

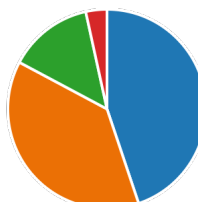
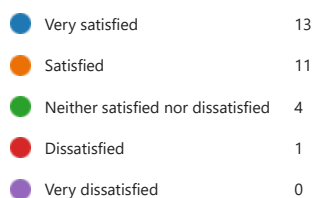
Accommodation-YES 11/2025 Survey

29 Responses

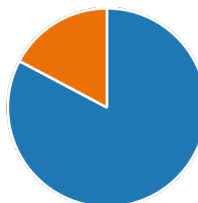
04:30 Average time to complete

Closed Status

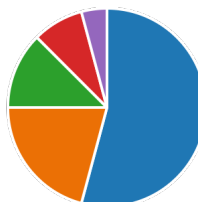
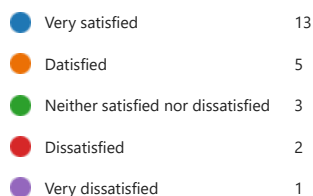
1. Question: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Accommodation-YES ?



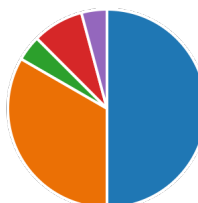
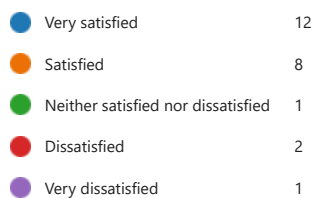
2. Question: Has Accommodation-YES carried out a repair to your home in the last 12 months?



3. Question: If yes, 'How satisfied or dissatisfied are you with the overall repairs service from Accommodation-YES over the last 12 months?

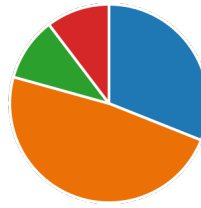


4. Question: If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



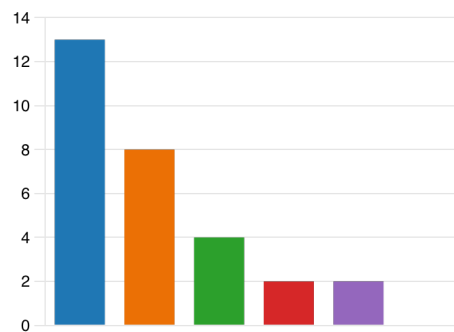
5. Question: How satisfied or dissatisfied are you that Accommodation-YES provides a home that is well maintained?

| | |
|------------------------------------|----|
| Very satisfied | 9 |
| Satisfied | 14 |
| Neither satisfied nor dissatisfied | 3 |
| Dissatisfied | 3 |
| Very dissatisfied | 0 |



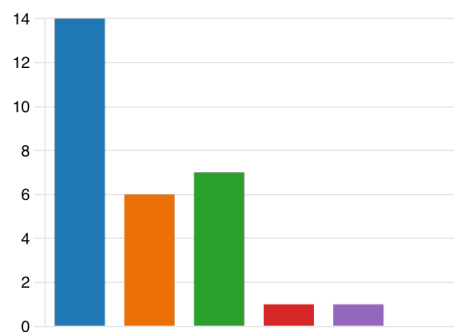
6. Question: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Accommodation-YES provides a home that is safe?

| | |
|-----------------------------|----|
| Very satisfied | 13 |
| Satisfied | 8 |
| Neutral | 4 |
| Dissatisfied | 2 |
| Very dissatisfied | 2 |
| Not applicable / don't know | 0 |



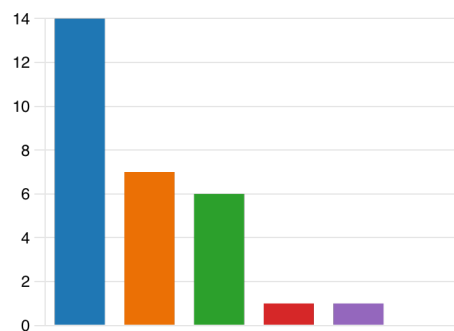
7. Question: How satisfied or dissatisfied are you that Accommodation-YES listens to your views and acts upon them?

| | |
|------------------------------------|----|
| Very satisfied | 14 |
| Satisfied | 6 |
| Neither satisfied nor dissatisfied | 7 |
| Dissatisfied | 1 |
| Very dissatisfied | 1 |
| Not applicable / don't know | 0 |

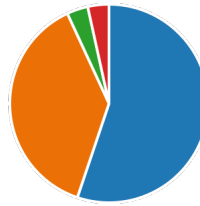
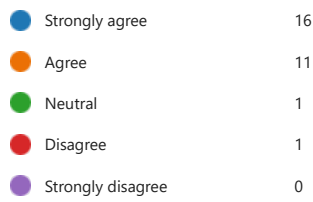


8. Question: How satisfied or dissatisfied are you that Accommodation-YES keeps you informed about things that matter to you?

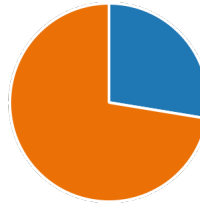
| | |
|------------------------------------|----|
| Very satisfied | 14 |
| Satisfied | 7 |
| Neither satisfied nor dissatisfied | 6 |
| Dissatisfied | 1 |
| Very dissatisfied | 1 |
| Not applicable / don't know | 0 |



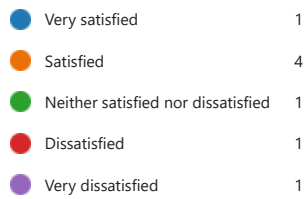
9. Question: To what extent do you agree or disagree with the following "Accommodation-YES treats me fairly and with respect"?



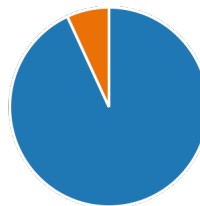
10. Question: Have you made a complaint to Accommodation-YES in the last 12 months?



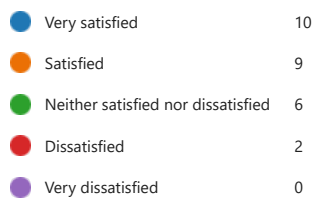
11. Question: If yes, 'How satisfied or dissatisfied are you with Accommodation-YES's approach to complaints handling?



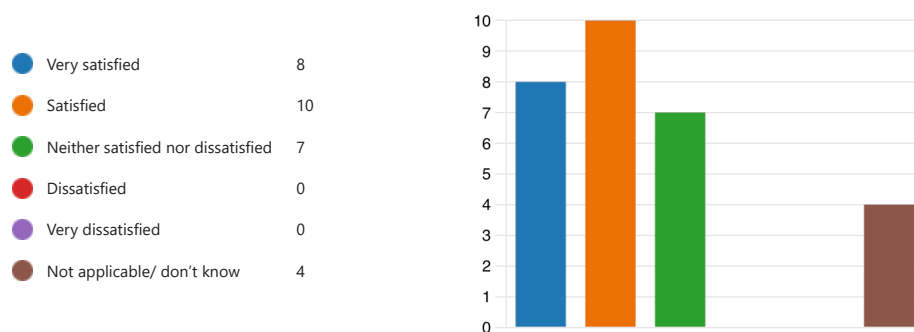
12. Question: Do you live in a building with communal areas, either inside or outside, that Accommodation-YES is responsible for maintaining?



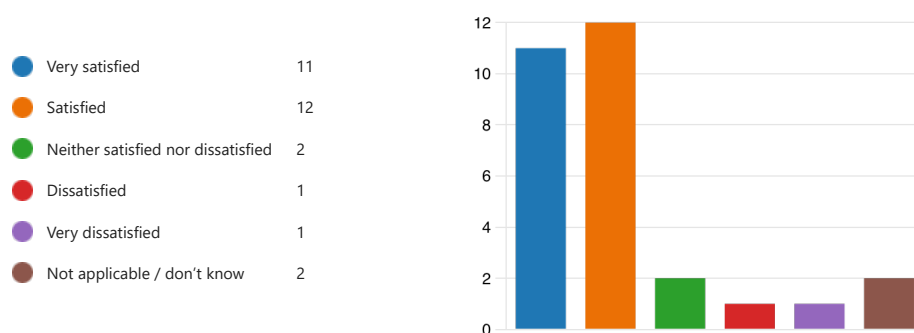
13. Question: If yes, 'How satisfied or dissatisfied are you that Accommodation-YES keeps these communal areas clean and well maintained?



14. Question: How satisfied or dissatisfied are you that Accommodation-YES makes a positive contribution to your neighbourhood?



15. Question: How satisfied or dissatisfied are you with Accommodation-YES's approach to handling anti-social behaviour?



16. Will you please below provide some feedback about the service and/or communication you receive from accommodation-yes?

13

Responses

Latest Responses

4 respondents (31%) answered **good** for this question.

falling apart problem free
 cleaner who does our stairs service is very good
 poplar Grove maintenance
 communication good work
 Communication is good tenants work by Leo helpful with their work
 Repairs take months Communication with the Landlord
 house team communal areas
 communication is very clear
 Repair work