



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 Policies, 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?

50.0%	Worried about homelessness	0.0%	General housing advice
50.0%	Housing Register query	0.0%	Help to obtain private rented accommodation
0.0%	Domestic Abuse	0.0%	Other
	Other, please state below		
0.0%			

2 How accessible was our Housing Service?

100.0%	Very accessible	0.0%	Fairly accessible	0.0%	Not very accessible	0.0%	Couldn't access at all
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3 How do you prefer to contact the Housing department?

50.0%	Telephone	0.0%	Text
50.0%	Email	0.0%	Face Time
0.0%	Face to Face (if possible)	0.0%	Zoom

4 Were you given the time and opportunity to explain your query in full?

100.0% Yes, I was given enough time 0.0% No, I wasn't given time
 0.0% I was given adequate time
 If you answered 'No', please tell us why not.
 0.0%

5 Did we resolve your query satisfactorily?

100.0% Yes 0.0% No
 If you answered 'No', please tell us why we didn't resolve your query satisfactorily.
 0.0%

6 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	100.0%	0.0%	0.0%	0.0%	0.0%
Returning messages	100.0%	0.0%	0.0%	0.0%	0.0%
Replying to emails	100.0%	0.0%	0.0%	0.0%	0.0%
Information/Advice given	100.0%	0.0%	0.0%	0.0%	0.0%
Staff approachability	100.0%	0.0%	0.0%	0.0%	0.0%

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

100.0% Very satisfied 0.0% Neither satisfied nor dissatisfied 0.0% Dissatisfied
 0.0% Fairly satisfied 0.0% Very dissatisfied

ABOUT YOU

8 Are you?

0.0% Male 100.0% Female 0.0% Transgender

9 Please tell us which age group you belong to:

0.0% 16 - 24 100.0% 25 - 44 0.0% 45 - 64 0.0% 65+

10 Do you consider yourself to have a disability?

50.0% Yes

50.0% No

11 Where is your nearest Council Office?

50.0% Louth

0.0% Mablethorpe

0.0% Skegness

50.0% Horncastle

Thank you for taking the time to complete this feedback form.
Please press submit now