

### 3. Resident Perception Survey Year End Dec 2025

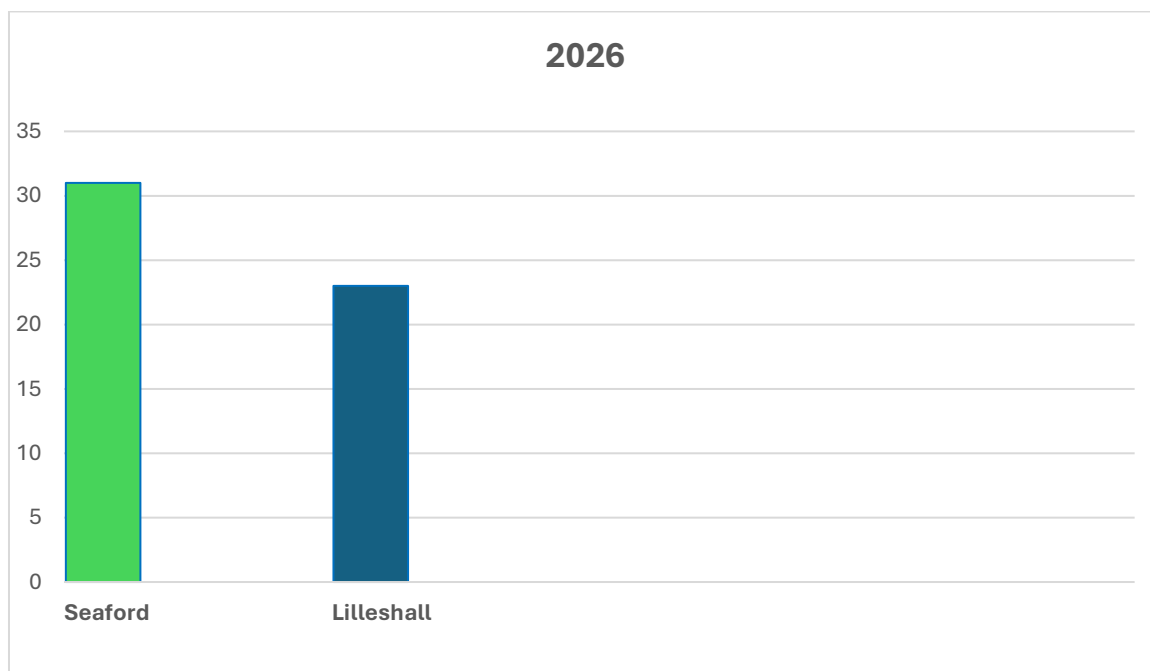
This is Old Ben Homes second year that we have carried out the new-style Residents Satisfaction Survey, now called the Resident Perception Survey. This is required by the Regulator of Social Housing (RSH). The questions were agreed in 2022/2023 following consultation with Housing providers across the country.

The survey is the same for all, mean's whether you have 47 properties or 47,000, the questions are fixed. This some timed makes some questions seem irrelevant, for example how we interact with our neighbourhood. This has more relevance when you are looking at a housing estate of 200 homes, all managed by the same housing provider, however the equality allows for direct comparison between all providers. Albeit Old Ben Homes is only a small housing provider we welcome the outside community wherever possible.

The survey allows us to see our successes and give us the opportunity for any improvements in our service where necessary.

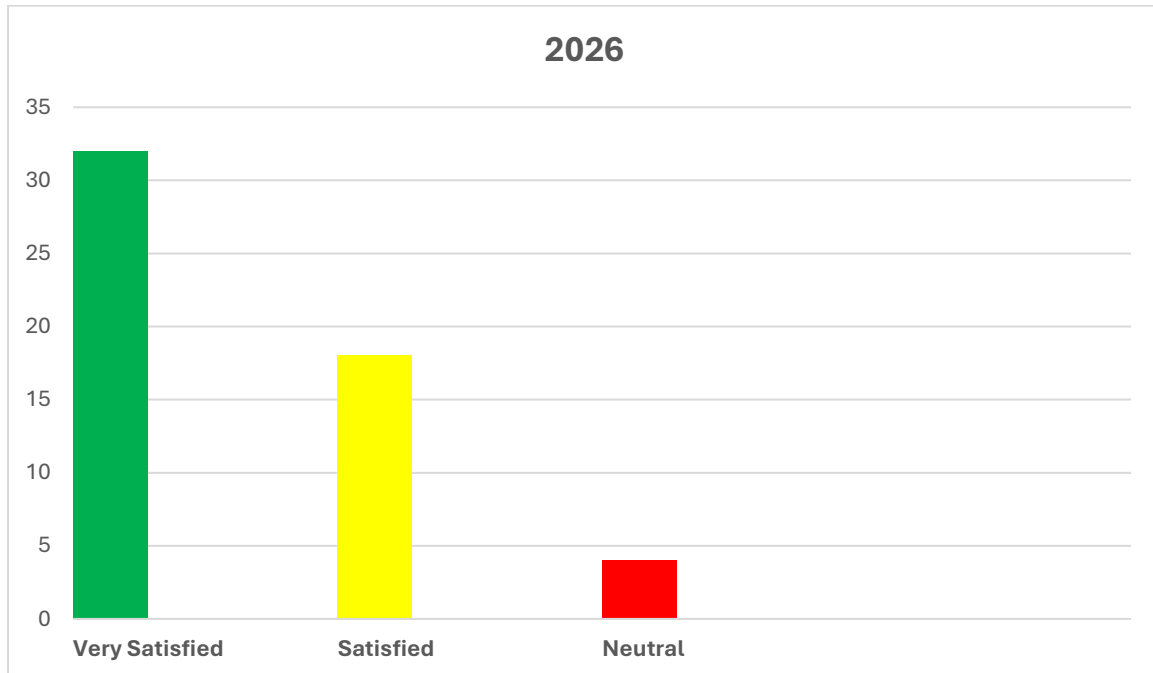
This is Old Ben Home's second report. This has given Old Ben Homes the opportunity to listen to what our residents told us last year and make a few changes to help improve our service. This year we received a few more surveys back from our residents which is always very helpful and appreciated.

#### Number of respondents

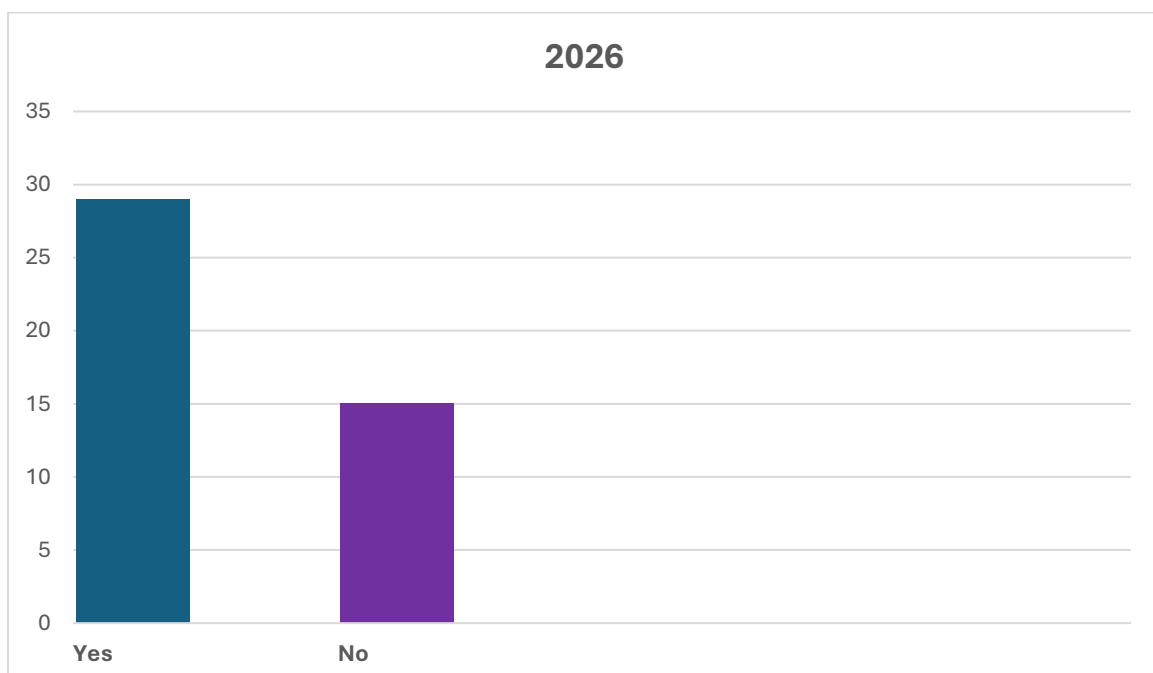


## 2. Survey Results

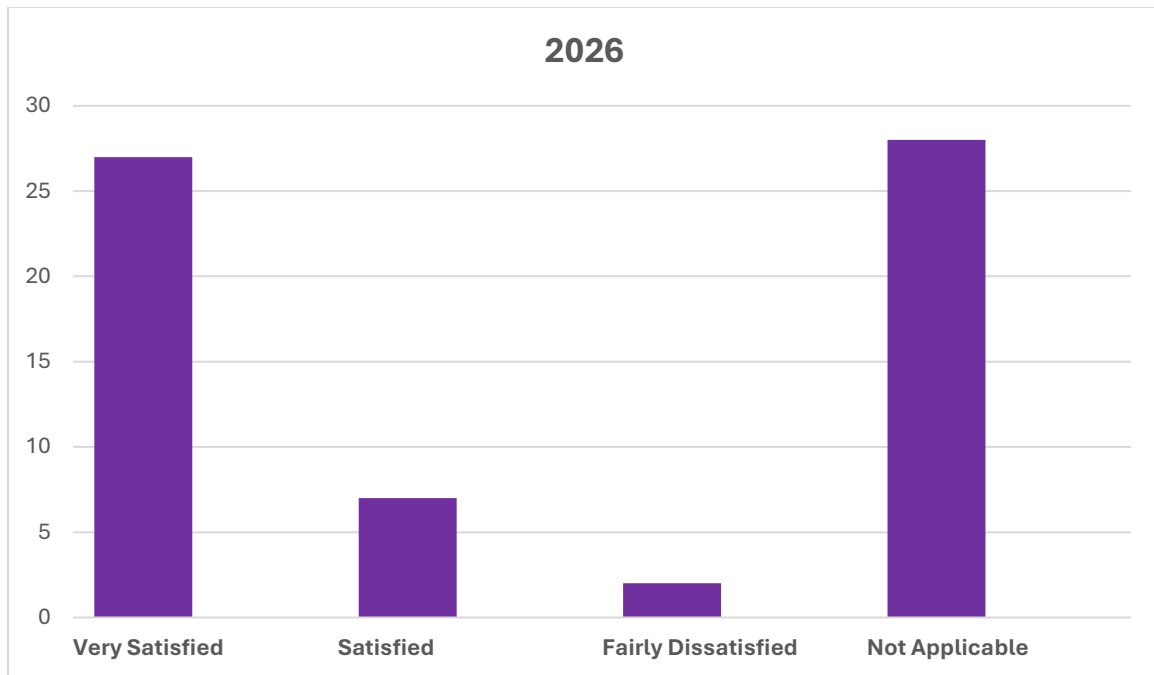
**Taking everything into account, how satisfied or dissatisfied are you with the service provided by Old Ben Homes?**



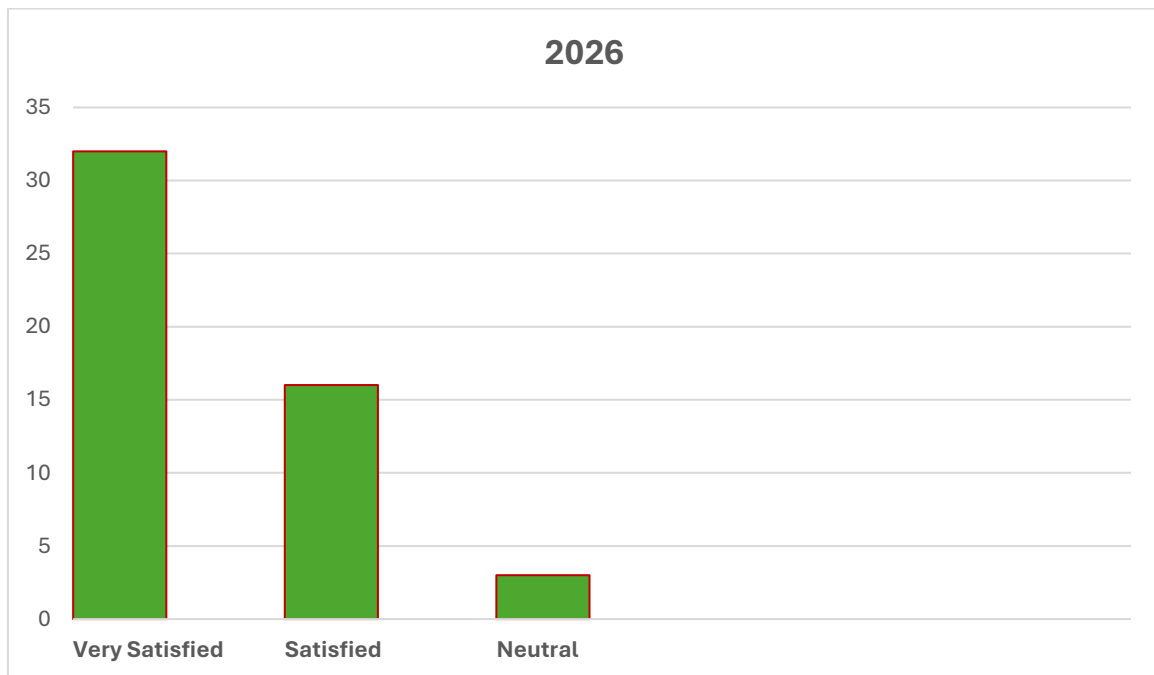
**Has Old Ben Homes carried out a repair to you home in the last 12 months?**



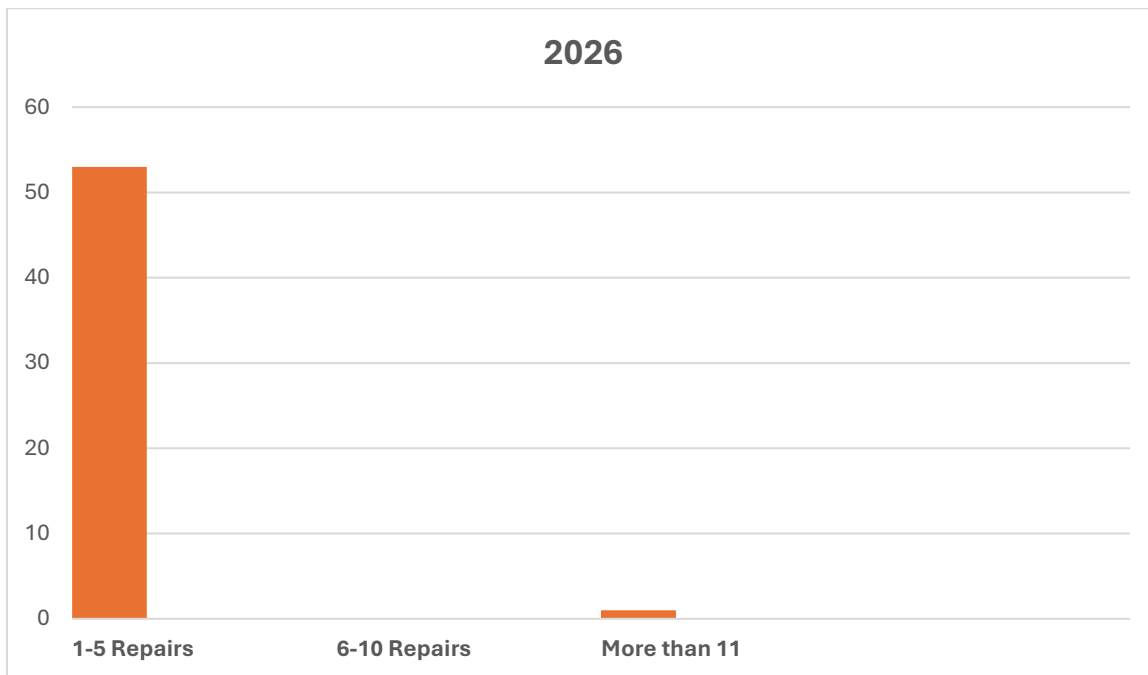
**If you have had a repair carried out by Old Ben Homes, how satisfied or dissatisfied were you with the repair and time it took?**



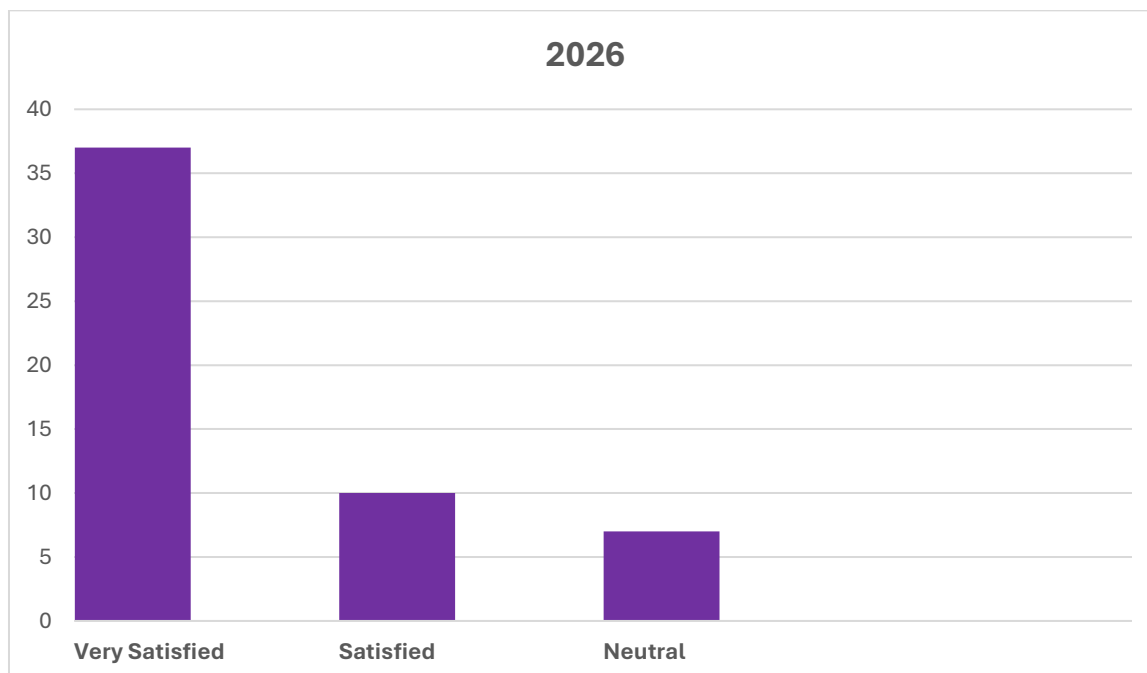
**How satisfied are you that Old Ben Homes provides a home that is well maintained to live in?**



**Have you had any repairs, alterations or improvements carried out by the Maintenance Manager in the last twelve months?**



**If you live in a building with communal areas either inside or outside, how satisfied are you that these are kept clean, safe and well-maintained?**



If you have any comments about our repairs service or the safety or condition of your home, could you please give more details here:-

Perfectly Satisfied!

Had a problem  
with steps,  
resolved quickly

Great Friendly  
Staff  
Fantastic Service

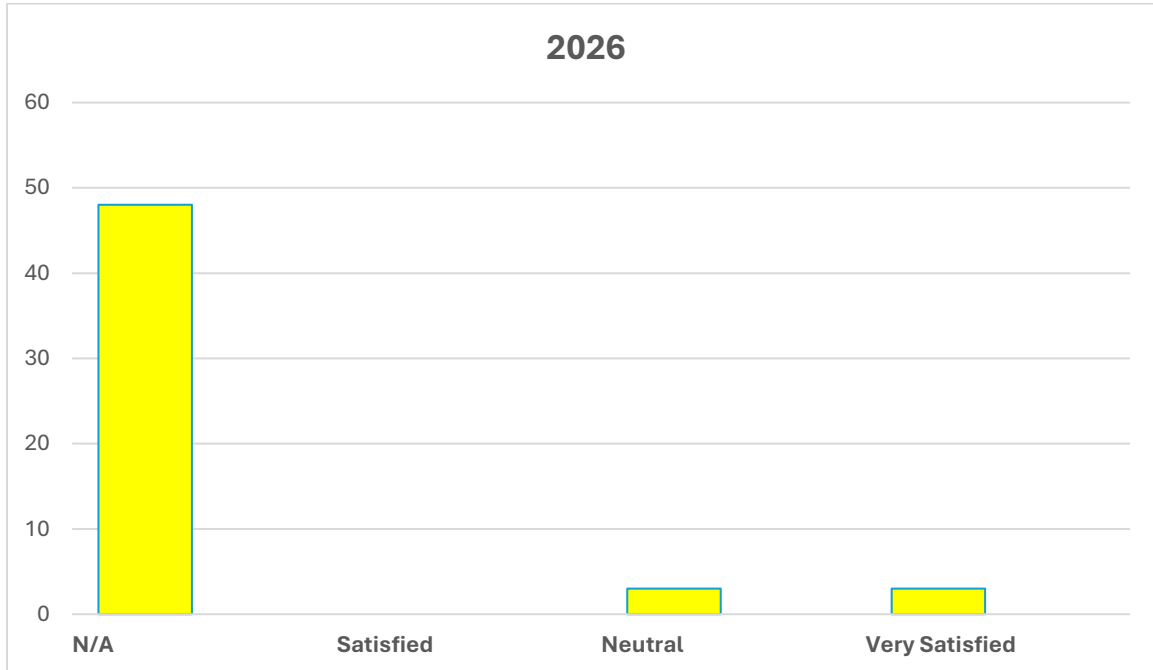
Lovely work carried  
out by staff!

Repair Service is  
Very Good!

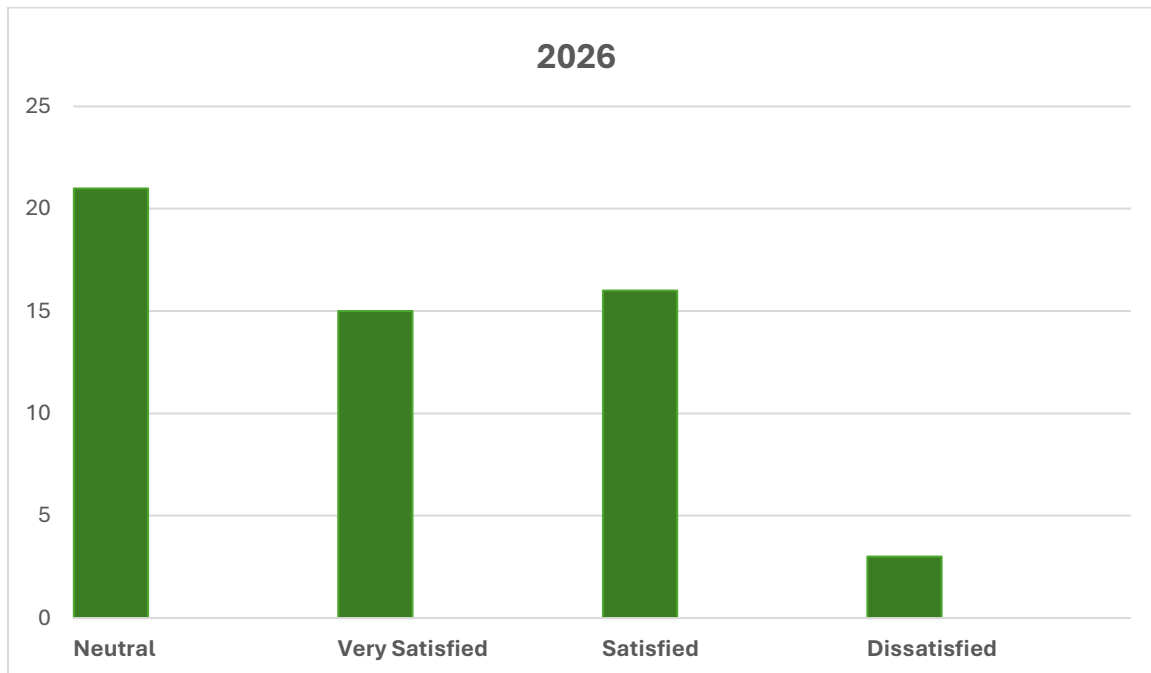
Very happy with  
my new Design  
Kitchen  
Kevin Promised

Very Satisfied, repairs  
carried out quickly

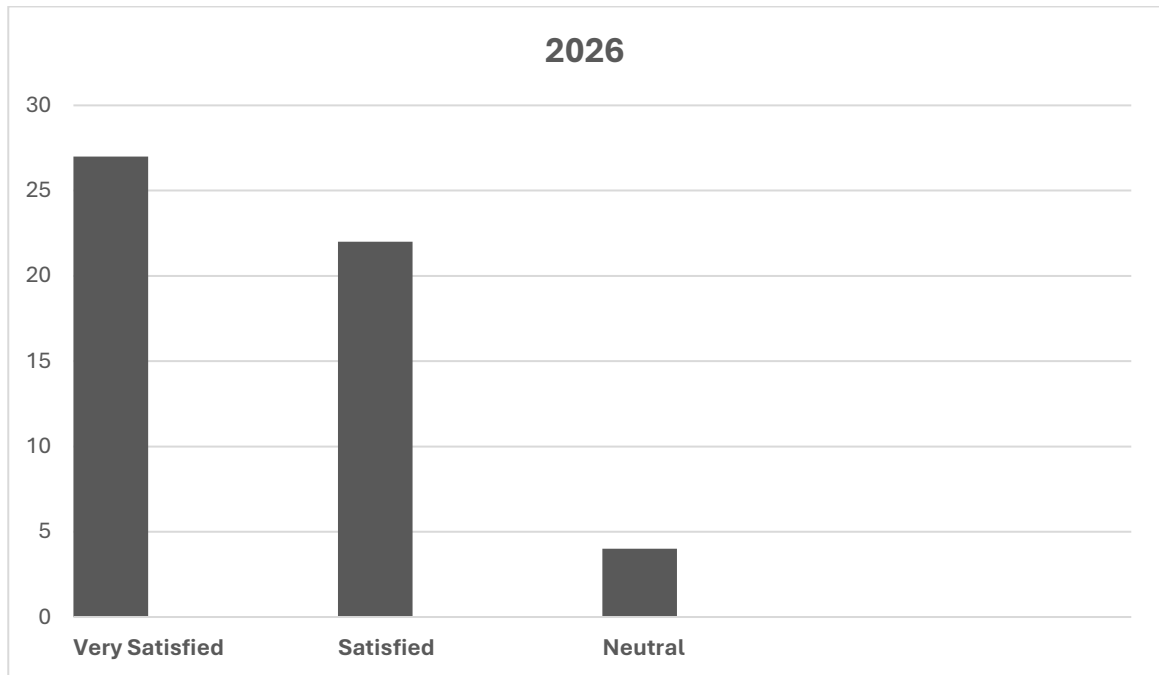
**If you have made a complaint to Old Ben Homes in the last 12 month's how satisfied or dissatisfied are you with Old Ben Homes approach to complaint handling?**



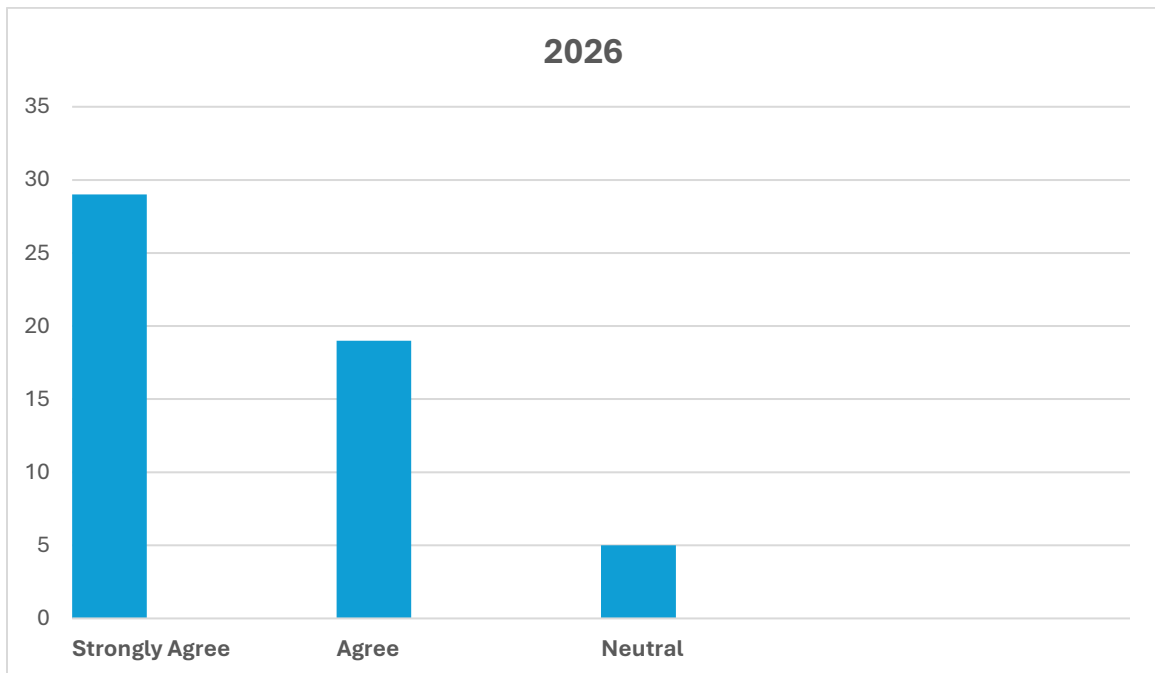
**How satisfied are you that the Charity listens to your views and acts on them?**



**How satisfied or dissatisfied are you with the way you are kept informed about the things that matter to you as a resident?**



**To what extent do you agree or disagree with the following:  
The Charity treats me fairly and with respect**



**Please let us know how we can improve our communication with you, how we can improve our listening skills and how we are doing with our complaints handling:**

I have no issues at all.

Very Satisfied

Staff are always on hand to answer our queries.

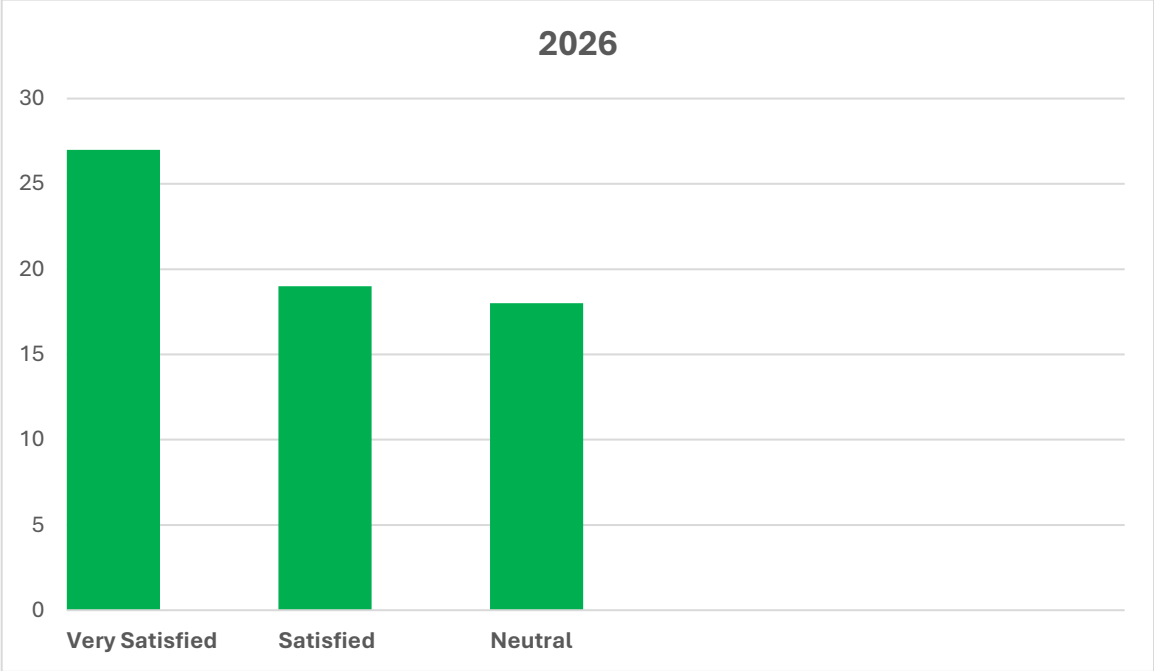
I have never needed to complain and always been able to pop in the office if I have had a problem

In my opinion, everything is perfect as it is.

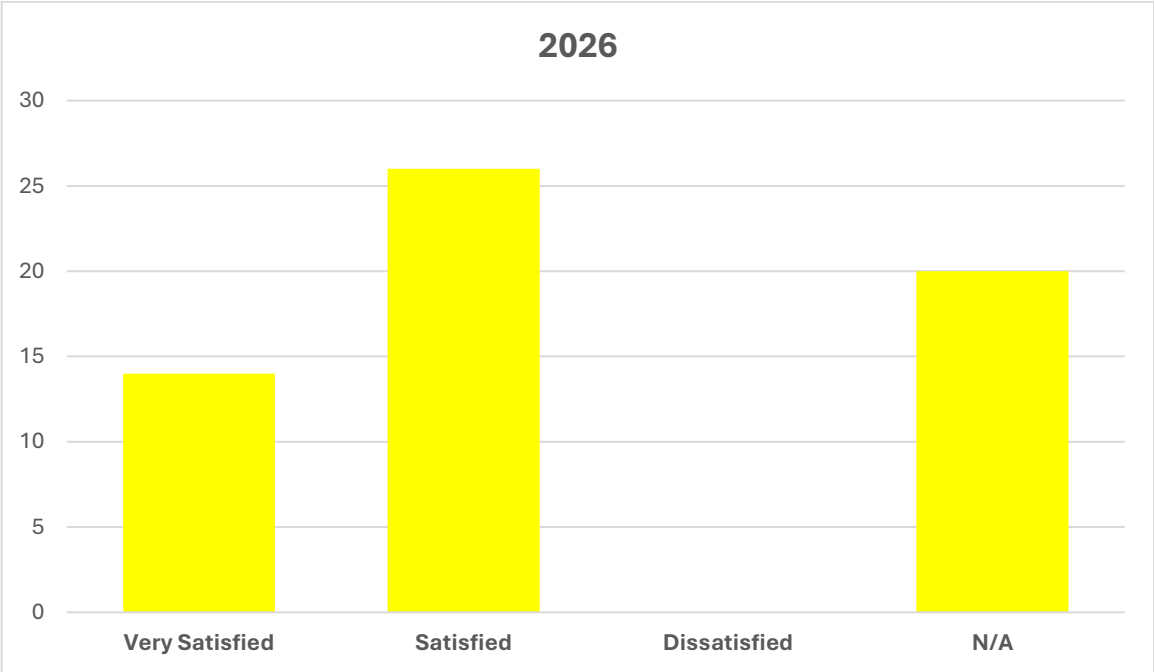
I know if I have a problem I can speak to you

I wish we were given more notice if someone was coming into our flat to do jobs

**How satisfied or dissatisfied are you that Old Ben Homes Charity makes a positive contribution to your neighbourhood i.e. inviting local schools for entertainment, inviting local residents to coffee mornings/events etc.**



**How satisfied or dissatisfied are you with the Charity's approach to handling anti-social behaviour?**



**Please add any other comments you would like to make about your experiences living in Old Ben Homes properties:-**

We enjoy living here knowing we have support when we need it.

Love living here I feel safe and welcome.

I cannot state how grateful I am to be living here!

I am very happy in my bungalow. The staff are so helpful.

I have always been happy, I still am very happy, and the staff are fantastic and always helpful

I am very pleased with everything and staff are very helpful to me

It would be nice if the local school children visited more often.

### **3. Comments**

The survey was completed by 54 residents in total, 31 from the Seaford site and 23 from the Lilleshall site.

The majority of our residents are happy with the service that Old Ben Homes offers them, they feel happy and safe in their homes. Most residents are happy with the repair service and that they are listened too by the Staff and Trustees. The 2 main concerns that were highlighted in last year's surveys (the Scheme Manager at Seaford being off on long term sickness and what was going to be done to replace her and some residents felt they would like more access to and involvement from the Board of Trustees) have been addressed. There has been a Permanent full-time Scheme Manager appointed at Lilleshall that residents are very happy with. All Trustees make themselves available for residents to speak to before the quarterly meeting and feed-back, is given to all residents following the meeting. This will continue to happen at each quarterly meeting.

This year there does not seem to be any major issues, just small issues with regards to repairs/changes that are required on site, these are being dealt with as repairs are completed.

Old Ben Homes are continuing to work on their policies including the new "Complaints Policy" along with a new Residents Handbook. The Resident's Handbook has been revised to ensure that it is easier to understand and more informative. There have been a couple of changes to the Handbook over the year regarding carparking and grandparents who child mind their young grandchildren on site during school holidays. The new changes in the handbook have been discussed with residents, new pages distributed and residents agreeing to the changes.

Where possible all concerns from residents on their survey will be addressed in person but unfortunately some were given back with no name on them so the issues raised will get spoken about at the next residents meeting.

All resident's comments/suggestions will be looked at and considered by Staff and the Trustees and if any are possible, they will be implemented.

Old Ben Homes will continue to provide an excellent service to their residents and improve it where-ever possible. We have found this exercise very useful and constructive to enable us to achieve this.