



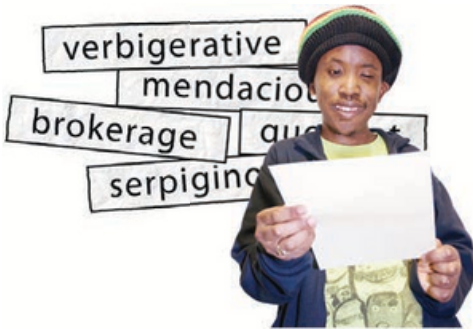
# Tenant Perception Survey

Tell us what we are doing well and  
what we could do better



## Useful words

In this booklet we use some hard words. Understanding these words will make this booklet easier to read.



## Social housing

Houses or flats which are owned by a housing association or local council. They are rented to tenants who live in the houses.



## Landlord

The person or organisation who owns the homes that people rent.



## Tenant

A person who lives in a house which is owned by a landlord. They pay rent to the landlord.



## What we want to do



We want to know what you think about the service you receive from Look Ahead. This survey will help us know if we are doing a good job.



We provide your service. Part of our job is to check that you are happy with where you live.

## About the questions for tenants



We want our tenants how **satisfied** or **dissatisfied** they are about different things.



**Satisfied** means you are happy with the things your landlords does.



For example:

A tenant is happy with their landlord because they fix things when they say they will.



Or a tenant feels safe because areas like stairs and hallways have lighting that works.



Dissatisfied means you are unhappy with the things your landlord does.



For example:

A tenant is not happy with their landlord. Their boiler is broken. It has been reported but not fixed for a long time.



## Questions for tenants

Here are the questions we want to ask

### Question 1: Overall satisfaction

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



This means:

Thinking about everything your landlord does. How happy are you with the service from Look Ahead.





## Repairs

Repairs are when someone fixes something that is broken. Your landlord can do some repairs in your home.

### Question 2: Repairs to your home

- Has your landlord 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 your landlord over the last 12 months?



This means:

Are you happy with any repairs  
Look Ahead has done in the last 12  
months.

### Question 3:

#### How long it takes to repair your home

- Has your landlord carried 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?



This means:

Are you happy with how quickly Look Ahead did any repairs after you told them something was broken.



### Question 4:

#### A well-maintained home

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



This means:

Think about the building you live in.

How happy or unhappy are you that Look Ahead looks after your home.

### Question 5:

#### A safe home

- 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?



This means:

How happy are you that Look Ahead makes sure your home is safe to live in.

## Question 6:

### Listening to tenants

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



This means:

- how happy are you that Look Ahead listens to what you say



- then, if Look Ahead needs to do something they do it

## Question 7:

### Keeping tenants informed

- How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?



This means:

How happy are you that your landlord tells you any information you need to know.

## Question 8: Treating tenants fairly and with respect

- To what extent do you agree or disagree with the following?

***Look Ahead treats me fairly and with respect***



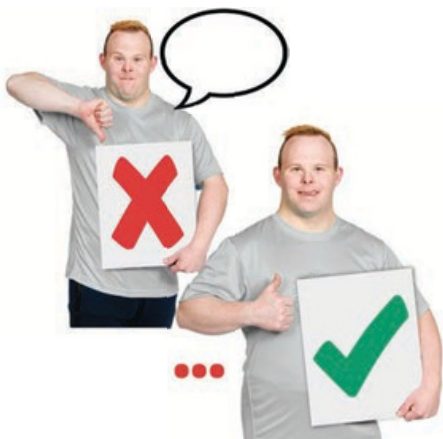
This means:

How much do you agree with this.

Look Ahead treats me fairly and they treat me with respect.

## Question 9: How complaints are handled

- Have you made a complaint to Look Ahead in the last 12 months?
- If yes, how satisfied or dissatisfied are you with Look Ahead's approach to complaints handling?



**A complaint** means telling Look Ahead you are not happy about something they have done.

This means:

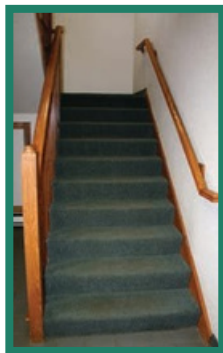
Are you happy with how Look Ahead sorted out your complaint?

## Question 10: Communal areas

- Do you live in a building with communal areas, either inside or outside, that Look Ahead is responsible for maintaining?
- If yes, how satisfied or dissatisfied are you that Look Ahead keeps these communal areas clean and well-maintained?



**Communal areas** are places you share with other people.



This can be inside or outside the building. Things like:

- hallways and stairs



- gardens and driveways



- rooms you share with other people



This means:  
Does Look Ahead look after  
communal areas and keep  
them clean.

### Question 11: Your local area

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



This means:  
Thinking about Look Ahead and the  
things we can do to make your  
neighbourhood a better place to  
live.



Are you happy with the things Look  
Ahead does?

## Question 12:

### Anti-social behaviour

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



Anti-social behaviour is when people make you feel upset, worried or scared.



- This could be by playing music very loudly
- Shouting or swearing at you
- Letting their visitors do these things



This question means:  
Are you happy with how Look Ahead sorts out anti-social behaviour?



### Question 13:

- Are you satisfied that Look Ahead provides inclusive and accessible services, information and accommodation?





## Contact us



You can email us:  
customerexperience  
@lookahead.org.uk



You can call us on:  
033 010 4600

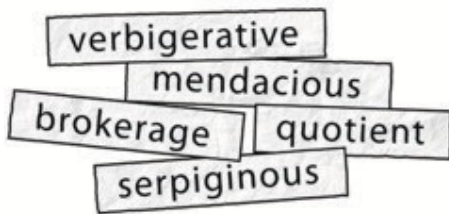


You can mail to us  
using the freepost  
envelope provided



You can find more information on our website

[www.lookahead.org.uk](http://www.lookahead.org.uk)



The documents are longer and are not in easy read. Some of the words are very hard.



You might want to ask someone you trust to help you read them.



## Wednesday 26 January 2024

The survey will close and we will read your feedback



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