

We know things can  
always be better.

Your life,  
your way  
calicohomes

Name	<input type="text"/>
Address	<input type="text"/>
Town	<input type="text"/>
County	<input type="text"/>
Post Code	<input type="text"/>
Rent Account Reference Number (If Known) :	<input type="text"/>



Tell us and let's **make it happen**

**Our MAKE IT HAPPEN survey is an important chance for you to TELL US what we do well and what we need to do better. To say thank you, everyone who takes part will be entered into a prize draw.**

**The first prize is £500 vouchers.  
4 runners-up will receive £100 vouchers each.**

**The closing date for responses is 08 October 2023.**

**We will publish the results and tell you next steps.**

## Overall Satisfaction - TP01

**Q1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Calico?

- Very Satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

## Satisfaction with repairs - TP02/03

**Q2** Has Calico carried out a repair to your home in the last 12 months?

- Yes **Go to Q2a**
- No **Go to Q2c**

**Q2a** How satisfied or dissatisfied are you with the overall repairs service from Calico over the last 12 months?

- Very Satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

**Q2b** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very Satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

**Go to Q3**

**Q2c** Has Calico carried out a repair to your home more than 12 months ago?

- Yes **Go to Q2d**
- No **Go to Q3**

**Q2d** How satisfied or dissatisfied are you with the repairs service you have received to your home from Calico?

- Very Satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

### Satisfaction that the home is well maintained - TP04

**Q3** How satisfied or dissatisfied are you that Calico provides a home that is well maintained?

- Very Satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

### Satisfaction that the home is safe - TP05

**Q4** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Calico provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

### Satisfaction that the landlord listens to tenant views and acts upon them - TP06

**Q5** How satisfied or dissatisfied are you that Calico listens to your views and acts upon them?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

**Q6** Do you think Calico is easy to deal with?

- Yes  No

Can you please tell us why you feel this way?

### Satisfaction that the landlord keeps tenants informed about things that matter to them - TP07

**Q7** How satisfied or dissatisfied are you that Calico keeps you informed about things that matter to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

## Agreement that the landlord treats tenants fairly and with respect - TP08

**Q8** To what extent do you agree or disagree with the following "Calico treats me fairly and with respect"?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable/ don't know

Can you please tell us why you feel this way?

**Q9** Do you trust Calico?

- Yes
- No

Can you please tell us why you feel this way?

## Satisfaction with the landlord's approach to handling of complaints - TP09

**Q10** Have you made a complaint to Calico in the last 12 months?

- Yes **Go to Q10a**
- No **Go to Q11**

**Q10a** How satisfied or dissatisfied are you with Calico's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

**Q10b** How satisfied or dissatisfied are you with the outcome of your complaint?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

**Q10c** How satisfied or dissatisfied are you with the way you were treated by the member of Calico staff who answered your complaint?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

**Q10d** How satisfied or dissatisfied are you with the speed your complaint was handled and responded to?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

**Satisfaction that the landlord keeps communal areas clean and well maintained - TP10**

**Q11** Do you live in a building with communal areas, either inside or outside, that Calico is responsible for maintaining?

- Yes **Go to Q11a**
- No **Go to Q12**
- Don't Know **Go to Q12**

**Q11a** How satisfied or dissatisfied are you that Calico keeps these communal areas clean and well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

**Satisfaction that the landlord makes a positive contribution to neighbourhoods - TP11**

**Q12** How satisfied or dissatisfied are you that Calico makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

**Satisfaction with the landlord's approach to handling anti-social behaviour - TP12**

**Q13** How satisfied or dissatisfied are you with Calico's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

## CALICO GENERAL QUESTIONS

### Satisfaction with rents and service charges

**Q14** How satisfied or dissatisfied are you that the rent you pay provides value for money?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

Can you tell us why you feel this way?

**Q15** How satisfied or dissatisfied are you that the service charges you pay provide value for money?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

Can you tell us why you feel this way?

### Satisfaction with contacting Calico Homes

**Q16** Thinking about your most recent contact with Calico, was your query resolved in a reasonable timeframe?

- Yes
- No

If no, can you tell us why you feel this way?

### Net Promotor

**Q17** How likely are you to recommend Calico to family or friends?

Where 10 is extremely likely and 0 is not at all likely

- |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 10                       | 9                        | 8                        | 7                        | 6                        | 5                        | 4                        | 3                        | 2                        | 1                        | 0                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q18** What would you like Calico to do differently?

## Involvement

**Q19** Would you be interested in becoming part of our Customer experience network that looks at reviewing and improving Calico services?

Yes

No

Unsure - please provide me further information

**Q20** To ensure that we can contact and update you with matters relating to your tenancy and neighbourhood, or to follow up on anything you have told us, please provide us with the contact details e.g., telephone number, email address you would be happy for us to reach you on.

Home Telephone

Mobile

Email Address

## BACKGROUND INFORMATION ABOUT YOU

This information is optional but by answering these questions you will help Calico make sure that we are not discriminating against you or anyone else.

**Q21** Age

16-24

25-34

35-44

45-54

55-59

60-64

65-74

75-84

85+

**Q22** Gender

Male

Female

Transgender (Women)

Transgender (Men)

Non-binary

Prefer not to say

**Q23** How would you describe your sexual orientation?

Heterosexual / Straight

Gay Man

Gay woman

Bisexual

Other

Prefer not to say

**Q24** What is your religion?

No Religion

Buddhist

Jewish

Sikh

Prefer not to say

Christian (All)

Hindu

Muslim

Any other religion

**Q25 To which of these groups do you and your household consider you belong?**

- |                                                               |                                                                                |
|---------------------------------------------------------------|--------------------------------------------------------------------------------|
| <input type="checkbox"/> White British                        | <input type="checkbox"/> Asian or Asian British - Pakistani                    |
| <input type="checkbox"/> White Irish                          | <input type="checkbox"/> Asian or Asian British - Bangladeshi                  |
| <input type="checkbox"/> Gypsy or Irish Traveller             | <input type="checkbox"/> Asian or Asian British - Other (Please specify below) |
| <input type="checkbox"/> Roma                                 | <input type="checkbox"/> Black or Black British - Caribbean                    |
| <input type="checkbox"/> White - Other (Please specify below) | <input type="checkbox"/> Black or Black British - African                      |
| <input type="checkbox"/> Mixed - White and Black Caribbean    | <input type="checkbox"/> Black or Black British - Other (Please specify below) |
| <input type="checkbox"/> Mixed - White and Black African      | <input type="checkbox"/> Arab                                                  |
| <input type="checkbox"/> Mixed - White and Asian              | <input type="checkbox"/> Chinese                                               |
| <input type="checkbox"/> Mixed - Other (Please specify below) | <input type="checkbox"/> Prefer not to say                                     |
| <input type="checkbox"/> Asian or Asian British - Indian      |                                                                                |

Please specify any other

**Q26 Marital status and living arrangements**

- |                          |                          |                          |                          |                          |                          |  |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|--------------------------|--------------------------|
|                          |                          |                          | Married/<br>Civil        |                          |                          |  | Widow/<br>widower        |                          |
| Cohabitee                | Divorced                 | Engaged                  | Partnership              | Separated                | Single                   |  |                          | Unknown                  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  | <input type="checkbox"/> | <input type="checkbox"/> |

**Health & Disability**

**Q27 Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?**

- Yes  No  Don't Know

**Q28 Do any of your conditions or illnesses reduce your ability to manage your tenancy?**

- Yes, a lot  Yes, a little  Not at all

**Q29 Do you receive any help or physical support because you have a long-term physical or mental health condition or problems related to old age? Do not include paid employment.**

- Yes  No  Prefer not to say

**Caring responsibilities**

**Q30 Do you have any caring responsibilities for any children living with you under the age of 18 years?**

- Yes  No  Prefer not to say

**Q31 Do you look after, or give any help or physical support to, anyone because they have a long-term physical or mental health condition or problems related to old age? Do not include paid employment.**

- Yes  No  Prefer not to say

**Thank you for completing the survey.  
Please return this survey in the prepaid envelope provided.**