

HOUSING HUB FEEDBACK FORM

The Housing Hub are committed to offering the most up to date and customer driven in providing the service. Part of our continuing development is to obtain feedback from our customers and as part of that process we would be pleased if you could take a few moments to complete this questionnaire.

In respect of your IP Address, we have carefully chosen the controls and necessary steps to ensure that your privacy and personal data is controlled and respected at all times. All cookies used by East Lindsey District Council are used in accordance with current regulatory and legislative requirements. For further information on our Data Protection Polices, please click on the following link: https://www.e-lindsey.gov.uk/article/6192/Data-Protection-Act-Your-Rights

1 Why did you contact the Housing Hub?

- 1 Worried about homelessness
- 1 Housing Register query
- 0 Domestic Abuse

Other, please state below

0

- 0 General housing advice
- Help to obtain private rented accommodation

Couldn't access

at all

0 Other

2 How accessible was our Housing Service?

2 Very accessible 0 Fairly accessible 0 Not very accessible

3 How do you prefer to contact the Housing department?

1 Telephone 0 Text

1 Email 0 Face Time

Face to Face (if possible) 0 Zoom

4	Were you	given the	time and	opportunity	to explain	your quer	/ in full?
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- 2 Yes, I was given enough time
- 0 No, I wasn't given time

0 I was given adequate time

If you answered 'No', please tell us why not.

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Did we resolve your query satisfactorily? 5

2 Yes

If you answered 'No', please tell us why we didn't resolve your query satisfactorily.

0

How satisfied are you with the following areas of service provided by the **Housing Hub?**

	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
Promptly answering calls	2	0	0	0	0
Returning messages	2	0	0	0	0
Replying to emails	2	0	0	0	0
Information/Advice given	2	0	0	0	0
Staff approachability	2	0	0	0	0

7 How satisfied are you with the service you received overall?

2 Very satisfied

- Neither satisfied nor
- 0 Dissatisfied

0 Fairly satisfied

dissatisfied

0 Very dissatisfied

ABOUT YOU

8 Are you?

0 Male

2 Female

0 Transgender

Please tell us which age group you belong to:

- 0 16 24
- 2 25 44
- 0 45 64
- 0 65+

10	Do you	consider	yourself	to	have a	disability?	
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1 Yes 1 No

11 Where is your nearest Council Office?

1 Louth 0 Mablethorpe 0 Skegness 1 Horncastle

Thank you for taking the time to complete this feedback form.

Please press submit now