



2024 Tenant Perception Survey

At Look Ahead we want to know what you think about the housing and services you receive – what we are doing well and what we could do better.

Please spend a few minutes answering the questions over the page.



Your Support Worker or Housing Officer can help you to complete the survey if you need.



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



You can complete the survey online at:
www.lookahead.org.uk/annual-customer-survey



You can return this survey in the Freepost envelope provided.



You can give 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 **Friday 31 January 2025**

Contact Details

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

Name _____ Service _____

Address _____

Contact number or email address _____

About You

Age - please select one

17 to 18	<input type="checkbox"/>	30 to 39	<input type="checkbox"/>	50 to 59	<input type="checkbox"/>	70 to 79	<input type="checkbox"/>
19 to 29	<input type="checkbox"/>	40 to 49	<input type="checkbox"/>	60 to 69	<input type="checkbox"/>	80 or over	<input type="checkbox"/>

Ethnicity - please select one

Asian/Asian British: Bangladeshi	<input type="checkbox"/>	Mixed: Other	<input type="checkbox"/>
Asian/Asian British: Chinese	<input type="checkbox"/>	Mixed: White & Asian	<input type="checkbox"/>
Asian/Asian British: Indian	<input type="checkbox"/>	Mixed: White & Black African	<input type="checkbox"/>
Asian/Asian British: Other	<input type="checkbox"/>	Mixed White & Black Caribbean	<input type="checkbox"/>
Asian/Asian British: Pakistani	<input type="checkbox"/>	Other Ethnic Group: Arab	<input type="checkbox"/>
Black/African, Caribbean or Black British: African	<input type="checkbox"/>	Other Ethnic Group: Other	<input type="checkbox"/>
Black/African, Caribbean or Black British: Caribbean	<input type="checkbox"/>	White: British	<input type="checkbox"/>
Black/African, Caribbean or Black British: Other	<input type="checkbox"/>	White: Gypsy/Irish Traveller	<input type="checkbox"/>
Gypsy/Romany/Irish Traveller	<input type="checkbox"/>	White: Irish	<input type="checkbox"/>
		White: Other	<input type="checkbox"/>
		Rather not say	<input type="checkbox"/>

Gender - please select one

Male	<input type="checkbox"/>	Nonbinary	<input type="checkbox"/>
Female	<input type="checkbox"/>	Rather not say	<input type="checkbox"/>

Please tick this box if you wish to remain anonymous ☐



Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Look Ahead? (please pick one)

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied nor Dissatisfied

☐

Fairly Dissatisfied

☐

Very Dissatisfied

Comments:



Q2. Has Look Ahead carried out a repair to your home in the last 12 months? (please pick one)

☐

Yes

☐

No

If yes, how satisfied or dissatisfied are you with the overall repairs service over the last 12 months? (please pick one)

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied nor Dissatisfied

☐

Fairly Dissatisfied

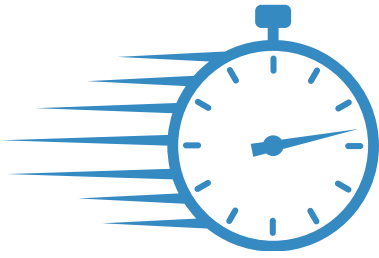
☐

Very Dissatisfied

Comments:

Q3.

Has Look Ahead carried out a repair to your home in the last 12 months? (please pick one)

☐

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 pick one)

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied nor Dissatisfied

☐

Fairly Dissatisfied

☐

Very Dissatisfied

Comments:

Q4.

How satisfied or dissatisfied are you that Look Ahead provides a home that is well maintained? (please pick one)

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied nor Dissatisfied

☐

Fairly 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 pick one)

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied nor Dissatisfied

☐

Fairly Dissatisfied

☐

Very Dissatisfied

☐

Not applicable/
don't know

Comments:

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

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied nor Dissatisfied

☐

Fairly Dissatisfied

☐

Very Dissatisfied

☐

Not applicable/
don't know

Comments:



Q7. How satisfied or dissatisfied are you that Look Ahead keeps you informed about things that matter to you? (please pick one)

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied nor Dissatisfied

☐

Fairly Dissatisfied

☐

Very Dissatisfied

☐

Not applicable/
don't know

Comments:



Q8. To what extent do you agree or disagree with the following "Look Ahead treats me fairly and with respect"? (please pick one)

☐

Strongly Agree

☐

Agree

☐

Neither Agree or Disagree

☐

Disagree

☐

Strongly Disagree

☐

Not applicable/
don't know

Comments:



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

☐

Yes

☐

No



Q9.

If yes, how satisfied or dissatisfied are you with Look Ahead's approach to complaints handling? (please pick one)

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied or Dissatisfied

☐

Fairly 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? (please pick one)

☐

Yes

☐

No

☐

Don't Know

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

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied or Dissatisfied

☐

Fairly Dissatisfied

☐

Very Dissatisfied

Comments:



Q11.

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

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied or Dissatisfied

☐

Fairly Dissatisfied

☐

Very Dissatisfied

☐

Not applicable/
don't know

Comments:



Q12.

How satisfied or dissatisfied are you with Look Ahead's approach to handling antisocial behaviour?
(please pick one)

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied or Dissatisfied

☐

Fairly Dissatisfied

☐

Very Dissatisfied

☐

Not applicable/
don't know

Comments:



Q13.

How satisfied are you that Look Ahead provides inclusive and accessible services, information, and accommodation? (please pick one)

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied or Dissatisfied

☐

Fairly Dissatisfied

☐

Very Dissatisfied

Comments:

Did you receive any support to complete your survey?

If yes, please tick who supported you:

- ☐ My support worker, Housing Officer or another member of staff at my service
- ☐ Over the phone with Look Ahead's Customer Contact Centre
- ☐ A family member, friend or advocate

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.

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 on to 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/>