



## Retirement Living 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.

If you would like someone to help you with completing the questionnaire, please speak to your Local Housing Manager. 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<br>nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> |

**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<br>nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> |

## 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<br>nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> |

**9** How satisfied or dissatisfied are you with the communal facilities? (Please tick one box only)

|                          |                          |                                       |                          |                          |                                |
|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|--------------------------------|
| Very satisfied           | Fairly satisfied         | Neither satisfied<br>nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        | Not applicable<br>/ don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>       |

## Grounds Maintenance

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

|                          |                          |                                       |                          |                          |
|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|
| Very satisfied           | Fairly satisfied         | Neither satisfied<br>nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> |

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

|                          |                          |                                       |                          |                          |
|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|
| Very satisfied           | Fairly satisfied         | Neither satisfied<br>nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> |

**12 How satisfied or dissatisfied are you with the cleaning standard of the internal communal areas at your scheme? (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 How satisfied or dissatisfied are you with the scheme as a place to live? (Please tick one box only)**

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied  
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

**16 To what extent are any of the following a problem at your scheme? (Please tick one box for each line)**

|                                        | Serious problem          | Slight problem           | Not a problem            |
|----------------------------------------|--------------------------|--------------------------|--------------------------|
| Rubbish or litter                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Noisy neighbours                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Disruptive children / teenagers        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Racial or other harassment             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Drunk or rowdy behaviour               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Vandalism and graffiti                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| People causing damage to your property | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Criminal behaviour                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Noise from traffic                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Availability of car parking            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**17 Did you report this problem / any of these problems? (Please tick one box only)**

- ☐ Yes, to Housing 21 (Go to **18**)
- ☐ Yes, to another organisation – please state below (Go to **18**)
- ☐ No (Go to **20**)
- ☐ Not applicable (Go to **20**)

**18 Are you happy with the way in which Housing 21 dealt with / or is dealing with your report? (Please tick one box only)**

- ☐ Yes (Go to **20**)      ☐ No (Go to **19**)

**19 If you are unhappy with the way in which Housing 21 dealt with / or is dealing with your report, please explain why below:**

## Your Scheme

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

- |                          |                          |                                       |                          |                          |
|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|
| Very satisfied           | Fairly satisfied         | Neither satisfied<br>nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> |

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

- |                                                       |                                                     |
|-------------------------------------------------------|-----------------------------------------------------|
| <input type="checkbox"/> Health and well-being        | <input type="checkbox"/> Opportunities for learning |
| <input type="checkbox"/> Benefits advice              | <input type="checkbox"/> Social activities          |
| <input type="checkbox"/> Restaurant/M meal Services   | <input type="checkbox"/> Wi-Fi in the communal area |
| <input type="checkbox"/> Other (please state below ↓) |                                                     |

## Social Activities

**22** 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 **23**)
- ☐ Sometimes – less often than once a week (Go to **23**)
- ☐ Never (Go to **26**)
- ☐ Don't know / not sure (Go to **26**)

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

- ☐ Yes, frequently (Go to **24**)
- ☐ Yes, sometimes (Go to **24**)
- ☐ No, not at all (Go to **25**)

**24** 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)

|              | Very satisfied           | Fairly satisfied         | Neither satisfied nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        | No opinion / Don't take part |
|--------------|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|------------------------------|
| a) Range     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     |
| b) Quality   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     |
| c) Frequency | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     |

**25** 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 ↓)

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

- ☐ Yes (Go to **27**)
- ☐ No (Go to **28**)

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

## Local Housing Manager Service

**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                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Promotion of activities               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Overall Local Housing Manager service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> |

**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<br>nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> |

**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<br>nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> |

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

|                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> 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<br>satisfied        | Fairly<br>satisfied      | Neither satisfied<br>nor dissatisfied | Fairly<br>dissatisfied   | Very<br>dissatisfied     | Not applicable<br>/ don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>       |

**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<br>satisfied        | Fairly<br>satisfied      | Neither satisfied<br>nor dissatisfied | Fairly<br>dissatisfied   | Very<br>dissatisfied     | Not applicable<br>/ don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>       |

**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<br>agree        | Agree                    | Neither agree<br>nor disagree | Disagree                 | Strongly<br>disagree     | Not applicable<br>/ don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>       |

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

|                                                 |                                                |
|-------------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Yes (Go to <b>40</b> ) | <input type="checkbox"/> No (Go to <b>44</b> ) |
|-------------------------------------------------|------------------------------------------------|

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

|                                                       |                                                                     |
|-------------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> Telephoned                   | <input type="checkbox"/> Wrote a letter                             |
| <input type="checkbox"/> Visited the office in Oldham | <input type="checkbox"/> Emailed                                    |
| <input type="checkbox"/> Social media, e.g. Facebook  | <input type="checkbox"/> Visited the Local Housing Manager's office |
| <input type="checkbox"/> Other (please state below ↓) |                                                                     |

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

- |                                                       |                                                           |
|-------------------------------------------------------|-----------------------------------------------------------|
| <input type="checkbox"/> Repairs                      | <input type="checkbox"/> Care and support services        |
| <input type="checkbox"/> Housing Benefit / Rent       | <input type="checkbox"/> Garden / communal areas          |
| <input type="checkbox"/> Transfer / exchange          | <input type="checkbox"/> Neighbour / neighbourhood issues |
| <input type="checkbox"/> Other (please state below ↓) |                                                           |

**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)
- ☐ Care services
- ☐ 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 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 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Wellbeing 21                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**52 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 **54**) ☐ No (Go to **53**)

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

**54 Have you used the communal Wi-Fi in the lounge at your scheme? (Please tick one box only)**

- ☐ Yes ☐ No

**55 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

**56 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 **57**)
- ☐ Yes, for a neighbour / visitor (Go to **57**)
- ☐ No (Go to **59**)
- ☐ Don't know / Can't remember (Go to **59**)

**57 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

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

|                                                       | Very<br>satisfied        | Fairly<br>satisfied      | Neither satisfied<br>nor dissatisfied | Fairly<br>dissatisfied   | Very<br>dissatisfied     | Not<br>applicable        |
|-------------------------------------------------------|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|--------------------------|
| a) Speed of response by staff answering your call     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Relevance of questions asked and information given | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Helpfulness of staff                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Speed of staff arriving, if required               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Overall satisfaction with Helpline                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## Support and Advice

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

|                                           | Very<br>satisfied        | Fairly<br>satisfied      | Neither satisfied<br>nor dissatisfied | Fairly<br>dissatisfied   | Very<br>dissatisfied     |
|-------------------------------------------|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|
| a) Advice on rent payments                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Advice on benefits                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Advice on housing options              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> |
| d) How enquiries are dealt with generally | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> |

## Your Views on Housing 21

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

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

**61** 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             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) The services I receive from Housing 21 help me to be independent  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) The services I receive enable me to feel confident and in control | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Overall, I am satisfied with the support services I receive here  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**62** 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). You can put this in the box provided at your scheme or post directly in a Royal Mail 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](mailto:oldhamenquiries@housing21.org.uk). You can also find more information on their website (<https://www.housing21.org.uk/about-us/contact-us/complaints/>).