

Tenant Participation Survey 2024

Estimated Survey Length: 7 minutes

Why are we doing this survey?

YMCA Robin Hood Group aim to provide the best service to you whilst you access our services. To ensure we can provide this, we need your feedback.

What will happen with my answers?

This survey will be used to calculate the annual Tenant Satisfaction Measures, and will be published by the YMCA Robin Hood Group in an anonymised format.

Prize Draw (Optional)

There will be the opportunity to leave your details to enter a prize draw to win a £50 'Love to Shop' voucher. This will be at the end of the survey.

I have a question!

Please ask a member of YMCA staff if you have any questions about the survey, or would like it in a paper format.







Thank you, we really appreciate it.

10. Is there anything else you'd like to tell us about your building's safety?







These questions are about **Respectful and Helpful Engagement**

TP06 - Satisfaction that the YMCA Robin Hood Group listens to tenant views and acts upon them

* 11. How satisfied or dissatisfied are you that the YMCA Robin Hood Group listens to your views and acts upon them?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Not applicable / Don't know
					

* 12. How satisfied or dissatisfied are you that the YMCA Robin Hood Group keeps you informed about things that matter to you?

Very dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very satisfied	Not applicable / Don't know
					

* 13. To what extent do you agree or disagree with the following?

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Not applicable / Don't know
My Landlord treats me fairly and with respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a good relationship with my Key Worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My Key Worker always has a positive attitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to contact my Key Worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our staff are friendly and accommodating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Someone is available to take your call when you want to contact us	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We respond quickly to your requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We are professional and courteous in our interactions with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am included in decisions about my support and am involved in my Outcomes Star sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

These questions are about **Effective Handling of Complaints**

TP09 - Satisfaction with the Landlord's approach to handling of complaints

* 14. Have you made a complaint to the YMCA Robin Hood Group in the last 12 months?

If **No**, skip to question 17

Yes

No

15. If **yes**, how satisfied or dissatisfied are you with the YMCA Robin Hood Group's approach to complaints handling?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Not applicable / Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. If **yes**, do you have anything you wish to add about your complaint experience?

* 17. Do you live in a building with communal areas, either inside or outside, that the YMCA Robin Hood Group is responsible for maintaining?

If **No**, skip to question 19.

- Yes
- No
- Don't know

18. If **yes**, how satisfied or dissatisfied are you that the YMCA Robin Hood Group keeps these communal areas clean and well maintained?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very dissatisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 19. How satisfied or dissatisfied are you that the YMCA Robin Hood Group makes a positive contribution to your neighbourhood?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Not applicable / Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 20. How satisfied or dissatisfied are you with the YMCA Robin Hood Group's approach to handling anti-social behaviour?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Not applicable / Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Support with my Rent

* 21. Please rate the following statements.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable / Don't Know
I receive support with budgeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received support to set up my Housing Benefit claim	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand what my personal service charge pays for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Is there a feature or amenity which you think would be worth paying a small increase in your personal service charge for?

23. Is there a member of staff at YMCA who has been very helpful to you or gone the extra mile? Please tell us who and why.

24. Is there anything else you'd like to tell us?

These questions are about **About You (Optional)**

There is no requirement to fill in this section, but it does allow us to understand a little more about you, and to ensure we can place your feedback into the relevant service.

To be entered into a prize draw to win a £50 'Love to Shop' voucher, please leave your name and contact details here. This information will be used for the purposes of the prize draw only.

25. What project are you currently accessing?

- Nottingham City Hostel
- Nottingham City Transit
- UASC
- Mansfield and Ashfield Transit
- Mansfield 16+
- Ashfield 16+
- MCN
- Worksop Hostel
- Worksop Transit
- Goole Hostel
- Goole Transit

26. To be entered into the prize draw, please leave your name and contact information (telephone number or email address).