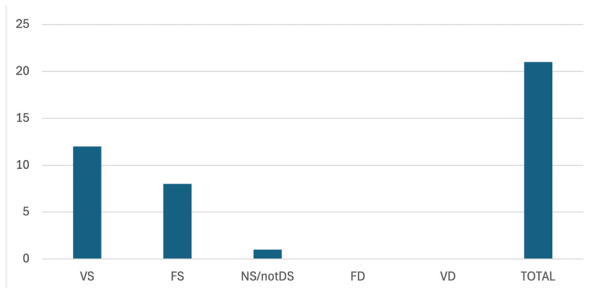
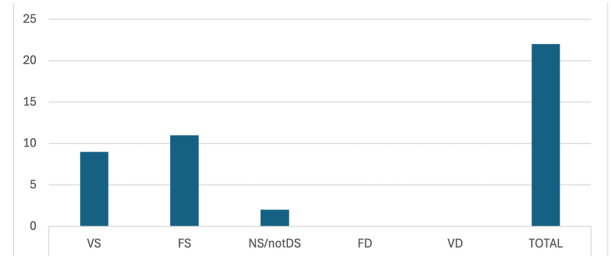


Tenant Satisfaction Survey 2025

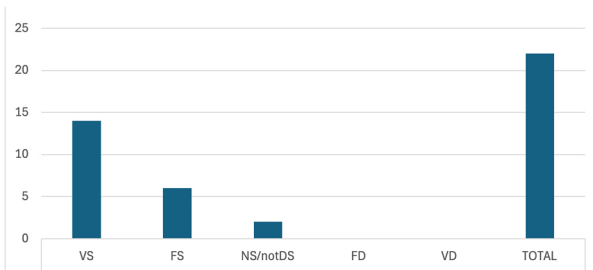
1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Clarence House?



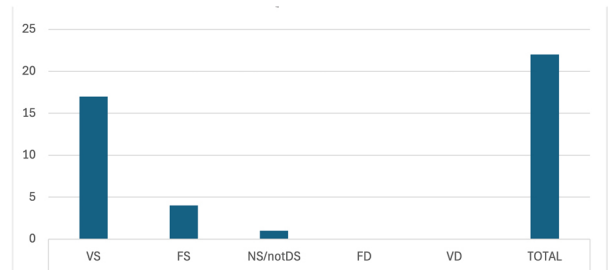
2. How satisfied or dissatisfied are you that Clarence House provides a home that is well maintained?



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



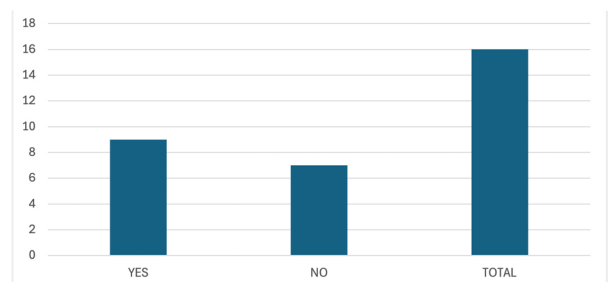
4. How satisfied or dissatisfied are you that Clarence House keeps the communal areas clean and well maintained?



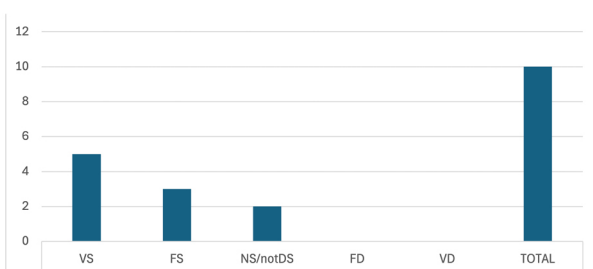
5. If you are not satisfied with your home and/or communal areas, please provide more information and what Clarence House could improve.

- Sometimes a reported fault takes time to fix, but I understand why.
- I came here not to worry about maintenance, and I don't.
- Outside looks a bit scruffy woodwork and railings

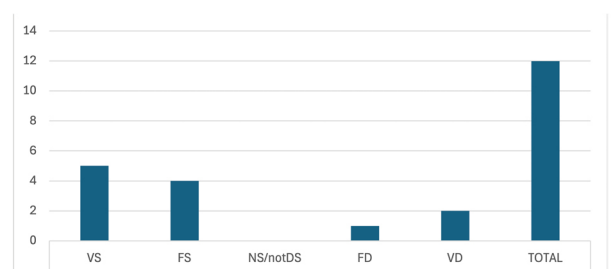
6. Has Clarence House carried out a repair to your home in the last 12 months?



7. How satisfied or dissatisfied are you with the overall repairs service from Clarence House over the last 12 months?

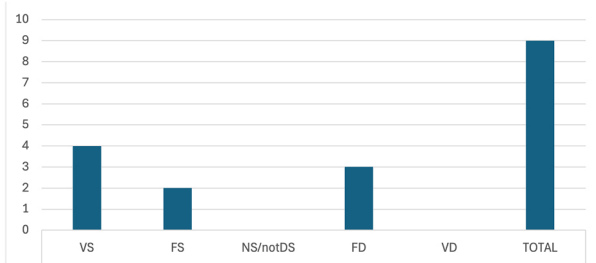


8. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



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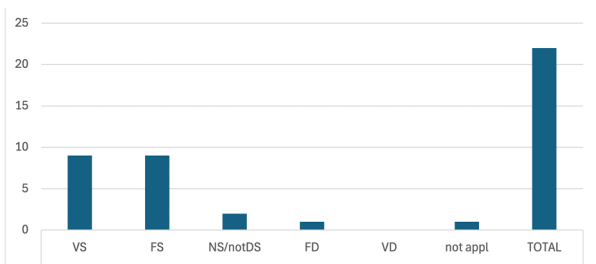
9. Generally, how satisfied or dissatisfied are you with the way Clarence House deals with repairs and maintenance?



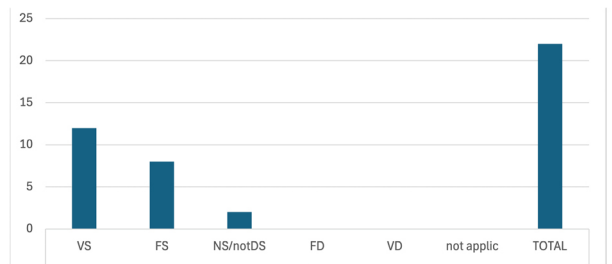
10. If you are not satisfied with the repairs and maintenance service, please provide more information and what Clarence House could improve.

- Takes too long.
- Repairs are not always followed up.
- Repairs are not rectified swiftly.

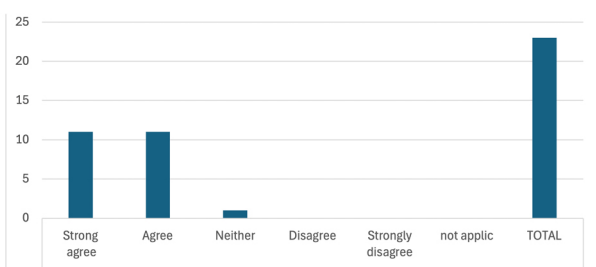
11. How satisfied or dissatisfied are you that Clarence House listens to your views and acts upon them?



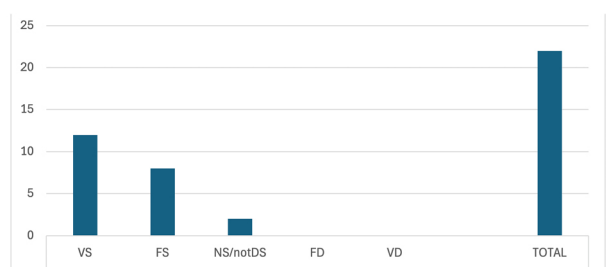
12. How satisfied or dissatisfied are you that Clarence House keeps you informed about things that matter to you?



13. To what extent do you agree or disagree with the following 'Clarence House treats me fairly and with respect'?



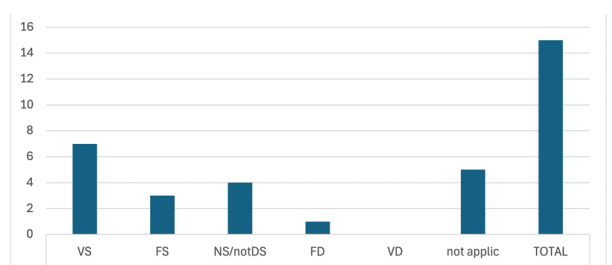
14. How satisfied or dissatisfied are you that Clarence House is easy to deal with?



15. If you are not satisfied with customer service and communications please provide more information, and what could Clarence House improve?

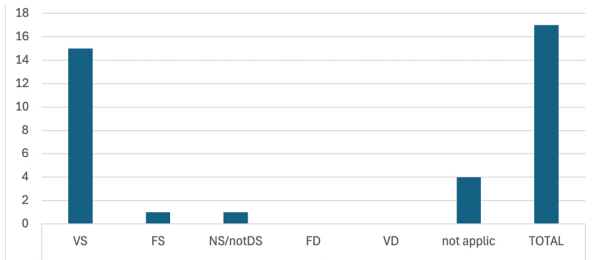
- Residents are not always aware of timing for repairs
- Would CEO make himself available at weekly pre-determined times
- Not enough consultation with residents re decision making

16. How satisfied or dissatisfied are you that Clarence House makes a positive contribution to your neighbourhood?

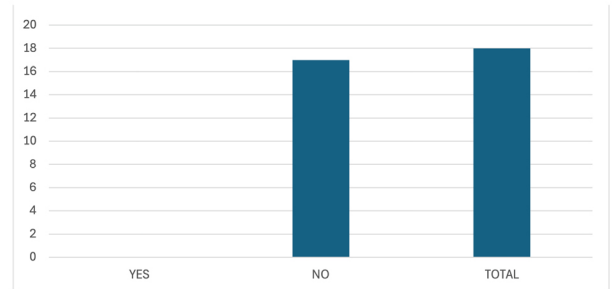


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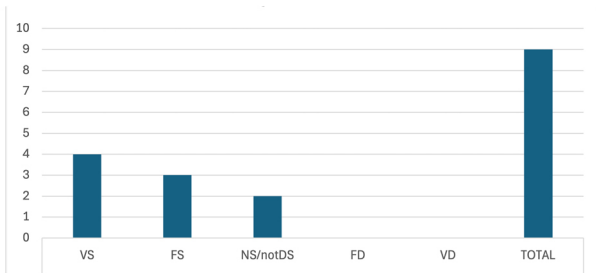
17. How satisfied or dissatisfied are you with Clarence House approach to handling anti-social behaviour?



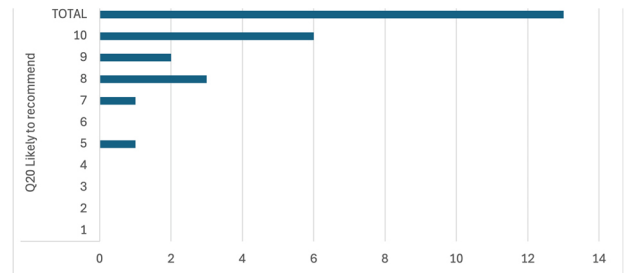
18. Have you made a complaint to Clarence House in the last 12 months?



19. How satisfied or dissatisfied are you with Clarence House approach to handling anti-social behaviour?



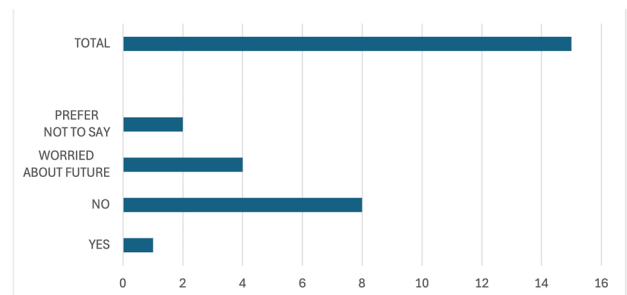
20. How likely would you be to recommend Clarence House to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?



21. What's one thing Clarence House could improve?

- Need a gardener to do heavy work
- Try to screen new residents for independent living suitability
- Make residents aware of the need to close doors to save heating costs
- No out of hours on site careers
- Communication could improve
- Need a wheelchair ramp
- External front doors are heavy to open
- Longer attendance by staff over the weekend 3pm – 6pm
- Communication in a quarterly newsletter
- More social activities • Greater variety of food
- Stronger attitude to residents arriving late for meals.

22. Do you currently struggle with any of the following?



23. How satisfied or dissatisfied are you with the energy efficiency of your home?

