Rent Service
Customer Satisfaction Form

Contacting the Rent Service

1. Thinking about the last time you contacted us by telephone. How satisfied or dissatisfied were you with the following aspects of how the call was handled?

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
a) the speed in which your call was dealt with	○	○	○	○	○
b) How helpful staff were	○	○	○	○	○
c) How polite staff were	○	○	○	○	○
d) Ability of staff to deal with your query	○	○	○	○	○

2. Did the member of staff explain the importance of paying your rent on time?

Yes ○ No ○

3. If you contacted the rent service in response to a letter that we sent you, how satisfied or dissatisfied were you that this was clear and easy to understand?

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
○	○	○	○	○

4. What was the reason for you falling into debt with your rent?

Problem with housing benefit	Problem with other benefits	Loss of job or reduction of income	Breakdown in relationship	Bereavement
○	○	○	○	○

Other (please specify):

Your Rent Account

5. The rent service provides you with rent statements every 13 weeks. How satisfied or dissatisfied are you with the information provided in your rent statement?

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
○	○	○	○	○

Overall satisfaction with the Rent Service

6. Overall, how satisfied or dissatisfied are you with your experience of using the Rent Service?

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
○	○	○	○	○

7. Do you have any ideas for how we could improve the Rent Service?

Thank you for taking the time to fill in our questionnaire,

The Rent Service

Submit