

Resident Satisfaction Survey 2023

return by **Wednesday 28 June**



1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Southway?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 To what extent do you agree or disagree with the following "Southway treats me fairly and with respect"?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

3 How much do you agree or disagree that:

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree
a. Southway understands my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Southway cares about our customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Southway keeps its promises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Southway is open and transparent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Southway has a good reputation in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your home

4 How satisfied or dissatisfied are you that Southway provides a home that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



www.arsurveys.co.uk/southway
your unique code: 9999mwmw

scan me



5 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Southway provides a home that is safe?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

6 How satisfied or dissatisfied are you with the overall quality of your home?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Repairs and maintenance

7 Has Southway carried out a repair to your home in the last 12 months?

Yes **go to Q8** ↓ No **go to Q11** →

8 How satisfied or dissatisfied are you with the overall repairs service from Southway over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10 Thinking about your **last** repair, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Being told when workers would visit to do the repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The overall quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Yes **go to Q12** ↓ No **go to Q13** ↷ Don't know **go to Q13** ↷

12 How satisfied or dissatisfied are you that Southway keeps these communal areas clean and well maintained?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Involving you

13 How satisfied or dissatisfied are you that Southway listens to your views and acts upon them?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/don't know

14 How satisfied or dissatisfied are you that Southway keeps you informed about things that matter to you?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/don't know

15 How satisfied or dissatisfied are you that Southway keeps you informed about their services and decisions?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/don't know

16 How much do you want to be involved in Southway's decision making processes and the way services are delivered?

As often as possible Regularly Occasionally Never

17 If you do want to be involved, how satisfied or dissatisfied are you that Southway offers suitable routes for you to have your say?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

18 There are lots of opportunities to get involved or volunteer in a variety of projects within your community. Are you interested in getting involved, or would like to hear more about it?

Yes **!** By ticking yes you give consent to pass your details to Southway for them to contact you about this.

No

i **Did you know?** Southway is holding a Tenant Involvement Day on 17th June from 11am at Southern Gate. Please drop in if you'd like to get more involved.

Complaints

19 Have you made a complaint to Southway in the last 12 months?

Yes **go to Q20 ↓** No **go to Q21 ↪**

20 How satisfied or dissatisfied are you with Southway's approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contacting us

21 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. That Southway is easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
b. With the online services provided by Southway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
c. With the ability to deal with Southway in the way you prefer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

22

Have you contacted us in the last 12 months?

- Yes **go to Q23 ↓** No **go to Q24 ↷**

23

Thinking about the **last** time you contacted us, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The time taken to respond	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The quality of the information or advice you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24

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

tick all that apply

- | | |
|--|--|
| <input type="checkbox"/> Email | <input type="checkbox"/> Visit to your home by staff |
| <input type="checkbox"/> Website | <input type="checkbox"/> Open meetings |
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Facebook, Twitter or other social media |
| <input type="checkbox"/> Text/SMS | <input type="checkbox"/> Newsletter |
| <input type="checkbox"/> Letter by post | <input type="checkbox"/> Other (write in) <input type="text"/> |
| <input type="checkbox"/> Visit to the office | |

25

Have you ever used Southway's services online with your smartphone, tablet or computer?

- Yes **go to Q27 →**
 No **go to Q26 ↓**

26

What has stopped you using Southway's services online?

tick all that apply

- I will, but I just haven't needed to yet
- I don't know what online services Southway offer
- I don't own a smartphone, tablet or computer
- I don't have any broadband internet, Wi-Fi, or mobile data services
- I'm not confident using Southway's online services
- I prefer talking to someone
- I'm not interested in doing anything online
- The quality of Southway's online services
- Other reason (write in)

27 Do you read the newsletter Southway Stories?

- Regularly Occasionally Never



Neighbourhoods

28 How satisfied or dissatisfied are you that Southway makes a positive contribution to your neighbourhood?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know

29 How satisfied or dissatisfied are you with:

- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. The overall appearance of your neighbourhood | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. The grounds maintenance, such as grass cutting, in your area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



Anti-social behaviour

Anti-social behaviour (ASB) is any that causes harassment, alarm or distress to someone from a different household.

30 How satisfied or dissatisfied are you with Southway's approach to handling anti-social behaviour?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know

31 Have you experienced any anti-social behaviour (ASB) in the last 12 months?

- Yes **go to Q32** ↓ No **go to Q35** →

32 'Hate Crimes' are those that seem motivated by hatred of a person's disability, gender, race, religion, belief or sexual orientation.

Was any of the ASB you experienced a 'Hate Crime'?

- Yes No Unsure

33

Have you reported anti-social behaviour to Southway in the last 12 months?

Yes go to Q34 ↓

No go to Q35 ↪

34

Thinking about the **last** time you reported anti-social behaviour (ASB) to Southway, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Advice provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. How well you were kept up to date with what was happening throughout your ASB case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The support provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The speed with which your ASB case was dealt with overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Overall, the final outcome of your anti-social behaviour complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Overall, the way your anti-social behaviour complaint was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Well-being

35


How much do you agree or disagree that:

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree
a. My rent and service charges are affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I am financially secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I have a good quality of life in my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I feel part of the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. At times I feel lonely and isolated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

36

Would you like us to contact you about any of your answers to question 35?

- Yes
- No

 By ticking yes you give consent to pass your details to Southway for them to contact you about this.

37

The term 'Age Friendly' is used to describe projects, services and neighbourhoods that support and include older people.

	Very	Somewhat	Not really	Not at all	Don't know
a. Do you think that Southway Housing's services are 'Age Friendly'?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
b. Do you think that Southway Housing's neighbourhoods are 'Age Friendly'?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>



Improvements

38

What could Southway do better?



This is for general comments only. If you need a specific response from Southway, for example to report a repair, please ring us on 0161 448 4200.

Tick here if you would like Southway to know who you are for **this question only**:

39

If you listed more than one improvement in the previous question, which **one** of them is the most important to you?

Thank you!



Please now return in the enclosed freepost envelope.