

QR CODE

Tenant Satisfaction Survey

Your chance to have your say!



Oldham Council is your landlord; however, all of your housing management services are delivered by Housing 21 on behalf of the Council.

Your views are important to Oldham Council and Housing 21 and this survey will help them to understand what you think about your home and the services they provide, as well as what you would like them to do in the future. Oldham Council has asked Acuity to carry out an independent survey on their behalf. The survey will be used to calculate the annual Tenant Satisfaction Measures (or TSMs) which will be published by Oldham Council and reported back to tenants as required by the Regulator of Social Housing. Please take a few minutes to fill in the questionnaire.

What you tell us will be strictly confidential. We will report your responses to Oldham Council without identifying you unless you give your permission at the end of the survey. If you would prefer to complete the survey online, please go to: www.starsurveys.co.uk/OC and input your unique code which is [REFCODE]. If you have any difficulties in completing the survey, please call us on 01273 287114 or email acuity@arap.co.uk

Your Home and Overall Services

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Housing 21 on behalf of Oldham Council?

- ☐ 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?

- ☐ 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?

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

Communal Areas

4 Do you live in a building with communal areas, either inside or outside, that Housing 21 is responsible for maintaining?

- ☐ Yes (Go to **5**)
- ☐ No (Go to **6**)
- ☐ Don't know (Go to **6**)

5 How satisfied or dissatisfied are you that Housing 21 keeps these communal areas clean and well maintained?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

6 If you are not satisfied with your home or communal areas, please provide more information and what Housing 21 could improve.

Your Neighbourhood

7 How satisfied or dissatisfied are you that Housing 21 makes a positive contribution to your neighbourhood?

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

8 How satisfied or dissatisfied are you with Housing 21's approach to handling anti-social behaviour?

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

Repairs and Maintenance

9 Has Housing 21 carried out a repair to your home in the last 12 months?

- ☐ Yes (Go to **10**)
- ☐ No (Go to **12**)

10 How satisfied or dissatisfied are you with the overall repairs service from Housing 21 over the last 12 months?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

11 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

12 Generally, how satisfied or dissatisfied are you with the way Housing 21 deals with repairs and maintenance?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

13 If you are not satisfied with the repairs and maintenance service, please provide more information and what Housing 21 could improve.

Customer Service, Communications and Information

14 How satisfied or dissatisfied are you that Housing 21 listens to your views and acts upon them?

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

15 How satisfied or dissatisfied are you that Housing 21 keeps you informed about things that matter to you?

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

16 To what extent do you agree or disagree with the following “Housing 21 treats me fairly and with respect”?

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

17 How satisfied or dissatisfied are you that Housing 21 is easy to deal with?

- ☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied

18 If you are not satisfied with customer service and communications please provide more information, and what Housing 21 could improve.

Making a Complaint

19 Have you made a complaint to Housing 21 in the last 12 months?

- ☐ Yes (Go to **20**)
☐ No (Go to **21**)

20 How satisfied or dissatisfied are you with Housing 21's approach to complaints handling?

- ☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied

Oldham Council

21 What one thing could Housing 21 improve?

Your Well-being

22 Do you currently struggle with any of the following...?

	Yes	No	I am worried about the future	Prefer not to say
Paying your rent or service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting the cost of household bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting the cost of utility/fuel bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23 Does your home currently suffer from any damp or mould issues? (If you tick 'Yes' we will pass on your name and address to Oldham Council and Housing 21)

- ☐ Yes
☐ No

Permissions and Confidentiality

24 If you were contacted again in the future and asked to take part in another survey what is your preferred method for taking part?

- ☐ Telephone call
- ☐ Postal questionnaire
- ☐ Email with link to online survey
- ☐ Text with link to online survey
- ☐ Not sure

25 Oldham Council and Housing 21 would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to Oldham Council and Housing 21?

- ☐ Yes (Go to **26**)
- ☐ No (End)

26 Are you happy for Oldham Council and Housing 21 to contact you regarding any information you have provided in this survey?

- ☐ Yes
- ☐ No



Thank you for taking the time to complete this survey.
Please return the questionnaire in the FREEPOST envelope provided
(you do not need a stamp). Oldham Council will inform you about the results.