

2025 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)
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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

☐

Responsive Repairs Service

7 Has Housing 21 carried out a repair to your home in the last 12 months? Tick one box only ☒

☐

Yes (Go to **8**)

☐

No (Go to **10**)

8 How satisfied or dissatisfied are you with the overall repairs service from Housing 21 over the last 12 months? 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 time taken to complete your most recent repair after you reported it? Tick one box only ☒

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Your Neighbourhood

10 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

☐

11 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

12 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

☐

13 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
☐	☐	☐	☐	☐	☐

14 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

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)
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16 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

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

18 What one thing could Housing 21 do better to improve its services?

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 post Royal Mail letter 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. 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/>).