

QR CODE

Residents Survey



Your chance to have your say!

The survey will be used to calculate the annual Tenant Satisfaction Measures (or TSMs) which will be published by Housing 21 and reported back to tenants as required by the Regulator of Social Housing. If you would prefer to complete the survey online, you can do so using the QR code at the top of the page.

Overall Services and Your Home

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Housing 21? Tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

2 How satisfied or dissatisfied are you that Housing 21 provides a home that is well maintained? Tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Housing 21 provides a home that is safe? Tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Court Life

4 How satisfied or dissatisfied are you with the services provided by the local housing management team at your scheme? Tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Communal Areas

5 Do you live in a building with communal areas, either inside or outside, that Housing 21 is responsible for maintaining? Tick one box only

Yes (Go to **6**) No (Go to **7**) Don't know (Go to **7**)

6 How satisfied or dissatisfied are you that Housing 21 keeps these communal areas clean and well maintained? Tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Responsive Repairs Service

7 Has Housing 21 carried out a repair to your home in the last 12 months? Tick one box only

Yes (Go to **8**) No (Go to **10**)

8 How satisfied or dissatisfied are you with the overall repairs service from Housing 21 over the last 12 months? Tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

9 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? Tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Your Neighbourhood

10 How satisfied or dissatisfied are you that Housing 21 makes a positive contribution to your neighbourhood? Tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

11 How satisfied or dissatisfied are you with Housing 21's approach to handling anti-social behaviour? Tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Customer Service, Communications and Information

12 How satisfied or dissatisfied are you that Housing 21 listens to your views and acts upon them? Tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

13 How satisfied or dissatisfied are you that Housing 21 keeps you informed about things that matter to you? Tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

14 To what extent do you agree or disagree with the following "Housing 21 treats me fairly and with respect"? Tick one box only

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

Making a Complaint

15 Have you made a complaint to Housing 21 in the last 12 months? Tick one box only

Yes (Go to **16**) No (Go to **17**)

16 How satisfied or dissatisfied are you with Housing 21's approach to complaints handling? Tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Housing 21

17 What one thing do you like about the services provided by Housing 21?

18 What one thing could Housing 21 do better to improve its services?

Background Information: About You

This section is optional, so you are not obliged to complete it. However, any information you provide will help Housing 21 ensure that they are not discriminating against you or anyone else.

19 What is your work status and your partner/spouse? Tick one box only for each column

	Tenant	Partner / Spouse (if applicable)
Employee in full time work (30+hours per week)	<input type="checkbox"/>	<input type="checkbox"/>
Employee in part time work (less than 30 hours per week)	<input type="checkbox"/>	<input type="checkbox"/>
Self-employed (full or part time)	<input type="checkbox"/>	<input type="checkbox"/>
Full time carer	<input type="checkbox"/>	<input type="checkbox"/>
Permanently sick or disabled	<input type="checkbox"/>	<input type="checkbox"/>
Retired	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify in the box below)	<input type="checkbox"/>	<input type="checkbox"/>

Tenant

Partner/Spouse

Under the Equality Act 2010, you are disabled if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities. This can include physical disabilities, mental ill health, learning difficulties, long-term health conditions and neurodivergent conditions. An impairment doesn't have to be a diagnosed medical condition.

20 Do you consider yourself to have a disability and/or long-term health condition?

Tick one box only for each line

	Yes	No	Prefer not to say	Not applicable
Resident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Partner / Spouse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21 Ethnicity - to which of these groups do you consider you belong? Tick one box only

	Tenant	Partner / Spouse (if applicable)
White: English, Welsh, Scottish, Northern Irish or British	<input type="checkbox"/>	<input type="checkbox"/>
White: Irish	<input type="checkbox"/>	<input type="checkbox"/>
White: Gypsy or Irish Traveller	<input type="checkbox"/>	<input type="checkbox"/>
White: Roma	<input type="checkbox"/>	<input type="checkbox"/>
White: Other – <i>please specify in the box below</i>	<input type="checkbox"/>	<input type="checkbox"/>
Mixed or multiple ethnic groups: White and Black Caribbean	<input type="checkbox"/>	<input type="checkbox"/>
Mixed or multiple ethnic groups: White and Black African	<input type="checkbox"/>	<input type="checkbox"/>
Mixed or multiple ethnic groups: White and Asian	<input type="checkbox"/>	<input type="checkbox"/>
Mixed or multiple ethnic groups: Other – <i>please specify in the box below</i>	<input type="checkbox"/>	<input type="checkbox"/>
Asian or Asian British: Indian	<input type="checkbox"/>	<input type="checkbox"/>
Asian or Asian British: Pakistani	<input type="checkbox"/>	<input type="checkbox"/>
Asian or Asian British: Bangladeshi	<input type="checkbox"/>	<input type="checkbox"/>
Asian or Asian British: Chinese	<input type="checkbox"/>	<input type="checkbox"/>
Asian or Asian British: Other – <i>please specify in the box below</i>	<input type="checkbox"/>	<input type="checkbox"/>
Black, Black British, Caribbean, or African: Caribbean	<input type="checkbox"/>	<input type="checkbox"/>
Black, Black British, Caribbean, or African: African	<input type="checkbox"/>	<input type="checkbox"/>
Black, Black British, Caribbean, or African: Other – <i>please specify in the box below</i>	<input type="checkbox"/>	<input type="checkbox"/>
Other ethnic group: Arab	<input type="checkbox"/>	<input type="checkbox"/>
Other ethnic group: Any other ethnic group – <i>please specify in the box below</i>	<input type="checkbox"/>	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	<input type="checkbox"/>
Not applicable		<input type="checkbox"/>

Tenant

Partner/Spouse

Thank you for taking the time to complete this survey. Please ensure you return it in the pre-paid envelope provided. Housing 21 will provide you with a summary of the findings and tell you how the results are going to help it to improve services. All completed surveys will be entered into a prize draw with a chance to win one of 10 x £50 vouchers.