

Furnished Homes Survey

We would like to find out your views on our furnished homes service. Please take a few minutes to complete this form and return it to us in the pre-paid envelope provided, hand it in at any of our offices or complete on our secure web site, details below.

Name _____

Address _____

Please answer the questions relevant to your furnished tenancy.

1. How satisfied are you with the overall furnished service?

Very Satisfied
Satisfied
Dissatisfied
Very Dissatisfied

Any comments:

2. Did the furniture affect your decision to rent a property with Wigan and Leigh Housing?

Yes No

3. Do you feel the furnished charge represents value for money?

Yes No

4. Were you satisfied with the setting up of your furnished tenancy?

Yes No

Any Comments

5. If you have had contact with the furnished team was the person helpful and polite?

Yes No No contact

6. Has your furnished package been inspected by a member of staff in the last 12 months?

Yes No Don't know

7. If yes to question 6, how satisfied were you with the inspection check?

Satisfied Dissatisfied Neither

8. If you reported faults to items in your furnished package:

A. Were you satisfied with the quality of repair?

Yes No

B. Were you told when the contractor would be calling ?

Yes No

C. Did the contractor show identity and leave your home tidy?

Yes No

Any Comments

9. Please indicate what you think about the quality of the furnishings provided by ticking one box for each item below.

	Not provided	Excellent	Good	Average	Poor
Carpets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Curtains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Goods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chairs/Sofa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dining room furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bedroom Furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. If relevant, does the Special Needs furniture provided still meet your requirements ?

Yes No

Any Comments

How can we further improve the furnished homes service?

Thank you for your help

- Please return this questionnaire in the pre-paid envelope provided, or
- Hand it at any of our offices, or
- Complete on our website at: www.walh.co.uk/support/furnished_homes_service returning by e-mail to: furnished.homes@walh.co.uk

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Comments Yes/No	Response Yes/No	Date Actioned	Fair monitor form completed Yes/No	Initials
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