



Oldham Council

Tenant Satisfaction Measures – Summary of Approach 2025/26



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Introduction

The Tenant Satisfaction Measures (TSM) Standard mandates that all registered providers collect and report TSMs in accordance with the guidelines set by the Regulator of Social Housing (RSH). As part of this requirement, it is necessary for Oldham Council to inform its tenants about its approach to conducting the TSM Perception survey and collecting data.

This document details Oldham Council's methodology and outlines the criteria specified in the RSH's publication, Tenant Satisfaction Measures Return.

The Tenant Satisfaction Measures (TSM) Standard requires that all registered providers conduct tenant perception surveys and report performance annually, as specified by the RSH. TSMs are intended to make landlords' performance more visible to tenants so that tenants can hold their landlord to account. TSMs consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from tenant surveys. In addition to overall satisfaction with landlord services, the measures cover five key themes:

- ▶ Keeping properties in good repair
- ▶ Maintaining building safety
- ▶ Respectful and helpful engagement
- ▶ Responsible neighbourhood management
- ▶ Effective handling of complaints

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider.

Summary of Achieved Sample & Sample Method

Oldham Council works with Acuity Research & Practice Ltd to carry out surveys for tenants in Housing 21 properties and TLF research for tenants in Great Places properties. Survey information is used to understand how our tenants feel about their homes and services and how we can improve.

In 2025/26, Oldham Council used a census approach to complete both TSM surveys, whereby all tenants were invited to participate in the survey exercise. The sample size was chosen to ensure that the level of statistical accuracy set out by the RSH was met. For Oldham Council, we need to ensure that we survey enough tenants to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 5%.

During 2025/26, Oldham Council completed (or partially completed) 659 TSM surveys with tenants in Low-Cost Rented Accommodation (LCRA). Oldham Council has 2,073 LCRA properties in total. Of these, 20 properties were excluded from the survey population (Holly Bank Apartments), and 91 properties were void at the time of the survey, resulting in an eligible survey population of 1,962 properties. When the eligible population of 1,962 is used to calculate the margin of error, a statistical accuracy level of +/- 3.2% was achieved, which is a greater level of accuracy than required and gives us confidence that the results reliably represent the views of our tenant community.

During the 2024/25 survey, the survey provider (Acuity) and the care provider (Adult Social Care) sought to undertake the survey with residents of Holly Bank Apartments. However, it was determined that the 20 tenants should be excluded from the survey sample due to significant

capacity-related issues. Reasonable steps were taken to assess residents' capacity, identify barriers to participation, and explore potential adjustments to support inclusion. However, given the exceptional circumstances, it was concluded that there was no survey method that would be practically feasible. There have been no changes in the circumstances since the original assessment was completed, and therefore the circumstances that led to the exclusion of these residents remained unchanged.

To boost participation, the Housing 21 survey was incentivised, whereby all tenants who took part were entered into a 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 prizes of £35 vouchers. The scheme or bungalow cluster with the highest response rate also received a £125 prize.

Timing of Survey

Oldham Council carried out a total of 659 surveys between 1 October 2025 and 11 March 2026.

Collection Method(s)

The TSM surveys were completed via a combination of online and postal surveys for Housing 21 tenants, and Great Places tenants took part in the survey via telephone. Housing 21 tenants were sent survey packs by post, which included a cover letter, questionnaire and reply-paid envelope to return their completed survey. The postal survey also included a QR code and unique survey link on the cover letter and questionnaire which enabled tenants to complete the survey online if they wished.

The rationale for using a mixed methodology approach is:

- ✓ **Accessibility and Inclusivity:** By using a combination of online and postal methods, we wanted to ensure accessibility for tenants with differing communication preferences and needs. This approach supports our commitment to reaching a broad and representative sample of our tenant population, including those who may face digital exclusion or have additional accessibility requirements.
- ✓ **Response Rates:** A multi-channel approach maximises the likelihood of response by accommodating tenant preferences.
- ✓ **Broadening Participation:** By adopting a census approach and removing barriers to inclusion, we wanted to give all tenants the opportunity to have their voice heard and shape service improvement.
- ✓ **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. This strengthens our ability to monitor trends, assess the impact of service improvements and identify areas requiring further attention.
- ✓ **Independence:** Partnering with Acuity, an independent research agency, ensures impartiality in the survey process. This independence helps tenants feel more comfortable sharing honest feedback, and it enhances the credibility of the data collected.
- ✓ **Flexibility and Convenience:** Including QR codes and unique online links in the postal pack gives tenants the flexibility to respond in their preferred format, even if they change their mind. This added convenience helps to reduce friction in the response process.

Sample Method

A census approach was used for both surveys, whereby all tenants were invited to participate in the survey through multiple channels. All tenants received a postal survey pack. This included a QR code and unique survey link for tenants who wished to complete the survey online. In addition, all tenants with a registered email address sent an email invitation with a direct link to the online survey.

The survey was carefully scripted to ensure a professional and consistent process. All surveys were confidential. However, tenants were asked at the end of the survey whether they would like to provide consent to be identifiable in their survey responses. Tenants were also asked whether they were happy to be contacted by the Council to discuss any issues raised within the survey.

Following the conclusion of the fieldwork, the survey responses were shared with Oldham Council, who then managed a follow up and review process. This included both responding to feedback as necessary and analysing the feedback to understand how we can improve.

Representativeness

Representativeness checks were carried out at the end of the survey to ensure that the survey was representative of the tenant population as a whole, after which the data was weighted on age group.

The characteristics by which representativeness was determined were:

Age Group

0 - 24
25 - 34
35 - 44
45 - 54
55 - 59
60 - 64
65 - 74
75 - 84
85+
Unknown

Population	Sample (unweighted)
0.7%	0.3%
3%	2%
6%	4%
12%	8%
6%	5%
9%	7%
26%	29%
24%	30%
13%	16%
0.2%	0%

Gender

Female
Male

Population	Sample (unweighted)
55%	59%
45%	44%

Questionnaire & Introductory Text

The cover letter and paper questionnaire that tenants received are shown below. The example provided specifically relates to those in properties managed by Housing 21.



<<Address line 1>>
<<Address line 2>>
<<Address line 3>>
<<Address line 4>>
<<Address line 5>>

Ref: xxxx / xxxx / xxxx

6 October 2025

Dear resident,

Oldham Residents' Survey 2025

Housing 21 in Oldham is carrying out a survey of its residents to find out what you think about your home and the services you receive. Your views are really important to us as they help to influence how we shape our services in the future.

The survey includes Tenant Satisfaction Measures (TSMs) introduced by the Regulator of Social Housing, covering topics such as building maintenance, safety, and complaint handling. We would be grateful if you could give your feedback to provide Housing 21, Oldham Council, and the Regulator with valuable information to assess our performance.

We have commissioned Acuity, an independent research company, to undertake this survey. This will ensure that all your answers will be treated in the strictest confidence and will be used for research purposes only. Please be assured that it will not be possible for anyone at Housing 21 to identify any individual residents from the survey results.

Please seal your completed survey in the freepost envelope provided and either post it through your local Royal Mail post-box, or the dedicated Residents' Survey post-box at your scheme. Surveys must be returned 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.



If you have any questions about the survey or require the questionnaire in an alternative format, please contact your Local Housing Manager or email acuity@arap.co.uk.

Yours sincerely,
Housing 21

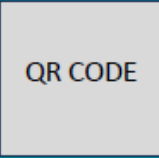
You can complete this survey online!



If you would prefer to complete the survey online, please scan the QR code with the camera on your smart device.

Alternatively, you can access the survey via this URL link:
www.starsurveys.co.uk/h21tsm

Your unique ID code to access the survey is: <<Resp code>>



QR CODE



Registered Office: Tricom House | 51-53 Hagley Road | Edgbaston | Birmingham B16 8TP
Regulated by the Regulator of Social Housing Reg. No. L0055
Community Benefit Society FCA Reg. No. 16791R / Chief Executive: Bruce Moore

Housing 21

QR CODE

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 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 at your scheme? (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 the scheme? (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 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	☐	☐	☐
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	☐	☐	☐

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 nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

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

☐ Health and well-being ☐ Opportunities for learning
☐ Benefits advice ☐ Social activities
☐ Restaurant/M meal Services ☐ Wi-Fi in the communal area
☐ 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 | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| b) Quality | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| c) Frequency | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

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 | ☐ | ☐ | ☐ | ☐ | ☐ |
| 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 ☐ Care and support services
☐ Housing Benefit / Rent ☐ Garden / communal areas
☐ Transfer / exchange ☐ Neighbour / neighbourhood issues
☐ 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	☐	☐	☐
Wellbeing 21	☐	☐	☐

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 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

59 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

60 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)

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	☐	☐	☐	☐	☐	☐
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	☐	☐	☐	☐	☐	☐

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. You can also find more information on their website (<https://www.housing21.org.uk/about-us/contact-us/complaints/>).

Report by Acuity Research & Practice



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