

For Clients of [Name of Council's Choice-based Letting Scheme]

This questionnaire is part of a survey to evaluate **[Name of Council's Choice-based Letting Scheme] CBL**. The aim is to understand your experience of using **[Name of Council's Choice-based Letting Scheme]** and to find out which features help you and which do not. Everyone who has used **[Name of Council's Choice-based Letting Scheme]** is being sent this questionnaire.

The survey is CONFIDENTIAL, but this means it is necessary for us to ask you for some information that your Housing Department already holds about you. We have tried to keep such requests to a minimum and we thank you for providing this information again.

Please complete as many of the following questions as you can. If you feel any part of a question doesn't apply to you, please go to the next part. Throughout the questionnaire, we use the abbreviation **CBL** for **[Name of Council's Choice-based Letting Scheme]**.

When completed please return the questionnaire [by CLOSING DATE] in the pre-paid envelope provided.

Please complete as many of the following questions as you can. Most questions ask you to choose one answer from a range of possible answers. Some questions allow you to choose more than one answer. Where this is the case the question will ask you to tick (ü) as many as appropriate.

If you feel any part of a question doesn't apply to you, please go to the next part.

S/I

Q1. Your Current housing needs							
<p>(a) If you ARE STILL LOOKING for a property:</p> <p>How long have you been looking for a property?</p> <p>less than 6 months <input type="radio"/></p> <p>6 months to 1 year <input type="radio"/></p> <p>1 year to 2 years <input type="radio"/></p> <p>2 years to 5 years <input type="radio"/></p> <p>more than 5 years <input type="radio"/></p>	<p>(b) If you are NOT STILL LOOKING for a property, is it because:</p> <p>You found a property through CBL <input type="radio"/></p> <p>You found a property through another means <input type="radio"/></p> <p>please state: <input type="text"/></p> <p>Some other reason <input type="radio"/></p> <p>please state: <input type="text"/></p>						
<p>What sort of accommodation are you looking for?</p> <p>Number of bedrooms: <input type="radio"/> Bedsit <input type="radio"/> 1 bedroom <input type="radio"/> 2 bedrooms <input type="radio"/> 3 bedrooms <input type="radio"/> 4 or more bedrooms <input type="radio"/></p> <p>please tick (ü) one</p> <p>Special requirements: <input type="radio"/> disabled adapted <input type="radio"/> sheltered <input type="radio"/> ground floor <input type="radio"/></p> <p>please tick (ü) all that apply</p>							
<p>(c) In what Band is (or was) your Housing Application? GOLD <input type="radio"/> SILVER <input type="radio"/> or BRONZE <input type="radio"/></p>							
<p>(e) What is your "Effective Date"? For example, if it is 2nd March 1997, please write:</p> <table border="1" style="display: inline-table; margin-left: 200px;"> <tr> <td style="width: 30px; text-align: center;">02</td> <td style="width: 30px; text-align: center;">03</td> <td style="width: 60px; text-align: center;">1997</td> </tr> </table> <table border="1" style="margin-left: 200px; width: 200px;"> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> <td style="width: 100px; height: 20px;"></td> </tr> </table>		02	03	1997			
02	03	1997					

a-h

a-e

T1

gsb

ddmmyy

Q2. Familiarity and Use of CBL	
<p>(a) How did you first hear of CBL? please tick (ü) one</p> <p>Housing Staff or Local Area Office <input type="radio"/> a family member or friend <input type="radio"/> <i>Gazette (local paper)</i> <input type="radio"/> local radio <input type="radio"/> another source please state: <input type="text"/></p>	
<p>(b) How did you first learn to use CBL? please tick (ü) one</p> <p>taught yourself <input type="radio"/> help from a family member or friend <input type="radio"/> Housing Staff <input type="radio"/> a local library <input type="radio"/> some other way please state: <input type="text"/></p>	

1-5

1-5

Q2. Continued					
(c) How well informed do you feel about CBL?					
very well <input type="radio"/>	comfortable <input type="radio"/>	quite <input type="radio"/>	not very <input type="radio"/>	hardly at all <input type="radio"/>	1-5
(d) How confident do you feel using CBL?					
very <input type="radio"/>	comfortable <input type="radio"/>	quite <input type="radio"/>	not very <input type="radio"/>	hardly at all <input type="radio"/>	1-5
(e) Approximately how many times have you used CBL for any purpose?					
often and regularly <input type="radio"/>	quite a few but only occasionally <input type="radio"/>	once or twice <input type="radio"/>	once only <input type="radio"/>	never <input type="radio"/>	1-5
(f) CBL combines use of the Internet, mobile phone text messages, local news papers, and automated telephone recording. How many of these facilities are you aware of and how many have you used?					
please tick (ü) all that apply					
Internet	text messages	local newspaper	automated phone answering	direct phone call to a Housing Staff	
aware <input type="radio"/>	aware <input type="radio"/>	aware <input type="radio"/>	aware <input type="radio"/>	aware <input type="radio"/>	T2
used <input type="radio"/>	used <input type="radio"/>	used <input type="radio"/>	used <input type="radio"/>	used <input type="radio"/>	T2
(g) Approximately how many properties have you applied (bid) for using CBL?					
None <input type="radio"/>	1-5 <input type="radio"/>	6-10 <input type="radio"/>	11-25 <input type="radio"/>	more than 25 <input type="radio"/>	1-5

Q3. Using CBL to find a property and make a bid							
(h) How do you usually find out about CBL properties? Please tick (ü) one							
Internet <input type="radio"/>	Gazette property supplement <input type="radio"/>	a family member or friend <input type="radio"/>	Local Area Office <input type="radio"/>	another source please state: <input type="text"/>	a-e		
Using the Internet. If you don't use the Internet, please go to part (h)							
(b) Had you any experience of the Internet before using CBL? Yes <input type="radio"/> No <input type="radio"/>					yn		
(c) Where do you <i>usually</i> access the Internet for CBL? Please tick (ü) one							
at home <input type="radio"/>	at work <input type="radio"/>	via family or friends <input type="radio"/>	local library <input type="radio"/>	community organisation <input type="radio"/>	local Area Housing Office <input type="radio"/>	some other place please state: <input type="text"/>	a-g

Q3. Continued

(d) How often do you use the Internet for ANY of the following? please tick (ü) one box in each row

	never	occasionally	often	very often	
Contacting family or friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	a-d
Browsing only	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	a-d
Buying online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	a-d
Using CBL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	a-d
Other dealings with your Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	a-d

(e) When using CBL to look for and/or bid for a property, which of the following normally apply?

You do so by yourself	a family member or friend helps	you ask the Area Housing Office	you ask the local library to help	some other way please state:	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	a-d

(g) How easy it to use the CBL website for each of the following? please tick (ü) one box in each row

	very easy	easy	quite difficult	very difficult	
Search for properties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	a-d
Login as a registered client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	a-d
Make a bid for a property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	a-d
Check the progress of a bid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	a-d
Find council properties elsewhere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	a-d
Find non-council accommodation e.g. private, shared ownership, exchange	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	a-d

(h) If you have sent a text message (07781 486 562) in order to bid for a property, how easy did you find it?

very easy <input type="radio"/>	easy <input type="radio"/>	quite difficult <input type="radio"/>	very difficult <input type="radio"/>	a-d
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(i) If you have used the CBL automated telephone line (0845 2700 558) to bid, how easy did you find it?

very easy <input type="radio"/>	easy <input type="radio"/>	quite difficult <input type="radio"/>	very difficult <input type="radio"/>	a-d
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(j) If you contact your Local Area Office to make or to confirm a bid, how easy do you find this?

very easy <input type="radio"/>	easy <input type="radio"/>	quite difficult <input type="radio"/>	very difficult <input type="radio"/>	a-d
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(k) If you contact the main Allocations Office (Head Office) to enquire about a bid, how easy do you find this?

very easy <input type="radio"/>	easy <input type="radio"/>	quite difficult <input type="radio"/>	very difficult <input type="radio"/>	a-d
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Q4. Selecting and visiting properties

(a) How helpful do you find the information on properties that is provided by CBL?

Very helpful helpful just adequate not very helpful far too limited

1-5

(b) To what extent does CBL help you be selective in choosing which properties to view?

Very helpful helpful just adequate not very helpful far too limited

1-5

(c) Before making a bid, would you (or do you) view a property from the outside?

always usually sometimes never

1-4

(d) If you have viewed one or more properties from the outside and then decided not to bid, what is the main reason for not bidding? please tick (ü) one

location of property type of property condition of property condition of other nearby properties some other reason please state:

1-5

(e) If invited to view a property internally, would you (or do you) view it externally before accepting the invitation?

always usually sometimes never

1-4

Q5. Local Housing Office support and guidance for CBL

If you haven't contacted your Local Area Office about CBL, please go to Q6.

(a) How easy is it to speak to a Housing Officer or Customer Services Adviser (by phone or in person) about CBL when needed?

very easy reasonably easy not very easy quite difficult very difficult

a-e

(b) If you spoke to a Housing Officer or Customer Services Adviser (by phone or in person) about CBL, were they able to answer your question(s) within a reasonable amount of time?

always usually sometimes occasionally never

a-e

(c) If you spoke to a Housing Officer or Customer Services Adviser (by phone or in person) about CBL, did they refer you to any of the following? please tick (ü) as many as appropriate

Allocations Office (Head Office) Your Council a Voluntary or Community Organisation some other body please state:

T3

Q5. Continued

(d) If you spoke to a Housing Officer or Customer Adviser (by phone or in person), did they offer advice about any of the following? please tick (ü) as many as appropriate

- | | | | | |
|--------------------------------------------------------------------|-----|-----------------------|----|-----------------------|
| accommodation in other boroughs or elsewhere in the UK | Yes | <input type="radio"/> | No | <input type="radio"/> |
| non-council accommodation e.g. private, shared ownership, exchange | Yes | <input type="radio"/> | No | <input type="radio"/> |
| employment and/or training | Yes | <input type="radio"/> | No | <input type="radio"/> |
| child care, schools, care of relatives | Yes | <input type="radio"/> | No | <input type="radio"/> |

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yn

Q6. Overall experience of CBL

(a) Did use of CBL lead you change any details of your application for housing? Yes No

yn

If YES, please say what changes you made:

(b) To what extent do you agree with each of the following statements:
please tick (ü) one in each row

	strongly agree	agree	unsure	disagree	strongly disagree	
I think CBL will help my chances of finding accommodation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1-5
CBL helps me appreciate why others may have been allocated properties while I have not.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1-5
CBL has helped me think of alternatives to finding council accommodation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1-5
I'd recommend CBL to other people seeking council accommodation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1-5
CBL has made me better informed about housing generally.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1-5
CBL has given me more control over when and how I look for properties.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1-5
CBL has made me feel more able to discuss, influence and negotiate with Housing Officers and Advisors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1-5
CBL makes me feel more empowered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1-5

Q6. Continued					
(c) For each of the statements below, say how has CBL affected you. please tick (ü) one box in each row					
Since using CBL, my relationship with Housing Staff is...	better <input type="radio"/>	the same <input type="radio"/>	worse <input type="radio"/>	1-3	
Since using CBL, my relationship with the Council is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1-3	
(d) For each of the statements below, say how has CBL affected you? please tick (ü) one in each row					
Experience of CBL has helped me trust Housing Staff...	more <input type="radio"/>	the same <input type="radio"/>	less <input type="radio"/>	1-3	
Experience of CBL has helped me trust the Council ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1-3	
Experience of CBL has helped me trust my Elected Councillors ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1-3	
(e) In terms of looking for a property, what is the single best thing about CBL?					
(f) What is the one specific improvement you would make to the overall system for finding accommodation?					
(g) What is the one specific improvement you would make to CBL for finding accommodation?					
(h) Overall, how would you describe your satisfaction with CBL? please tick (ü) one					
very satisfied <input type="radio"/>	reasonably satisfied <input type="radio"/>	unsure <input type="radio"/>	quite dissatisfied <input type="radio"/>	very dissatisfied <input type="radio"/>	1-5
(i) If you were registered and looking for accommodation <i>before</i> using CBL, please say how CBL has affected you. please tick (ü) one in each row					
Compared to the original system, CBL is...	better <input type="radio"/>	the same <input type="radio"/>	worse <input type="radio"/>	1-3	
Since using CBL, my relationship with Housing Staff is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1-3	
Since using CBL, my relationship with the Council is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1-3	

Q7. Demographics

Answers to the following questions are of great help in analysing the survey and planning for the future. Please take a moment to complete them.

(a) What is your age? 16-24 25-59 60-74 75 or over

a-d
mf

(b) Are you... Female Male

(c) Do you or anyone moving with you suffer long-standing limiting illness or disability? Yes No

yn

(d) Which one of the following best describes your ethnic group? please tick (ü) one

<i>White</i>	<i>Mixed</i>	<i>Asian or Asian British</i>	<i>Black or Black British</i>	<i>Chinese or other ethnic group</i>
British <input type="radio"/>	White and Black Caribbean <input type="radio"/>	Indian <input type="radio"/>	Caribbean <input type="radio"/>	Chinese <input type="radio"/>
Irish <input type="radio"/>	White and Black African <input type="radio"/>	Pakistani <input type="radio"/>	African <input type="radio"/>	
Other <input type="radio"/>	White and Asian <input type="radio"/>	Bangladeshi <input type="radio"/>	Other <input type="radio"/>	Other ethnic group <input type="radio"/>
	Other <input type="radio"/>	Other <input type="radio"/>		

T4

Optional information

We would like to **interview** people to find out a lot more about their experience of CBL and how it can be improved to help them solve their housing needs.

If you are happy for us to contact you, please provide:

Your Name:

And **at least one** of the following:

Postal address:

Phone number:

email address:

Thank you very much for completing this questionnaire.

Please return it in the enclosed pre-paid envelope.