

## 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. It should take around 10 minutes to complete the questionnaire. If you would prefer to complete the survey online, you can do so using the QR code at the top of the page.

### Overall Service and Your 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 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?** 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?** Tick one box only ☒

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied  
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable /  
don't know

☐

### Court Life

**4 How satisfied or dissatisfied are you with the services provided by the local housing management team at your scheme?** Tick one box only ☒

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied  
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable /  
don't know

☐

### Communal Areas

**5 Do you live in a building with communal areas, either inside or outside, that Housing 21 is responsible for maintaining?** Tick one box only ☒

☐

Yes (Go to **6**)

☐

No (Go to **7**)

☐

Don't know (Go to **7**)

**6** How satisfied or dissatisfied are you that Housing 21 keeps these communal areas clean and well maintained? Tick one box only ☒

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied  
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

## Your Neighbourhood

**7** How satisfied or dissatisfied are you that Housing 21 makes a positive contribution to your neighbourhood? Tick one box only ☒

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? Tick one box only ☒

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied  
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable /  
don't know

☐

## Customer Service, Communications and Information

**9** How satisfied or dissatisfied are you that Housing 21 listens to your views and acts upon them? Tick one box only ☒

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied  
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable /  
don't know

☐

**10** How satisfied or dissatisfied are you that Housing 21 keeps you informed about things that matter to you? Tick one box only ☒

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied  
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable /  
don't know

☐

**11** To what extent do you agree or disagree with the following "Housing 21 treats me fairly and with respect"? Tick one box only ☒

Strongly agree

☐

Agree

☐

Neither agree  
nor disagree

☐

Disagree

☐

Strongly disagree

☐

Not applicable /  
don't know

☐

## Making a Complaint

**12** Have you made a complaint to Housing 21 in the last 12 months? Tick one box only ☒

☐

Yes (Go to **13**)

☐

No (Go to **14**)

**13** How satisfied or dissatisfied are you with Housing 21's approach to complaints handling? Tick one box only ☒

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied  
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

## Housing 21

**14** What one thing do you like about the services provided by Housing 21?

**15** What one thing could Housing 21 do better to improve 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

**16** Is anyone helping you fill in this questionnaire? Tick one box only ☒

- No ☐
- Yes – friend or family ☐
- Yes – Housing 21 Carer ☐
- Yes – volunteer ☐
- Yes – other employee ☐
- Yes – other (please tick and specify →) ☐

## Resident 1 - Your Wellbeing

**17** How satisfied are you with the statements below about your wellbeing?

Tick one box for each line ☒

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
I feel safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am encouraged to be independent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am encouraged to take part in activities and my hobbies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Resident 1 - Your Care

**18** How satisfied are you with the statements below about your care?

Tick one box for each line ☒

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
My carers treat me with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I get the time I need from my carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I get help when I need it and in an emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My carers know my preferences and are trained to meet the needs in my care plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Resident 1 - Communications with You

**19** How satisfied are you with the statements below about Housing 21's communication with you? Tick one box for each line ☒

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
My care plan meets my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am involved in any changes to my care plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any changes to the times I receive my care are communicated with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am communicated with in a way that suits me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Resident 1 - Overall Care

**20** How satisfied or dissatisfied are you with the care service provided by Housing 21? Tick one box only ☒

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

**21** What do you like about your care service?

**22** Are there any areas of your care service that could be improved?

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

### Resident 2 - Care Survey

**23** Is anyone helping you fill in this questionnaire? Tick one box only ☒

- |   |                          |
|---|--------------------------|
| No                                      | <input type="checkbox"/> |
| Yes – friend or family                  | <input type="checkbox"/> |
| Yes – Housing 21 Carer                  | <input type="checkbox"/> |
| Yes – volunteer                         | <input type="checkbox"/> |
| Yes – other employee                    | <input type="checkbox"/> |
| Yes – other (please tick and specify →) | <input type="checkbox"/> |

### Resident 2 - Your Wellbeing

**24** How satisfied are you with the statements below about your wellbeing?

Tick one box for each line ☒

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
I feel safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am encouraged to be independent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am encouraged to take part in activities and my hobbies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Resident 2 - Your Care

**25** How satisfied are you with the statements below about your care?

Tick one box for each line ☒

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
My carers treat me with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I get the time I need from my carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I get help when I need it and in an emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My carers know my preferences and are trained to meet the needs in my care plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Resident 2 - Communications with You

**26** How satisfied are you with the statements below about Housing 21's communication with you? Tick one box for each line ☒

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
My care plan meets my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am involved in any changes to my care plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any changes to the times I receive my care are communicated with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am communicated with in a way that suits me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Resident 2 - Overall Care

**27** How satisfied or dissatisfied are you with the care service provided by Housing 21? Tick one box only ☒

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

**28** What do you like about your care service?

**29** Are there any areas of your care service that could be improved?

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