

## Residents Survey – details of responses to questions

### Brief Summary

A total of 30 responses have been received.

Question 1 – 19 out of the 30 responses showed that they were unhappy with the Trust's housing repairs service.

Q2 23 out of the 30 were not satisfied with the way their issues were dealt with by the Housing Trust.

Q3 24 out of the 30 replied that they would be willing to complete a satisfaction slip.

Q4 28 of the responders felt that individual letters should be sent to tenants with details of their service charge.

A full breakdown of each question is shown below.

### **Question 1 – Are you happy with the Trust's housing repairs service?**

Yes	6
No	19
No reply	2
Other responses	Mostly okay – 2 Sometimes – 1
Additional comments to question 1	Yes – when they keep appointments
	Do all own repairs

### **Question 2 – When you call the Trust with a housing issue are you satisfied with the way in which your issue is dealt with?**

Yes	4
No	23
No reply	1
Other responses	Sometimes - 1
Additional comments to question 2	

**Question 3 – Would you be willing to complete a satisfaction slip once work to your home is completed?**

Yes	24
No	4
No reply	1
Other responses	Not applicable – 1
Additional comments to question 3	

**Question 4 – Once the service charges are agreed and set do you feel it is important for each tenant to receive an individual letter, setting out details of what they are paying for?**

Yes	28
No	0
No reply	2
Other responses	None
Additional comments to question 4	