

## Accommodation-YES 11/2025 Survey

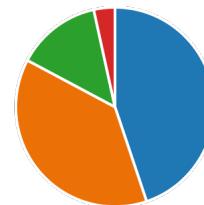
29 Responses

04:30 Average time to complete

Closed Status

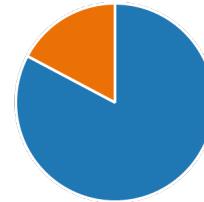
1. Question: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Accommodation-YES ?

Very satisfied	13
Satisfied	11
Neither satisfied nor dissatisfied	4
Dissatisfied	1
Very dissatisfied	0



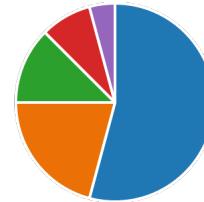
2. Question: Has Accommodation-YES carried out a repair to your home in the last 12 months?

Yes	24
No	5



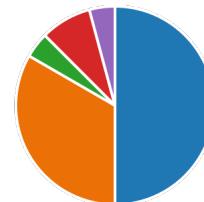
3. Question: If yes, 'How satisfied or dissatisfied are you with the overall repairs service from Accommodation-YES over the last 12 months?

Very satisfied	13
Satisfied	5
Neither satisfied nor dissatisfied	3
Dissatisfied	2
Very dissatisfied	1



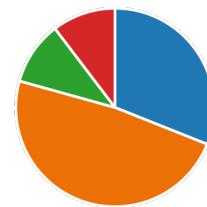
4. Question: If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied	12
Satisfied	8
Neither satisfied nor dissatisfied	1
Dissatisfied	2
Very dissatisfied	1



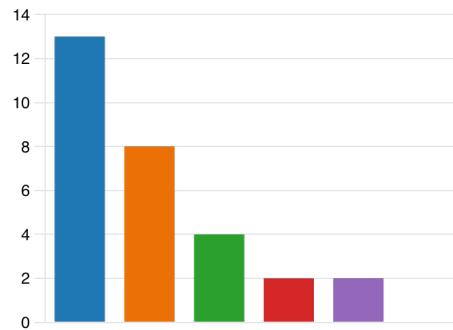
5. Question: How satisfied or dissatisfied are you that Accommodation-YES provides a home that is well maintained?

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



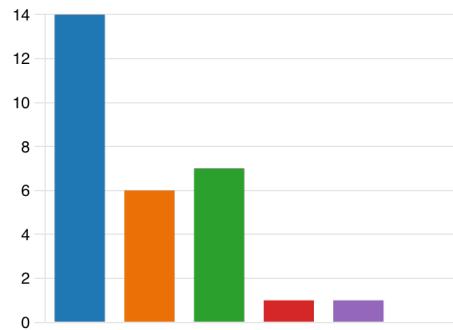
6. Question: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Accommodation-YES provides a home that is safe?

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



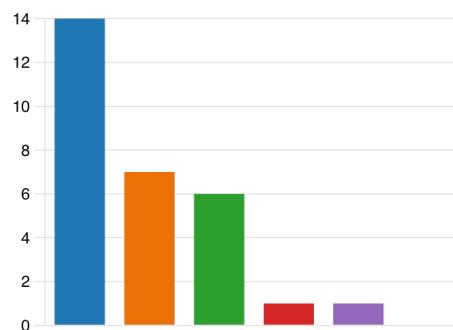
7. Question: How satisfied or dissatisfied are you that Accommodation-YES listens to your views and acts upon them?

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



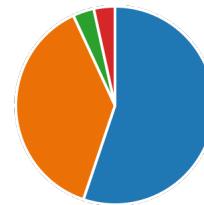
8. Question: How satisfied or dissatisfied are you that Accommodation-YES keeps you informed about things that matter to you?

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



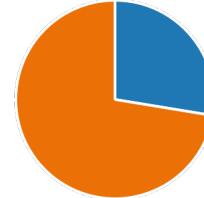
9. Question: To what extent do you agree or disagree with the following "Accommodation-YES treats me fairly and with respect"?

Strongly agree	16
Agree	11
Neutral	1
Disagree	1
Strongly disagree	0



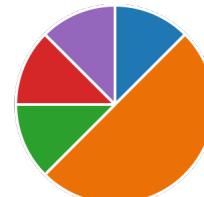
10. Question: Have you made a complaint to Accommodation-YES in the last 12 months?

Yes	8
No	21



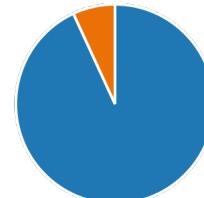
11. Question: If yes, 'How satisfied or dissatisfied are you with Accommodation-YES's approach to complaints handling?

Very satisfied	1
Satisfied	4
Neither satisfied nor dissatisfied	1
Dissatisfied	1
Very dissatisfied	1



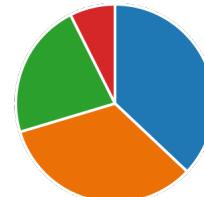
12. Question: Do you live in a building with communal areas, either inside or outside, that Accommodation-YES is responsible for maintaining?

Yes	27
No	2



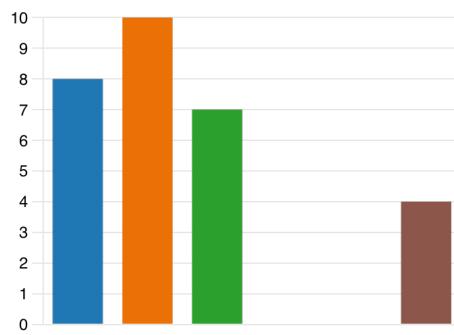
13. Question: If yes, 'How satisfied or dissatisfied are you that Accommodation-YES keeps these communal areas clean and well maintained?

Very satisfied	10
Satisfied	9
Neither satisfied nor dissatisfied	6
Dissatisfied	2
Very dissatisfied	0



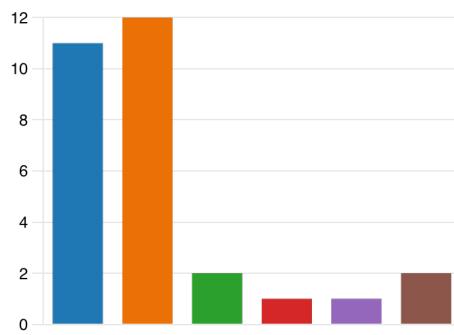
14. Question: How satisfied or dissatisfied are you that Accommodation-YES makes a positive contribution to your neighbourhood?

Very satisfied	8
Satisfied	10
Neither satisfied nor dissatisfied	7
Dissatisfied	0
Very dissatisfied	0
Not applicable/ don't know	4



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

Very satisfied	11
Satisfied	12
Neither satisfied nor dissatisfied	2
Dissatisfied	1
Very dissatisfied	1
Not applicable / don't know	2



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 very clear**  
**Repairs take months**   **Communication is good**   **house**   **team**   **communal areas**  
**Communication with the Landlord**   **tenants**   **work by Leo**  
**Repair work**   **helpful with their work**