

TENANT SATISFACTION SURVEY

2019/2020

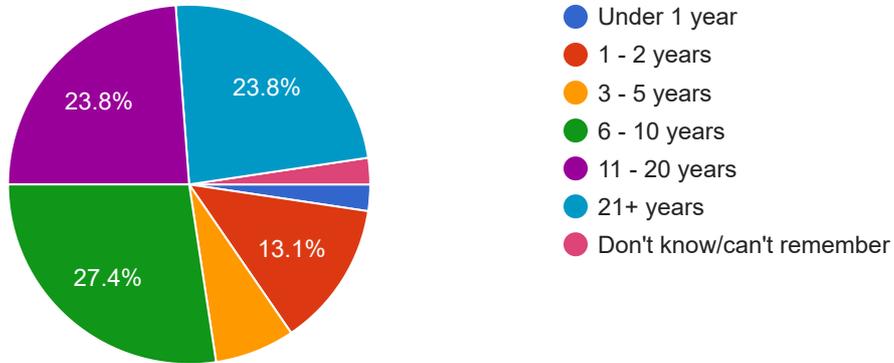
84 responses

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SECTION A. INFORMATION ABOUT YOUR HOUSEHOLD

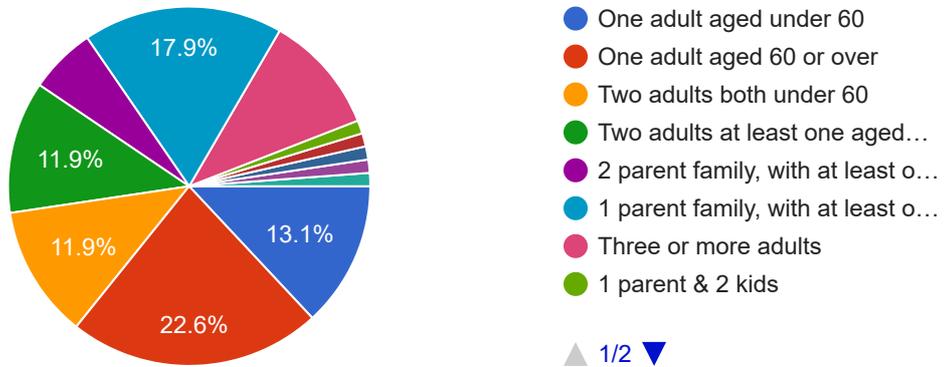
1. How long have you been a tenant of Grove Community Housing Association?

84 responses



2. How would you describe the composition of your household?

84 responses

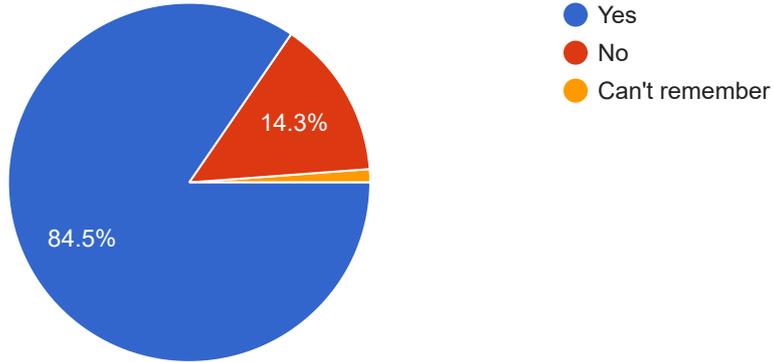


SECTION B. CONTACT WITH GROVE COMMUNITY HOUSING ASSOCIATION



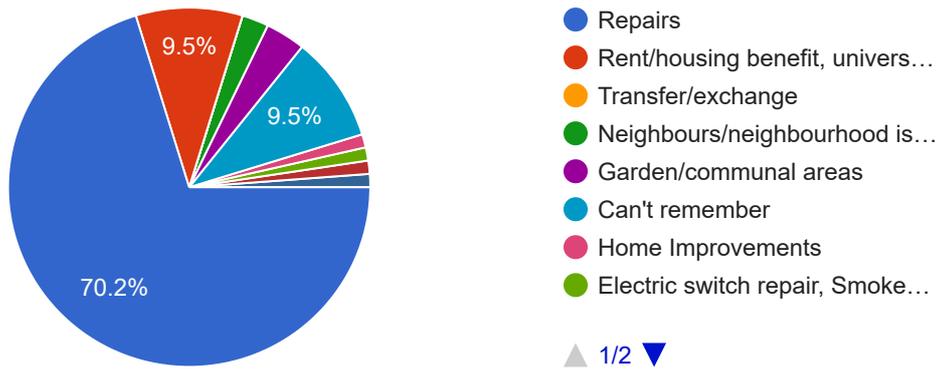
3. Have you contacted the Association within the last 12 months?

84 responses



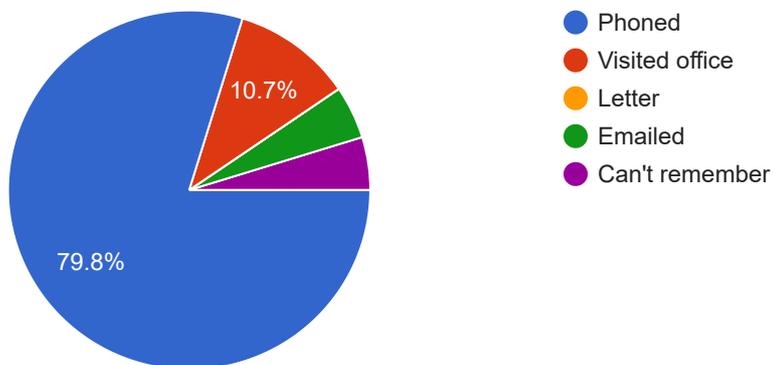
4. What did you last have contact about?

84 responses



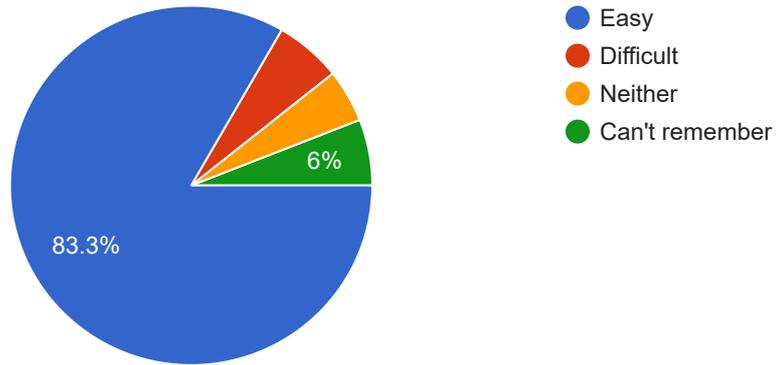
5. How did you last contact the Association?

84 responses



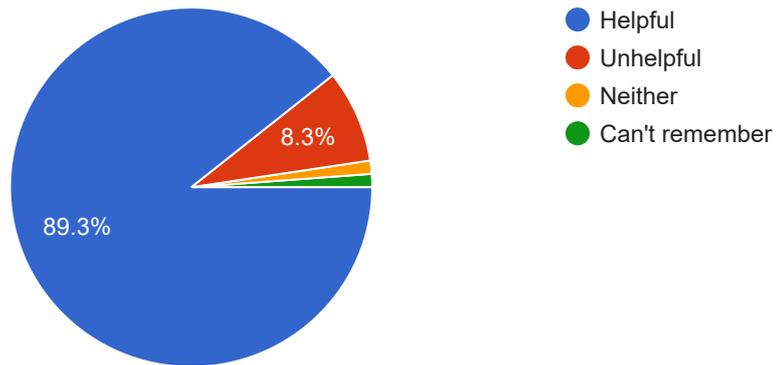
6. When you last had contact, was getting hold of the right person?

84 responses



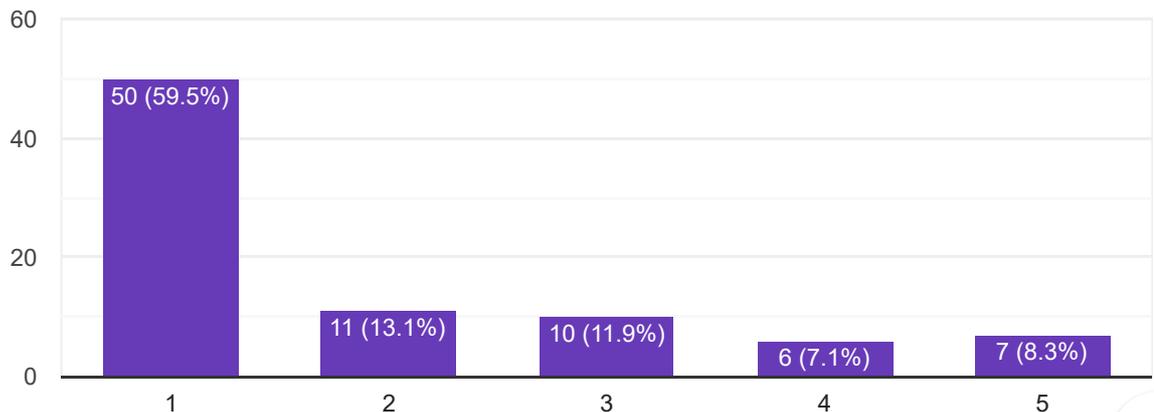
7. Did you find the staff?

84 responses



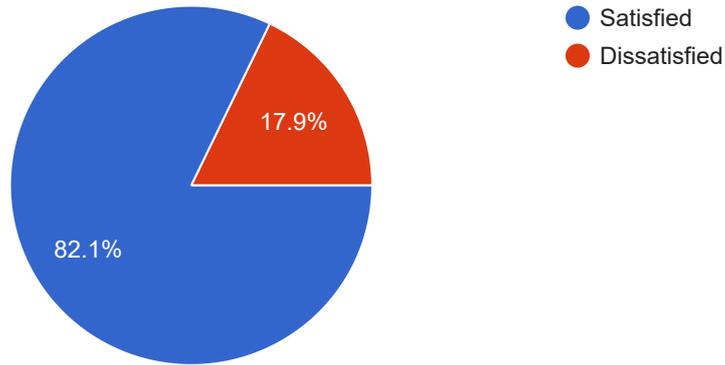
8. Were you satisfied with the ability of staff to deal with your query quickly and efficiently?

84 responses



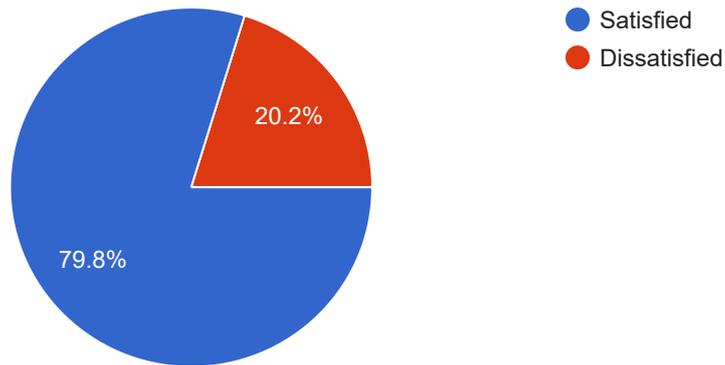
9. Were you satisfied or dissatisfied with the overall experience?

84 responses



10. Were you satisfied or dissatisfied with the final outcome?

84 responses

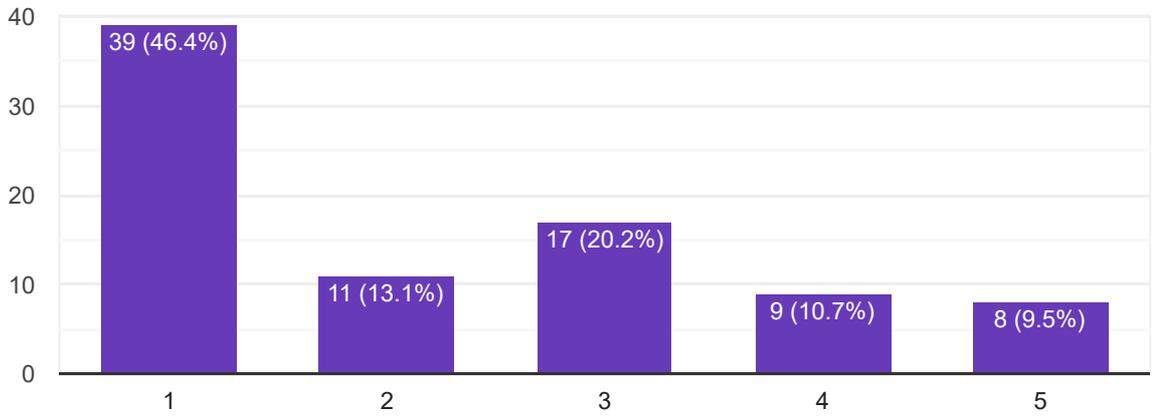


SECTION C. REPAIRS & MAINTENANCE



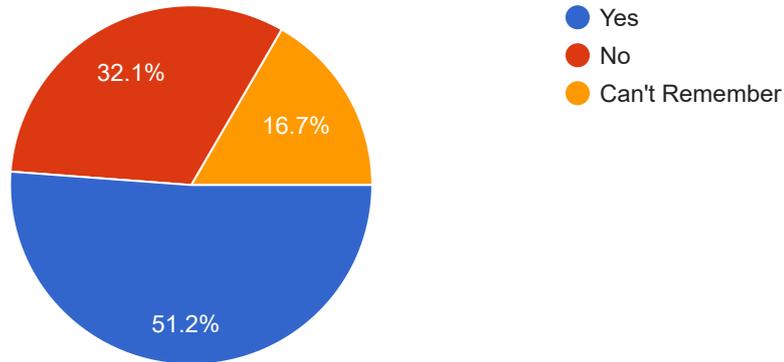
11. Generally how satisfied or dissatisfied are you with the way Grove Community Housing Association deals with repairs and maintenance?

84 responses



12. Have you had any routine repairs to your home in the last 12 months?

84 responses

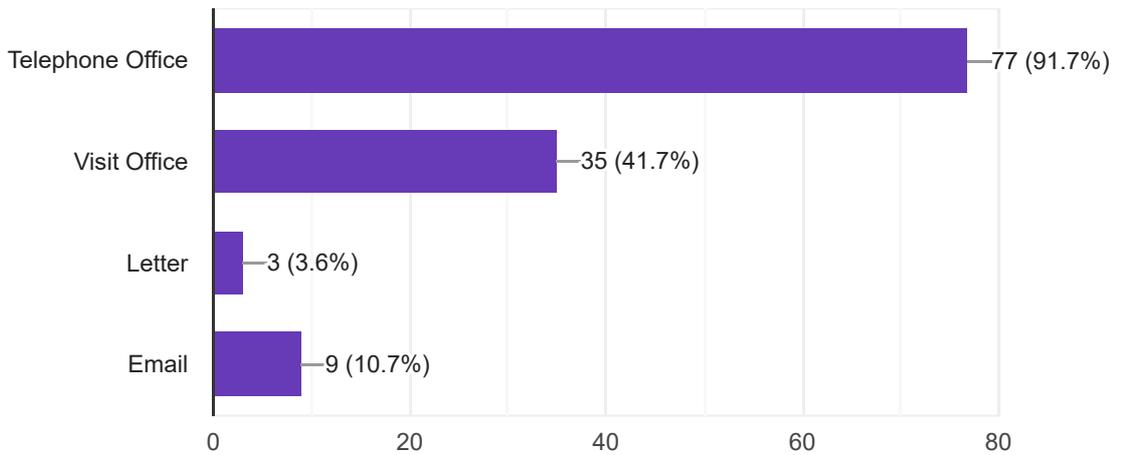


13. Thinking about the last completed repair, how would you rate it?



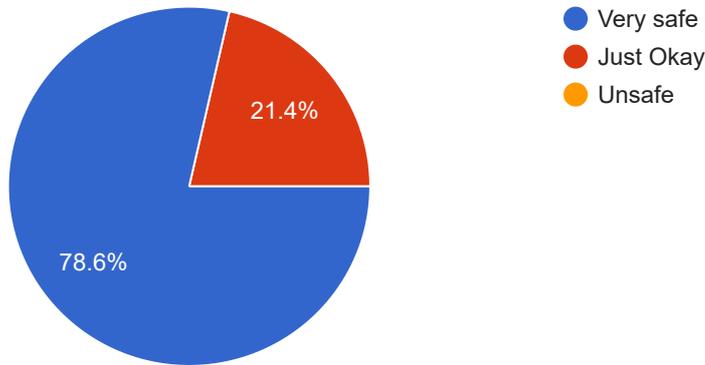
14. How would you prefer to report a repair? (You may tick more than one)

84 responses



15. Grove is committed to ensuring your home is safe and secure and meets your changing needs (e.g. gas servicing, handrails etc)

84 responses



Please give us more details below regarding any additional safety concern you have in your home (note for urgent matters please phone and speak to our staff who will be happy to advise).

12 responses

None

N/A

We are very happy with the work and very happy with our home and the service that you provide and would like to thank you all for all that you do.

getting a new front door

Reported gas heating problem unfortunately I am not always at home but if given a date I would ensure I am at home

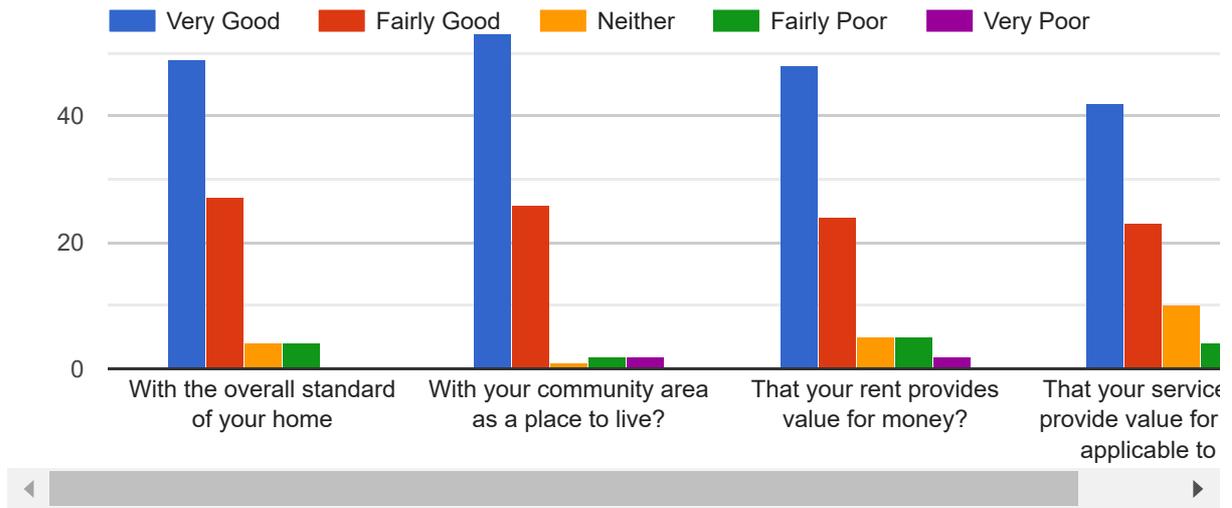
Letter received at beginning of year advising a check was being done on electric. Still not done which is worrying.

Problem raising repairs through staff, doesn't respond well enough, lack of communication. Especially issues happening in the house with small children.

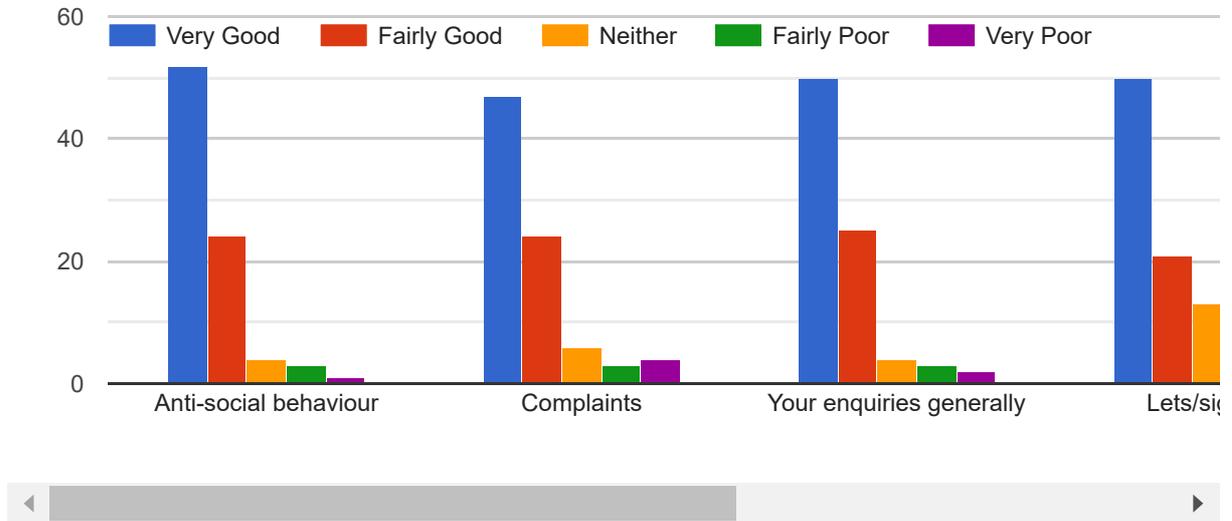
SECTION D. HOUSING & SERVICES



16. Overall, how satisfied or dissatisfied are you with the following:

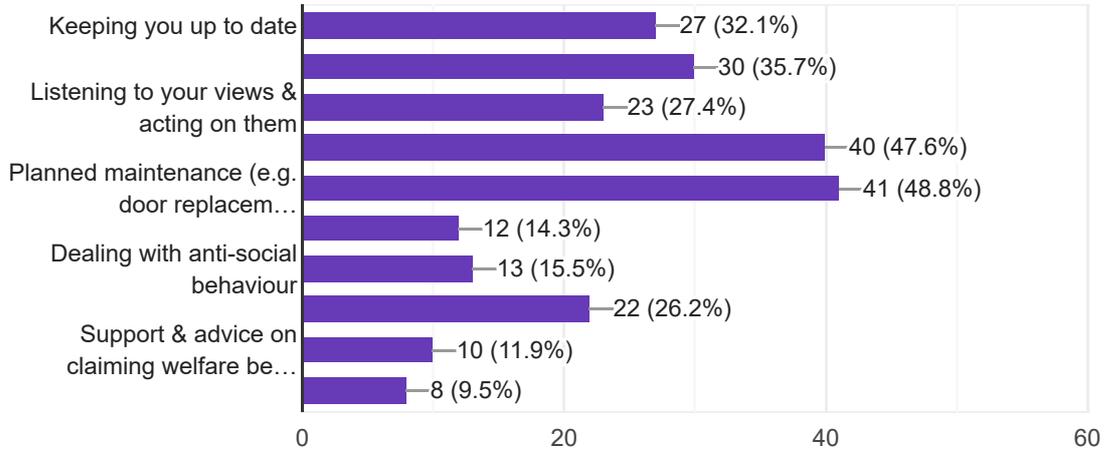


17. How satisfied or dissatisfied are you with the way Grove deals with the following?



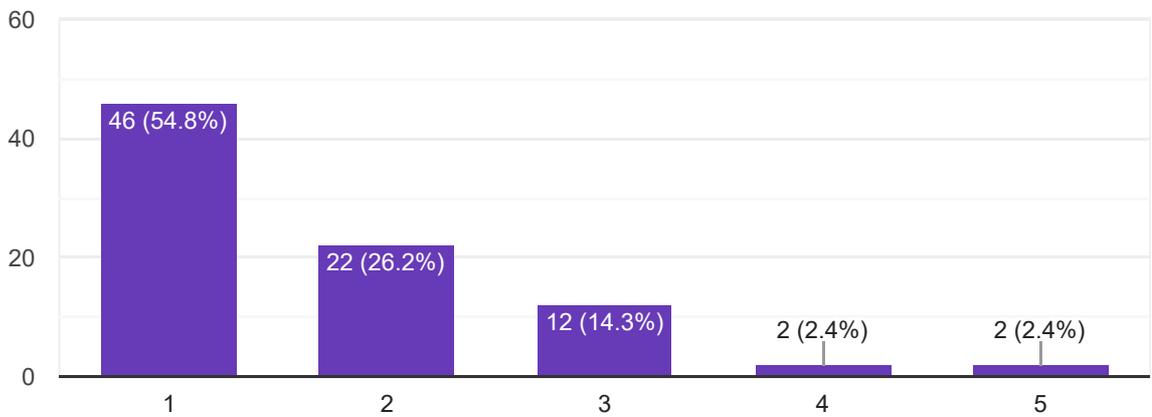
18. Which of the following three do you consider to be top priorities for Grove to improve on?

84 responses



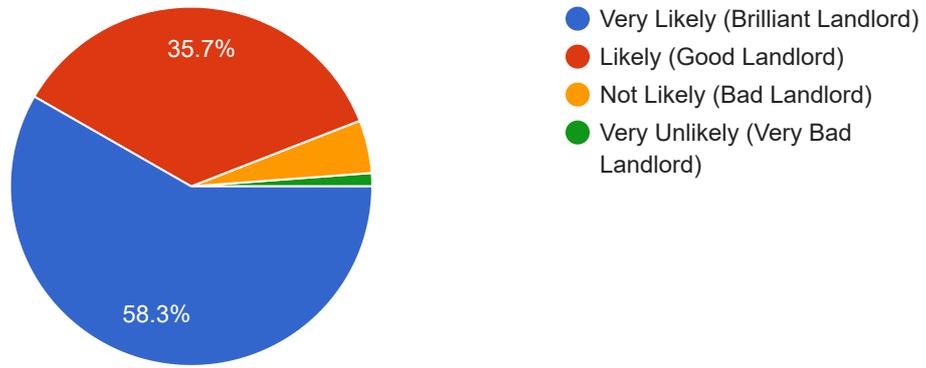
19. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Grove Community Housing Association?

84 responses



20. How likely are you to recommend Grove Community Housing Association, to your family and friends, as a landlord?

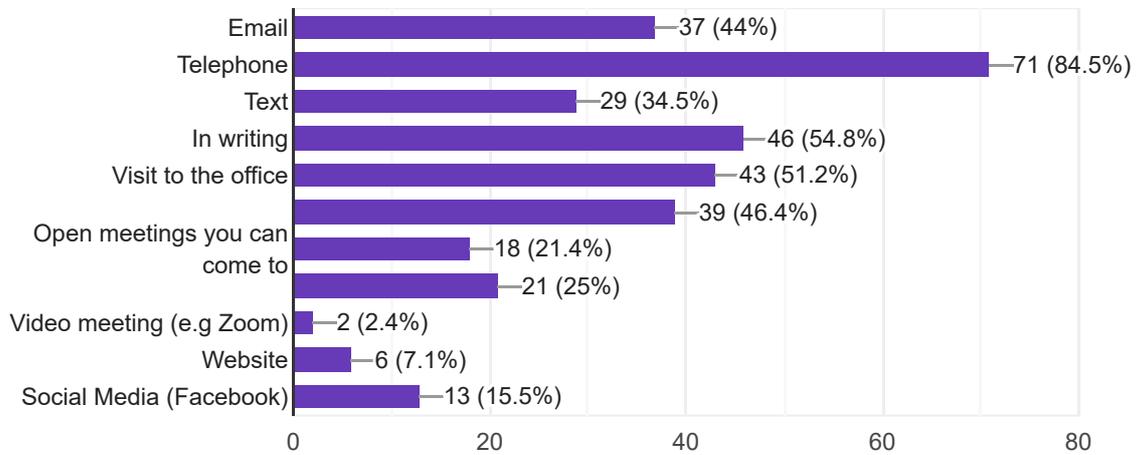
84 responses



SECTION E. COMMUNICATION & INFORMATION

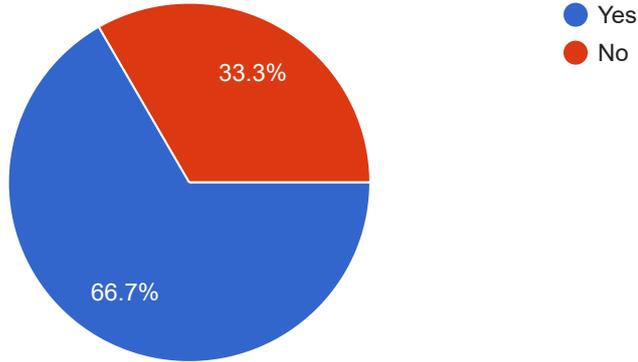
21. Which of the following methods of being kept informed and getting in touch with Grove are you happy to use?

84 responses



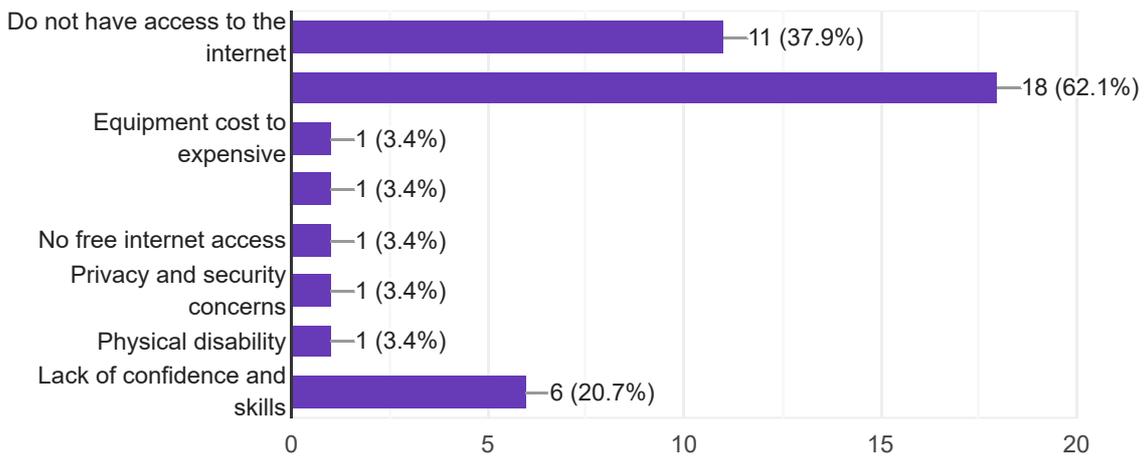
22. Do you use the internet?

84 responses



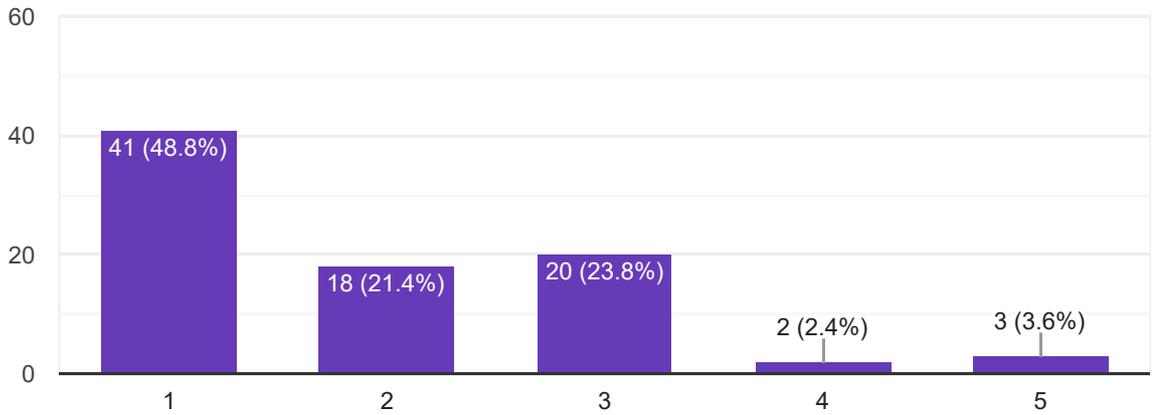
If not, please state reason(s) below.

29 responses



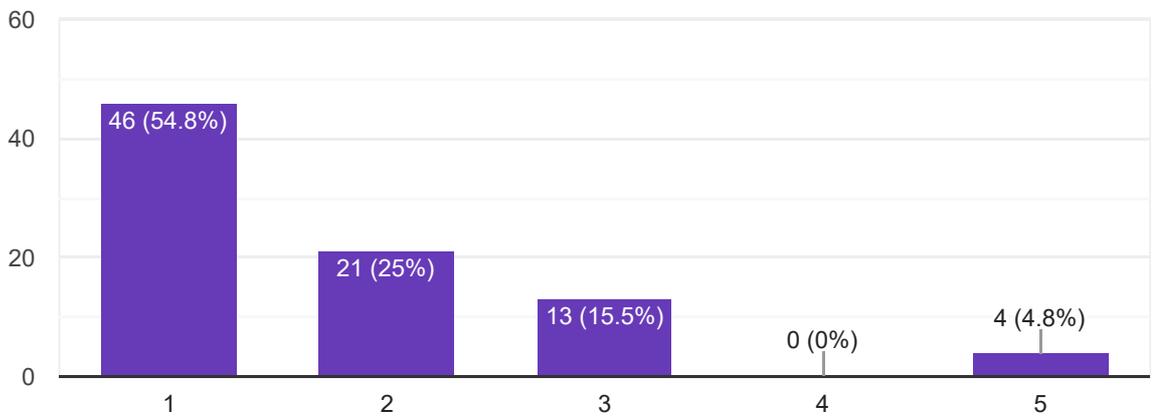
23. Generally how satisfied are you that Grove listens to your views and acts upon them?

84 responses



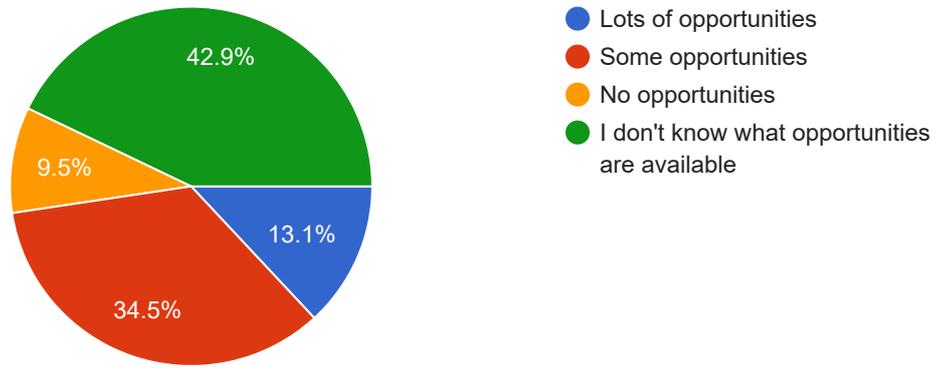
24. Generally how satisfied are you with how Grove is keeping you informed about things that might affect you as a resident?

84 responses



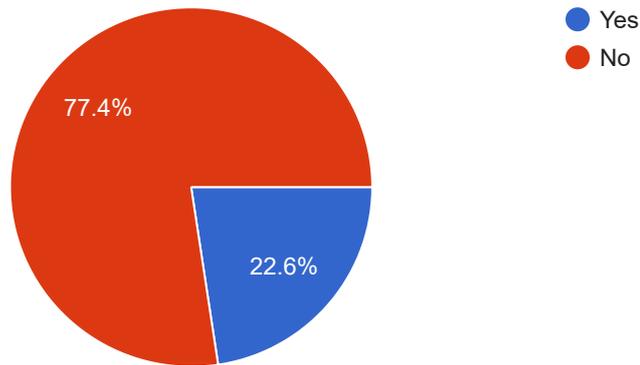
25. How easy do you find it to participate and influence decisions at a level you feel comfortable at?

84 responses



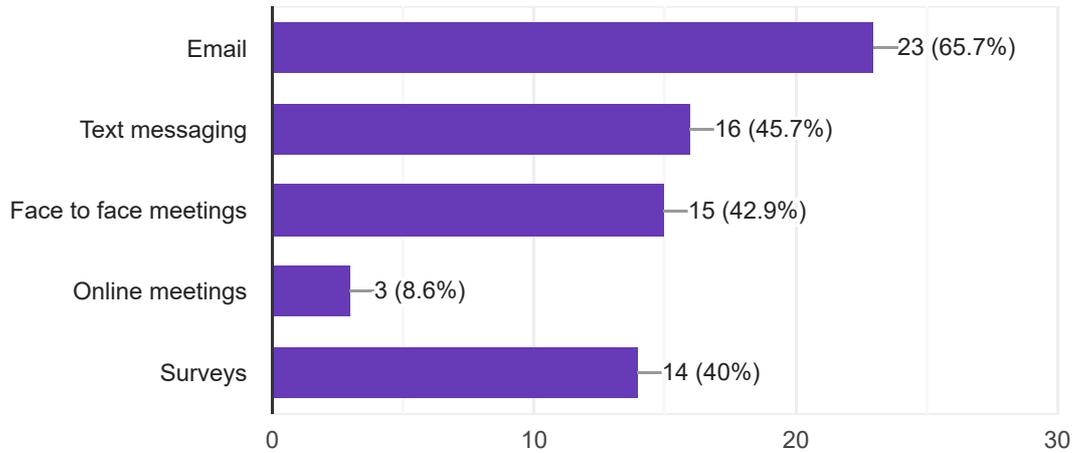
26. Would you or members of your household be interested in joining a 'Tenant Voice' Group to support us in improving our services?

84 responses



27. How* would you like to contribute to the group? (Tick as many as you like)

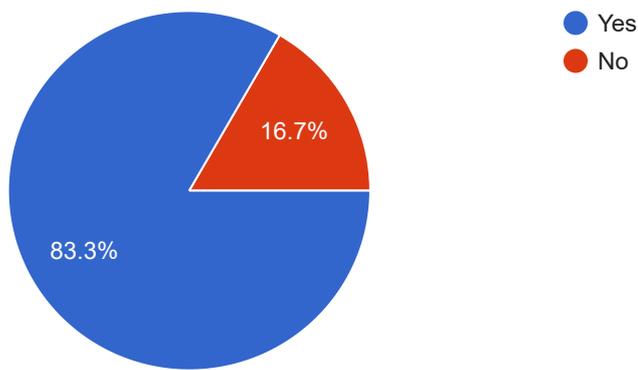
35 responses



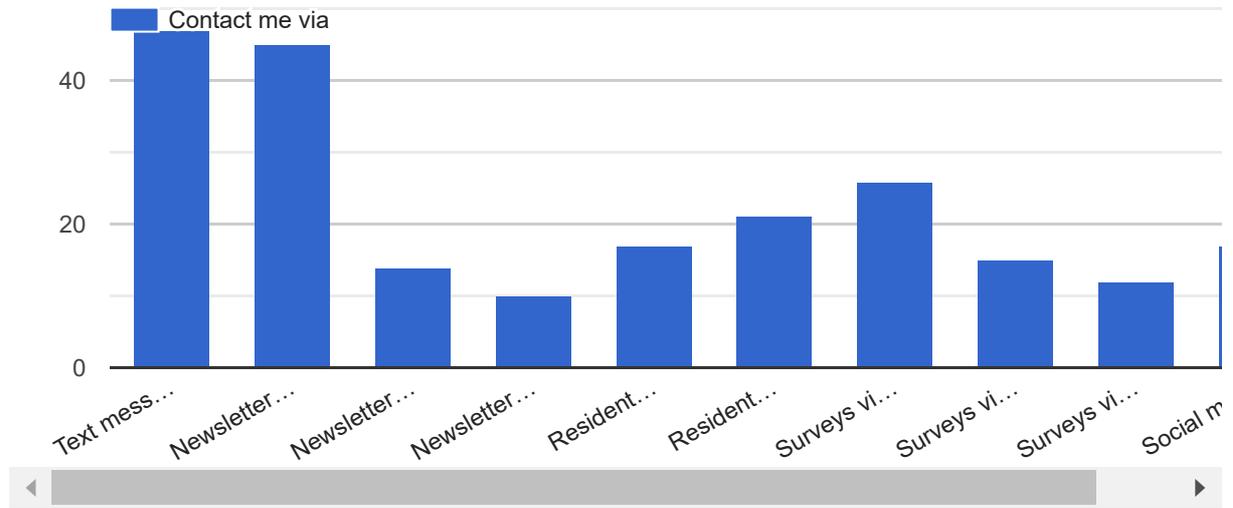
* We understand that not all opportunities will be available due to the Covid-19 pandemic. The safety of our staff and tenants is our main priority. At present face to face meetings will not be possible, but the other methods of communication will be used.

28. Do you feel that Grove have improved how they engage with tenants over the last 12 months (e.g. tenant events, Facebook posts)?

84 responses



29. How could Grove improve their engagement with you? (Tick as many as you like)



Something else? - please specify

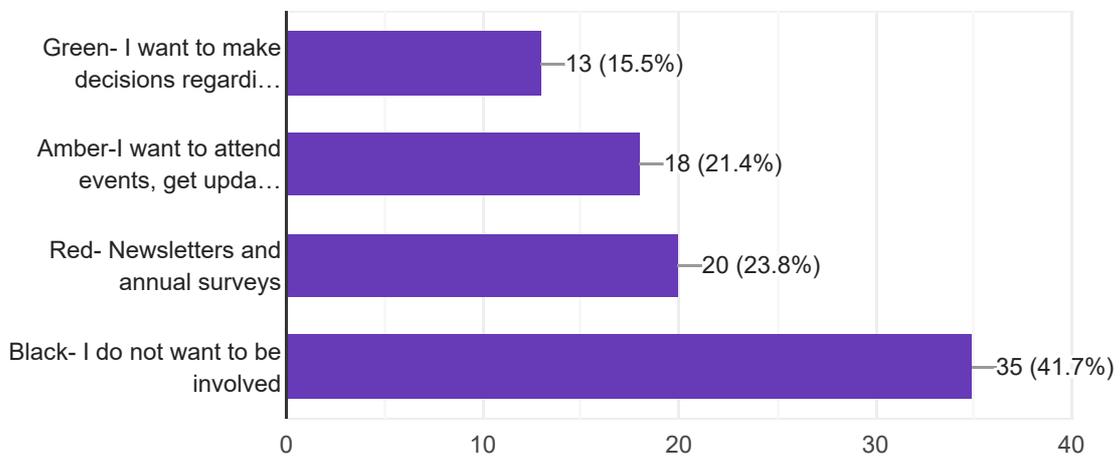
2 responses

nothing

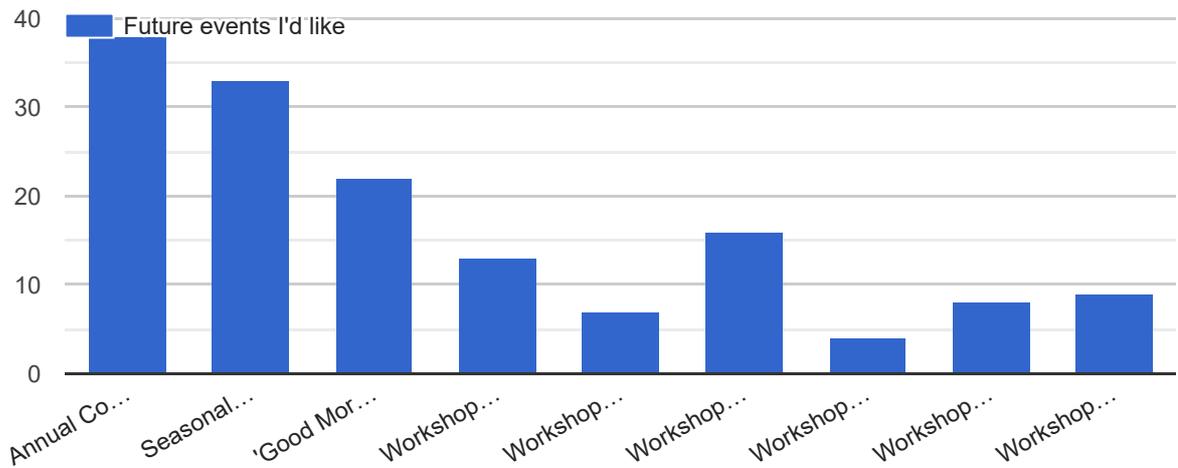
Perhaps calling residents and inviting them to coffee mornings or meetings might make them feel more welcome

30. What level of involvement would you consider?

84 responses



31. Are there any future events that you would like Grove to undertake?



Any other future events you'd like?

67 responses

No

none

nothing

More activities for the children

no

None

Cant think of any

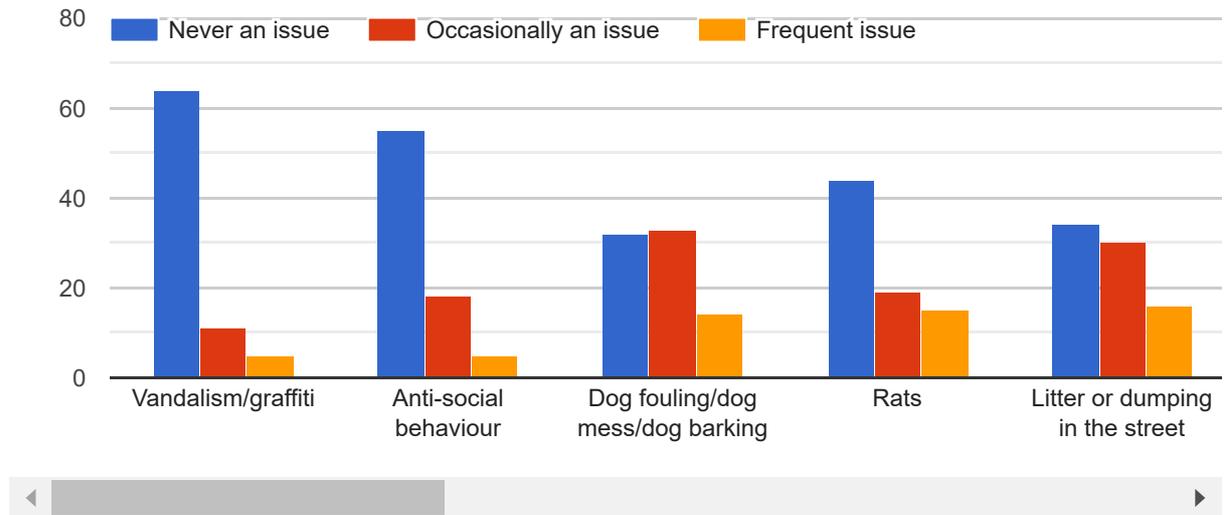
N/A

none I can think of

SECTION F. YOUR NEIGHBOURHOOD



32. Are any of the below a problem in your neighbourhood?



SECTION G - ADDITIONAL

33. Any additional comments you wish to make to help us improve our services?

67 responses

No

none

None

nothing thank you

nothing

i love my house and wouldn't change it for the world

Most of my responses come about due to the Covid19 situation. Generally, I find the service to be very good. Unfortunately, my main problems are regarding other tenants and their complete incivility. Constant shouting, friends calling every day and no adherence to the lockdown rules, sitting at the door drinking while their children create mess and damage to property, partying outside late into the night and just making life more difficult for the other tenants.

We promise to report back to you the overall findings and our action plan. If you entered your email, you will be automatically entered into our Prize Draw which closes on and winners will be announced shortly.



Thank you for taking the time to complete this valuable survey to help improve your home and the community we live and work in.

Survey closes at 5pm on 5 August 2020

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