

## What do you think about getting involved?

Involving tenants in the housing services is both necessary and important in delivering the service. We want to know what you think about getting involved. The survey will only take about 5 minutes and you could **win £50** in shopping vouchers, very handy this close to Xmas! You can either fill in the survey below or fill in the survey electronically at <https://www.surveymonkey.co.uk/r/FHRKHBL>

1) Do you know that you can get involved and have your say in improving the housing service?

	Tick
Yes	
No	

2) What subjects are you most interested in.

Please select two from the list below:	Tick
Repairs	
Improving my local area	
Rehousing	
Tenant communication	
Tackling Anti-social behaviour	
My landlord's performance	
Rents and service charges	
The way housing services are delivered	
Developing policies	
Services to older people	
Do not want to get involved	

3) How would you prefer to engage with us?

You can choose more than one	Tick
Internet / online surveys / Email surveys	
Meeting a housing officer in my local area to sort out local issues	
Workshop or focus group	
Tenants meetings	
Reading Housing Connect	
Helping the council to write in plain English	
Helping to set up community groups, gardening groups	
Online think tank or a facility to bring up ideas and make comments	

4) How much time could you spare to get involved?

Choose one	Tick
Once a month	
Just like to be kept informed	
3-4 times a year	
Not at all	

5) What support or incentives would be helpful in return for your time.

Please select a maximum of three	Tick
Out of pocket expenses(including travel costs)	
Child care costs	
Training	
Work references	
Opportunities to see work of the Department	
Find out how decisions are made	
Meet new people	

6) Is there anything that would prevent you from getting involved?

	Tick
Yes	
No	

If you tick "yes please tell us why:

Choose one	Tick
Work	
Looking for work	
Health	
Transport	
Confidence	
Carer's responsibilities	
College	
Childcare	
Language barriers	
Not interested	
Council doesn't listen	
Cannot use the internet	
Other	

7) Do you get involved in your local community?

	Tick
Yes	
No	

If yes, tell us what do you get involved with?

	Tick
Coffee mornings	
Trustees of local groups	
Community group	
Mums group	
Bingo	
Church groups	
Helping out neighbours	
Delivering local newsletters	
Community bus	
Gardening groups	
Volunteering	
Sports club	
School	
Other	

8) How would you prefer to find out about opportunities to get involved?

Choose one	Tick
In Housing Connect	
By email / e-bulletin	
Council Web page	
Facebook/Twitter	
Notice board in Community Centre/Scheme	
One Darlington Magazine	

9) Are there any other ideas and suggestions about how you would like to get involved?

10) Do you have access to the internet?

	Tick
Yes	
No	

12) Do you have an email address?

	Tick
Yes	
No	

12) Would you be interested in getting more involved?

	Tick
Yes	
No	

13) In order to enter the Draw for a £50 shopping voucher please provide your name, Email Address or phone number and your address.

<b>Name</b>	
<b>Email Address/ Phone number</b>	
<b>Address</b>	

Please return the survey to: Survey, Housing & Building Services, Town Hall, Darlington, DL1 5QT or email your entry to: [customerengagement@darlington.gov.uk](mailto:customerengagement@darlington.gov.uk) please include your contact detail.  
The survey will close on 28th November 2018

Only people who live in Council tenancies are eligible to take part in the draw.

**The important but boring bit:**

**The collection of data from this survey adheres to the GDPR 2018 requirements.** Your response will remain anonymous and will only be used to inform our plans for future tenant engagement