



WEAVERS ALMSHOUSE CHARITIES

2024 RESIDENTS PERCEPTION SURVEY

This is the first year running that we have carried the new-style Residents Perception Survey, which is required by the Regulator of Social Housing (RSH). The questions were agreed in 2022/2023 following consultation with Social Housing providers across the country. The title 'perception' is important to remember, and in a small organisation with low numbers participating in the survey even one or two answers can sway the results.

The survey is the same for all, meaning whether you have 38 properties or 38,000 the questions are fixed. This sometimes makes some questions seem irrelevant, for example how we interact with the neighbourhood. This has more relevance when you are looking at a housing estate of 200 homes, all managed by the same housing association, however the equality allows for direct comparison between all providers.

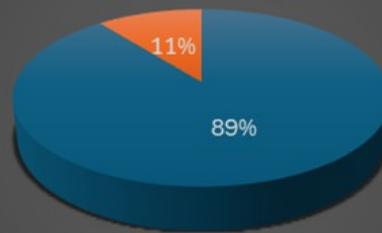
The survey allows us to see our successes and gives us the opportunity for any improvements in our service if necessary.

Overall we are seen to be providing an excellent service, with no areas that require any major changes.

It should be noted that only 3 complaints were made but it is noted that more work needs to be done in this area.

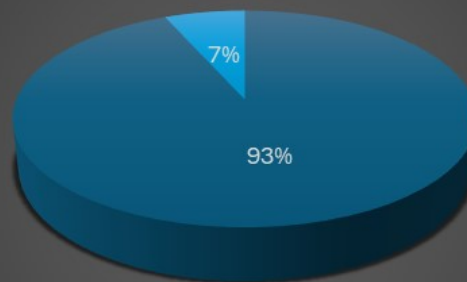
This year 28 of the 38 households responded.

How satisfied or dissatisfied are you with the service provided by the Company



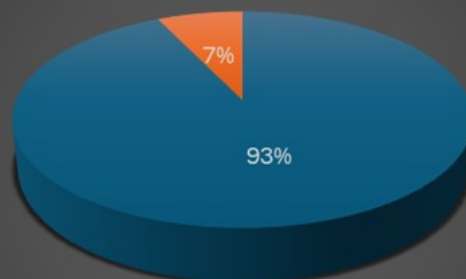
■ Very Satisfied ■ Fairly Satisfied
■ Neither satisfied nor dissatisfied ■ Fairly dissatisfied
■ Very dissatisfied

How satisfied are you with the Company's repair service



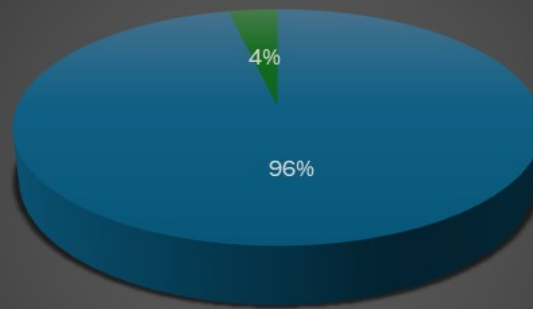
■ Very Satisfied ■ Fairly Satisfied
■ Neither satisfied nor dissatisfied ■ Fairly dissatisfied
■ Very dissatisfied

The Company repairs your home in a timely manner



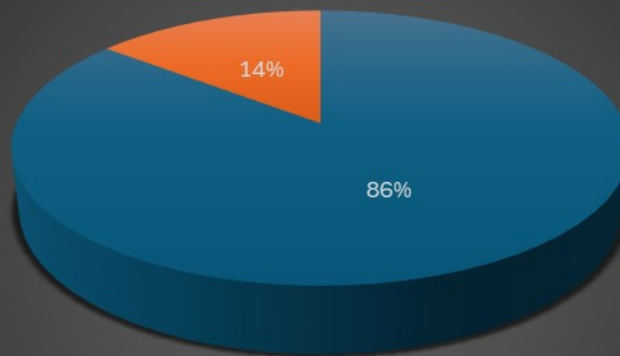
■ Very Satisfied ■ Fairly Satisfied
■ Neither satisfied nor dissatisfied ■ Fairly dissatisfied
■ Very dissatisfied

The Company provides a well maintained home



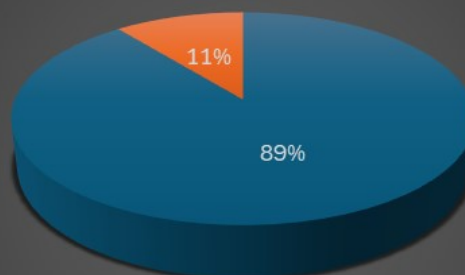
Very Satisfied Fairly Satisfied
Neither satisfied nor dissatisfied Fairly dissatisfied
Very dissatisfied

The Company provides a safe home



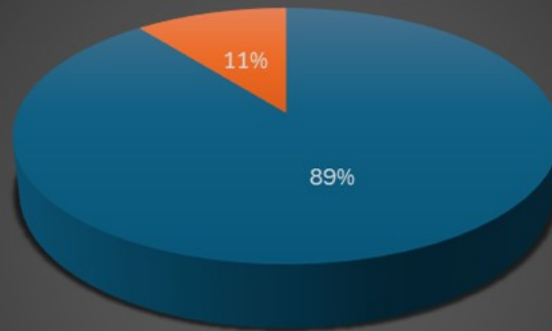
Very Satisfied Fairly Satisfied
Neither satisfied nor dissatisfied Fairly dissatisfied
Very dissatisfied

The communal areas are clean and well maintained



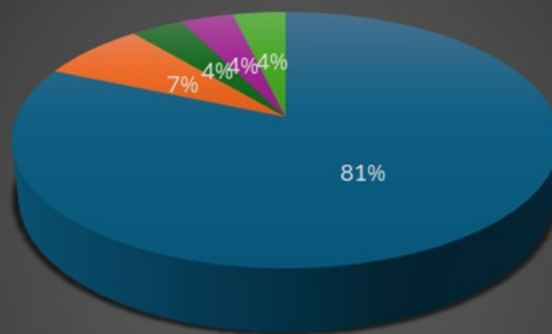
Very Satisfied Fairly Satisfied
Neither satisfied nor dissatisfied Fairly dissatisfied
Very dissatisfied

Company treats you with respect



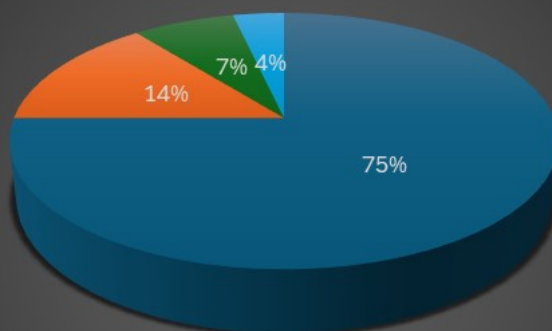
- Very Satisfied
- Fairly Satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Company listens to you



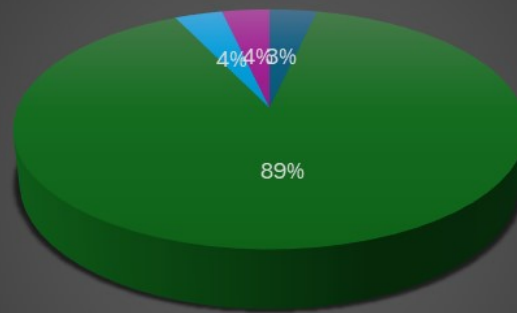
- Very Satisfied
- Fairly Satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

Does the Company keep you informed



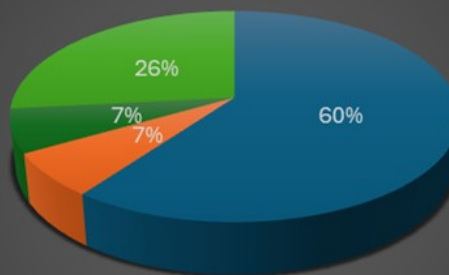
- Very Satisfied
- Fairly Satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

The Company's approach to complaint handling



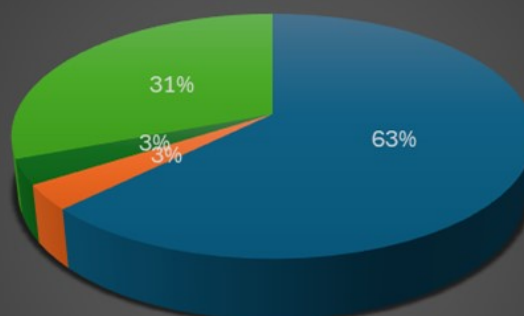
■ Very Satisfied
 ■ Fairly Satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied

The Company makes a positive contribution to the neighbourhood



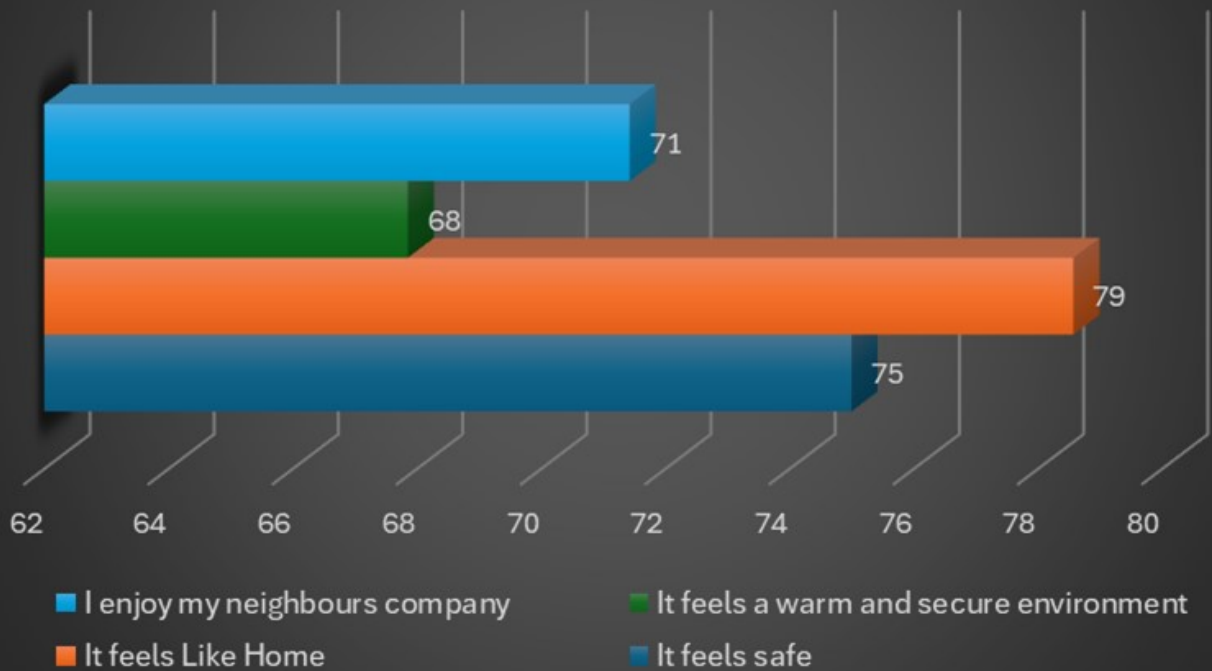
■ Very Satisfied
 ■ Fairly Satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied
 ■ Not applicable/ don't know

The Company's approach to handling anti-social behaviour



■ Very Satisfied
 ■ Fairly Satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied
 ■ Not applicable/ don't know

How do you feel about your home at Weavers' House by %



Comments from the Survey

Great service, clean and well maintained site; friendly capable and professional management and staff on site.

Weavers House is a wonderful place to live. We are a great community always looking out for each other. We have a great Warden who goes over and above her job remit to make our lives as happy and comfortable as possible as do everyone associated with the Worshipful Company of Weavers and staff on site.

Very comfortable and happy living here

My home is beautiful and I was permitted to paint the walls white which is very fresh and lends an airy feel. The cream walls lend a dreariness to the flats. I think the stairwells are a bit scruffy. They are cleaned well by the present cleaning team but the paintwork is tired. The overall design and building architecture is really attractive. The gardens are well maintained but I have noticed the foxes seem to wreck the plants

Very happy and satisfied living at Weavers' House.

It's good that residents help each other when we need help.

Very happy with response times, work carried out efficiently & professionally and always with a smile. Thank you!

We enjoy having lunch together on a Tuesday and thankful to the Warden!

Look forward to the Christmas Dinner and Outing

I am very happy to have been offered a home at Weavers'. The management, warden and maintenance staff make living here a very comfortable and pleasant experience.

I am very happy living here at Weavers House and so pleased I moved here.