



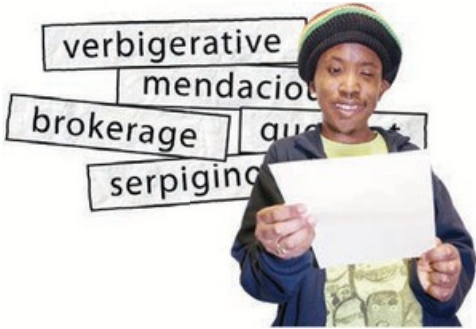
Tenant Perception Survey

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 or flats.



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 customers



We want to know how **satisfied** or **dissatisfied** customers are about different things.



Satisfied means you are happy with the things Look Ahead 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 way Look Ahead does things.



For example:

A tenant is not happy with Look Ahead. Their toilet 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 Look Ahead 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 Look Ahead 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 over the last 12 months?



This means:

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

Question 3:

How long it takes to repair your home

- Has Look Ahead 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 your 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 Look Ahead keeps you informed about things that matter to you?



This means:

How happy are you that Look Ahead tells you any information you need to know.

Question 8: Treating customers 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:

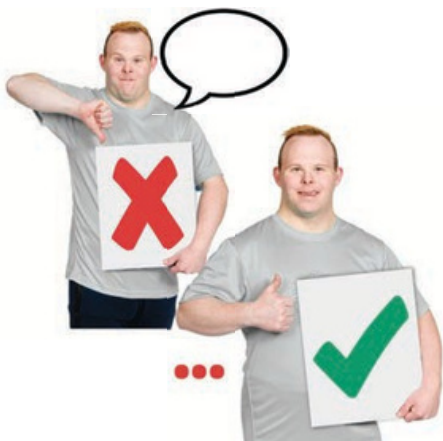
How much do you agree with this.

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?

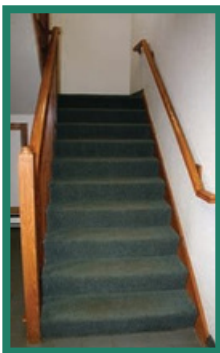
Question 10:

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 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 these communal areas and keep them clean.

Question 11: Your local area

How satisfied or dissatisfied are you that Look Ahead 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 Look Ahead'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:

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



This question means:

Do you get given information in a way that makes sense to you?

Is your home accessible?

Are you supported in a way that makes it easy for you to get your voice heard and make decisions about your care?

How to complete your survey



Online at
www.lookahead.org.uk/annual-customer-survey



You can call us on:
0333 010 4600

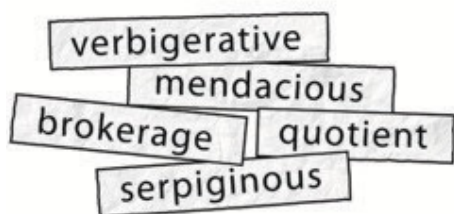


You can **mail** it to us
using the envelope
provided



You can find more information on our website

www.lookahead.org.uk



The information on the website is longer and not all of it is in easy read. Some of the words are very hard.



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



Friday 16th January 2026

The survey will close and we will read your feedback



All completed surveys will be entered into a prize draw to win a £50 voucher