# Seven Towers Survey

# Address:

**1. Name (optional):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Gender:** Male Female

**Age (optional):** 16-26 27-39 40-49 50-60 60+

**Number of people living in your home:**

Adults (16+) 0 1 2 3 4

Children (-16) 0 1 2 3 4

**2. Pigeon Waste**

|  |  |  |
| --- | --- | --- |
| **Have you noticed the pigeon waste on the landings being cleaned over the last six months?** | Yes | No |
| **Are you happy with the results?** | Yes | No |

**If ‘No’, could you tell me why?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**3. Sewage and Drainage**

|  |  |  |  |
| --- | --- | --- | --- |
| **In the last six months have you had sewage, backflow or flooding problems?** | | Yes | No  Go to #4 |
| **What were the effects of the flooding?** | a) Ruined Wallpapers/Tiles □  b) Flooded into downstairs flat □  c) Bad Smell □  d) Stains on ceilings/walls □  d) Others (please explain): | | |
| **Did you report the problem to the NIHE?** | | Yes | No |
| **If ‘Yes’ were you happy with the response?** | | Yes | No |

**If ‘No’, can you tell me why you were not happy with the response?**

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|  |  |  |
| --- | --- | --- |
| **Did the Housing Executive put in a valve to prevent the backflow?** | Yes | No |
| **Have you noticed bad smells coming from your drains?** | Yes | No |
| **Have you had any other problems with your drains?** | Yes | No |
| **If it happened again would you be willing to provide us with a sample?** | Yes | No |

**4. Dampness**

|  |  |  |
| --- | --- | --- |
| **Do you have dampness in your flat?** | Yes | No |
| **Have you reported the problem to the NIHE?** | Yes | No |
| **If ‘Yes’ were you happy with the response?** | Yes | No |

**Please explain why you were or were not happy with the response?**

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|  |  |  |
| --- | --- | --- |
| **If you have dampness would you be willing to take a picture of it for us?** | Yes | No |
| **The NIHE state that the problem in the flats is condensation, not dampness. If it could be arranged would you agree to someone independent coming out to look at the dampness?** | Yes | No |

**5. Heating**

|  |  |  |  |
| --- | --- | --- | --- |
| **Is the heating in your flat suitable for your needs?** | | Yes | No |
| **If ‘No’, why not?** | a) Too expensive □  b) Too many draughts □  c) Other (explain): | | |
| **Are you forced to use other heating appliances?** | | Yes | No |

**6. Problems and Complaints**

|  |  |  |  |
| --- | --- | --- | --- |
| **Have you reported any other maintenance problems to the NIHE in the last 6 months?** | | Yes | No |
| **What problems did you report to them (optional)?** |  | | |
| **Who did you contact?** | a) Maintenance Book □  b) Office in Artillery/Grainne House □  c) District Office □  c) Other (explain): | | |
| **Were you happy with the response?** | | Yes | No |

**Please explain why you were or were not happy with the response?**

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|  |  |  |  |
| --- | --- | --- | --- |
| **If you’ve reported problems to the Housing Executive and haven’t been happy have you ever put in a formal, written complaint to the NIHE?** | | Yes | No |
| **If ‘No’, why not?** | Don’t know how to □  Wouldn’t make a difference □  Haven’t thought about it □  Other □ | | |

**7. Participation**

***The NIHE are planning to spend a lot of money on the flats in the next couple of years. We want to know:***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Have you received any information about any NIHE plans for the Seven Towers?** | | Yes | | No | Can’t  remember |
| **Do you think it’s important that residents views are taken into account when making decisions about the flats?** | | | Yes | | No |
| **How would you like to receive information from the NIHE?** | Letters/leaflets □  Computer/email □  Public Meetings □  Posters/displays in reception □  Other (explain): | | | | |

**Name 3 things you would like to see changed in the flats?**

1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**On a scale of 1 – 10 (1 – Not involved, 10 – Fully involved) how much of a say do you have in decisions made by the Housing Executive about your accommodation?**

**1 2 3 4 5 6 7 8 9 10**

**FOLLOW UP**

We will be pulling together a group of residents to take part in a short focus group in the next month. Would you be willing to take part?

|  |  |
| --- | --- |
| Yes |  |
| No |  |

What would be the best way to get residents together?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact information (phone number)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Thanks for taking the time to complete this survey. Everything you said is confidential.**

**Comments:**