

STAR Survey Questionnaire

Q1 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by East Suffolk Council?

Q2 - How satisfied or dissatisfied are you with the overall quality of your home?

Q3 - How satisfied or dissatisfied are you that East Suffolk Council provides a home that is safe and secure? E.g. annual gas safety checks carried out etc.

Q4 - How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Q5 - How satisfied or dissatisfied are you that your rent provides value for money? *(Leaseholders and Freeholders please select 'Not Applicable')*

Q6 - How satisfied or dissatisfied are you that your service charges provide value for money? (If you do not have service charges please select 'Not Applicable')

Q7-Generally, how satisfied or dissatisfied are you with the way East Suffolk Council deals with repairs and maintenance?

Q8-How satisfied or dissatisfied are you that East Suffolk Council listens to your views and acts upon them?

Q9-How satisfied or dissatisfied are you that East Suffolk Council is easy to deal with?

Q10-How likely would you be to recommend East Suffolk Council to family or friends?

Q11-If you have had contact with the council's housing team, are there any service improvements you would like to see made?

Q12-Is there is anything else you would like to say about your home and/or services East Suffolk Council provides?

Q13-If you would like someone from East Suffolk Council to contact you about your comments, please tick the box:

Q14-East Suffolk myHome online tenants portal

Q14a-Have you registered for the East Suffolk myHome online tenants portal?

If YES go to question 14b, if NO go to question 15

Q14b-How useful do you find the East Suffolk myHome online tenant portal?

Q14c-How easy is the East Suffolk myHome online tenant portal to use?

Q15-If you have not registered to use the East Suffolk myHome online tenant portal and would like some information emailed to you, please tick this box

Q16-If you did want information emailed to you about the East Suffolk myHome online tenant portal, please provide your email address.