

# Your Voice Matters



Thank you for taking the time to complete this short survey, we estimate it will take you between 2-5 minutes to do so. We are looking to understand your experience of our services **over the last year**.

In our new corporate plan, which sets out what we want to achieve over the next five years, providing excellent customer services is one of our main priorities, and your feedback in this survey will help us to understand areas where we may need to improve.

There are twelve satisfaction questions which cover most of the services we provide. By filling in this questionnaire you are taking the opportunity to have your views listened to, and will be helping us to shape decisions on future services.

Please note, you are unable to report repairs, complaints or urgent queries through this survey, but we can help you with any issues or questions if you get in touch with us by live chat via our website <https://cobalthousing.org.uk/> or social media messenger, My Cobalt, or call us on 0330 303 2222. Our reception is also open Monday-Friday 9am - 5pm.

Please click the button below to start the survey and make your voice heard.

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cobalt Housing?

[Required]

*Tick one of the following*

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

Please let us know what we could do to improve. [Required]

Thank You. In a few words, could you share your positive experience? [Required]

Has Cobalt Housing carried out a repair to your home in the last 12 months? **[Required]**

*Tick one of the following*

- Yes
- No

How satisfied or dissatisfied are you with the overall repairs service from Cobalt Housing over the last 12 months?

**[Required]**

*Tick one of the following*

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

**[Required]**

*Tick one of the following*

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

How satisfied or dissatisfied are you that Cobalt Housing provides a home that is well maintained? **[Required]**

*Tick one of the following*

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Cobalt Housing provides a home that is safe? **[Required]**

*Tick one of the following*

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable/ Don't Know

How satisfied or dissatisfied are you that Cobalt Housing listens to your views and acts upon them? **[Required]**

*Tick one of the following*

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable/ Don't Know

Thank You. In a few words, could you share your positive experience? **[Required]**

In a few words, can you tell us why you are dissatisfied? [Required]

How satisfied or dissatisfied are you that Cobalt Housing keeps you informed about things that matter to you?

[Required]

*Tick one of the following*

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable/ Don't Know

To what extent do you agree or disagree with the following "Cobalt Housing treats me fairly and with respect"?

[Required]

*Tick one of the following*

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable/ Don't Know

Thank You. In a few words, could you share your positive experience? [Required]

What could we do better? [Required]

Have you made a complaint to Cobalt Housing in the last 12 months? [Required]

*Tick one of the following*

- Yes
- No

How satisfied or dissatisfied are you with Cobalt Housing's approach to complaints handling? [Required]

*Tick one of the following*

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

Do you live in a building with communal areas, either inside or outside, that Cobalt Housing is responsible for maintaining? **[Required]**

*Tick one of the following*

- Yes
- No
- Don't know

How satisfied or dissatisfied are you that Cobalt Housing keeps these communal areas clean and well maintained?

**[Required]**

*Tick one of the following*

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

How satisfied or dissatisfied are you that Cobalt Housing makes a positive contribution to your neighbourhood?

**[Required]**

*Tick one of the following*

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable/ Don't Know

How satisfied or dissatisfied are you with Cobalt Housing's approach to handling anti-social behaviour? **[Required]**

*Tick one of the following*

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable/ Don't Know

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