

## Tenant Participation Survey 2025

Estimated Survey Length: 7 minutes

### Why are we doing this survey?

YMCA Robin Hood Group aim to provide the best service to you whilst you access our services. To ensure we can provide this, we need your feedback.

### What will happen with my answers?

This survey will be used to calculate the annual Tenant Satisfaction Measures, and will be published by the YMCA Robin Hood Group in an anonymised format.

### Prize Draw (Optional)

There will be the opportunity to leave your details at the end of the survey to enter a prize draw to win a £50 Supermarket voucher. This draw will take place in April 2025.

### I have a question!

Please ask a member of YMCA staff if you have any questions about the survey, or would like it in a paper format.

Thank you, we really appreciate it.

## Tenant Participation Survey 2025 - Questions

These questions are about **Your Overall Satisfaction**

TP01 - Overall Satisfaction

### 1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by YMCA Robin Hood Group?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A

### 2. Is there anything you'd like to tell us about the service provided?

These questions are about **Repair Quality**

TP02 - Satisfaction with repairs

TP03 - Satisfaction with time taken to complete most recent repair

TP04 - Satisfaction that the home is well maintained

**\* 3. Has the YMCA Robin Hood Group carried out a repair to your home in the last 12 months?**

	Yes
	No
If No, skip to question 6.	

**4. If yes, how satisfied or dissatisfied are you with the overall repairs service from the YMCA Robin Hood Group over the last 12 months?**

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A

**5. If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A

**\* 6. How satisfied or dissatisfied are you that the YMCA Robin Hood Group provides a home that is well-maintained?**

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A

## 7. Is there anything else you'd like to tell us about the repairs to your home?

### These questions are about **Building Safety**

TP05 - Satisfaction that the home is safe

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

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A

## 9. Please rate the following areas of the property

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable / Don't know
Interior walls						
Flooring						
Roofing						
Appliances and utilities						
Locks and other safety features						
Appearance and cleanliness of grounds and common areas						
Availability of parking						
Laundry facilities						

**10. Is there anything else you'd like to tell us about your building's safety?**

These questions are about **Respectful and Helpful Engagement**

TP06 - Satisfaction that the YMCA Robin Hood Group listens to tenant views and acts upon them

**\* 11. How satisfied or dissatisfied are you that the YMCA Robin Hood Group listens to your views and acts upon them?**

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A

**\* 12. How satisfied or dissatisfied are you that the YMCA Robin Hood Group keeps you informed about things that matter to you?**

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A

**\* 13. To what extent do you agree or disagree with the following?**

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable / Don't know
My Landlord treats me fairly and with respect						
I have a good relationship with my Key Worker						
My Key Worker always has a positive attitude						
It is easy to contact my Key Worker						
Our staff are friendly and accommodating						
Someone is available to take your call when you want to contact us						
We respond quickly to your requests						
We are professional and courteous in our interactions with you						
I am included in decisions about my support and am involved in my Outcomes Star sessions						

**These questions are about Effective Handling of Complaints**

TP09 - Satisfaction with the Landlord's approach to handling of complaints

**\* 14. Have you made a complaint to the YMCA Robin Hood Group in the last 12 months?**

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<b>If No, skip to question 17.</b>	



**15. If yes, how satisfied or dissatisfied are you with the YMCA Robin Hood Group's approach to complaints handling?**

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A

**16. If yes, do you have anything you wish to add about your complaint experience?**

**\* 17. Do you live in a building with communal areas, either inside or outside, that the YMCA Robin Hood Group is responsible for maintaining?**

	Yes
	No
	Don't know
If No, skip to question 19.	

**18. If yes, how satisfied or dissatisfied are you that the YMCA Robin Hood Group keeps these communal areas clean and well maintained?**

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A

**\* 19. How satisfied or dissatisfied are you that the YMCA Robin Hood Group makes a positive contribution to your neighbourhood?**

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A

**\* 20. How satisfied or dissatisfied are you with the YMCA Robin Hood Group's approach to handling anti-social behaviour?**

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A

### Support with my Rent

**\* 21. Please rate the following statements.**

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable / Don't know
I receive support with budgeting						
I received support to set up my Housing Benefit claim						
I understand what my personal service charge pays for						



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**22. Is there a feature or amenity which you think would be worth paying a small increase in your personal service charge for?**

**23. Is there a member of staff at YMCA who has been very helpful to you or gone the extra mile? Please tell us who and why**

**24. Is there anything else you'd like to tell us?**

**These questions are about [About You \(Optional\)](#)**

There is no requirement to fill in this section, but it does allow us to understand a little more about you, and to ensure we can place your feedback into the relevant service.

To be entered into a prize draw to win a £50 Supermarket voucher, please leave your name and contact details here. This information will be used for the purposes of the prize draw only.



**25. What project are you currently accessing?**

	Nottingham - Shakespeare Street
	Nottingham in the community
	UASC young person's provision
	Mansfield in the community
	Mansfield 16 + young person's provision inc cluster
	Ashfield in the community
	Ashfield 16+ young person's provision inc cluster
	Worksop - Bridge Street
	Worksop in the Community
	Goole - Edinburgh Court
	Goole in the community

**26. To be entered into the prize draw, please leave your name and contact information (telephone number or email address).**

Full name	
Email	
Telephone	