

The Charity of Marjorie Hurst

Residents' Satisfaction Survey 2024

The survey was carried out on 9 out of the Charity's 10 almshouse households on 20th & 21st May 2024. The multiple choice questions were set by the Regulator of Social Housing. The Charity also gave residents the opportunity to raise any other issues (these are not reported here). The tenth household was on holiday and had only moved into the property a few weeks before. The results are reported as numbers and percentages of those who answered the question that were satisfied or very satisfied.

Qtn No.	TSM	Survey Question & Response
TP01	Overall Satisfaction	<p>Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Charity of Marjorie Hurst?</p> <p>9 out of 9 residents were very satisfied (100%)</p>
TP02	Satisfaction with repairs	<p>Has the Charity of Marjorie Hurst carried out a repair to your home in the last 12 months?</p> <p>6 out of 9 residents answered 'yes'</p> <p>If yes, how satisfied or dissatisfied are you with the overall repairs service from the Charity over the last 12 months?</p> <p>6 out of 6 residents were very satisfied or fairly satisfied (100%)</p>
TP03	Satisfaction with time taken to complete most recent repair	<p>Has the Charity carried out a repair to your home in the last 12 months?</p> <p>5 out of 8 residents answered 'yes'</p> <p>If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?</p> <p>5 out of 5 residents were very satisfied or fairly satisfied (100%)</p>
TP04	Satisfaction that the home is well maintained	<p>How satisfied or dissatisfied are you that the Charity provides a home that is well maintained?</p> <p>9 out of 9 residents were very satisfied or fairly satisfied (100%)</p>
TP05	Satisfaction that the home is safe	<p>Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the Charity provides a home that is safe?</p> <p>9 out of 9 residents were very satisfied or fairly satisfied (100%)</p>

TP06	Satisfactions that the landlord listens to residents' views and acts upon them	How satisfied or dissatisfied are you that the Charity listens to your views and acts upon them? 9 out of 9 residents were very satisfied or fairly satisfied (100%)
TP07	Satisfaction that the landlord keeps residents informed about things that matter to them	How satisfied or dissatisfied are you that the Charity keeps you informed about things that matter to you? 9 out of 9 residents were very satisfied or fairly satisfied (100%)
TP08	Agreement that the landlord treats residents fairly and with respect	To what extent do you agree or disagree with the following "the Charity of Marjorie Hurst treats me fairly and with respect"? 9 out of 9 residents were very satisfied (100%)
TP09	Satisfactions with the landlord's approach to handling complaints	Have you made a complaint to the Charity in the last 12 months? 1 resident answered 'yes' If yes, how satisfied or dissatisfied are you with the Charity's approach to complaints handling? The 1 resident was very satisfied (100%)
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	Do you live in a building with communal areas, either inside or outside, that the Charity is responsible for maintaining? 9 out of 9 residents answered 'yes' If yes, how satisfied or dissatisfied are you that the Charity keeps these communal areas (ie the garden) clean and well maintained? 4 out of the 5 residents answering this question were very satisfied or fairly satisfied (80%)
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	How satisfied or dissatisfied are you that the Charity makes a positive contribution to your neighbourhood? 8 out of 9 residents were very satisfied or fairly satisfied (89%)
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	How satisfied or dissatisfied are you with the Charity's approach to handling anti-social behaviour? 8 out of 8 residents were very satisfied (100%)