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.

Tenant Participation Survey 2024

renant Par	ticipation	Survey 2024	+		
These questions TP01 - Overall Sa		Overall Satisfac	tion		
		count, how satis		cisfied are you	with the
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Not applicable / Don't know
2. Is there anyt	ning you'd like	e to tell us about	the service	orovided?	
	on with repairs on with time ta	air Quality ken to complete r ne is well maintair		pair	
* 3. Has the `months?		Hood Group carr	ied out a rep	air to your hon	ne in the last 12
○ Yes	Question o.				
○ No					
•		satisfied are you er the last 12 mc		rall repairs ser	vice from the
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Not applicable / Don't know
5. If yes, how sa most recent rep		eatisfied are you reported it?	with the time	e taken to com	plete your
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Not applicable / Don't know

/ery dissatisfied	Dissatisfied	Neither satisfie nor dissatisfie		ed Very d	issatisfied	Not applicable / Don't know
ls there anythines are see questions are 205 - Satisfaction	e about Build	ling Safety	us about th	e repairs to	your hom	e?
B. Thinking abordissatisfied are			bin Hood G	roup provid	es a home	
			<u> </u>		044101104	
Please rate the	o following a	reas of the r	oronerty			0
Please rate the	e following an	reas of the p	Oroperty Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not applicable / Don't know
			Neither Satisfied nor	Dissatisfied	-	
nterior walls			Neither Satisfied nor	Dissatisfied O	-	
nterior walls looring			Neither Satisfied nor	Dissatisfied O	-	
nterior walls Flooring Roofing			Neither Satisfied nor	Dissatisfied O O	-	
nterior walls looring Roofing appliances and tilities ocks and other			Neither Satisfied nor	Dissatisfied O O O	-	
Please rate the interior walls clooring Appliances and utilities cocks and other eafety features Appearance and cleanliness of grounds and common areas			Neither Satisfied nor	Dissatisfied O O O O	-	
nterior walls Flooring Roofing Appliances and atilities Cocks and other afety features Appearance and Eleanliness of Grounds and			Neither Satisfied nor	Dissatisfied O O O O O O	-	

		pectful and Helpf CA Robin Hood Gr			d acts upon
nem					
11. How satisfi our views and		sfied are you that em?	the YMCA F	Robin Hood Gro	oup listens to
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Not applicable / Don't know
Very dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very satisfied	Not applicable / Don't know
					\bigcirc

13. To what extent do you agree or disagree with the following? Strongly Neither agree Not applicable							
	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Not applicable / Don't know	
My Landlord treats me fairly and with respect	\circ	\circ	0	\circ	\circ	0	
have a good relationship with my Key Worker	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	
My Key Worker always has a positive attitude	\circ	\bigcirc	0	\bigcirc	\circ	0	
t is easy to contact my Key Worker	\circ	\circ	0	\bigcirc	\circ	\circ	
Our staff are friendly and accommodating	\circ	\circ	0	\circ	0	0	
Someone is available to take your call when you want to contact us	\circ	0	0	0	\circ	\circ	
We respond quickly to your requests	\bigcirc	\bigcirc	0	\circ	\bigcirc	\circ	
We are professional and courteous in our interactions with you	\circ	\bigcirc	\circ	\circ	\bigcirc	\circ	
am included in decisions about my support and am involved in my Outcomes	\bigcirc	\bigcirc	0	0	\bigcirc	0	
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 qu							
Yes							
O 100							

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Not applicable / Don't know
					\bigcirc
* 17. Do you l	ive in a buildi Hood Group	ng you wish to a	nal areas, eit	her inside or ou	
O Yes					
○ No					
O Don't kno		ecatiofied are ve	u that tha VN	1CA Bobin ∐oo	d Group kaana
O Don't kno B. If yes , how s	atisfied or dis al areas clean	ssatisfied are yo and well mainta Neither satisfied	ained?		
O Don't kno	atisfied or dis	and well mainta		1CA Robin Hoo Very dissatisfied	d Group keeps N/A
Don't knows. B. If yes , how somese communated. Very dissatisfied	atisfied or dis al areas clean Dissatisfied	and well mainta	ained? Satisfied	Very dissatisfied	N/A
Don't knows. 3. If yes , how somese communated. Very dissatisfied.	atisfied or disal areas clean Dissatisfied ied or dissatis	and well mainta Neither satisfied nor dissatisfied	Satisfied St the YMCA	Very dissatisfied	N/A
Don't knows. B. If yes , how somese communated. Very dissatisfied. 19. How satisfied ositive contributions.	atisfied or disal areas clean Dissatisfied ied or dissatis	Neither satisfied nor dissatisfied	Satisfied St the YMCA	Very dissatisfied	N/A
Don't knows. B. If yes , how somese communated. Very dissatisfied.	atisfied or disal areas clean Dissatisfied died or dissatis bution to your	Neither satisfied nor dissatisfied Sfied are you that neighbourhood	Satisfied Satisfied t the YMCA ?	Very dissatisfied Robin Hood Gro	N/A Oup makes a Not applicable /
Don't knows B. If yes , how so hese communated Very dissatisfied 19. How satisfied contributed Very dissatisfied	atisfied or disal areas clean Dissatisfied ied or dissatis bution to your Dissatisfied	Neither satisfied nor dissatisfied Sfied are you that neighbourhood	Satisfied t the YMCA ? Satisfied	Very dissatisfied Robin Hood Gro Very satisfied	N/A Dup makes a Not applicable / Don't know

* 21. Please rate th	he following	statement	S.			
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable / Don't Know
I receive support with budgeting	\bigcirc	\bigcirc	0	\bigcirc	\bigcirc	\circ
I received support to set up my Housing Benefit claim	0	0	\circ	\circ	\circ	\circ
I understand what my personal service charge pays fror	0	0	0	0	0	0
22. Is there a featurincrease in your p 23. Is there a meme extra mile? Please	ersonal ser	vice charge	for?		A	
24. Is there anythi			ıll us?		la de	
					4	
These questions are	e about Abo u	ıt You (Optio	onal)			
There is no requirer about you, and to en						little more
To be entered into a and contact details						

25. What project are your currently accessing?	
○ Nottingham City Hostel	
O Nottingham City Transit	
○ UASC	
Mansfield and Ashfield Transit	
○ Mansfield 16+	
○ Ashfield 16+	
○ MCN	
○ Worksop Hostel	
○ Worksop Transit	
○ Goole Hostel	
○ Goole Transit	