

Landlord Questionnaire

October 2010

Please help us to ensure we deliver the service that you want by completing this questionnaire.

How good do you think the service is? *Tick one box only*

Very good Good Not good

Which is the most important to you? *(1 as the most important, 2 as next most important and so on)*

- Payment by due date
- Easy telephone access
- Changes *(e.g. rent increases)* processed quickly
- Something else *(please tell us)*

Are you able to contact us easily, do we offer an accessible service?

- Do our opening times suit you? Yes No
- Are our offices accessible to you? Yes No

If you have a query with us, do we respond effectively?

- By phone Yes No By email Yes No
- By letter Yes No

Are you aware of our Appeals process? Yes No

Would you know how to complain? Yes No

What do you think is the best aspect of our service?

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What aspect of our service do you think we could most improve?

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How many tenants do you have who are receiving Housing Benefit?

Do you like to receive the landlord newsletters? Yes No

Please let us know what you would like included in future landlord newsletters.

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Please could you let us know if there is any aspect of our service that you would like us to provide or improve upon that is not covered or asked for above.

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Thank you for taking the time to complete the questionnaire.

Please return to:
Louise Stone, Revenues & Benefits,
Town Hall, Castlefield Road, Reigate, Surrey RH2 0SH.

Your name, company and contact details including email address (*optional*):

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