# Housing Residents' Satisfaction Survey 2025/26

Please return your completed survey before 17th January.

# We need to hear from you!

Abbeyfield Living Society is committed to providing high quality housing, and the best way to understand how we're doing is to ask you about your experience.

This survey should take no more than 10 minutes. Your answers are anonymous. At the end, there is an optional page where you can provide contact details if you would like Abbeyfield to follow up with you, to get involved in shaping our services, or to be entered into our £50 prize draw. That page will be separated before analysis, so your responses remain anonymous.

**Thank you for taking part - your feedback helps us make improvements that matter to residents.**

## Section 1: Your overall experience

**1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Abbeyfield?**

- ○ Very satisfied
- ○ Fairly satisfied
- ○ Neither satisfied nor dissatisfied
- ○ Fairly dissatisfied
- ○ Very dissatisfied

**2. How likely would you be to recommend Abbeyfield to others?**

- ○ Very likely
- ○ Fairly likely
- ○ Neither likely nor unlikely
- ○ Fairly unlikely
- ○ Very unlikely
- ○ Not applicable/ Don't know

Comments (optional):

## Section 2: Communication and feedback

**3. How satisfied or dissatisfied are you that Abbeyfield listens to your views and acts on them?**

- ○ Very satisfied
- ○ Fairly satisfied
- ○ Neither satisfied nor dissatisfied
- ○ Fairly dissatisfied
- ○ Very dissatisfied

**4. How satisfied or dissatisfied are you that Abbeyfield keeps you informed about things that matter to you?**

- ○ Very satisfied
- ○ Fairly satisfied
- ○ Neither satisfied nor dissatisfied
- ○ Fairly dissatisfied
- ○ Very dissatisfied

**5. In the last 12 months, have you made a complaint to Abbeyfield?**

○ Yes ○ No ○ Not sure

If 'Yes': answer 5a. If 'No/Not sure': skip to Question 6.

**5a. How satisfied or dissatisfied are you with Abbeyfield's approach to handling your complaint? (TSM09)**

○ Very satisfied ○ Fairly satisfied ○ Neither satisfied nor dissatisfied ○ Fairly dissatisfied ○ Very dissatisfied

Comments (optional):

## Section 3: Treatment by Abbeyfield staff

**6. To what extent do you agree or disagree with the following: Abbeyfield treats me fairly and with respect.**

○ Strongly agree ○ Agree ○ Neither agree nor disagree ○ Disagree ○ Strongly disagree

**7. Abbeyfield staff are friendly and approachable.**

○ Strongly agree ○ Agree ○ Neither agree nor disagree ○ Disagree ○ Strongly disagree

Comments (optional):

## Section 4: Your home and building

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

○ Very satisfied ○ Fairly satisfied ○ Neither satisfied nor dissatisfied ○ Fairly dissatisfied ○ Very dissatisfied

**9. How satisfied or dissatisfied are you that Abbeyfield provides a home that is well maintained?**

○ Very satisfied ○ Fairly satisfied ○ Neither satisfied nor dissatisfied ○ Fairly dissatisfied ○ Very dissatisfied

**10. Has Abbeyfield carried out a repair in your home in the last 12 months?**

○ Yes ○ No ○ Not sure

If 'Yes': answer 10a–10b. If 'No/Not sure': skip to Question 11.

**10a. Overall, how satisfied or dissatisfied are you with the repairs service over the last 12 months?**

○ Very satisfied ○ Fairly satisfied ○ Neither satisfied nor dissatisfied ○ Fairly dissatisfied ○ Very dissatisfied

**10b. Thinking about your most recent repair, how satisfied or dissatisfied are you with the time taken to complete it?**

○ Very satisfied ○ Fairly satisfied ○ Neither satisfied nor dissatisfied ○ Fairly dissatisfied ○ Very dissatisfied

**11. Have you required an out-of-hours emergency repair in the last 12 months?**

○ Yes ○ No ○ Not sure

If 'Yes': How satisfied or dissatisfied were you with the emergency repairs service?

Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied

12. Do you live in a building with communal areas that Abbeyfield maintains?

Yes | No | Not sure

If 'Yes': How satisfied or dissatisfied are you that Abbeyfield keeps these communal areas clean and well maintained?

Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied

Comments (optional):

## Section 5: Neighbourhood and community

13. How satisfied or dissatisfied are you with Abbeyfield's approach to handling anti-social behaviour (ASB)?

Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied

14. In the last 12 months, have you reported an ASB issue to Abbeyfield?

Yes | No | Not sure

If 'Yes': How satisfied or dissatisfied were you with Abbeyfield's response?

15. How satisfied or dissatisfied are you that Abbeyfield makes a positive contribution to your neighbourhood?

Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied

Comments (optional):

## Section 6: Daily living

16. How satisfied or dissatisfied are you with the quality of food provided?

Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied

17. How satisfied or dissatisfied are you with the variety of food provided?

Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied

18. How satisfied or dissatisfied are you with your involvement in menu planning and food choices?

Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied

19. Do you use the internet to access online services (e.g. BBC, GP, shopping)?

Yes | No

If ‘No’: What are the main reasons?

Comments (optional):

## Section 7: Final comments

20. Any other comments you would like to share?

## Contact details (optional)

**This section will be separated from your survey before analysis so your answers remain anonymous.**

Please tick any that apply:

- ○ I would like Abbeyfield to follow up with me about something in my survey response
- ○ I would like to hear about opportunities to get involved in improving Abbeyfield services
- ○ I would like to be entered into the £50 voucher prize draw (£50 voucher for one resident, drawn at random)

Name:

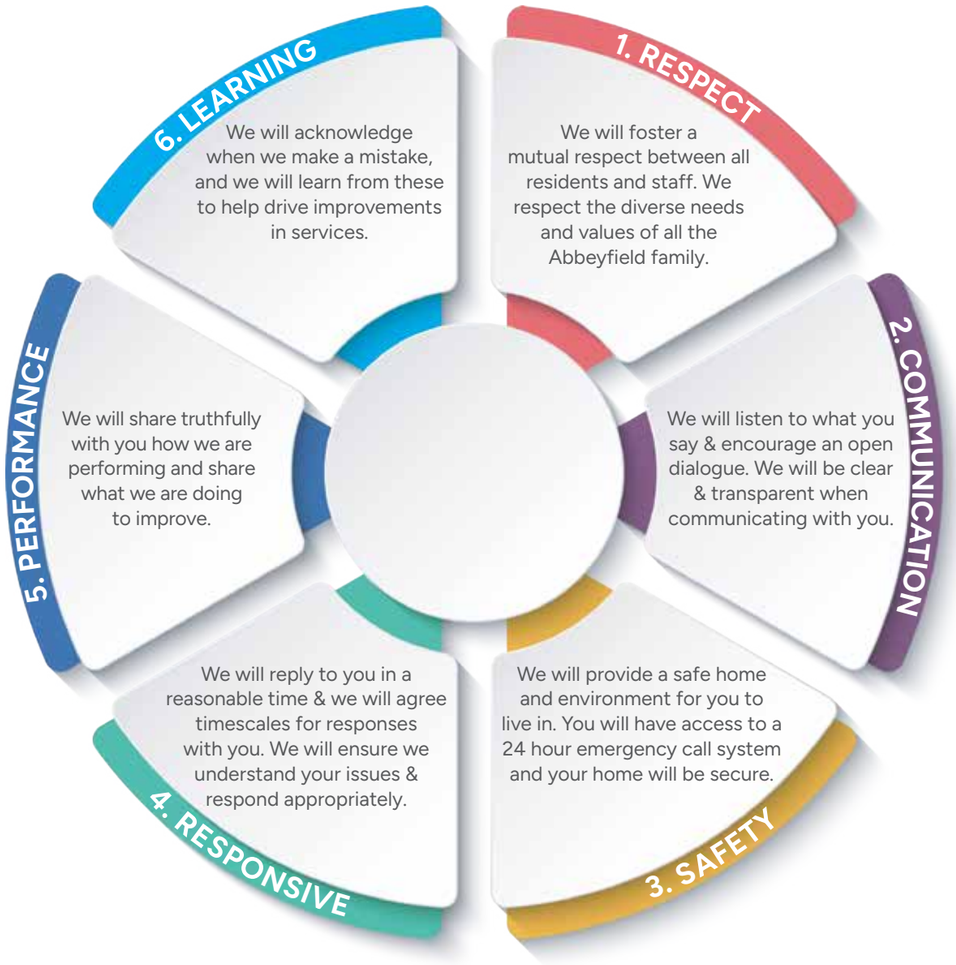
Phone/email:

Address:

# Our Resident Commitment- created with residents

This Resident Commitment was co-developed by our Resident Panel in 2024. It sets out the standards and values they told us matter most.

Your survey responses help us understand how well we are meeting these commitments and where we need to improve.

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