before you purchased the property?

- | | |
|------------------------------|-----------------------------|
| ☐ Yes | ☐ No |
|------------------------------|-----------------------------|

3. Are you currently:-

- | |
|---|
| ☐ Living at the property |
| ☐ Renting out |
| ☐ Unoccupied |

Home Ownership Contact Experience

Please provide us with details about your experience with the Home Ownership Team

4. When did you last contact the Home Ownership Team?

- | | |
|---|--|
| ☐ 1 – 3 months ago | ☐ Over 6 months ago |
| ☐ 3 – 6 months ago | ☐ Never |

If 'Never', please skip to **Question 9**

5. How helpful or unhelpful did you find the staff when you contacted the Home Ownership Team?

- | | |
|---|---|
| ☐ Very helpful | ☐ Fairly unhelpful |
| ☐ Fairly helpful | ☐ Very unhelpful |

6. When you contacted the Home Ownership Team, were the staff able to deal with your enquiry?

- | | |
|------------------------------|-----------------------------|
| ☐ Yes | ☐ No |
|------------------------------|-----------------------------|

If 'No', please skip to **Question 9**

7. How satisfied or dissatisfied were you with the final outcome of your enquiry?

- | | |
|---|--|
| ☐ Very satisfied | ☐ Dissatisfied |
| ☐ Satisfied | ☐ Very dissatisfied |

Please provide further details:-

8. How satisfied or dissatisfied were you with the service you received from the Home Ownership Team?

- ☐ Very satisfied ☐ Dissatisfied
☐ Satisfied ☐ Very dissatisfied

Communication Preference

9. Please score your preferred method of communication with the Home Ownership Section by scoring each communication method 1-5, where 1 is most preferred method and 5 is least preferred method of communication)

Communication	SCORE (1-5)
Phone	
Letter	
Email	
Going to Civic Centre	
Online via MyHome	
Other, please specify:-	

10. How would you prefer to be kept updated by Harlow Council on matters that you may need to know? (Please mark as many that apply)

- | | |
|--|---|
| ☐ Article in Harlow Times | ☐ Home visits to your property |
| ☐ Letters | ☐ Harlow Council website |
| ☐ Emails | ☐ Leasehold Forum |
| ☐ Meetings with residents | ☐ Text messages |
| ☐ Open days | ☐ Other, please specify:-..... |

11. Did you know that you can set up an online account (My Home) with Harlow Council to manage your leasehold account?

- ☐ Yes ☐ No

If you would like further information in setting up a My Home account, please visit:
<https://selfserve.harlow.gov.uk/MyAccounts>

12. Do you feel the Home Ownership Section keeps you informed about issues which might affect you?

- ☐ Well informed ☐ Fairly well informed ☐ Not informed at all

Satisfaction with service charge invoice and estimate information supplied

Service charge estimates are sent to all leaseholders in the February of every year for the new financial year 1 April to 31 March. Actuals statements are sent to all leaseholders in the September of every year to show the actual expenditure for the previous year; showing either an overcharge or an underspend in which case the estimate the following year will reflect this under the Reconciliation amount.

13. Do you find the estimated and actual Service Charge invoices easy to understand?

☐ Very easy

☐ Difficult

☐ Fairly easy

☐ Very difficult

14. Have you had reason to dispute your annual estimated or actual charge within the last year?

☐ Yes

☐ No

If 'No', please skip to **Question 16**

15. If you did have reason to dispute the service charge, was this issue resolved?

☐ Yes

☐ No

Please provide further details:-

PART B

Satisfaction with Repairs Service Supplied

16. Are you aware you can report repairs and send photographs to the Repairs Centre by email on repairs@htsgroupltd.co.uk?

☐ Yes

☐ No

17. What method(s) do you use to report repairs to the Repairs Centre?

☐ Phone

☐ MyHome account

☐ Email

☐ Visit the Civic Centre

☐ Letter

18. Do you have a SMART phone?

☐ Yes

☐ No

If the answer is 'No' please skip to **Question 20**

19. Are you willing to photograph and report repairs immediately, by SMART phone?

☐ Yes

☐ No

20. Are you satisfied or dissatisfied with the communal repairs to your block?

☐ Very satisfied

☐ Dissatisfied

☐ Satisfied

☐ Very dissatisfied

Please provide further details:-

PART C

Satisfaction with Harlow Council as your Landlord

21. How satisfied or dissatisfied are you with the overall service provided by your Landlord (the Council)?

- | | |
|---|--|
| ☐ Very satisfied | ☐ Dissatisfied |
| ☐ Satisfied | ☐ Very dissatisfied |

22. How satisfied or dissatisfied are you with the opportunities for participation in decision making in relation to services provided by the Council?

- | | |
|---|--|
| ☐ Very satisfied | ☐ Dissatisfied |
| ☐ Satisfied | ☐ Very dissatisfied |

Please provide further details:-

23. How satisfied or dissatisfied are you that your views are being taken into account?

- | | |
|---|--|
| ☐ Very satisfied | ☐ Dissatisfied |
| ☐ Satisfied | ☐ Very dissatisfied |

Please provide further details:-

Any other comments

[illegible]

Please attach additional sheet(s) if necessary to the back of the questionnaire.

Thank you for taking the time to complete this survey. Your views will be completely confidential.

Prize Draw Entry

A chance to WIN vouchers (to the value of £50) for the retailer of your choice

If you wish to be entered into the prize draw, please provide a contact name and either a telephone number or email address to enable the Council to contact you in the event that you are the lucky winner. **You are not obliged to complete this section.**

Contact Name

Email Address

Telephone Number

The prize draw will take place at the **XXXXXX** Leasehold Standards Panel Meeting. The purpose of collecting this information is to administer the prize draw only and for no other purpose. This form will be securely destroyed after the prize draw and in any event no later than **XXXXXXXXXX**

For more information on how we collect, use and protect personal information generally, as well as your rights as a data subject please view our main privacy notice on our website by visiting <http://www.harlow.gov.uk/privacy-notice>

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Leaseholder contact information

As the Landlord, Harlow Council will need to contact you in order to perform its obligations to leaseholders, for example to send out service charge estimates or to notify you of any works to be undertaken to the flat block.

To ensure our records are up-to-date, please complete the next sections.

The personal information you provide will be processed by Harlow Council under Article 6.1(b) General Data Protection Regulation 2016/679 (GDPR) for the performance of your lease.

The information you provide is for the sole use of the Home Ownership Team and will only be shared where Harlow Council is under a legal obligation to do so, for example between our services and with other official organisations, such as the Police and other government bodies.

Your personal information will be retained in accordance with [Harlow Council's Data Retention Policy](#). For example, your personal information will be kept for the duration of your ownership of the property and for 6 years from the date you sell the property.

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Personal Details

Leaseholder Name: _____

Leasehold Property: _____

Please provide your preferred method of contact from the options below for Harlow Council to contact you in regards to your property:-

Telephone: _____

Mobile: _____

Email address: _____

Change of Correspondence

If you would like all correspondence to be sent to an alternative address other than your leasehold property then please complete the section below:

If the property is vacant then please tick the box; if not, a sublet registration form will be sent to you. ☐

Please note, this section must be completed and signed by all leaseholders registered at the property.

LEASEHOLD PROPERTY ADDRESS: _____

CORRESPONDENCE ADDRESS: _____

CONTACT TELEPHONE NUMBER: _____

EMAIL ADDRESS: _____

	Print Name	Signature	Date
Leaseholder 1			
Leaseholder 2			
Leaseholder 3			
Leaseholder 4			