



Julian House

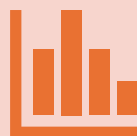
Tenant Satisfaction Measures 2024/5



These figures show how well we are operating against key performance indicators set by the Regulator for Social Housing, in relation to our **owned** properties. We own <10% of our properties, the rest our leased by us.



We use this information as one way to ensure we deliver **quality services**. Our separate '**Annual Client Satisfaction Survey**' surveys all our clients and not just the 3% who live in our owned properties.



The Satisfaction Data is taken from a Tenant Satisfaction Measures (TSM) Survey where we surveyed all our residents in our **owned** properties in March 2025 – a census-based approach. 16 out of 20 residents (80%) completed the survey.



Tenant Satisfaction Measures 2024/5

Safe and well-maintained homes



85.5% Satisfaction with Repairs



57.1% Satisfaction with time taken to complete most recent repair



73.3% Satisfaction that the home is well maintained



66.7% Satisfaction that the home is safe



73.3% Satisfaction we keep communal areas clean and well maintained



81.3% overall satisfaction with the service provided by Julian House

Neighbourhood

60% Satisfaction with our approach to handling anti-social behaviour

66.7% Satisfaction that we make a positive contribution to neighbourhoods

Listening and responding



75% Satisfaction that we listen to our tenants' views and act upon them



75% Satisfaction that we keep tenants informed about things that matter



93.8% agree we treat tenants fairly and with respect



0% satisfaction to our approach to complaint handling (*only 1 person surveyed had made a complaint*)



Tenant Satisfaction Management information

Building Safety

100% of homes which require a gas safety check carried out

100% of homes which require a fire risk assessment carried out

100% of homes which require an asbestos management survey carried out

80% of homes which require a legionella risk assessment carried out

Anti-Social Behaviour (ASB) and Complaints

43.5 stage one complaints received per 1,000 homes

0 stage two complaints received

100% of stage one complaints responded to within Complaint Handling Code timescale

291.7 ASB cases opened, per 1,000 homes

0 ASB cases that involved hate crime incidents per 1,000 homes

Decent Home Standards (DHS) and Repairs

0% of our homes do not meet the DHS

32.1% of non-emergency responsive repairs were completed within our target timescale (5 days for urgent responsive repairs and 20 days for routine responsive repairs)

100% of emergency responsive repairs completed within target timescale

Tenant Satisfaction Perception Survey

This survey will be used to calculate annual Tenant Satisfaction Measures that all registered providers of supported housing need to publish. Responses will be kept anonymous before publishing

As a thank you for your time, you have the option of providing your contact details in Qu 16 and to be **entered into a free prize draw to WIN one of three £10 Sainsbury's!**
The winners will be selected after survey closes on 31 March 2025.

When completed, please return this survey to your support worker or post it (free of charge) to 'Freepost JULIAN HOUSE'



Which Jullian House property are you staying in	Corn Street <input type="checkbox"/>	Walcot Street <input type="checkbox"/>	Rampart Road <input type="checkbox"/>
	Purple Refuge <input type="checkbox"/>	Other <input type="checkbox"/> _____	

Overall satisfaction

1. Overall Satisfaction Taking everything into account, how satisfied or dissatisfied are you with the service provided by Julian House?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Satisfaction with repairs

2. Has Julian House carried out a repair to your home in the last 12 months?

☐ yes (go to **question 3**)

☐ No (go to **question 5**)

3. How satisfied or dissatisfied are you with the overall repairs service from Julian House over the last 12 months?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How satisfied or dissatisfied are you that Julian House provides a home that is well maintained	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[illegible]

Communication and being listened to

7. How satisfied or dissatisfied are you that Julian House listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How satisfied or dissatisfied are you that Julian House keeps you informed about things that matter to you?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. To what extent do you agree or disagree with the following "Julian House treats me fairly and with respect"?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable / don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaints

10. Have you made a complaint to Julian House in the last 12 months?

☐ yes (go to question 11)

☐ No (go to question 12)

11. If yes, "How satisfied or dissatisfied are you with Julian House's approach to complaints handling?"	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Julian House
The home of opportunity

12. 'Do you live in a building with communal areas, either inside or outside, that Julian House is responsible for maintaining?'

☐ **yes** (go to question 13)

☐ No (go to question 14)

☐ **don't know** (go to question 14)

13. If yes, How satisfied or dissatisfied are you that Julian House keeps these communal areas clean and well maintained?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. How satisfied or dissatisfied are you that Julian House makes a **positive contribution to your neighbourhood?**

[illegible]

15. How satisfied or dissatisfied are you with Julian House's approach to handling anti-social behaviour?

[illegible]

If you have any comments, feedback or suggestions you would like to make, please add them here.

16: Contact details (optional)

If you would like to be entered into the **free prize draw to WIN one of three £10 Sainsbury's vouchers**, please provide your contact details below:

Your Name:	
Address:	
Room no.:	

**THANK
YOU!**