



ST LUKE'S HOUSING SOCIETY

MCMASTER HOUSE

Tenant Satisfaction Measures

2025 Report



Summary of Results - 2025

Question	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
Landlord Satisfaction	73.1%	26.9%	0	0	0
Rent – Value for money	42.3%	57.7%	0	0	0
Listen to your views	73.1%	15.4%	7.7%	3.8%	0
SLHS treats tenants with respect	76.9%	15.4%	7.7%	0	0
Easy to get hold of staff	80.8%	19.2%	0	0	0
The query answered in a reasonable amount of time	73.1%	7.7%	19.2%	0	0
The overall quality of home	65.4%	23.1%	11.5%	0	0
Satisfaction with Repairs Service	65.4%	26.9%	7.7%	0	0

We had 1/38 residents report anti-social behaviour in the last 12 months. They reported being very satisfied with the outcome after reporting.

81% of households rated us 5/5 and would recommend us as a landlord.

“Very satisfied with the staff, they are always very pleasant and helpful...”

“I think all of the staff do a wonderful job.”

“I love living here, all is fine.”

Introduction

This satisfaction survey was undertaken as part of the Government requirement called the Tenant Satisfaction Measures (TSMs) and focused on how happy you are with the way St Luke's Housing Society maintains your homes and delivers key services.

Registered Social Landlords who manage under 1000 properties, are required by the Regulator of Social Housing, to carry out Tenant Satisfaction Measure (TSMs) surveys every two years.

TSMs are intended to make landlords' performance more visible to tenants so that tenants can hold their landlord to account. TSMs consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from tenant surveys.

In addition to overall satisfaction with landlord services, the measures cover five key themes:

- ❖ Keeping properties in good repair
- ❖ Maintaining building safety
- ❖ Respectful and helpful engagement
- ❖ Responsible neighbourhood management
- ❖ Effective handling of complaints

TSMs are intended to be a tool that allows tenants to scrutinise their landlord's performance and provide insights to landlords on where they might look to improve their services. The survey results serve as a source of information for the regulator on how far landlords are meeting the outcomes of the new consumer standards.

This report details the survey results carried out for this year. The report also responds to some of the queries raised by some of the residents who responded.

For 2025, St Luke's Housing Society had 26/38 TSM surveys completed, giving a completion rate of **68.4%**. These were carried out in May 2025. We have 38 flats on site with 44 residents in total, all on Assured Tenancies. Where multiple occupants are living in the household, we are including these as one return.

The TSMs were available to complete online, via an app or directly on our website. Paper copies were also posted to residents, and some were carried out in person.

No tenant was removed from the sample. Incentives were used, with one randomly selected tenant winning a £50 payment.

We would like to carry out these surveys independently in future, if possible, to make sure the results are free from influence from the organisation.

15.8% of residents were unable to complete a survey due to long-term absence, illness or a disability that meant they were unable to complete. **15.8%** of residents did not return a survey.

One resident commented that they wished we asked for feedback more frequently. We always welcome feedback from tenants and there is no need to wait for surveys to go out to let us know your views. This can be fed back to us by posting a note through the office door, in the suggestion box, or by emailing enquiries: enquiries@saintlukeshs.uk

Feedback

In this section of the report, we aim to address some of the inquiries raised by our residents. Additionally, we will provide insights on other important topics, including Complaints and Anti-Social Behaviour. We greatly appreciate the feedback we have received, and we are actively exploring ways to enhance our services for our residents.

Complaints

We had two households raise informal complaints relating to repairs. We had one household state that a formal complaint had been made in 12 months. Upon further investigation, it was found that a formal complaint had not been formally logged.

On further investigation, the respondent was asked if they wished for this to be now logged as a formal complaint, to which they agreed. The complaint was in relation to a repair that had been reported several years ago. This was then investigated in line with our Compliments and Complaints policy and the complaint was not upheld.

Actions

- We are required to complete and publish an annual self-assessment to comply with the Housing Ombudsman's Complaint Handling process.
- We are required to complete an annual complaint-handling report to the Housing Ombudsman.
- In this report, we will clarify the difference between a complaint and a service failure.
- We will draw attention to our Compliments and Complaints Policy which was written in 2024, in line with the Housing Ombudsman Complaint Handling Code.

Definition of a Complaint

The Housing Ombudsman Service Complaint Handling Code 2024 defines a complaint as: *'An expression of dissatisfaction, however, made, about the standard of service, actions or lack of action by the landlord, its staff, or those acting on its behalf, affecting a resident or group of residents.'* You might contact us to complain about being unhappy because we have:

- done something badly or wrong.
- done something we should not have done.
- failed to do something we should have done.
- treated you unfairly or without respect.
- failed to deliver what was promised.

Complaint Example:	You report that your shower is not working and are told that an engineer will attend to repair it. You have phoned and left several messages chasing this up, but nobody has been out, and you have not heard anything two weeks after making the first report.
Complaint Example:	You put in a transfer application as you want to move to a ground-floor property due to health reasons. The member of staff you gave it to did

	not complete the reference for you so it has delayed your application.
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Definition of a Service Request

'a request from a resident to the landlord (or organisation working on their behalf) requiring action to be taken to put something right.'

This will usually be the first time you have made us aware of your dissatisfaction with our service. Service requests are not considered to be complaints.

Service Request Example:	<ul style="list-style-type: none"> • Asking us to complete a repair. • Requesting information about your rent account. • Reporting an anti-social behaviour/nuisance complaint.
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If you are dissatisfied with our response to a service request, then we will consider this to be a complaint and we will follow the process laid out in this policy. More information on our complaint policy and procedure can be found:

- Online: www.saintlukeshs.uk – Residents Hub – Compliments and Complaints Page
- Notice Board outside the main office.
- Emailing: complaints@saintlukeshs.uk
- Contacting Staff and asking for a copy of our policy.

Grounds Maintenance

3/38 Households fed back their thoughts about the communal garden and car parking areas needing more maintenance.

To confirm, we have now agreed to a contract with a professional gardener who started with late May 2025. We have been able to agree on an affordable rate with the contractor that doesn't require legal consultation as the costs will be kept to a minimum.

Our Maintenance Officer and other staff have been trying to absorb this into their roles over several years to try and minimise and offset the increasing service charge costs to residents. Gardening is a service chargeable service, which is why we had decided to reduce work to a minimum, especially during COVID.

Unfortunately, this is not sustainable going forward due to increasing tasks and increased regulation for smaller providers. We believe this will be a more cost-effective solution and will provide better results for residents.

To start with, the gardener will be carrying out weedkilling to all external areas, carrying out a one of clearance of the planters and the rockery in the car park and giving further advice about the planting arrangements and mowing the lawned areas.

The gardener will then be carrying out weekly gardening and maintenance to keep on top of the patio and garden areas. We hope residents will start seeing improvements over the next few weeks.

Communal Signs

One resident completed a survey and has feedback that they are not satisfied with the communal signs that were installed last summer and that they felt they should have been consulted on this more.

We agreed at the Board to install new signs as the old ones were faded and showing wear and tear. We had a professional sign maker design and install the signs, one for the wall facing the road.

The previous one was transparent, and residents had commented that it wasn't easy to read. We chose a white background with bold black writing as we felt this would be clearer to read. Unfortunately, after a few months of being installed, we had two residents report that they felt the writing was too small. We agree the writing could be larger

We installed a larger sign installation that is located at the entrance to the car park. This adds additional signage to the scheme. We may look to add a larger sign at a later date, however, this will depend on the available budget and other priorities.

With regards to delivery vehicles and taxis not being able to locate the scheme, most vehicles are now fitted with satellite navigation or GPS, or have What3Words, which locate our scheme. The What3Words application can be downloaded on mobile devices, or you can locate this by going online. This is increasingly popular with emergency services for its accuracy:

St Luke's Housing Society, McMaster House What3Words Location:

///pouch.thick.reduce

Anti-Social Behaviour/Nuisance

We had **1/38** households report issues with illegal drug use. We have investigated this matter but were unable to locate the perpetrator. Illegal drug use is a breach of tenancy and tenants are advised that allowing any anti-social behaviour or criminal activity in or around their home, can put their tenancy at risk. If you are experiencing similar issues, you can report to the office, online and you can report to the police 101.

We had **3/38** households report issues with parking in the communal car park. The main issues relate to individuals who are not residents parking in the car park, including carers, contractors and delivery drivers. Some residents have also reported that residents who have permits to park in St Luke's Hospital, sometimes park in the communal car park for days which reduces spaces.

We are currently taking steps to improve parking onsite. We have done an up-to-date review of all vehicles for our residents, so we are aware of who has a car/vehicle onsite.

To reassure residents, this will be carried out with a slow start to ensure residents and visitors get used to the arrangements and is only being carried out to improve the parking issues for residents. We will be taking the following actions:

- Parking bays will be marked out by a professional company to make the spaces clearer.
- Consideration is being given to marking out no parking areas/medics/delivery bay.
- AMPR Parking – this is a technology used for parking management to identify and track vehicles entering and leaving a car park. ANPR cameras capture images of vehicle number plates, and the system uses software to read and process the data, allowing for automated enforcement of parking regulation. (AMPR is a low-cost and effective parking solution for many housing associations, hospitals and businesses and more manageable for smaller organisations. This is because it is managed by an external company).
- Parking Barrier – this was removed as it was no longer working, and vehicles kept crashing into it. To install a new barrier could cost several thousand pounds, with repairs and servicing and administration of permits and tokens. This is not a cost-effective or manageable solution for a scheme of our size.
- Parking Spaces are prioritised for residents and staff only to ensure they can access their homes and places of work.
- Visitors – although it is convenient for visitors to be able to park onsite, spaces are prioritised for our residents and staff and we may not be able to accommodate this going forward. Residents can apply on the Oxfordshire County Council website so that their visitors can park on Latimer Road: www.oxfordshire.gov.uk/transport-and-travel/parking/parking-permits/resident-parking-permits.
- Mobility issues – where residents who have evidence of a mobility or severe health condition who need picking up from the scheme, we are looking at allowing a 10-15 minute window before parking enforcement kicks in. We can look at this case by case.
- Staff car share where possible to limit the number of spaces in use.
- Contractors – we encourage contractors to park in the staff parking area where possible. When these are not available, they may have no choice but to park onsite due to the tools and machinery required for work.
- Care Agencies – staff will support care agencies to apply for parking permits to park on Latimer Road or surrounding areas. Most registered Care Agencies are aware of this.

Additional Support Issues

Few people completed this section with some residents commenting that they would benefit from more support from family or Age Concern.

Please come and speak to us if there is any other support, we may be able to suggest or help put in place with other agencies. We offer annual support plans with our residents, which are not mandatory, but we encourage them so we can help reassure you for any future events, or changes of circumstance.

Support we may be able to assist or refer to:

Adult Social Care	Care Needs Assessment; money management
Safeguarding	Raising concerns about risk and harm.
Respite	We can help you to set up Respite at short notice in emergencies, including for loved ones that may be dependent on you if there is an emergency.
Private Care Agencies	We can make referrals to help with assessments and discuss what support may be helpful. They can also discuss affordability and financial assessments.
GP Surgeries	Community District Nurses / Social Prescribing Teams
Age Concern	Referrals
Dementia Oxford	Referrals
Oxfordshire Domestic Abuse Service	Our team are experienced in supporting individuals and families experiencing domestic and other types of abuse.
Floating Support Services	Local agencies that can help residents to support them with tenancy issues/mental health/substance abuse.
Drug and Alcohol Support Services	Referrals
Mental Health Support	Signposting and referrals
Personal Care	Podiatry, hearing, ear wax removal, hair cutting services.
Cleaners	Various services, one-off cleans, regular cleaning, hoarding services.

Resident Involvement

We had several people comment in this section.

- ❖ A small number of residents who completed surveys reported going to coffee mornings a few times a week. Some noted that these events are no longer well attended, with some noting that they prefer to do their own thing and don't always feel events are that inclusive.
- ❖ One person responded that they had been to Macmillan Coffee Morning and found it enjoyable.
- ❖ Three people reported that they go to the Tuesday morning craft morning.
- ❖ A few residents report that they go to Holy Communion once a month when held.
- ❖ A few residents mentioned going to bingo and would like to do this again.
- ❖ Overall, the consensus from residents (70%) is that they do not wish to be involved in social events onsite, with the main reason given, that it is not their thing (46%).
- ❖ A large proportion of residents live independently and have other hobbies and activities offsite.

Actions

- As a result of the survey, we are currently reviewing this provision going forward and considering other options locally.
- There are other activities and social events held locally that may be more cost-effective going forward.

Tenant Representative and Feedback

Two residents reported that they would like the Tenant representative post reinstated. This post was made redundant for several reasons. We want to empower residents to be able to come and report things to us. As a small scheme, we are unique as we have staff onsite most weekdays and have lots of ways to contact our staff.

If something goes wrong or you are unhappy with our service, we need to be able to discuss this with you directly rather than through a tenant representative. This improves trustful relationships between staff and our residents and helps maintain individual independence. It also maintains data protection legislation as we are unable to discuss individual tenancies and cases with other residents.

The previous tenant representative role often prevented residents from approaching staff with sometimes urgent, support issues. We often found this was having a detrimental impact on residents accessing the support they needed, as they would report to the rep first before coming to us directly, creating unnecessary barriers and tension between a small number of residents and employees.

We have been working very hard to move away from this and help residents feel comfortable enough to form trusting relationships with staff and build a more positive environment. This is something we are continuing to move towards. We want to make sure residents have the most appropriate and safest support in place for them

Board Trustees are involved in the strategic and planning aspects of the organisation and formal complaints about staff. All operational matters should always be addressed to the Head of

Operations, and when required these are discussed weekly with the Chair and quarterly at the Board.

Actions

- We are looking to install a suggestion box in the communal lounge for residents to make suggestions, and ideas or ask questions. These can also be emailed to enquiries@saintlukeshs.uk
- For those residents who have reported wanting to meet the Board, we are able to offer appointments to meet with the Trustees at a convenient time for them.
- Alternatively, any queries can be raised on any of the contact methods available.
- If you are unsatisfied with any service we offer, you can access our compliments and complaints policy.

IT – Digital Life

Many residents told us they do not need assistance managing digital services and they are able to work round this or find this okay to manage with support from others. Day to day, we do find several residents are increasingly asking for assistance with setting up appointments, online banking and other matters. Although independent living, we are happy to offer help and advice around this to make life easier.

Actions

- We are considering putting some IT provisions in communal areas to help residents book things like repairs or send tenant enquiries when staff are not available. We are also looking at allowing residents to log repairs via a repair app they can download on their phones or tablets as an additional method to report repairs.
- If for any reason residents start to find this more difficult, we can refer to Age UK, we can arrange for an assessment of your needs and we can help support you by putting you in touch with organisations that can assist with low or high-level support needs. For example, some agencies will come and assist you with online shopping and making appointments for you.

Communal Cleaning

One resident reported dissatisfaction with the cleaning of the scheme. We have an independent cleaning company that visits the scheme once a week for a few hours each time. They visit once a week to keep the service charge manageable for residents as this is a payable service.

It is very difficult to always keep all areas clean and tidy unless we put in place more frequent cleaning. We can consider this but this is likely to increase the service charge significantly. As this was only raised by one person, this is not currently a priority.

Staff are required as part of our insurance policy to carry out regular block inspections. For the last few inspections, we have noted that cleaning is generally good but does get more untidy in high-traffic areas, such as doorways, especially with leaves and moss.

Actions

- We can remind cleaners of cleaning specifications and ask them to pay more attention to certain areas.
- We can ask for the floors to have an intensive clean and buffing. However, the floors are several years old, so showing signs of general wear and tear.
- We are obtaining quotes for the communal flooring as some of the flooring is looking worn and stained in places. Replacing flooring will depend on budget, funding and other planned works.

Communal Laundry

1/38 households fed back that they felt the residents should have been consulted on the communal laundry refurbishment.

We informed residents that we were going to carry out refurbishment works and make improvements to the provision of laundry facilities. This was also a fire audit requirement to make the high-fire-risk area safer. Before the project, we had three washing machines and three tumble driers. Due to the small size of the laundry, we are very limited in the number of changes we can make. We now have four washing machines and four heat pump tumble driers. These appliances were chosen due to their energy efficiency and lower fire risk.

We are also going to be adding another two washing machines and two tumble driers to the ground floor area by the communal kitchen. We are considering options around this.

We did not consult with residents as this was not a service chargeable cost and capital works project. This was also seen as an improvement for our residents due to trying to put additional appliances in place.

Repairs and Maintenance

2/38 households fed back that we used to have two maintenance officers and that we could do with more maintenance staff to help with gardening. One mentioned that we had two maintenance officers so that one could carry out ground maintenance/gardening.

There has been some confusion around this for many years so to clarify this the roles are more defined.

We had two part-time handymen/women. They were contracted to carry out 10 hours each per week. Their total hours for both employees did not equate to a full-time post. When this post was retired, we restructured the team to include a full-time Maintenance Officer. This post was to carry out general routine maintenance onsite and to help carry out general landlord repairs.

All technical works, engineering, plumbing, electrical and compliance works are carried out by contractors with the correct expertise, qualifications, risk assessments and insurance. This is something we are legally compelled to do to ensure work is carried out safely.

This service is more cost-effective and reliable for our residents. We are also able to forecast and manage budgets more effectively with contracts in place. We constantly keep this under review to ensure residents are getting value for money and to make sure we provide the best service possible.

Historically, the handy person roles were carrying out tasks that landlords aren't typically responsible for. By carrying out work with external contractors, we can offer a more reliable service and try to enable the maintenance post to try and focus on landlord repairs only.

Employees' salaries, including the maintenance post, are paid out of general funds, whereas communal services, such as gardening are service chargeable costs. This work has been absorbed into existing staff roles over the last few years, to keep the costs lower for residents.

Over the past two years, we have been reviewing our repairs and maintenance service and have contracts in place with various external contractors, for more technical work and preventative planned works.

Gardening and Grounds Maintenance is a service chargeable cost that will now be carried out by an independent gardener. This will be service charged next year.

We use Arthur housing management software to record and monitor our repairs and our health and safety compliance. We hope to offer this as an app for residents to download and report repairs on their phones shortly. When you make a report, staff will determine the urgency and severity of the request.

We have also enclosed a copy of our Reporting Repairs Information sheet.

Property Condition and Refurbishment Works

We are currently reviewing the communal areas and refurbishment of the communal lounge and kitchen, including the provision of a communal disabled toilet and treatment room.

1/38 households enquired about kitchen and bathroom refurbishments. As part of our ongoing commitment to providing safe, good quality and affordable homes, we are looking at the best way forward for our asset management planning. You will receive an appointment shortly for someone to come and inspect your home.

We will be starting to roll out property condition inspections in June 2025 with an independent contractor to help us understand more about our properties. This will help us understand the work we will need to fund and provide in the future.

To give an idea of funds that would be required to carry out kitchen and bathroom refurbishments, please see below:

Average Kitchen and Installation for property size	£7,000 per unit	£266,000 per scheme
Average Bathroom and installation for property size	£6,000 per unit	£228,000 per scheme

As a small provider of housing, that relies on income alone to fund repairs and project works, we have a relatively modest budget each year to manage our repairs and maintenance. This means refurbishment works such as these, would need to be staggered over several years and would need to be prioritised.

We are also looking into more cost-effective energy solutions to manage our communal heating system and options around the current boilers. We are hoping to plan for replacement boilers in the near future, with approximate costs anticipated to be around £50,000.

We are currently looking at additional ways to raise income whilst continuing to provide affordable homes, including the potential of providing a further unit. We are also looking at other ways we could finance these projects, including opportunities for grant funding.

Rubbish Disposal

1/38 households reported that some residents with mobility issues are not happy that the rubbish collections that used to take place were ended.

We reviewed this service in 2023. It was agreed at Board, that as an independent living provider, we would no longer be offering this service to residents. Other providers have never provided such a service, even as a service charged cost. Collecting refuse three times a week from each flat was not an effective use of staff time and was unhygienic for staff when disposing of sanitary and medical items.

At the time, we carried out support plans with residents with mobility and health needs, many of whom were referred to Adult Social Care or other Care Agencies that have successfully helped them manage this going forward. There are a small number of residents who did not want to engage with the support that was offered.

Although we are not a Registered Care Provider or Nursing Home, we carry out regular support plans with residents each year to assess any new support needs, and to help residents live independently and safely for as long as they can.

If any residents are experiencing difficulties, we are always happy to discuss what support might be available for our residents and this is always carried out with sensitivity. We cannot enforce this if residents do not want to engage as this is a personal choice.

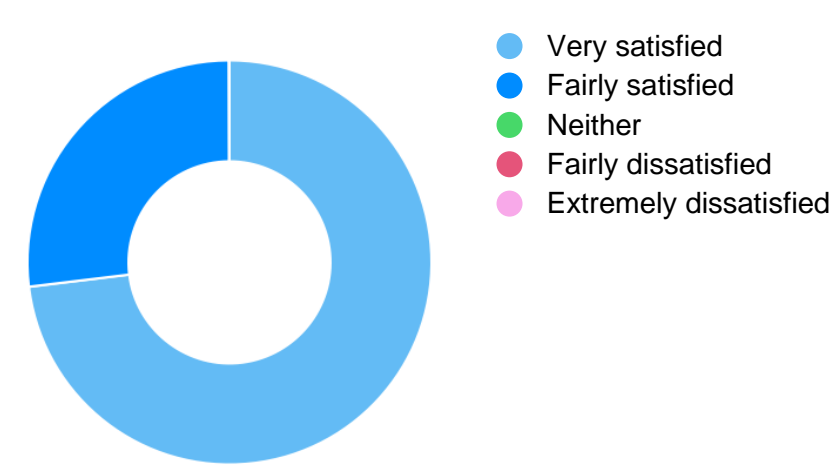
Conclusion

St. Luke's Housing would like to express our gratitude to everyone who participated in the survey. Your feedback plays a vital role in helping us identify the strengths of our services and highlight areas where we can make meaningful improvements. We believe this report will address some of your inquiries and provide residents with constructive insights into our services and the enhancements we are implementing.

Thank you once again!

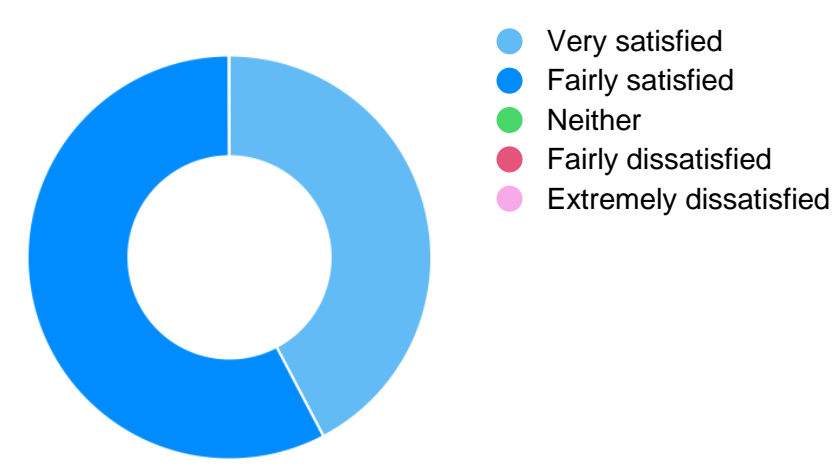


Taking everything into account, how satisfied or dissatisfied are you with St Luke’s Housing Society as your landlord?



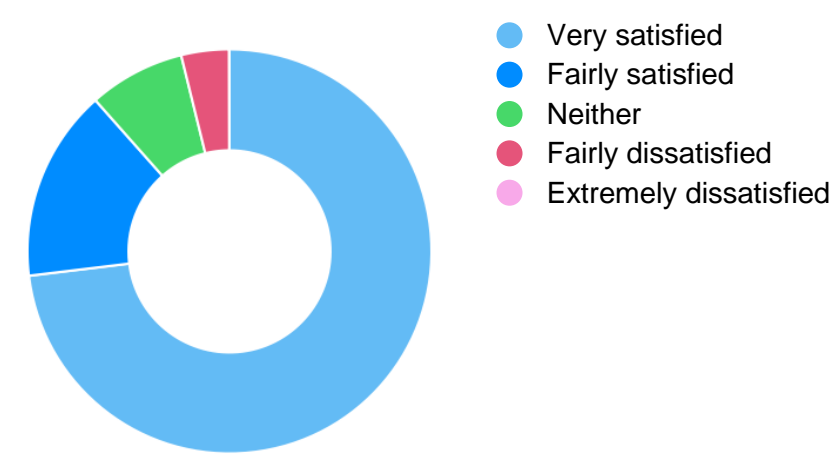
ANSWER	RESPONSES	RATIO
Very satisfied	19	73.1%
Fairly satisfied	7	26.9%
Neither	0	0.0%
Fairly dissatisfied	0	0.0%
Extremely dissatisfied	0	0.0%

How satisfied or dissatisfied are you that your rent provides value for money?



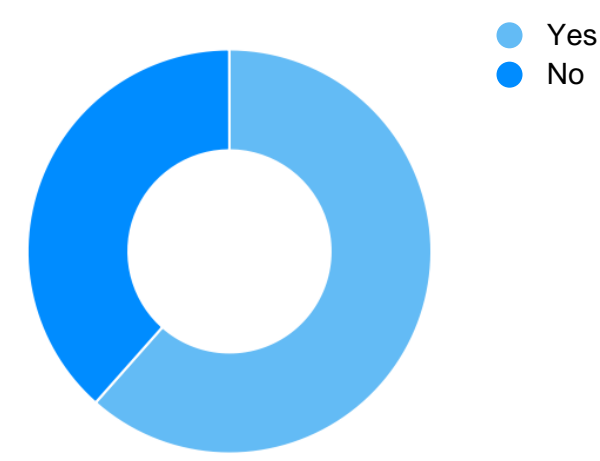
ANSWER	RESPONSES	RATIO
Very satisfied	11	42.3%
Fairly satisfied	15	57.7%
Neither	0	0.0%
Fairly dissatisfied	0	0.0%
Extremely dissatisfied	0	0.0%

How satisfied or dissatisfied are you that your landlord listens to and acts upon your views?



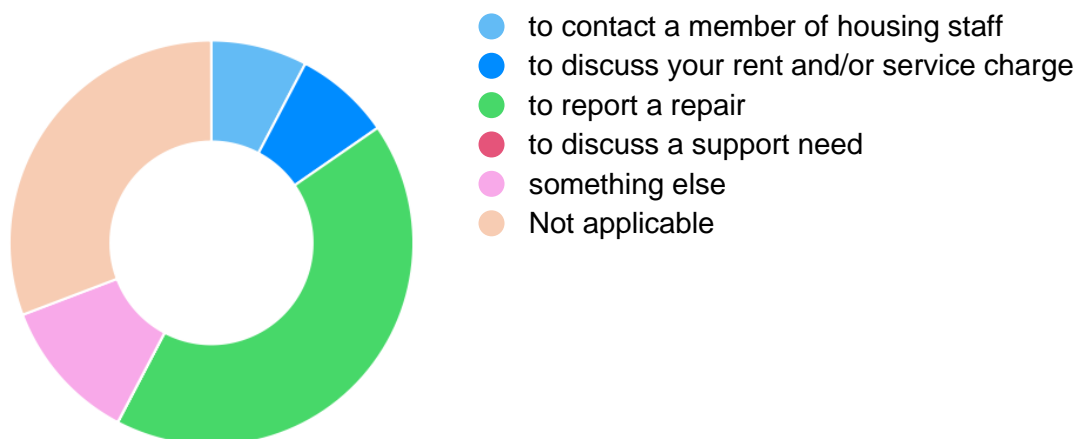
ANSWER	RESPONSES	RATIO
Very satisfied	19	73.1%
Fairly satisfied	4	15.4%
Neither	2	7.7%
Fairly dissatisfied	1	3.8%
Extremely dissatisfied	0	0.0%

Have you contacted St Luke’s Housing Society Limited about your housing within the last twelve months?



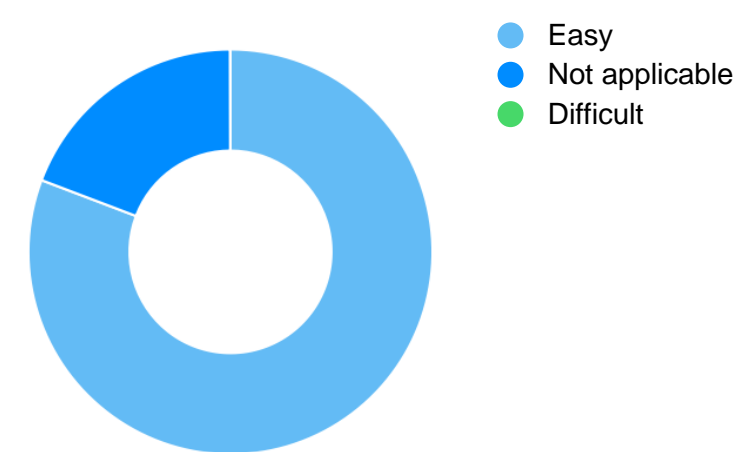
ANSWER	RESPONSES	RATIO
Yes	16	61.5%
No	10	38.5%

If yes, please state what your enquiry was regarding



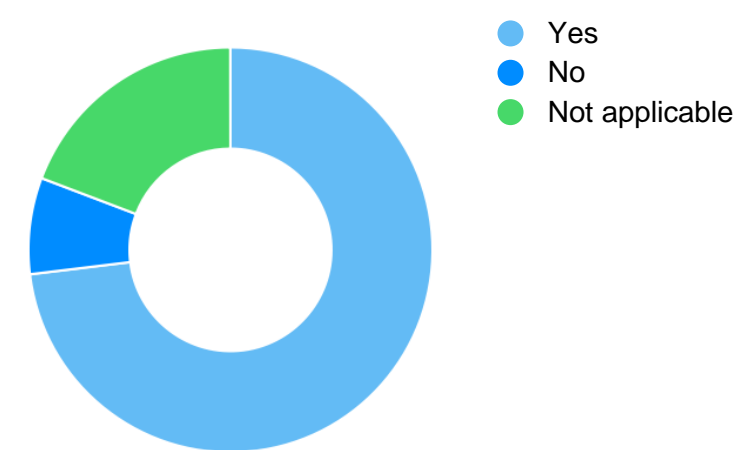
ANSWER	RESPONSES	RATIO
to contact a member of housing staff	2	7.7%
to discuss your rent and/or service charge	2	7.7%
to report a repair	11	42.3%
to discuss a support need	0	0.0%
something else	3	11.5%
Not applicable	8	30.8%

Was getting hold of the right person (please answer below)



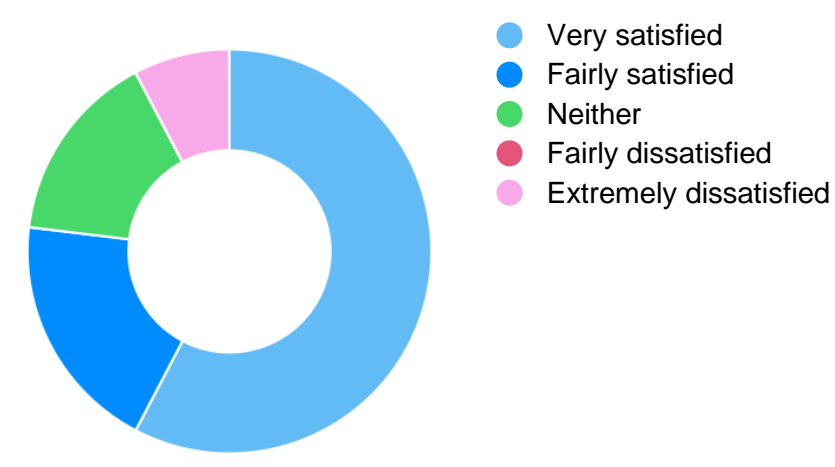
ANSWER	RESPONSES	RATIO
Easy	21	80.8%
Not applicable	5	19.2%
Difficult	0	0.0%

Was your query answered in a reasonable amount of time?



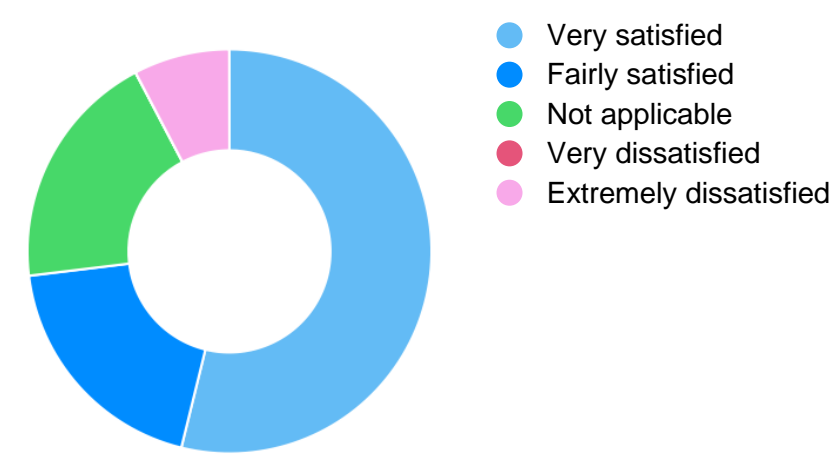
ANSWER	RESPONSES	RATIO
Yes	19	73.1%
No	2	7.7%
Not applicable	5	19.2%

How satisfied or dissatisfied were you, with the ability of staff to deal with your query quickly and efficiently



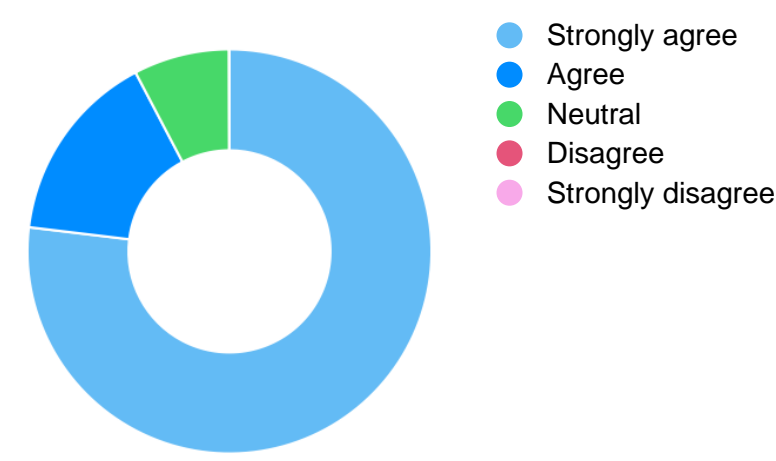
ANSWER	RESPONSES	RATIO
Very satisfied	15	57.7%
Fairly satisfied	5	19.2%
Neither	4	15.4%
Fairly dissatisfied	0	0.0%
Extremely dissatisfied	2	7.7%

How satisfied or dissatisfied were you with the final outcome of your query?



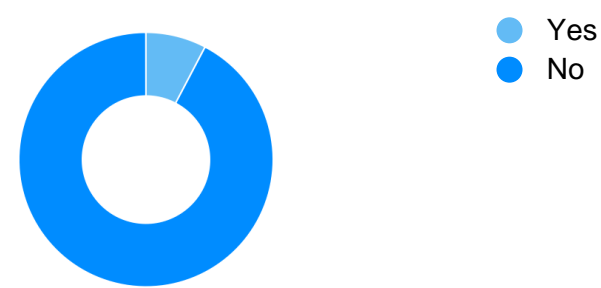
ANSWER	RESPONSES	RATIO
Very satisfied	14	53.8%
Fairly satisfied	5	19.2%
Not applicable	5	19.2%
Very dissatisfied	0	0.0%
Extremely dissatisfied	2	7.7%

To what extent do you agree or disagree with the following: "St Luke's Housing Society treats me fairly and with respect."



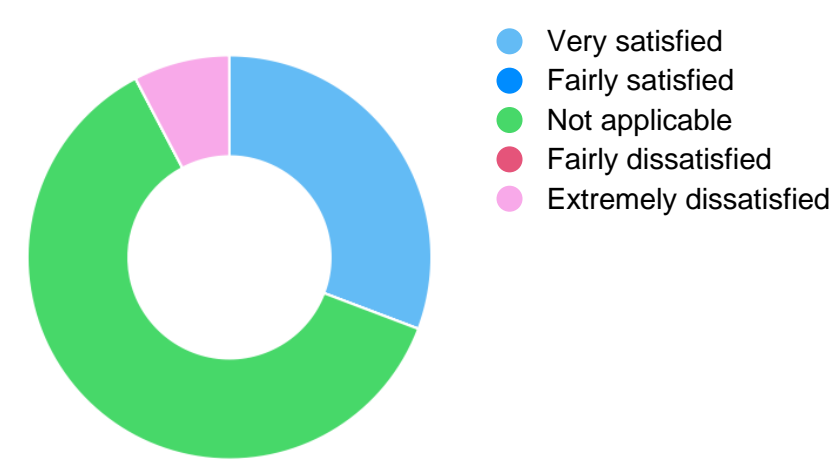
ANSWER	RESPONSES	RATIO
Strongly agree	20	76.9%
Agree	4	15.4%
Neutral	2	7.7%
Disagree	0	0.0%
Strongly disagree	0	0.0%

Have you made a complaint to St Luke's Housing Society in the last 12 months?



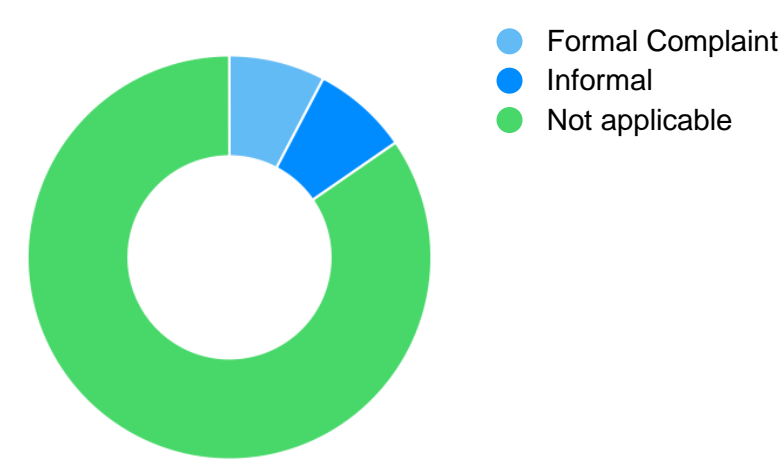
ANSWER	RESPONSES	RATIO
Yes	1	3.8%
No	25	96.2%

If yes, how satisfied or dissatisfied are you with the way your complaint was dealt with?



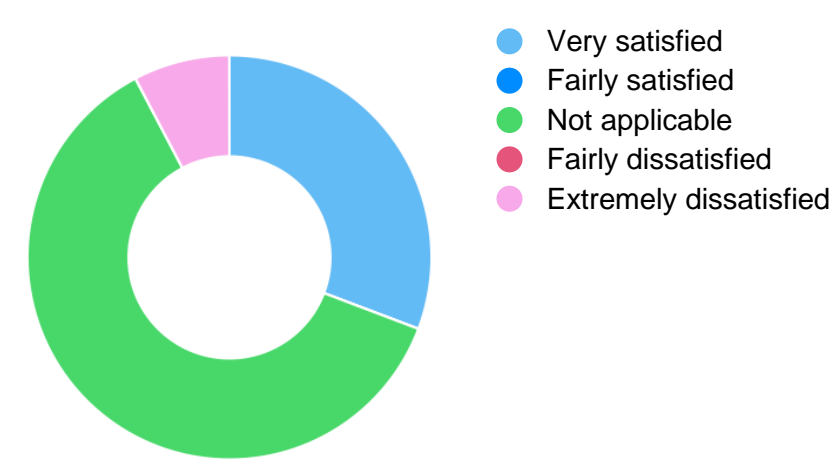
ANSWER	RESPONSES	RATIO
Very satisfied	8	30.8%
Fairly satisfied	0	0.0%
Not applicable	17	65.4%
Fairly dissatisfied	0	0.0%
Extremely dissatisfied	1	3.8%

If you have made a complaint which of the following describes your complaint?



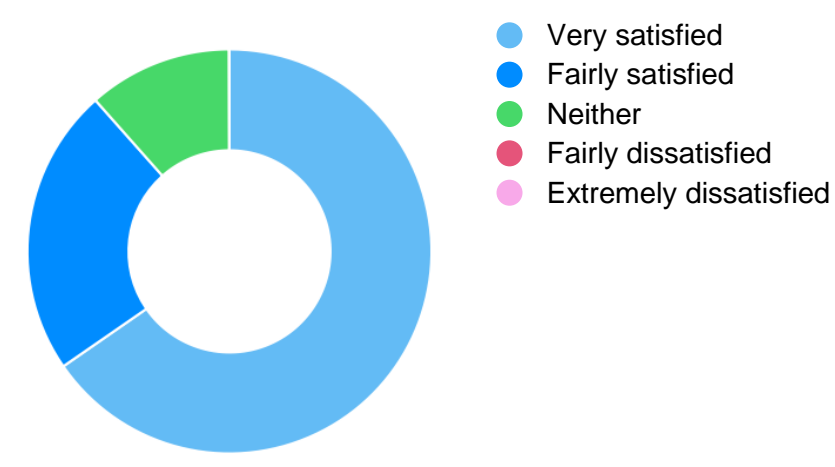
ANSWER	RESPONSES	RATIO
Formal Complaint	1	3.8%
Informal	2	7.7%
Not applicable	23	88.5%

How satisfied or dissatisfied are you with St Luke's Housing Society's approach to complaint handling?



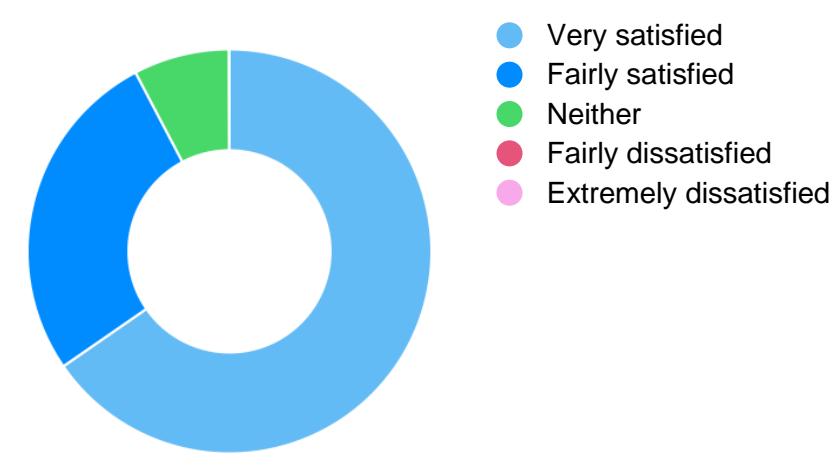
ANSWER	RESPONSES	RATIO
Very satisfied	8	30.8%
Fairly satisfied	0	0.0%
Not applicable	17	65.4%
Fairly dissatisfied	0	0.0%
Extremely dissatisfied	1	3.8%

How satisfied or dissatisfied are you with the overall quality of your home?



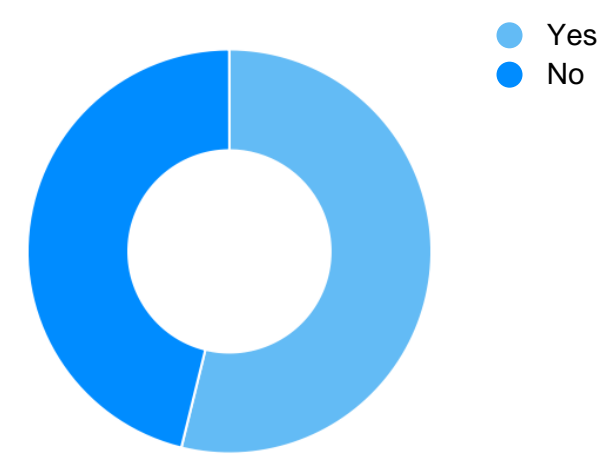
ANSWER	RESPONSES	RATIO
Very satisfied	17	65.4%
Fairly satisfied	6	23.1%
Neither	3	11.5%
Fairly dissatisfied	0	0.0%
Extremely dissatisfied	0	0.0%

How satisfied or dissatisfied are you with the way St Luke's Housing Society deals with repairs and maintenance?



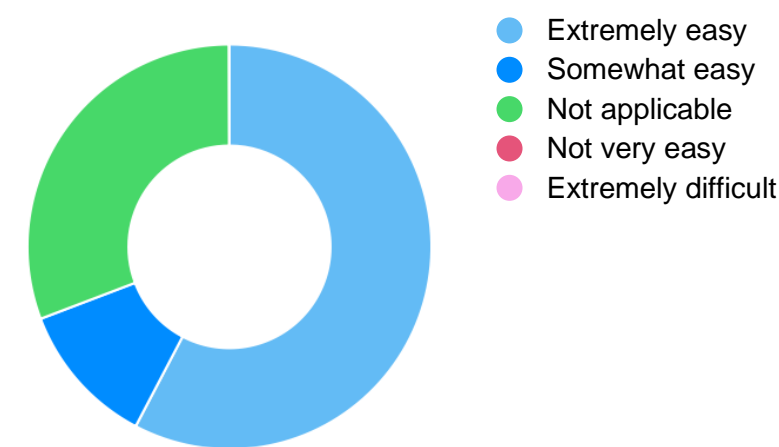
ANSWER	RESPONSES	RATIO
Very satisfied	17	65.4%
Fairly satisfied	7	26.9%
Neither	2	7.7%
Fairly dissatisfied	0	0.0%
Extremely dissatisfied	0	0.0%

Have you reported any repairs to St Luke's Housing Society in the last 12 months?



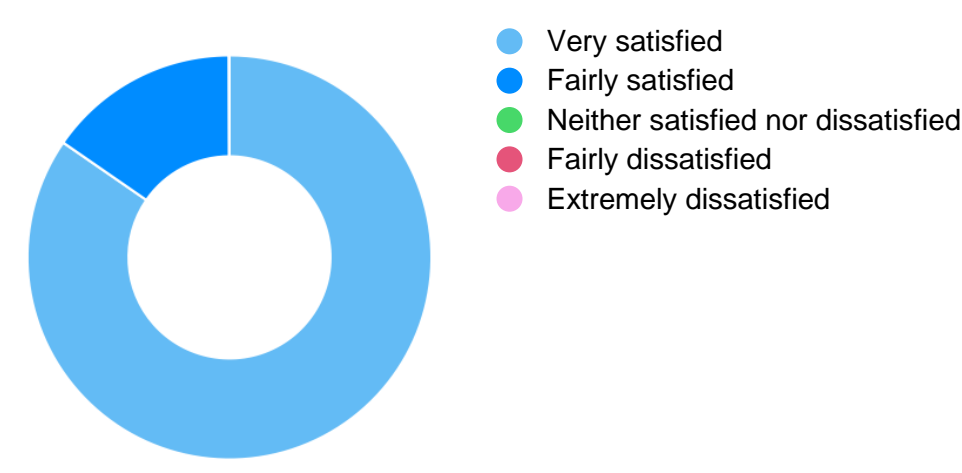
ANSWER	RESPONSES	RATIO
Yes	14	53.8%
No	12	46.2%

If yes, how easy was it to report the repair?



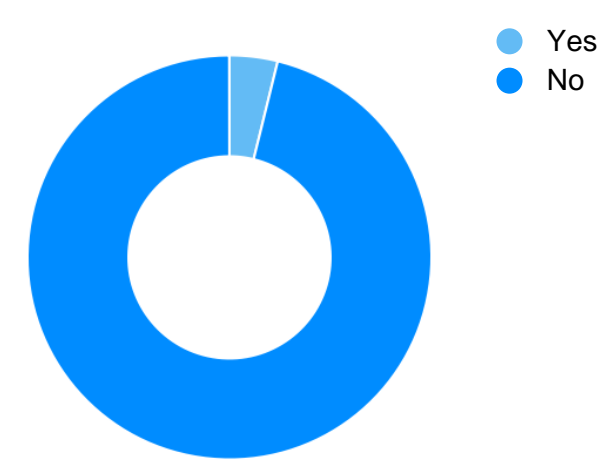
ANSWER	RESPONSES	RATIO
Extremely easy	15	57.7%
Somewhat easy	3	11.5%
Not applicable	8	30.8%
Not very easy	0	0.0%
Extremely difficult	0	0.0%

How satisfied or dissatisfied are you with your scheme and neighbourhood as a place to live?



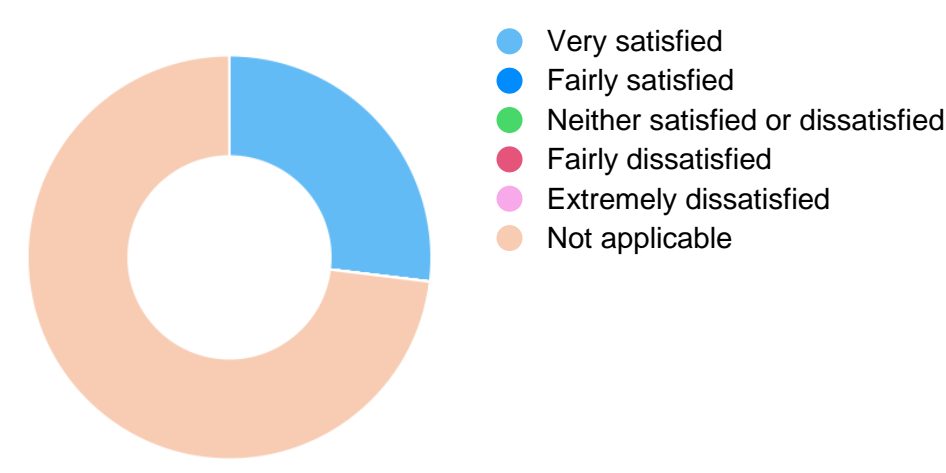
ANSWER	RESPONSES	RATIO
Very satisfied	22	84.6%
Fairly satisfied	4	15.4%
Neither satisfied nor dissatisfied	0	0.0%
Fairly dissatisfied	0	0.0%
Extremely dissatisfied	0	0.0%

Have you reported anti-social behaviour or neighbour nuisance in the last 12 months?



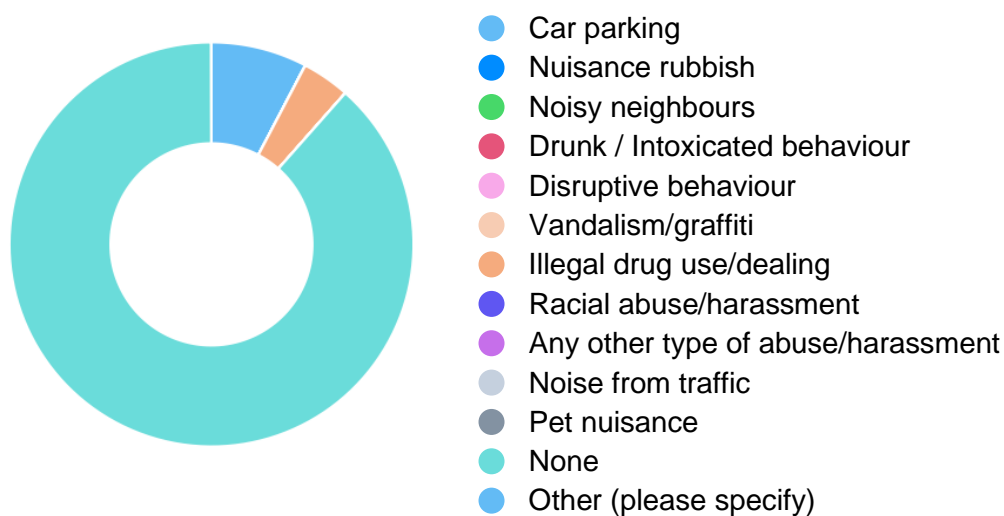
ANSWER	RESPONSES	RATIO
Yes	1	3.8%
No	25	96.2%

If yes, how satisfied or dissatisfied are you with the way your complaint was dealt with?



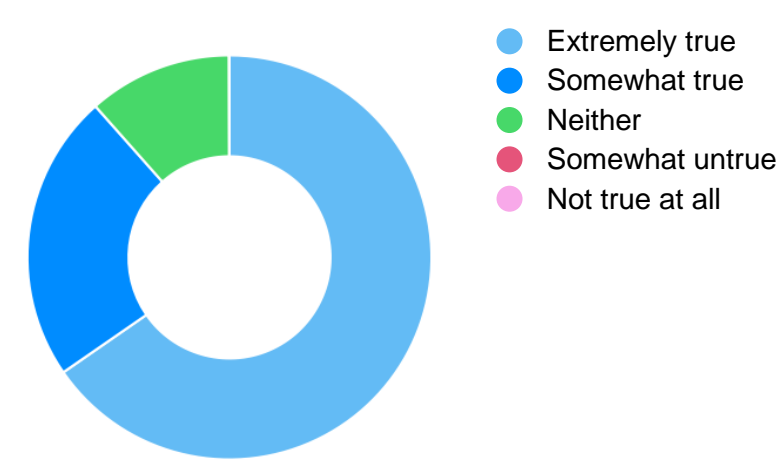
ANSWER	RESPONSES	RATIO
Very satisfied	7	26.9%
Fairly satisfied	0	0.0%
Neither satisfied or dissatisfied	0	0.0%
Fairly dissatisfied	0	0.0%
Extremely dissatisfied	0	0.0%
Not applicable	19	73.1%

Do you experience any of the following problems in your scheme or neighbourhood



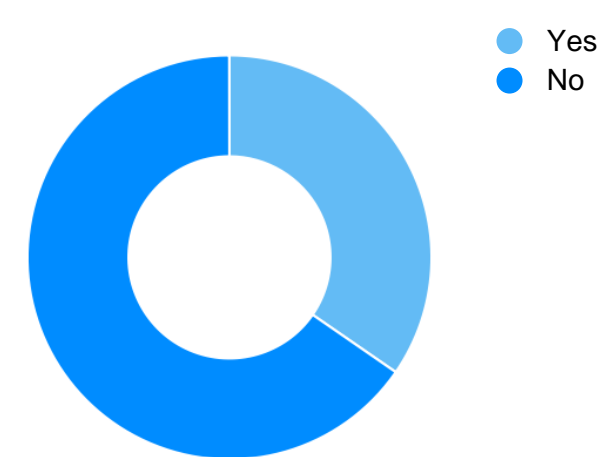
ANSWER	RESPONSES	RATIO
Car parking	2	7.7%
Nuisance rubbish	0	0.0%
Noisy neighbours	0	0.0%
Drunk / Intoxicated behaviour	0	0.0%
Disruptive behaviour	0	0.0%
Vandalism / graffiti	0	0.0%
Illegal drug use / dealing	1	3.8%
Racial abuse/harassment	0	0.0%
Any other type of abuse/harassment	0	0.0%
Noise from traffic	0	0.0%
Pet nuisance	0	0.0%
None	23	88.5%
Other (please specify)	0	0.0%

How much do you agree with the following statement: "I feel part of my local community."



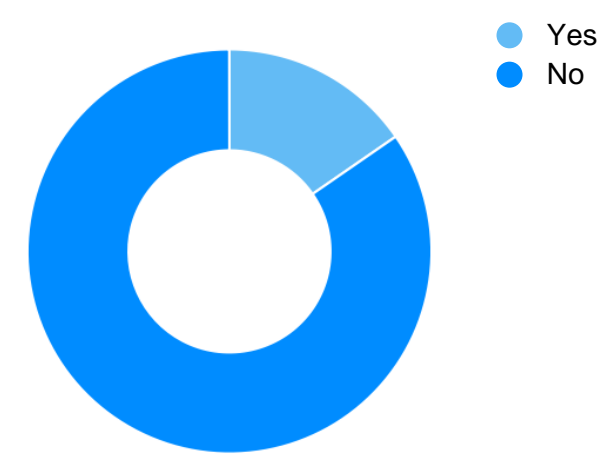
ANSWER	RESPONSES	RATIO
Extremely true	17	65.4%
Somewhat true	6	23.1%
Neither	3	11.5%
Somewhat untrue	0	0.0%
Not true at all	0	0.0%

Are you or any household members day to day activities limited due to a health problem which has lasted, or is expected to last, at least 12 months?



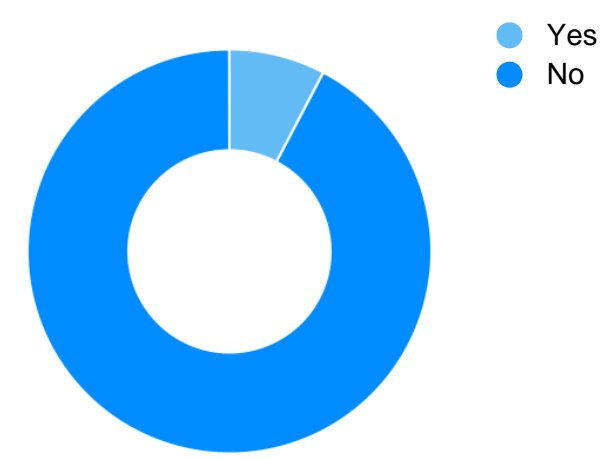
ANSWER	RESPONSES	RATIO
Yes	9	34.6%
No	17	65.4%

Do you have carers to help you with your day-to-day tasks and activities?



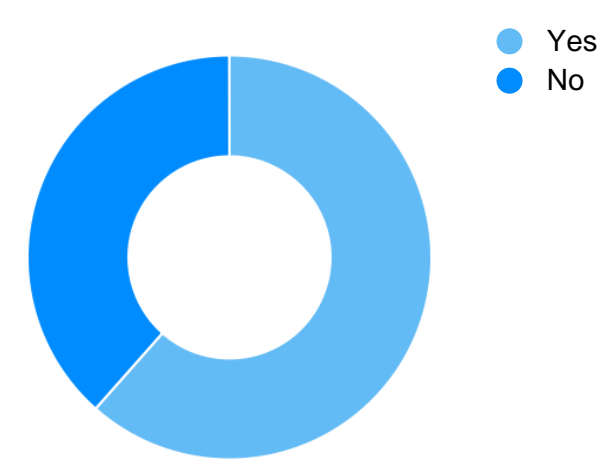
ANSWER	RESPONSES	RATIO
Yes	4	15.4%
No	22	84.6%

Do you require any further support managing day-to-day in your home?



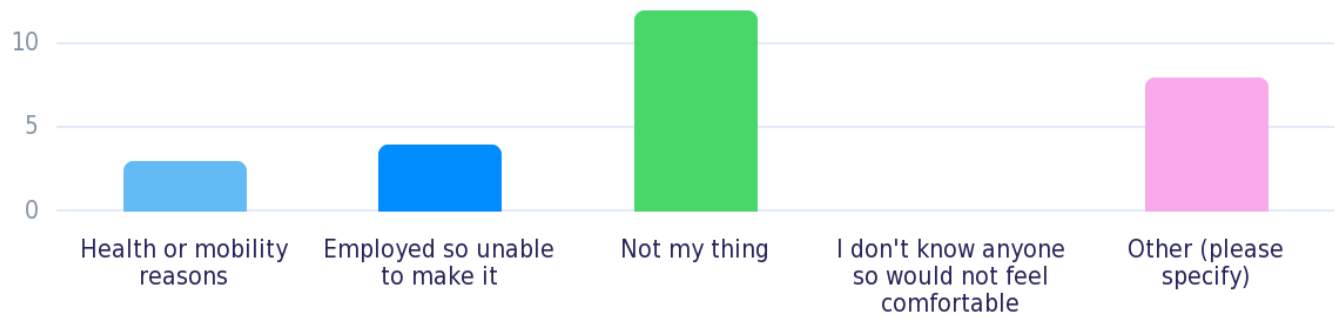
ANSWER	RESPONSES	RATIO
Yes	2	7.7%
No	24	92.3%

Have you attended any of the events or activities organised at McMaster House over the last 12 months?



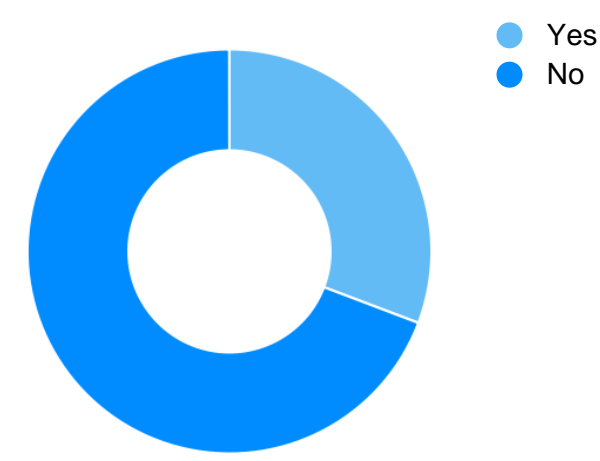
ANSWER	RESPONSES	RATIO
Yes	16	61.5%
No	10	38.5%

If you don't attend any activities or events, what is your reason for not attending?



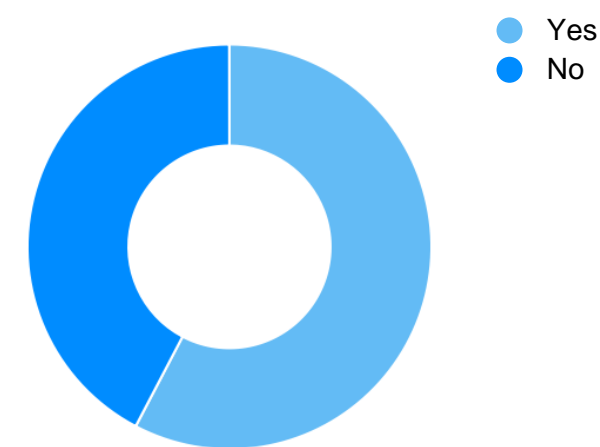
ANSWER	RESPONSES	RATIO
Health or mobility reasons	3	11.5%
Employed so unable to make it	4	15.4%
Not my thing	12	46.2%
I don't know anyone so would not feel comfortable	0	0.0%
Other (please specify)	8	30.8%

Would you like to attend more activities or events at McMaster House?



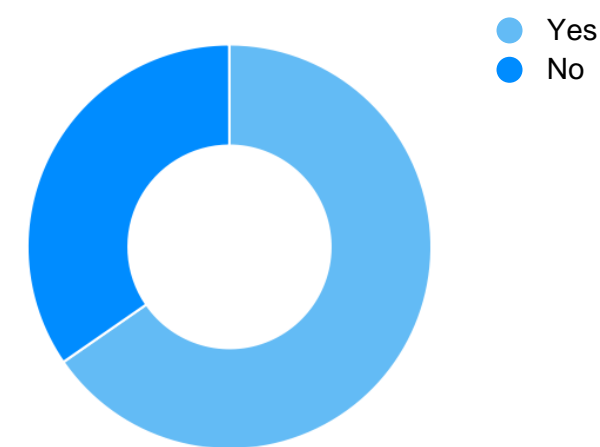
ANSWER	RESPONSES	RATIO
Yes	8	30.8%
No	18	69.2%

Do you have access to the internet in your home?



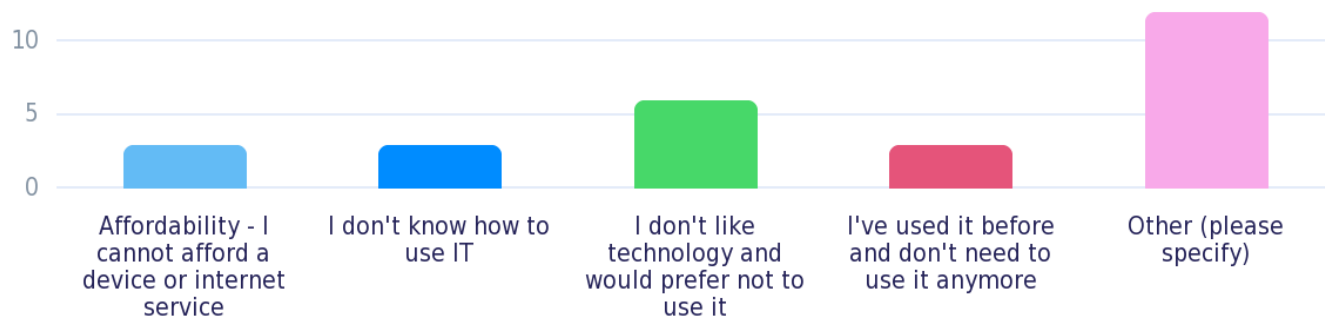
ANSWER	RESPONSES	RATIO
Yes	15	57.7%
No	11	42.3%

Do you have access to a smart phone/tablet/laptop/desktop?



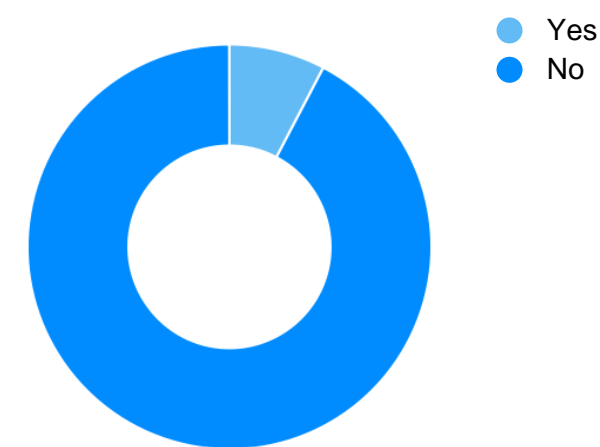
ANSWER	RESPONSES	RATIO
Yes	17	65.4%
No	9	34.6%

If you don't have access to a computer or device that gives access to the internet, please confirm the reasons that apply?



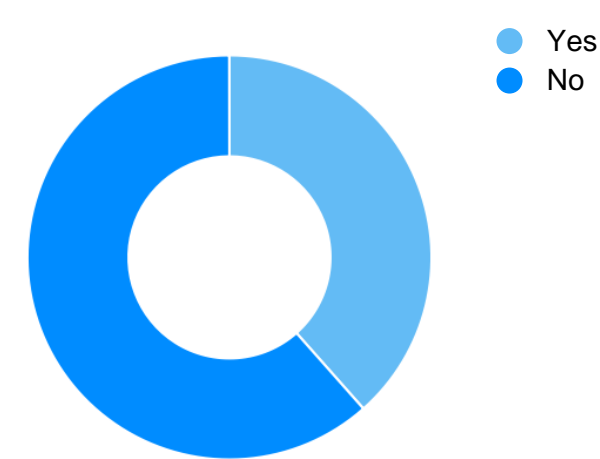
ANSWER	RESPONSES	RATIO
Affordability - I cannot afford a device or internet service	3	11.5%
I don't know how to use IT	3	11.5%
I don't like technology and would prefer not to use it	6	23.1%
I've used it before and don't need to use it anymore	3	11.5%
Other (please specify)	12	46.2%

Would you like more support managing digital services?



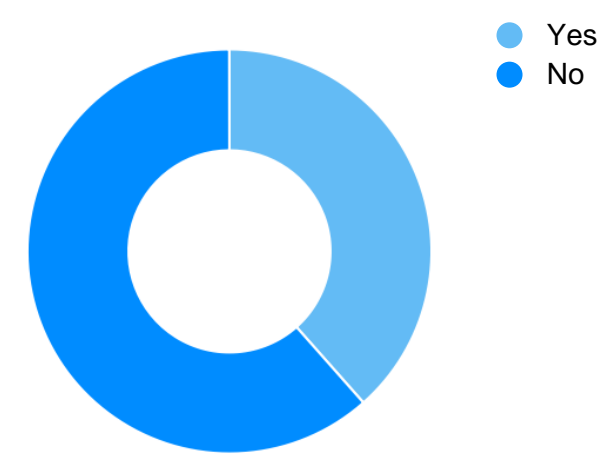
ANSWER	RESPONSES	RATIO
Yes	2	7.7%
No	24	92.3%

Do you have a car or other vehicle that is parked at St Luke's Housing Society (including those with spaces allocated in St Luke's Hospital)



ANSWER	RESPONSES	RATIO
Yes	10	38.5%
No	16	61.5%

Do you have visitors/carers who frequently park in the car park at McMaster House (more than once a week)?

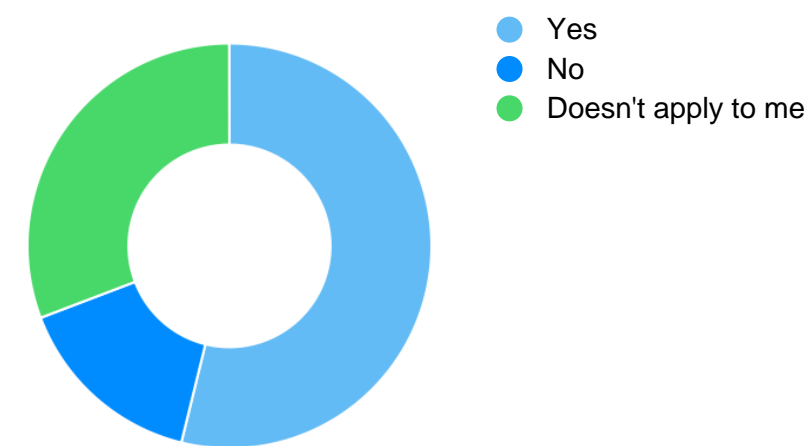


ANSWER	RESPONSES	RATIO
Yes	10	38.5%
No	16	61.5%

Parking is limited at St Luke's Housing Society, and we are reviewing our current parking arrangement onsite.

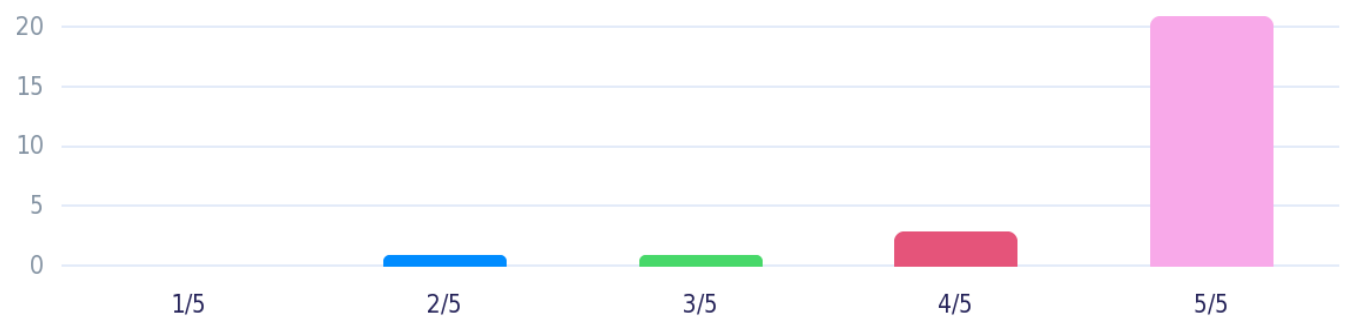
The car park is for residents and staff and contractor parking only, and we operate a first come first serve system.

Do you know that your visitors and carers can apply for residential street parking permits online: www.oxfordshire.gov.uk/transport-and-travel/parking/parking-permits/resident-parking-permits



ANSWER	RESPONSES	RATIO
Yes	14	53.8%
No	4	15.4%
Doesn't apply to me	8	30.8%

How likely would you be to recommend St Luke's Housing Society to other people on a scale of 5 to 0, where 5 is extremely likely and 0 is not at all likely.



ANSWER	RESPONSES	RATIO
★☆☆☆☆ 1/5	0	0.0%
★★☆☆☆ 2/5	1	3.8%
★★★☆☆ 3/5	1	3.8%
★★★★☆ 4/5	3	11.5%
★★★★★ 5/5	21	80.8%