



**What do I think
about my landlord's services?**

Results



Golden Lane Housing

working in partnership with **mencap**

Who filled in this survey?



33%

Tenants



28%

Support providers



34%

Tenants and their support provider/support networks



5%

Family members

Contacting me



How would I like Golden Lane Housing to contact me?
(I can ✓ tick more than 1 box)



23%

Face to face - for example, coming to see me in my home



31%

By phone



42%

By letter



2%

By email



2%

By text

My housing services

This tells Golden Lane Housing what I think about the housing services I get.



The help and support I get from my Housing team is:
(✓ tick)



15% Excellent

29% Very good

39% Good



11% Not very good

6% Poor



Who contacts Golden Lane Housing to talk about my my tenancy, my home or the area where I live? (✓ tick)

21% me

69% support provider

10% my family

0% a friend

0% a professional



Do I know who my Housing Officer is?

52% Yes

48% No



Do I know what a Tenancy Health Check and a tenant visit is?

40% Yes

60% No



What do I think about my Housing Officer?
(I can ✓ tick more than 1 box)

- | | |
|-----|--|
| 29% | They are very helpful |
| 32% | They speak to me in a way that I understand |
| 36% | I am happy to talk to them if there is a problem |
| 3% | They are not polite |



What does Golden Lane Housing gives me support with?
(I can ✓ tick more than 1 box)

- | | |
|-----|---------------------------------|
| 40% | Help and advice with my tenancy |
| 12% | Housing Benefit claims |
| 32% | Tenant issues |
| 10% | Neighbour issues |
| 1% | Finances and budgeting my money |
| 2% | Keeping healthy |
| 3% | Moving house |



If I would like a copy of any of the information shown above I can ring ☎ 0845 604 0046.



If I have had a problem with my tenancy or my home did Golden Lane Housing try to help me to sort it out?
(✓ tick)

- | | |
|-----|-------------------------------|
| 59% | Yes |
| 8% | No |
| 33% | I have never had any problems |

My maintenance services

This tells Golden Lane Housing what I think about the maintenance services I get.



What do I think about Golden Lane Housing's repairs service? (✓ tick)



13% Excellent

22% Very good

40% Good



15% Not very good

7% Poor

3% I have never had a repair done to my home -
If I have ticked this box go to page 8.



What do I think about the service I get from the people on the repairs helpdesk? (✓ tick as many as I agree with)

41% Very helpful

15% Speak to me in a way that I understand

34% Good

8% Not very helpful

2% Poor



Who reports the repairs in my home?

16% tenants

4% family members

79% support providers

1% other professionals



Did the contractor/s ring to make an appointment to carry out the repair work to my home? (✓ tick)

74% Yes 7% No 19% Sometimes



Were the repair/s carried out in my home done by the completion date? (✓ tick)

51% Yes 11% No 38% Sometimes



If no, did I ring Golden Lane Housing to tell them the repair has not been done?

87% Yes 13% No



Am I happy with the repair work that has been done to my home? (✓ tick)

69% Yes 6% No 25% Sometimes



If no, did I tell Golden Lane Housing I was not happy with the work carried out?

67% Yes 33% No



Did the contractor leave my home clean and tidy? (✓ tick)

87% Yes 3% No 10% Sometimes

Getting involved

This tells Golden Lane Housing how I get involved in their services.



Do I go to a Golden Lane Housing tenant forum? (✓ tick)

20%

Yes

80%

No



I think my tenant meetings are:

31%

Excellent

35%

Very good

31%

Good

3%

Not very good

0%

Poor



How can Golden Lane Housing make my tenant meetings better?

Use DVDs, talk about repair issues and have more meetings.



If no - I do not go because:

Lots of people said the forums were too far away from where they live.



Would I be interested in taking part in a small group to discuss a subject that has been chosen by Golden Lane Housing? (✓ tick)

41%

Yes

59%

No



Have I told Golden Lane Housing how they can help me or make their services better? (✓ tick)

18%

Yes

82%

No

If yes, where did I tell them? For example, during a tenant visit or at my tenant forum

At my home and when I was at the tenant forum.



Would I like to be part of Golden Lane Housing's interview panel? For example, for new staff (✓ tick)

24%

Yes

76%

No



Would I like my story and picture to go in my Voices Together newsletter? (✓ tick)

35%

Yes

65%

No



Would I like to tell Golden Lane Housing my story and let them take pictures of me to support them in the work they do? For example, in a magazine (✓ tick)



32%

Yes

68%

No



Would I like to take part in Golden Lane Housing's events? (✓ tick)

46%

Yes

54%

No

Telling my landlord

This tells Golden Lane Housing if I am happy or unhappy about something.



Have I ever told Golden Lane Housing that I am happy or unhappy about something? (✓ tick)

47% Yes

53% No



12 months

Have I or someone that supports me made a complaint to Golden Lane Housing in the last 12 months? (✓ tick)

23% Yes

77% No



If a complaint has been made to Golden Lane Housing. (✓ tick)

- Did they help and try to sort out the problem?

83% Yes

17% No



Has anyone from my home told Golden Lane Housing when they have done something well? (✓ tick)

52% Yes

48% No

This tells Golden Lane Housing what I think about their information.



Do I understand the information I get from Golden Lane Housing? (✓ tick)

49% Yes

12% No

39% Sometimes



How can Golden Lane Housing make their information better?

These are some examples of what people said:

- By using more DVDs, CD, audio.
- By using bigger pictures.
- Some people do not want the information to change.



Would I like to be involved in helping Golden Lane Housing to make their information better? (✓ tick)

23% Yes

77% No



Do I use the internet? (✓ tick)

21% Yes

79% No

If yes, have I visited the Tenants Pages on Golden Lane Housing's website: www.glh.org.uk/tenants (✓ tick)

8% Yes

92% No

Contact us

If I have got any questions about what is in this survey I can contact Golden Lane Housing:

 **0845 604 0046**

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 email: enquiries@glh.org.uk
or visit our website: www.glh.org.uk