



Online Rent Account survey

<http://www.talk2progress.co.uk/new-progress/i-housing.html>
<http://www.talk2progress.co.uk/lincolnshire/pay-rent.html>

Once you have used our new I-housing facility to view your rent account online, please take the time to complete this survey. We will use your comments to make improvements to the service. Please tick the answer which you most agree with and give a comment where needed.

Those who return their completed questionnaires will be entered into a quarterly prize draw to win a £20 High Street voucher.

1. How easy do you think the site is to use?

Very easy	<input type="checkbox"/>
Fairly easy	<input type="checkbox"/>
Average	<input type="checkbox"/>
Fairly difficult	<input type="checkbox"/>
Very difficult	<input type="checkbox"/>

How do you think it could be easier to use?

2. How often will you visit the site?

Daily	<input type="checkbox"/>
Weekly	<input type="checkbox"/>
Fortnightly	<input type="checkbox"/>
Monthly	<input type="checkbox"/>
Never	<input type="checkbox"/>

3. What did you like/dislike about the site?

4. Would you recommend the site to a friend?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Maybe	<input type="checkbox"/>

Please give a reason for your answer:

5. Do you use any of our other online facilities?

Bill Pay (pay your rent)	<input type="checkbox"/>
Report a repair	<input type="checkbox"/>
Give us feedback	<input type="checkbox"/>
Reporting Anti-Social Behaviour	<input type="checkbox"/>

6. What other online services would you use if they were available?

Checking the status of a repair	<input type="checkbox"/>
Checking the status of a complaint	<input type="checkbox"/>
Apply for housing online	<input type="checkbox"/>
Other (<i>Please state</i>)	<input type="checkbox"/>
	<input type="checkbox"/>

Thank you for taking the time to complete this questionnaire, we value your feedback.

Please return your completed questionnaire to:
Sarah Lewis, Marketing Officer, Progress Housing Group, Sumner House,
King Street, Leyland, PR25 2LW