

THE BLUE HOUSE - 2024 RESIDENT PERCEPTION SURVEY

INSTRUCTIONS:

As a Registered Provider of Social Housing, under the Regulator of Social Housing's Tenant Satisfaction Measures Standard, we are required to undertake an annual resident perception survey, which generates a subset of data that we must provide to the Regulator to calculate annual TSMs that we must publish. This ultimately, with other measures we must provide, allows you to compare our social housing offering to other providers. You can complete this survey, below and return it to us in the envelope provided, by dropping it into the scheme office post box. If you would like help to answer the survey, please ask a family or friend to help, though if you cannot find someone, then one of the staff can assist. Please note that you are a resident of the Charity and for the purposes of this survey only, tenant and resident are interchangeable. Please do feel free to write any additional comments you may have about our performance and service on a plain sheet of paper and enclose with this completed form in the reply envelope provided.

Thank you for your time completing this survey, please can you respond by Friday 6th September 2024

QUESTIONS:

RATING SCALE:

Very	Fairly	Neither	Fairly	Very
Satisfied	Satisfied	satisfied	Dissatisfied	Dissatisfied
		or		
		dissatisfied		

TP01 OVERALL SATISFACTION

Taking everything into account, how satisfied or dissatisfied are you with the service provided by The Blue House?



How satisfied or dissatisfied are you with the overall quality and condition of your Flat?



How satisfied or dissatisfied are you that your basic weekly maintenance charge (what you may think of as rent) provides value for money?



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RATING SCALE:

Very Satisfied Fairly Satisfied Neither satisfied or dissatisfied Fairly Dissatisfied Very Dissatisfied

How satisfied or dissatisfied are you that your service charges provide value for money?

How satisfied or dissatisfied are you that the Blue House listens to your views & acts upon them?

How satisfied or dissatisfied are you with your flat as a place to live?

To what extent do you agree that the Blue House is providing the service you expect?

TP02 SATISFACTION WITH REPAIRS

Has the Blue House carried out a repair in your home in the last 12 months?

Yes / No

If yes, how satisfied or dissatisfied are you with the overall repairs service from the Blue House over the last 12 months?

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RATING SCALE:

Very Satisfied Fairly Satisfied Neither satisfied or dissatisfied Fairly Dissatisfied Very Dissatisfied

TP03 SATISFACTION WITH TIME TAKEN TO COMPLETE MOST RECENT REPAIR

Has the Blue House carried out a repair to your home in the last 12 months?

Yes / No

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

○ ○ ○ ○ ○

To what extent do you agree that the Blue House is providing the service you expect?

○ ○ ○ ○ ○

TP04 SATISFACTION THAT THE HOME IS WELL MAINTAINED

How satisfied or dissatisfied are you that the Blue House provides a home that is well maintained?

○ ○ ○ ○ ○

TP05 SATISFACTION THAT THE HOME IS SAFE

Thinking about the condition of the flat you live in, how satisfied or dissatisfied are you that the Blue House provides a home that is safe?

○ ○ ○ ○ ○

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TP06 SATISFACTION THAT THE LANDLORD LISTENS TO TENANT VIEWS AND ACTS UPON THEM

How satisfied or dissatisfied are you that the Blue House listens to your views and acts upon them?

Not applicable/ don't know

TP07 SATISFACTION THAT THE LANDLORD KEEPS TENANTS INFORMED ABOUT THINGS THAT MATTER TO THEM

How satisfied or dissatisfied are you that the Blue House keeps you informed about things that matter to you?

Not applicable/ don't know

TP08 AGREEMENT THAT THE LANDLORD TREATS TENANTS FAIRLY AND WITH RESPECT

To what extent do you agree or disagree with the following “ the Blue House treats me fairly and with respect”?

Strongly agree Agree Neither agree or disagree Disagree Strongly disagree

Not applicable/ don't know

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TP09 SATISFACTION WITH THE LANDLORD'S APPROACH TO HANDLING COMPLAINTS

Have you made a complaint to the Blue House in the last 12 months? (reports of faults in your flat are classed as service requests and are not complaints)

Yes / No

How satisfied or dissatisfied are you with the Blue House approach to complaints handling?

TP10 SATISFACTION THAT THE LANDLORD KEEPS COMMUNAL AREAS CLEAN AND WELL MAINTAINED

Do you live in a building with communal areas, either inside or outside, that the Blue House is responsible for maintaining?

Yes / No / Don't know

How satisfied or dissatisfied are you that the Blue House keeps these communal areas clean and well maintained?

TP11 SATISFACTION THAT THE LANDLORD MAKES A POSITIVE CONTRIBUTION TO NEIGHBOURHOODS

How satisfied or dissatisfied are you that the Blue House makes a positive contribution to your neighbourhood?

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TP12 SATISFACTION WITH THE LANDLORD'S APPROACH TO HANDLING ANTI SOCIAL BEHAVIOUR

How satisfied or dissatisfied are you with the Blue Houses approach to handling anti-social behaviour?



Not applicable/ don't know

LAST FEW QUESTIONS

Which of the following services would you consider to be priorities?
PLEASE TICK YOUR TOP THREE

Keeping residents informed



The overall quality of your home



Value for Money



Your Manager



The Handyman



Repairs & Maintenance



The Emergency Call System



Dealing with anti-social behaviour



Your neighbourhood as a place to live



Listening to residents views and acting on them



The Gardens



The Churchill Room

