

John Bowley and Sherwood Almshouses Tenant Satisfaction Survey 2024

	% Very satisfied or Strongly agree	% Fairly Satisfied	% yes	% No	% N/A
1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by the John Bowley and Sherwood Almshouses?	93	7			
Reason for answer: • Made to feel welcome • regular visits from SM and trustees • quite happy • could not ask for more • if anything needs doing its done straight away • very happy living in this flat • any little thing needed or query is sorted out problems sorted out straight away • quite happy • could not ask for more • if anything needs doing- it is done straight away • very happy to be in the flat					
2. Has the John Bowley and Sherwood Almshouses carried out a repair to your home in the last 12 months?			64	36	
3. If yes (to question 2), how satisfied or dissatisfied are you with the overall repairs service from the John Bowley and Sherwood Almshouses over the last 12 months?	100				
Reason for answer • 'Shower pressure not good enough- being dealt with' • New windows installed prior to moving in • immediate response • new window is on order • SM noticed ceiling needed painting and had job done • outstanding • Immediate response • Unavoidable repairs re. fire doors • Has a new light fitting and time control • Window replacement and electric sockets					
4. If yes (to question 2), how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	89	11			
Reason for answer • 'only use good trades • Window ordered and installed in less than 6 weeks					

4.b. Are you still waiting for repairs to be carried out Yes/ NO				100	
4.d. Have you declined for repairs to be carried out Yes/ No did not want new modern storage heaters			11	99	
5. How satisfied or dissatisfied are you that the John Bowley and Sherwood Almshouses provides a home that is well-maintained?	93				7
Reason for answer • Can't complain • I have a nice new kitchen					
6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the John Bowley and Sherwood Almshouses provides a home that is safe?	100				
Reason for answer • Well maintained and gardens • Outside light repaired quickly and comes on when dark					
7. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?	100				
Reason for answer • Without a doubt • Always listens • Always communicates in a timely way • I know I can ask SM if I have any concerns					
8. How satisfied or dissatisfied are you that the John Bowley and Sherwood Almshouses keeps you informed about things that matter to you?	100				
Reasons for answer • Good communication • By phone or text					
9. To what extent do you agree or disagree with the following? "the John Bowley and Sherwood Almshouses treats me fairly and with respect."	100				
Reason for answer • A good relationship					
10. Have you made a complaint to the John Bowley and Sherwood Almshouses in the last 12 months? Yes/ No			7	93	
If yes, how satisfied or dissatisfied are you with your landlord's approach to complaint handling?	100				
Reason for answer • New fire doors • Never need to complain					

- New Fire doors installed as per regulations installed but makes opening difficult as they are so heavy - New Fire doors too heavy- difficult to open					
11.Do you live in a building with communal areas, either inside or outside, that the John Bowley and Sherwood Almshouses is responsible for maintaining?			100		
11.b If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?	100				
Reasons for answer - Garden well kept - Well maintained - Very well maintained - Regularly cleaned and maintained					
12. How satisfied or dissatisfied are you that the John Bowley and Sherwood Almshouses makes a positive contribution to your neighbourhood?	100				
Reason for answer - Improved gardens and kerb appeal - Property and gardens are well maintained - Lovely grounds - No problems - SM lets us know what services are available in the immediate locality - Not a bad area - I am informed of local services - SM works with other groups in the area and keeps residents informed of services in locality - Loves garden and sits outside whenever she can					
13.How satisfied or dissatisfied are you with the John Bowley and Sherwood Almshouses' approach to handling anti-social behaviour?	73				27
Reasons for answer - People remark how well the houses look - Improvements to security - Not experienced any difficulties - Occasional rubbish thrown over fence but cleaned daily					
14. How satisfied or dissatisfied are you that the weekly maintenance charges represent good value for money	100				
Reasons for answer - Fantastic - Nothing to worry about here- surrounded by friends					