

Contacting Eastleigh Borough Council - Residents' views needed

To help us ensure we're providing the services our residents want, the following survey asks you questions about how you currently contact Eastleigh Borough Council. It also asks about your awareness of the methods available to you to contact us and which of these you'd prefer to use. At the end of the survey is a box for any general comments you'd like to make about contacting us.

1. How many times in the last six months have you contacted Eastleigh Borough Council either at our Eastleigh House or Wells Place offices?

- None 6-10
 1-2 More than 10
 3-5

If the answer is None, please go to question 5 to complete the remaining questions

2. Which methods have you used to contact us in the last six months? Choose all options that apply.

- | | | |
|--|------------------------------------|---|
| <input type="checkbox"/> Visit Eastleigh House | <input type="checkbox"/> Telephone | <input type="checkbox"/> Webchat |
| <input type="checkbox"/> Visit Wells Place | <input type="checkbox"/> Fax | <input type="checkbox"/> By e-mail |
| <input type="checkbox"/> Council Website | <input type="checkbox"/> Twitter | <input type="checkbox"/> Other (please specify below) |
| <input type="checkbox"/> Letter | <input type="checkbox"/> Facebook | |

Other (please specify)

3. If you have contacted us by any method in the last six months, what were the main reasons for the contact? Choose all options that apply.

- | | | |
|--|--|---|
| <input type="checkbox"/> Make an enquiry | <input type="checkbox"/> Ask for information | <input type="checkbox"/> Don't know/can't remember |
| <input type="checkbox"/> Apply for a service or register | <input type="checkbox"/> Ask for help/advice | <input type="checkbox"/> Other (please specify below) |
| <input type="checkbox"/> Report an issue or problem | <input type="checkbox"/> Make a suggestion about a service | |
| <input type="checkbox"/> Make a complaint | <input type="checkbox"/> Apply for a grant | |

Other (please specify)

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4. If you have contacted Eastleigh Borough Council in the last six months can you recall on which day(s) you contacted us? Please choose all that apply.

- | | | |
|----------------------------------|------------------------------------|-----------------------------------|
| <input type="checkbox"/> Monday | <input type="checkbox"/> Wednesday | <input type="checkbox"/> Friday |
| <input type="checkbox"/> Tuesday | <input type="checkbox"/> Thursday | <input type="checkbox"/> Saturday |

5. Which of these methods of contacting us were you aware of? Please choose all that apply.

- | | | |
|--|------------------------------------|------------------------------------|
| <input type="checkbox"/> Visit Eastleigh House | <input type="checkbox"/> Fax | <input type="checkbox"/> Webchat |
| <input type="checkbox"/> Visit Wells Place | <input type="checkbox"/> Telephone | <input type="checkbox"/> By e-mail |
| <input type="checkbox"/> Council Website | <input type="checkbox"/> Twitter | |
| <input type="checkbox"/> Letter | <input type="checkbox"/> Facebook | |

6. Which of these methods would you prefer to use to contact us? Please choose all that apply.

- | | | |
|--|------------------------------------|---|
| <input type="checkbox"/> Visit Eastleigh House | <input type="checkbox"/> Fax | <input type="checkbox"/> Webchat |
| <input type="checkbox"/> Visit Wells Place | <input type="checkbox"/> Telephone | <input type="checkbox"/> By e-mail |
| <input type="checkbox"/> Council Website | <input type="checkbox"/> Twitter | <input type="checkbox"/> Other (please specify below) |
| <input type="checkbox"/> Letter | <input type="checkbox"/> Facebook | |

Other (please specify)

7. If you have any comments you would like to make about contacting Eastleigh Borough Council, please use the space below.

Thank you very much for completing the survey. Please return it to Customer Services at Eastleigh House, Wells Place or any of Eastleigh Borough's Town or Parish offices.