



Golden Lane Housing

working in partnership with 

What do you think about your landlord's services? Results 2013



The total number of tenant properties this survey was sent to

663

The total number of people filled in this survey

178

Who filled in this survey?

51% Tenant/s 3% Family 45% Support Provider

1% Friend

Contacting Golden Lane Housing

This tells Golden Lane Housing what you think about the help advice and support you get when you contact them.



1 Does your call get answered quickly when you ring Golden Lane Housing on 0845 604 0046?

62% Yes 34% Sometimes 4% No



2 What do you think about the service you get from the people on our enquiry helpdesk? (You can ✓ tick more than 1 box)

- 46% They are very helpful
- 21% They speak to me in a way that you understand
- 24% You are happy to talk to them if there is a problem
- 2% They are not polite
- 7% You have never met or spoken to them



3 Have you ever left a message on Golden Lane Housing's answer phone?

32% Yes 68% No



If yes, did we call you back within 24 hours?

57% Yes 43% No



4 Have you ever written to Golden Lane Housing about anything?

23% Yes 77% No



If yes, did we reply to your letter within 5 working days?

47% Yes

53% No



5 Have you contacted Golden Lane Housing using the enquiry form on our website?

5% Yes

95% No



If yes, did we contact you within 5 working days?

64% Yes

36% No

What do you think about your home and where you live?



6 What do you think about the quality of your home? STA 002

20% Excellent

31% Very good

38% Good

8% Not very good

3% Poor



7 What do you think about the area where you live? STA 003

27% Excellent

39% Very good

31% Good

2% Not very good

1% Poor

Your Golden Lane Housing team

This tells Golden Lane Housing what you think about the help, advice and support you get from us.



8 What do you think about the people from Golden Lane Housing who visit your home? (You can ✓ tick more than 1 box)

39%	They are very helpful
28%	They speak to you in a way that you understand
29%	You are happy to talk to them if there is a problem
1%	They are not polite
3%	You have never met or spoken to them



9 What do you think about your Housing Officer?

39%	They are very helpful
15%	They speak to you in a way that you understand
27%	You are happy to talk to them if there is a problem
2%	They are not polite
17%	You have never met or spoken to them



10 What does Golden Lane Housing give you support with?

(You can ✓ tick more than 1 box)

38%	Help and advice with your tenancy
11%	Housing Benefit claims
30%	Tenant issues
10%	Neighbour issues
3%	Finances and budgeting your money
3%	Keeping healthy
5%	Moving house



11 If you have had a problem with your tenancy or your home did Golden Lane Housing try to help you to sort it out?

43% Yes 6% No 51% Never had any problems



12 The help and support you get from your Golden Lane Housing team is:

21% Excellent 31% Very good 36% Good
10% Not very good 2% Poor



Your maintenance services

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



13 What do you think about the service you get from the people on the repairs helpdesk? (You can ✓ tick more than 1 box)

- 40% Very helpful
- 19% Speak to you in a way that you understand
- 31% Good
- 5% Not very helpful
- 3% Poor
- 2% You have never had a repair done to your home



14 Did the contractor/s ring to make an appointment to carry out the repair work to your home?

- 56% Yes
- 37% Sometimes
- 7% No



15 Were you given an appointment by the Repairs Advisor when you reported your repair to Golden Lane Housing? These are for non-emergency repairs only.

- 77% Yes
- 23% No

If you have had repair work done to your home



16 Did the contractor arrive on the agreed appointment date?

- 56% Yes
- 34% Sometimes
- 8% No
- 2% Don't know



17 Did the contractor show his identity badge when they arrived at your home?

48% Yes 34% Sometimes 13% No 5% Don't know



18 Are you happy with the quality of the repair work that has been done to your home?

55% Yes 36% Sometimes 8% No 1% Don't know



If no, did you tell Golden Lane Housing?

82% Yes 11% No 7% Don't know



19 Did the contractor leave your home clean and tidy?

78% Yes 15% Sometimes 6% No 1% Don't know



20 What do you think about Golden Lane Housing's repairs service? HMSH 80

14% Excellent 31% Very good 37% Good



13% Not very good 5% Poor

Telling your landlord

This tells Golden Lane Housing if you are happy or unhappy about something.



21 Have you ever told Golden Lane Housing that you are happy or unhappy about something?

58% Yes

42% No



12 months

22 Have you or someone that supports you made a complaint to Golden Lane Housing in the last 12 months?

SOL 030

32% Yes

68% No

If yes:



- Did Golden Lane Housing help you and try to sort out the problem?

This includes formal written complaints and informal complaints that people have spoken to us about.

67% Yes

33% No

23 Has anyone from your home told Golden Lane Housing when we have done something well?



41% Yes

59% No

Information

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



24 Do you understand the information you get from Golden Lane Housing? This includes with the help of your support.

65% Yes

32% Sometimes

3% No

Your views

This tells Golden Lane Housing about getting your views.



25 Please tell us if you think we are good at listening to your views? HMSH 340

10% Excellent

38% Very good

43% Good

8% Not very good

1% Poor



26 How good do you think we are at making changes to our services from the feedback you have given us? STA 007

12% Excellent

25% Very good

47% Good

12% Not very good

4% Poor

Golden Lane Housing's services

27 What do you think of the overall service you get from Golden Lane Housing? STA 001



17%

Excellent

31%

Very good

40%

Good



8%

Not very good

4%

Poor

Thank you



Thank you to everyone for giving us your views about Golden Lane Housing services. With your help we will keep on improving the services.



We will keep you up to date with the changes we make in our tenants newsletter, Voices Together and on the news page on our website.

2014



Every year we are asking our tenants and their support to fill in this survey so we can find out what people think and continue to make changes to improve our services.



In September 2014 we will be sending out this survey to our tenants or people can filled in online. There will be more details about this later on in the year.

Contact us

If you have any questions about this survey, please get in touch:



You can ring us on **0845 604 0046**



You can write to us at:
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West Point, Ground Floor
501 Chester Road
Manchester
M16 9HU



Email **enquiries@glh.org.uk**



The website is at **www.glh.org.uk**

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