

Bungalow Residents Survey 2025

How to complete the questionnaire:

The questionnaire should ONLY be completed by the resident at this address or their partner/joint tenant or carer. Please read the instructions carefully and check that you have answered all the questions that apply to you. If you do not know what response to choose for a question, please feel free to leave that particular question blank.

When you have completed the questionnaire, please return it in the prepaid envelope provided by 12 November.

Prize draw! Everyone who completes the survey will be entered into a prize draw, with a first prize of a £100 shopping voucher and two runners-up of £35 vouchers. The scheme or bungalow cluster with the highest response rate will also receive a £125 prize.



Overall Service and Your Home

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

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

4 How satisfied or dissatisfied are you with the overall quality of your home? (Please tick one box only)

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

5 How satisfied or dissatisfied are you with the overall condition of the property?
(Please tick one box only)

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

6 How satisfied or dissatisfied are you with the value for money of your rent?
(Please tick one box only)

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Your Communal Areas

7 Do you live in a building with communal areas, either inside or outside, that Housing 21 is responsible for maintaining? (Please tick one box only)

☐

Yes (Go to **8**)

☐

No (Go to **10**)

☐

Don't know (Go to **10**)

8 How satisfied or dissatisfied are you that Housing 21 keeps these communal areas clean and well maintained? (Please 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 communal facilities? (Please tick one box only)

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable
/ don't know

☐

Grounds Maintenance

10 How satisfied or dissatisfied are you with the garden maintenance in your neighbourhood? (Please tick one box only)

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

11 How satisfied or dissatisfied are you with the clearing of rubbish, litter and leaves from your neighbourhood? (Please tick one box only)

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

12 How satisfied or dissatisfied are you with the cleaning standard of the community room in your neighbourhood (if applicable)? (Please tick one box only)

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable / don't know

☐

Your Neighbourhood

13 How satisfied or dissatisfied are you that Housing 21 makes a positive contribution to your neighbourhood? (Please tick one box only)

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable / don't know

☐

14 How satisfied or dissatisfied are you with Housing 21's approach to handling anti-social behaviour? (Please tick one box only)

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable / don't know

☐

15 Taking everything into account, how satisfied or dissatisfied are you with the way that Housing 21 carries out the management of your neighbourhood? (Please tick one box only)

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

16 How satisfied or dissatisfied are you with the neighbourhood as a place to live? (Please tick one box only)

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

17 To what extent are any of the following a problem in your neighbourhood? (Please tick one box for each line)

Serious problem

Slight problem

Not a problem

Rubbish or litter

☐
☐
☐

Noisy neighbours

☐
☐
☐

Disruptive children / teenagers

☐
☐
☐

Racial or other harassment

☐
☐
☐

Drunk or rowdy behaviour

☐
☐
☐

Vandalism and graffiti

☐
☐
☐

People causing damage to your property

☐
☐
☐

Criminal behaviour

☐
☐
☐

Noise from traffic

☐
☐
☐

Availability of car parking

☐
☐
☐

Your Services and Social Activities

18 Do you access any of the following services? (Please tick all that apply)

- | | |
|---|--|
| ☐ Health and well-being | ☐ Opportunities for learning |
| ☐ Benefits advice | ☐ Social activities |
| ☐ Other (please state below ↓) | ☐ Wi-Fi in the communal area (if available) |

19 Do you have access to a communal space such as a Housing 21 scheme or community room run by Housing 21? (Please tick one box only)

- ☐ Yes (Go to **20**) ☐ No (Go to **24**) ☐ Don't know (Go to **24**)

20 How often are social activities – for example, coffee mornings, IT classes, exercise classes held in your neighbourhood? (Please tick one box only)

- ☐ Regularly – more than once a week (Go to **21**)
- ☐ Sometimes – less often than once a week (Go to **21**)
- ☐ Never (Go to **24**)
- ☐ Don't know / not sure (Go to **24**)

21 How often do you or anyone in your household take part in the activities provided? (Please tick one box only)

- ☐ Yes, frequently (Go to **22**)
- ☐ Yes, sometimes (Go to **22**)
- ☐ No, not at all (Go to **23**)

22 How satisfied or dissatisfied are you with the range, quality and frequency of social activities that are held at your scheme? (Please tick one box for each line)

[illegible]

23 If you do not take part in activities, what are the main reasons for this? (Please tick all that apply)

- ☐ I prefer not to socialise with other residents here
- ☐ There are no activities that appeal to me here
- ☐ I take part in lots of activities elsewhere (not at my scheme)
- ☐ Activities aren't available at times I would like to get involved
- ☐ Some of the activities provided cost too much
- ☐ I find it difficult to get to where the activities are held without someone to support me
- ☐ I am the main carer for my partner, so I don't often have time to myself
- ☐ Most activities are during the day, and I would like more things to be going on in the evenings
- ☐ Other (please state below ↓)

24 What interests would you like to pursue in your local area?

25 Do you ever feel lonely or isolated? (Please tick one box only)

- ☐ Yes (Go to **26**) ☐ No (Go to **27**)

26 If yes, are there any services or activities currently not provided that you would like to receive/participate in?

Local Housing Manager Service

27 Do you receive the Local Housing Manager service, or have you opted out of this service? (Please tick one box only)

- ☐ Yes, I receive the Local Housing Manager Service (Go to **28**)
- ☐ No, I have signed a disclaimer and opted out of the service (Go to **32**)

28 In your support plan, you agreed frequency of contact with your Local Housing Manager. Is it...? (Please tick one box only)

- ☐ Daily, by visit
☐ Weekly, by visit
☐ Daily, by intercom
☐ Weekly, by intercom
☐ Other

29 How important to you is the service offered by the Local Housing Manager? (Please tick one box only)

- Very important Fairly important Neither Fairly unimportant Not at all important
- ☐ ☐ ☐ ☐ ☐

30 How satisfied are you with the following aspects of the Local Housing Manager service? (Please tick one box for each line)

- | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
|--|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|
| a) Helpfulness | ☐ | ☐ | ☐ | ☐ | ☐ |
| b) Promotion of activities | ☐ | ☐ | ☐ | ☐ | ☐ |
| c) Overall Local Housing Manager service | ☐ | ☐ | ☐ | ☐ | ☐ |

31 Does your Local Housing Manager deliver the service agreed in your support plan? (Please tick one box only)

- ☐ Yes ☐ No ☐ Don't know

Repairs Service – day-to-day repairs you have reported

32 Has Housing 21 carried out a repair to your home in the last 12 months? (Please tick one box only)

- ☐ Yes (Go to **33**) ☐ No (Go to **35**)

33 How satisfied or dissatisfied are you with the overall repairs service from Housing 21 over the last 12 months? (Please tick one box only)

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

34 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? (Please tick one box only)

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

35 Do you know how to report a repair to Housing 21? (Please tick one box only)

☐ Yes

☐ No

Contact with Housing 21

36 How satisfied or dissatisfied are you that Housing 21 listens to your views and acts upon them? (Please tick one box only)

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable
/ don't know

☐

37 How satisfied or dissatisfied are you that Housing 21 keeps you informed about things that matter to you? (Please tick one box only)

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable
/ don't know

☐

38 To what extent do you agree or disagree with the following "Housing 21 treats me fairly and with respect? (Please tick one box only)

Strongly
agree

☐

Agree

☐

Neither agree
nor disagree

☐

Disagree

☐

Strongly
disagree

☐

Not applicable
/ don't know

☐

39 Have you contacted Housing 21 Oldham in the last 12 months? (Please tick one box only)

☐ Yes (Go to **40**)

☐ No (Go to **44**)

40 How did you last contact Housing 21? (Please tick one box only)

☐ Telephoned

☐ Wrote a letter

☐ Visited the office in Oldham

☐ Emailed

☐ Social media, e.g. Facebook

☐ Visited the Local Housing Manager's office

☐ Other (please state below ↓)

41 What did you last contact Housing 21 about? (Please tick one box only)

☐ Repairs

☐ Transfer / exchange

☐ Housing Benefit / Rent

☐ Garden / communal areas

☐ Other (please state below ↓)

☐ Neighbour / neighbourhood issues

42 And did you find the Housing 21 staff? (Please tick one box only)

☐ Helpful

☐ Neither

☐ Unhelpful

43 And were the Housing 21 staff? (Please tick one box only)

- ☐ Able to deal with your query / resolve the problem
- ☐ Neither
- ☐ Unable to deal with your query / resolve the problem

Making a Complaint

44 Have you made a complaint to Housing 21 in the last 12 months? (Please tick one box only)

- ☐ Yes (Go to **45**) ☐ No (Go to **46**)

45 How satisfied or dissatisfied are you with Housing 21's approach to complaints handling? (Please tick one box only)

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

46 To what extent do you agree or disagree with the following 'I know how to make a complaint to Housing 21 if I am not happy with the service I receive?' (Please tick one box only)

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

47 Have you or anyone in your household used the Housing 21 complaints procedure in the last 12 months? (Please tick one box only)

- ☐ Yes (Go to **48**) ☐ No (Go to **50**)

48 Were you satisfied or dissatisfied with the final outcome of your complaint? (Please tick one box only)

- | | | | | | |
|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|------------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied
nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Not heard the
outcome yet |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

49 What was your complaint about? (Please tick one box only)

- ☐ Housing (e.g. repairs, rents, service charges)
- ☐ Neighbourhood issues
- ☐ Local Housing Manager Service
- ☐ Other (please state below ↓)

Resident Involvement

50 Are you aware of how you can become involved in resident engagement activities at Housing 21? (Please tick all that apply)

- | | |
|--|---|
| ☐ Community Voice | ☐ Green Inspectors |
| ☐ Resident Inspectors | ☐ Reading Panel |

51 Would you be interested in setting up a community group for bungalow residents, where you meet others? (Please tick one box only)

- ☐ Yes ☐ No

52 Do you read any of the following, and how useful do you find them? (Please tick one box for each line)

	Read – find useful	Read – don't find useful	Don't read
Local Housing Manager newsletter	☐	☐	☐
Wellbeing 21	☐	☐	☐

53 Do you use the internet and have the means to access the internet, such as a desktop computer, laptop, tablet or smartphone? (Please tick one box only)

- ☐ Yes (Go to **55**) ☐ No (Go to **54**)

54 If you have never used the internet or do not regularly use the internet, please state the reasons why:

55 Have you used the communal Wi-Fi in the community rooms or local schemes? (Please tick one box only)

- ☐ Yes ☐ No

56 Would you be interested in attending basic IT sessions if they were held at your scheme? (Please tick one box only)

- ☐ Yes ☐ No

Emergency (Helpline) Call System

57 Are you connected to Helpline? (Please tick one box only)

- ☐ Yes (Go to **58**) ☐ No (Go to **62**)

58 Are you on Bronze, Silver or Gold level with Helpline? (Please tick one box only)

☐

Gold

☐

Silver

☐

Bronze

59 Have you or anyone in your household used your Helpline in the last 12 months because of an emergency? (Please tick all that apply)

☐

Yes, for myself or a household member (Go to **60**)

☐

Yes, for a neighbour / visitor (Go to **60**)

☐

No (Go to **62**)

☐

Don't know / Can't remember (Go to **62**)

60 When was the last time you called the Helpline? (Please tick one box only)

☐

During working hours, e.g. 9 am to 5 pm

☐

Out of working hours, i.e. evenings and weekends

☐

Don't know / Can't remember

61 How satisfied or dissatisfied are you with the following aspects of the Helpline / response service? (Please tick one box for each line)

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable

a) Speed of response by staff answering your call

☐☐☐☐☐☐

b) Relevance of questions asked and information given

☐☐☐☐☐☐

c) Helpfulness of staff

☐☐☐☐☐☐

d) Speed of staff arriving, if required

☐☐☐☐☐☐

e) Overall satisfaction with Helpline

☐☐☐☐☐☐

Support and Advice

62 How satisfied or dissatisfied are you with the following services provided by Housing 21? (Please tick one box for each line)

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

a) Advice on rent payments

☐☐☐☐☐

b) Advice on benefits

☐☐☐☐☐

c) Advice on housing options

☐☐☐☐☐

d) How enquiries are dealt with generally

☐☐☐☐☐

Your Views on Housing 21

63 Of the following, which do you consider to be the three most important? (Please tick no more than **THREE** boxes)

- | | |
|--|---|
| ☐ Overall quality of your home | ☐ Keeping residents informed about things that affect them |
| ☐ The scheme as a place to live | ☐ Value for money of the rent you pay |
| ☐ The Local Housing Manager | ☐ Taking residents' views into account |
| ☐ Repairs and maintenance | ☐ Dealing with anti-social behaviour |
| ☐ Advice on benefits | ☐ The alarm call system (Helpline) |

64 Please indicate how much you agree with the following statements: (Please tick one box for each line)

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Not applicable
a) I have a say in the way that services are carried out	☐	☐	☐	☐	☐	☐
b) The services I receive from Housing 21 help me to be independent	☐	☐	☐	☐	☐	☐
c) The services I receive enable me to feel confident and in control	☐	☐	☐	☐	☐	☐
d) Overall, I am satisfied with the support services I receive here	☐	☐	☐	☐	☐	☐

65 Is there anything else you would like to say about your home and / or the services you receive from Housing 21?

Thank you for taking the time to complete this survey. Please return your completed questionnaire in the pre-paid envelope (no need for a stamp) via a Royal Mail letter post box. Housing 21 will provide you with a summary of the findings and tell you how the results are going to help improve its services.

If you are dissatisfied with the service provided by Housing 21, they do have a complaints process you can access by calling 0303 123 1622, emailing oldhamenquiries@housing21.org.uk. You can also find more information on their website (<https://www.housing21.org.uk/about-us/contact-us/complaints/>).