Frequently Asked Questions

Q: Why have I been asked to take part in the survey and complete a questionnaire?

A: The Council has chosen a random sample of almost 20,000 households from across Shropshire to be able to ensure that the results are statistically reliable at a local authority level. Your address has been selected as part of this sample.

Q: How will this information be used?

A: Councils are required to establish and understand the condition of existing private and social housing stock in their areas and the need for additional homes for sale and affordable housing. The results of the housing needs survey will ensure that the Council's Housing Strategy is based on a good understanding of Shropshire residents' current and future housing needs.

Q: How do I complete the on-line survey?

A: Please carefully read the letter you received from Shropshire Council. This should contain a survey access code starting with three capital letters and five numbers (for example SHR20000.) Please locate your web browser and type in www.surveymonkey.co.uk/r/HousingSurvey2022 into the address bar. A page will appear inviting you to enter your survey access code.

Please answer the questions and press submit when you have completed the survey. It should take no longer than 10 minutes. The survey is split into seven sections, but you will only see sections that match your answers. For example if you are aged below 55 years you won't need to complete Section 4 on future housing options for older people.

Q: Can I respond to the survey using my mobile phone?

A: The survey has mainly been designed to be completed on a laptop, tablet, or pc. It is possible to use a mobile phone, if you don't mind scrolling to the bottom of the page for a question on 'key household characteristics – household members (Section 3)' and for a question on 'preferences for which Shropshire parishes to move to (Section 6)'.

Q: Do I have to answer all the questions?

A: Please answer all the questions you feel able to do as the more responses we receive, the more information we have to inform the Housing Strategy and associated policies and plans.

Q: I don't wish to provide answers to any of the financial questions, why are you asking them?

A: We are asking financial questions so that we can establish levels of affordability when making housing choices. This will inform future housing policies and the types and tenures of new housing we will support. However, if you don't wish to provide this information we understand.

Q: I / someone in my household plan(s) to move in the next five years but haven't decided where, how do I complete the questionnaire?

A: Please fill in as much information as you can, even information that gives an approximate idea of future housing plans is valuable to us.

Q: What if I am not able to answer a question?

A: If you are not able to answer a question please leave it blank and move on to the next question. Please be assured all your answers are important to us.

Q: What's the difference between this survey and Right Home Right Place?

A: This is a Shropshire-wide survey seeking a wide range of detail on housing need, both information on households' existing homes and future housing requirements. Right Home Right Place surveys focus on specific parishes and send surveys to every household in that parish to provide in depth research findings about housing needs.