

Chorley Council

Q1 In the last 3 years, how many complaints have you received from residents living in social housing about housing standards?

None 1 2-3 4-5 6-9 10+

Q2 What types of complaints are they? Please describe the issue(s).

ISSUES OF DISREPAIR.
DELAY IN EFFECTING REPAIRS.
TENANTS COMPLAIN OF A LACK OF EMPATHY ON THE PART OF THE SOCIAL HOUSING STAFF.

Q3 Over the last 3 years, would you say that the number of complaints you receive has....?

Increased Stayed about the same Decreased

Q4 How would you describe your relationship with Registered Providers in Chorley?

SATISFACTORY.

Q5 Do you have any other comments to make about social housing in Chorley?

Thank you for taking the time to complete this survey.