

Satisfaction Survey

**Housing Residents**



October 26, 2023

Sherburn House Charity

Ramsey House, Durham, DH12SE

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| **Question 1** |
| Taking everything into account, how satisfied or dissatisfied are you with the service provided by Sherburn House Charity. |

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| **Question 2** |
| Has Sherburn House Charity carried out a repair to your home in the last 12 months? If yes, how satisfied or dissatisfied are you with the overall repairs service from Sherburn House Charity over the last 12 months? |
| **4 Residents who returned questionnaires have not had a repair in the last 12 months** |

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| **Question 3** |
| Has Sherburn House Charity caried out a repair to your home in the last 12 months |
| If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? |
| **4 Residents who returned questionnaires have not had a repair in the last 12 months** |

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| **Question 4** |
| How satisfied or dissatisfied are you that Sherburn House Charity provides a home that is well maintained? |

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| **Question 5** |
| Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Sherburn House Charity provides a home that is safe? |

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| **Question 6** |
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| How satisfied or dissatisfied are you that Sherburn House Charity listens to your views and acts upon them? |

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| **Question 7** |
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| How satisfied or dissatisfied are you that Sherburn House Charity keeps you informed about things that matter to you? |

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| **Question 8** |
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| To what extent do you agree or disagree with the following, “Sherburn House Charity treats me fairly and with respect”? |

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| **Question 9** |
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| Have you made a complaint to Sherburn House Charity in the last 12 months? |
| If yes, how satisfied or dissatisfied are you with Sherburn House Charity’s approach to complaints handling? |
| **15 Residents who returned questionnaires have not complained in the last 12 months** |

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| **Question 10** |
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| Do you live in a building with communal areas, either inside or outside, that Sherburn House Charity is responsible for maintaining? If yes, how satisfied or dissatisfied are you that Sherburn House Charity keeps the communal areas clean and well maintained? |

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| **Question 11** |
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| How satisfied or dissatisfied are you that Sherburn House Charity makes a positive contribution to your neighbourhood? |

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| **Question 12** |
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| How satisfied or dissatisfied are you with Sherburn House Charity’s approach to handling anti-social behaviour? |