Look Ahead
CARE, SUPPORT AND HOUSING

SUPPORTING PEOPLE 50 SINCE 1973

2023 Tenant Perception Survey

At Look Ahead we want to know what you think about the services you receive – what we are doing well and what we could do better. This survey will help us to know if we are meeting your expectations.

Please spend a few minutes answering the questions over the page. Please refer to the question guidance sheet for further information.

You can get support to complete the survey by calling the Customer Contact Centre on 0333 010 4600

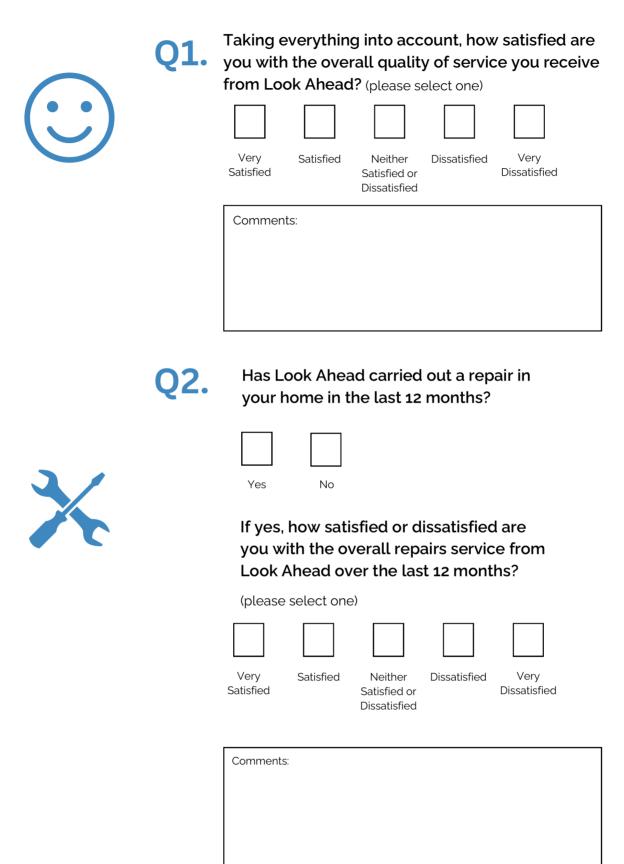The survey can be completed online at **www.lookahead.org.uk**

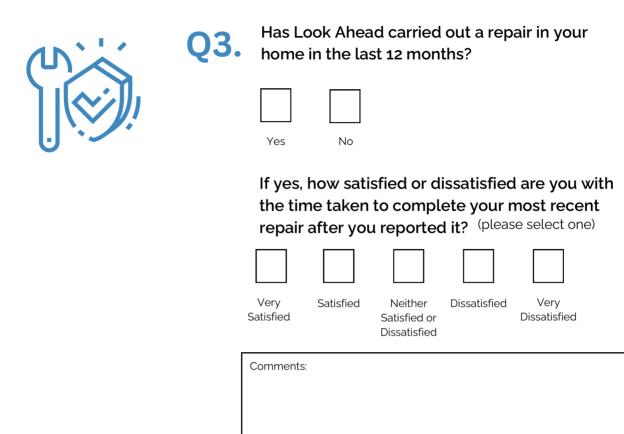Returning this survey in the Freepost envelope provided

Handing the form to your Support Worker or Housing Officer

All submitted forms will be entered into a prize draw to win a £50 voucher

The survey closes **Wednesday 26 January 2024**

Q1. Taking everything into account, how satisfied are you with the overall quality of service you receive from Look Ahead? (please select one)

☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied or Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied

Comments:

Q2. Has Look Ahead carried out a repair in your home in the last 12 months?

☐ Yes ☐ No

If yes, how satisfied or dissatisfied are you with the overall repairs service from Look Ahead over the last 12 months?

(please select one)

☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied or Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied

Comments:

Q3. Has Look Ahead carried out a repair in your home in the last 12 months?

☐ Yes ☐ No

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? (please select one)

☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied or Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied

Comments:

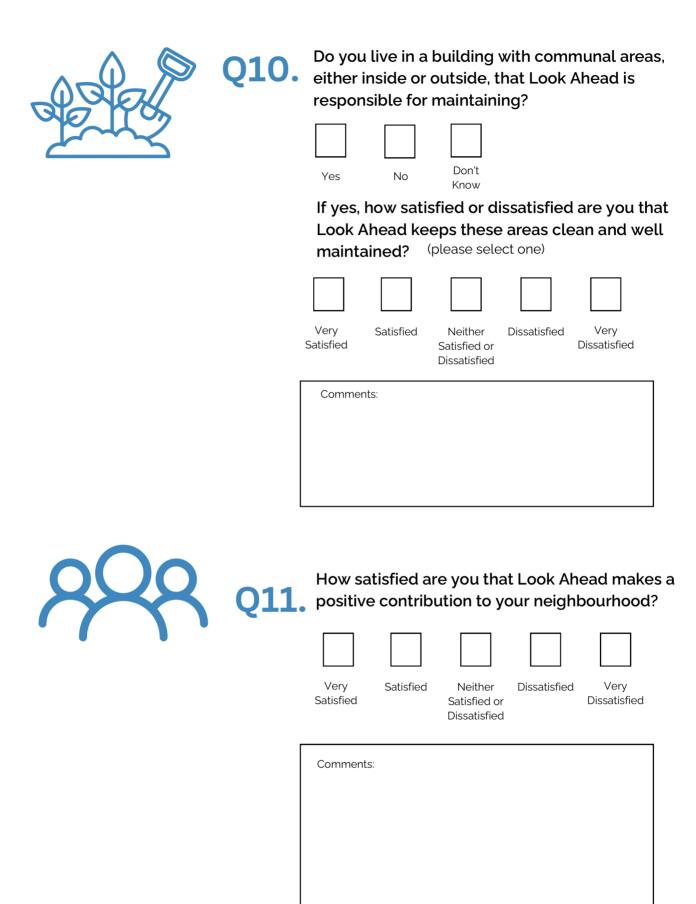**Q4.** How satisfied or dissatisfied are you that Look Ahead provides a home that is well maintained?

(please select one)

☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied or Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied
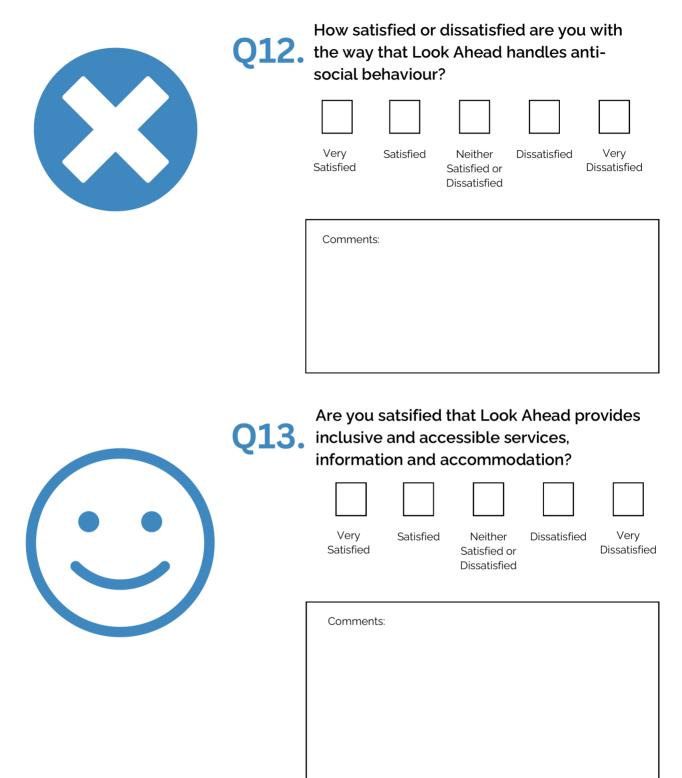
Comments:

Q5. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Look Ahead provides a home that is safe?

(please select one)

☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied or Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied

Comments:

Q6. How satisfied or dissatisfied are you that Look Ahead listens to your views and acts upon them?

(please select one)

☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied or Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied

Comments:

Q7. How satisfied or dissatisfied are you that Look Ahead keeps you informed about things that matter to you?

(please select one)

☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied or Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied

Comments:

Q8. To what extent do you agree with the following: 'Look Ahead treats me fairly and with respect'?

(please select one)

☐ Strongly Agree　☐ Agree　☐ Neither Agree or Disagree　☐ Disagree　☐ Strongly Disagree

Comments:

Q9. Have you made a complaint to Look Ahead in the last 12 months?

☐ Yes　☐ No

If yes, how satisfied or dissatisfied are you with Look Ahead's approach to complaints handling?

(please select one)

☐ Very Satisfied　☐ Satisfied　☐ Neither Satisfied or Dissatisfied　☐ Dissatisfied　☐ Very Dissatisfied

Comments:

Q10. Do you live in a building with communal areas, either inside or outside, that Look Ahead is responsible for maintaining?

☐ Yes ☐ No ☐ Don't Know

If yes, how satisfied or dissatisfied are you that Look Ahead keeps these areas clean and well maintained? (please select one)

☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied or Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied

Comments:

Q11. How satisfied are you that Look Ahead makes a positive contribution to your neighbourhood?

☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied or Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied

Comments:

Q12. How satisfied or dissatisfied are you with the way that Look Ahead handles anti-social behaviour?

☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied or Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied

Comments:

Q13. Are you satsified that Look Ahead provides inclusive and accessible services, information and accommodation?

☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied or Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied

Comments:

Contact Details

Fill in your details below to be entered into the prize draw

Name _____

Address _____

_____

Contact number or email address _____

About You

Age - please select one

17 to 18	☐	30 to 39	☐	50 to 59	☐	70 to 79	☐
19 to 29	☐	40 to 49	☐	60 to 69	☐	80 or over	☐

Ethnicity - please select one

Asian/Asian British: Bangladeshi	☐	Mixed: Other	☐
Asian/Asian British: Chinese	☐	Mixed: White & Asian	☐
Asian/Asian British: Indian	☐	Mixed: White & Black African	☐
Asian/Asian British: Other	☐	Mixed: White & Black Caribbean	☐
Asian/Asian British: Pakistani	☐	Other Ethnic Group: Arab	☐
Black/African, Caribbean or Black British: African	☐	Other Ethnic Group: Other	☐
Black/African, Caribbean or Black British: Caribbean	☐	White: British	☐
Black/African, Caribbean or Black British: Other	☐	White: Gypsy/Irish Traveller	☐
		White: Irish	☐
Gypsy/Romany/Irish Traveller	☐	White: Other	☐
		Rather not say	☐

Gender - please select one

Male	☐	Nonbinary	☐
Female	☐	Rather not say	☐

Getting Involved

Please tick if you would be interested in attending one of our regular customer focus groups or finding out more about how you can get involved in improving our services or selecting and recruiting our staff.

If you have ticked make sure you fill in your contact details above.

Please tick this box if you wish to remain anonymous

Thank you
for your feedback

Privacy

If you do provide your name and contact details, we will retain the information in an identifiable form for three years.

You can read Look Ahead's own Privacy policy on our website.

You can read Look Ahead's own Privacy policy on our website which explains how we use your information. For this survey, the lawful basis we rely onto seek your views on the quality of the service we provide is our public task, as it is a requirement for social housing providers to monitor our customers' satisfaction with our services.

If you have any questions about how we are using your data, please email us at IG@lookahead.org.uk. You can find out more about your data protection rights on the Information Commissioner's website: https://ico.org.uk/for-the-public/

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