QR CODE



# **2024 Residents' Survey**

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.

O'	verall Servi	ice and Y	our 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 satisfi	Neither sat nor dissat	Fairly	dissatisfied	Very dissatisfied					
2	How satisfied well maintain		fied are you that box only ☑	at Housing 2	1 provides	a home that is					
	Very satisfied	Fairly satisfi	Neither sat nor dissat	Fairly	dissatisfied	Very dissatisfied					
3	_	issatisfied a	tion of the pro re you that Ho	• •	<b>.</b>	-					
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know					
Co	ourt Life										
4			fied are you wi am at your sch		-	d by the local					
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know					

		ii Cas						
5	Do you live in Housing 21 is	_				-		r outside, that
	Yes (Go	to <mark>6</mark> )		No <b>(Go to</b>	7)		Don't kno	w <b>(Go to 7</b> )
6	How satisfied areas clean ar			•		•	keeps th	ese communal
	Very satisfied	Fairly satis	fied	Neither sa nor dissa		Fairly d	issatisfied	Very dissatisfied
Re	esponsive F	Repairs S	Servi	ce				
7	Has Housing 2 one box only ☑	21 carried o	out a r	epair to	your ho	me in t	the last 1	2 months? Tick
	Yes (Go	to <mark>8</mark> )		No	(Go to	<u>(</u> 10		
8	How satisfied Housing 21 ov			_			repairs s	ervice from
	Very satisfied	Fairly satis	fied	Neither sa nor dissat		Fairly d	issatisfied	Very dissatisfied
9	How satisfied most recent r			-				omplete your
	Very satisfied	Fairly satis	fied	Neither sa nor dissa		Fairly d	issatisfied	Very dissatisfied
Yo	our Neighb	ourhood	1					
	How satisfied contribution	or dissatis	sfied a					positive
	Very satisfied	Fairly satisfied		r satisfied ssatisfied	Fairl dissatis	•	Very dissatisfied	Not applicable  / don't know
11	How satisfied anti-social be			-	ith Hou	sing 21	l's approa	ach to handling
	Very satisfied	Fairly satisfied		r satisfied ssatisfied	Fairl dissatis	•	Very dissatisfied	Not applicable I / 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 ☑ Neither satisfied Verv Fairly Fairly Not applicable Very satisfied satisfied nor dissatisfied dissatisfied dissatisfied / 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 Fairly Neither satisfied Fairly Not applicable Very satisfied satisfied nor dissatisfied dissatisfied dissatisfied / 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 ✓ Neither agree Strongly Not applicable Strongly Agree Disagree agree / don't know nor disagree disagree 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 ☑ Neither satisfied Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

nor dissatisfied

Housing 21	
17 What one thing do you like about the services p	rovided by Housing 21?
	, ,
8 What one thing could Housing 21 do better to in	mprove its services?

## **2024 Care Survey**

This part of the survey should be carried out by two members of your household - yourself and the other member of your household who receives care.

Resident 1 - Care Survey					
19 Is anyone helping you fill in	this ques	tionnair	<b>e?</b> Tick one bo	x only ☑	
No Yes – friend or family Yes – Housing 21 Carer Yes – volunteer Yes – other employee Yes – other (please tick and spe				,	
Resident 1 - Your Wellbe	eing				
How satisfied are you with to Tick one box for each line ☑	he state	ments be	low about	your welll	peing?
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
I feel safe					
I feel listened to					
I am encouraged to be independent					
I am encouraged to take part in activities and my hobbies					
Resident 1 - Your Care					
How satisfied are you with to Tick one box for each line ☑	he stateı	ments be	low about	your care	?
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
My carers treat me with respect					
I get the time I need from my carers					
I get help when I need it and in an emergency					
My carers know my preferences and are trained to meet the needs					

in my care plan

### Resident 1 - Communications with You

communication	-				riousing 2.	13
	-	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfie
My care plan meets n	ny needs					
am involved in any c are plan	hanges to my					
any changes to the time time time time to the time time time time to the time time time time time time time tim						
am communicated with in a way hat suits me						
esident 1 - Ov	verall Car	e				
How satisfied or Housing 21? Tick		are you w	vith the o	care service	provided	by
Very satisfied Fa	airly satisfied	Neither sati		Fairly dissatisfie	d Very d	issatisfied
			incu			
What do you like	e about your	care serv	ice?			
•						
Are there any ar	eas of your o	are servic	e that c	ould be imp	roved?	

# NOW ASK THE OTHER MEMBER OF YOUR HOUSEHOLD TO COMPLETE THIS FINAL PART OF THE SURVEY

Resident 2 - Care Survey					
Is anyone helping you fill in  No  Yes – friend or family  Yes – Housing 21 Carer  Yes – volunteer  Yes – other employee  Yes – other (please tick and sp	this ques	stionnair	<b>e?</b> Tick one bo	x only ☑	
Resident 2 - Your Wellbe	eing				
How satisfied are you with t	he state	ments be	elow about	your welll	peing?
TICK OHE BOX TOF EACH THE EL	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
I feel safe					
I feel listened to					
I am encouraged to be independent					
I am encouraged to take part in activities and my hobbies					
Resident 2 - Your Care					
How satisfied are you with t	:he state	ments be	elow about	your care	?
Tick one box for each line $\Box$	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
My carers treat me with respect					
I get the time I need from my carers					
I get help when I need it and in an emergency					
My carers know my preferences and are trained to meet the needs in my care plan					

#### Resident 2 - Communications with You

29 How satisfied are you with the communication with you? Tick				Housing 21	1's
•	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
My care plan meets my needs					
I am involved in any changes to my care plan					
Any changes to the times I receive my care are communicated with me					
I am communicated with in a way that suits me					
Resident 2 - Overall Care					
How satisfied or dissatisfied a Housing 21? Tick one box only ✓	re you w	ith the o	care service	provided	by
Very satisfied Fairly satisfied	Neither sati nor dissatis		Fairly dissatisfied	d Very d	issatisfied
Mhat do you like about your o	care servi	ice?			
Are there any areas of your ca	re servic	e that co	ould be imp	roved?	

Thank you for taking the time to complete this survey. Please return your completed questionnaire to your scheme manager. Housing 21 will provide you with a summary of the findings and tell you how the results are going to help improve its services. All completed surveys will be entered into a prize draw with a chance to win one of 10 x £50 vouchers.

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