



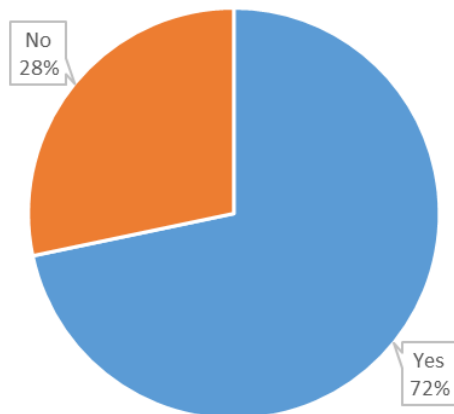
Forgewood Housing Co-operative

Service Delivery During Covid-19
Tenants Survey Results

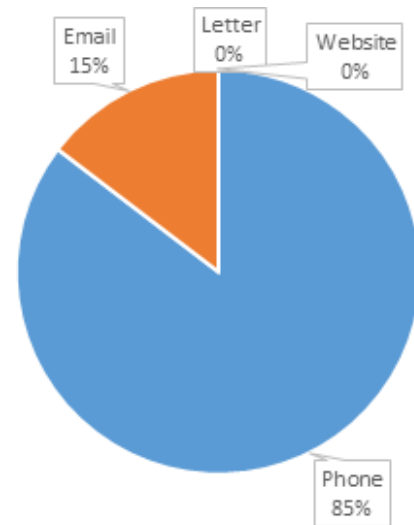
November – December 2020

Contact

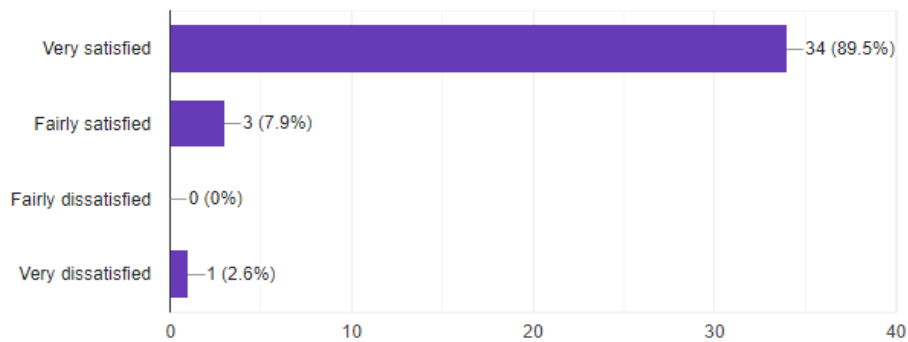
1. Have you contacted us since the beginning of lockdown or after?



2. If yes, how have you contacted us?

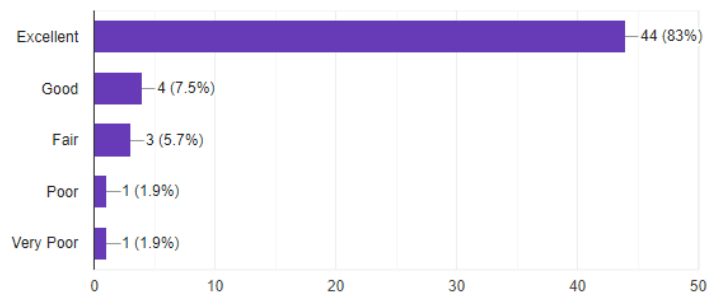


3. When you contacted the Co-operative how satisfied were you with the service you received?

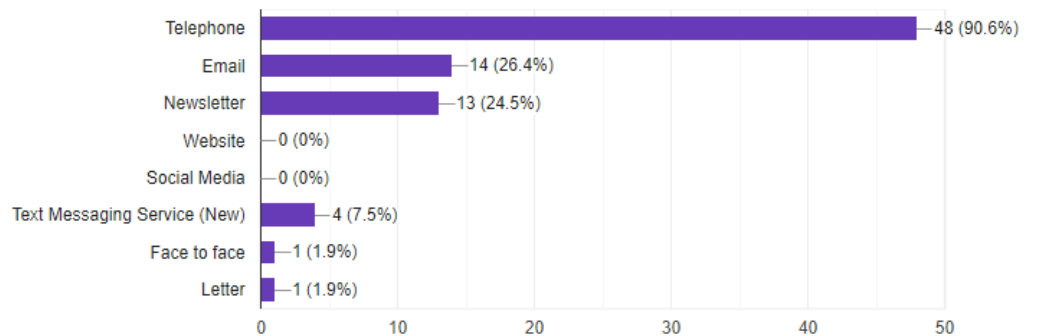


Communication

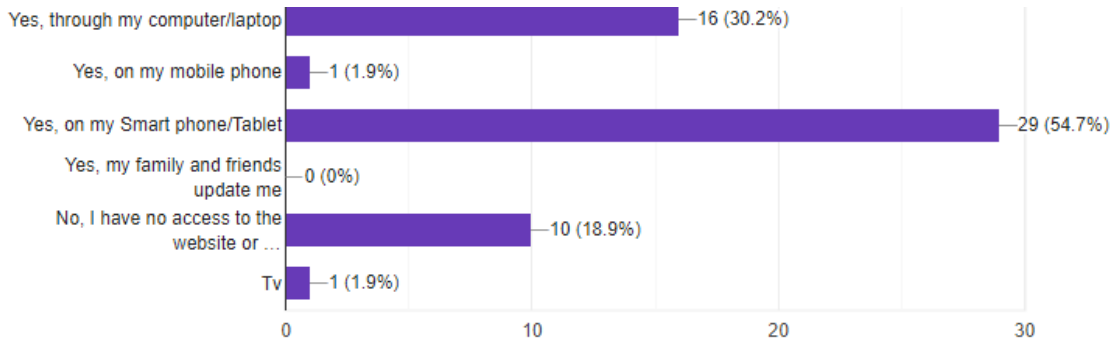
4. How good would you say our communication has been during Covid-19 and lockdown in relation to the housing service and changes?



5. What was your preferred method of communication?

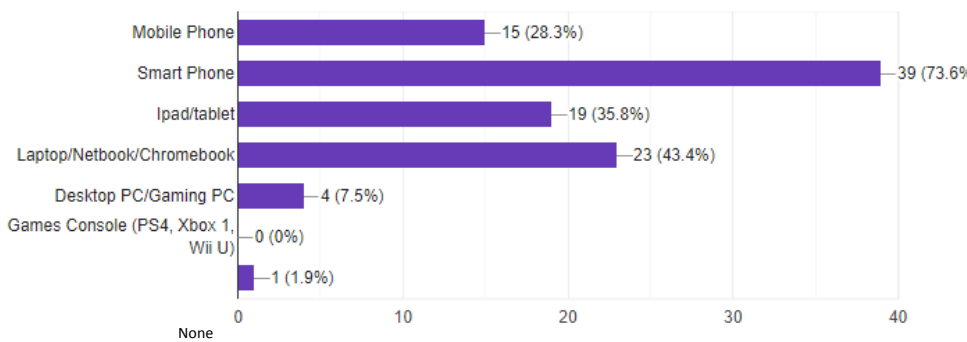


6. Are you able to access housing related information on Forgewood Housing Co-operative website?

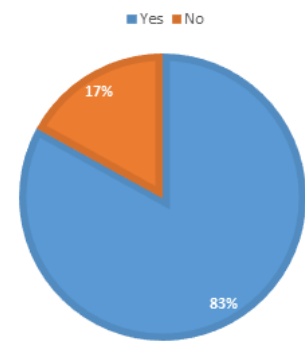


Internet/Digital

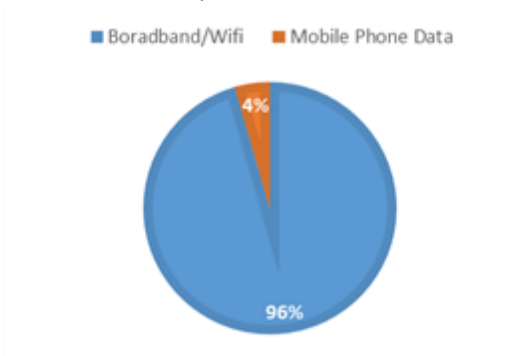
7. What type of device(s) do you use in your home?



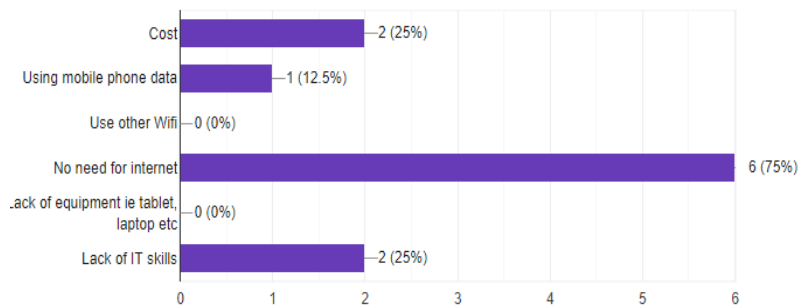
8. Do you have internet access in your home?



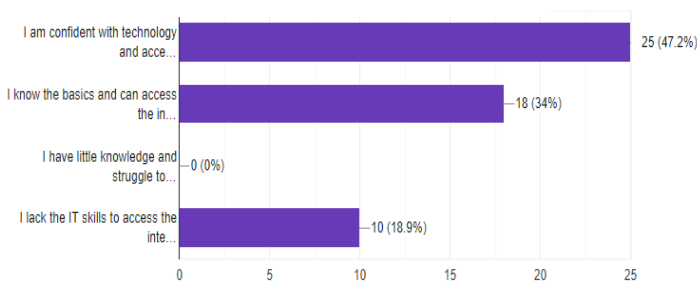
9. If yes, what type of internet access do you have in your home?



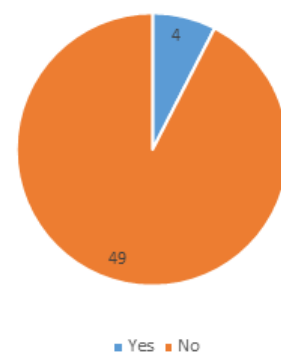
11. What are the reasons you do not have internet access at home?



12. What is your level of IT Skills?

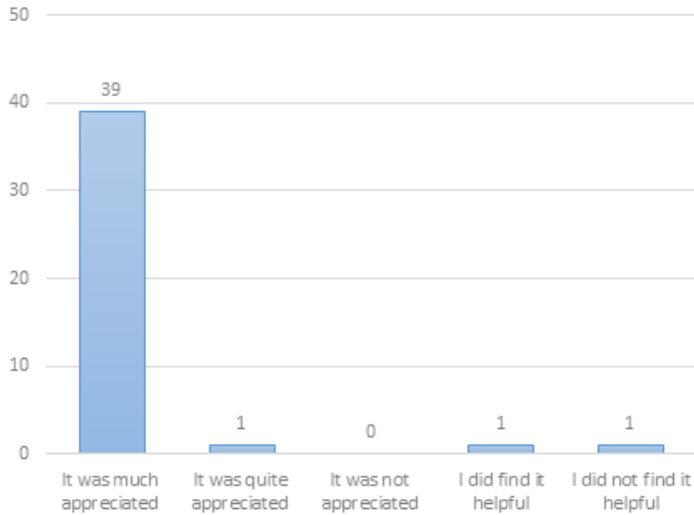


13. Are you interested in learning new digital skills?



Welfare of Residents

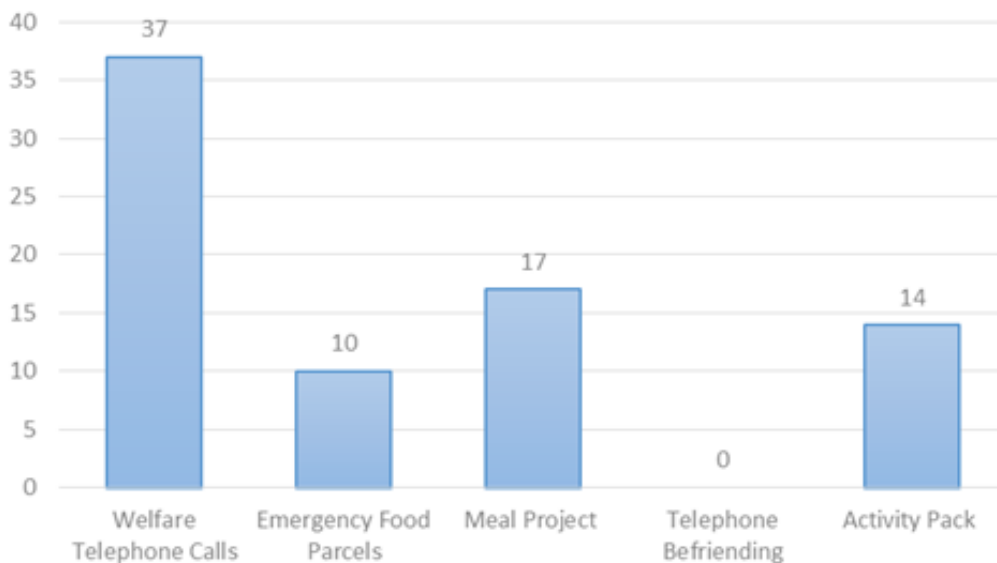
14. If you have had a call from Forgewood Housing Co-operative during the lockdown period enquiring about your welfare, how did you feel about receiving that call?



What did you appreciate or not appreciate about the call?

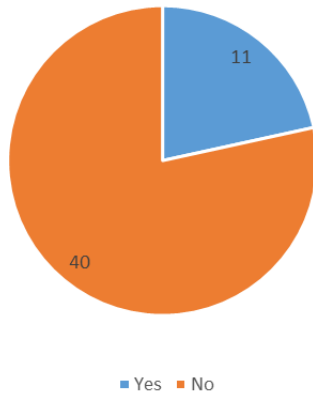
- Very helpful
- It was nice for housing to check up on tenants and we were told what has changed and how we can contact housing staff
- Appreciated them checking up on us
- It was nice for you to call
- It was nice to call and get the letter received for the cash for kids, nice that housing is helping families
- Appreciated housing checking up on me
- It was nice to know that the housing still checked up on us even though they were closed
- It was nice that the staff were taking time out to check up on tenants
- The fact you kept in touch
- Not many people stay in contact so it was nice to hear from housing
- You feel appreciated that the housing are there if you need anything

15. During lockdown we provided the following services to many residents within our community. Did you use any voluntary services during lockdown, if so which ones?

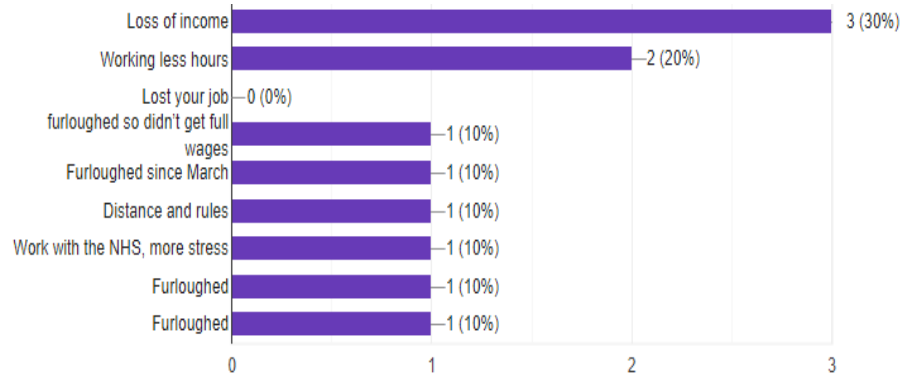


Employment

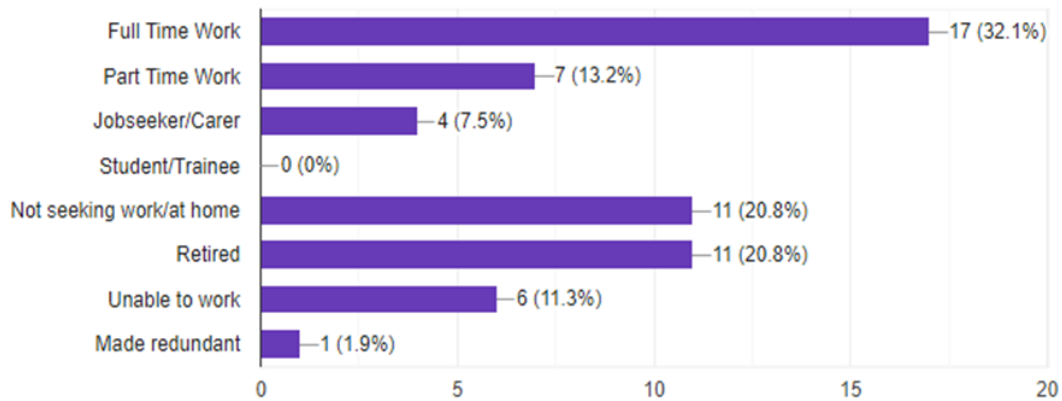
16. Has Covid-19 had any impact on your employment?



17. If you have answered yes to question 16, how has your income been affected?

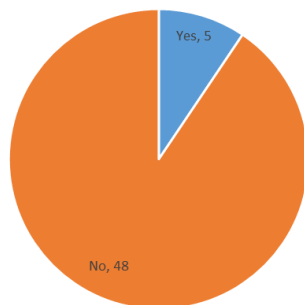


18. What is your employment status?

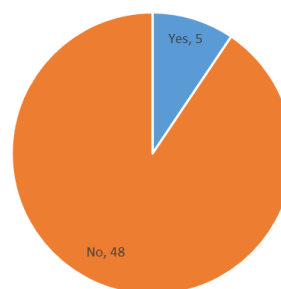


Financial impact

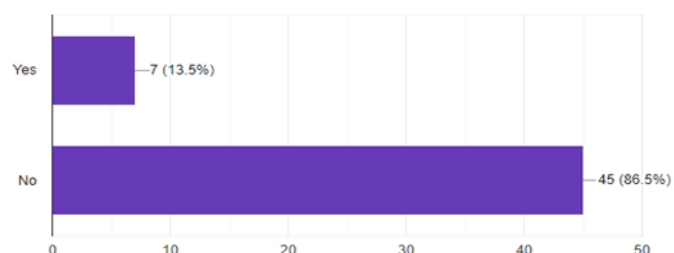
19. Has covid-19 put you at risk of rent arrears?



20. Were you required to apply for welfare benefits?

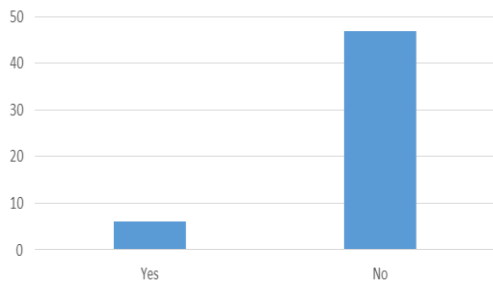


22. Did you request an appointment with an Advisor from Citizens Advice Bureau via our AFTAR Project?

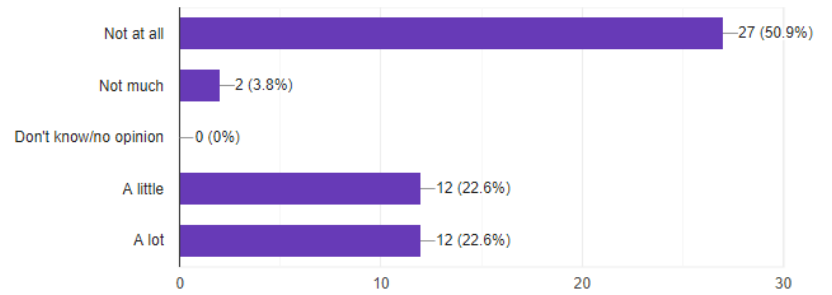


General Wellbeing

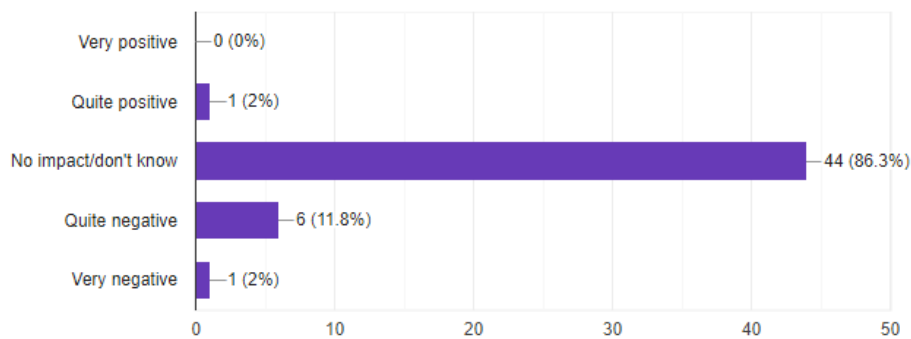
23. Have you or your family had Covid-19?



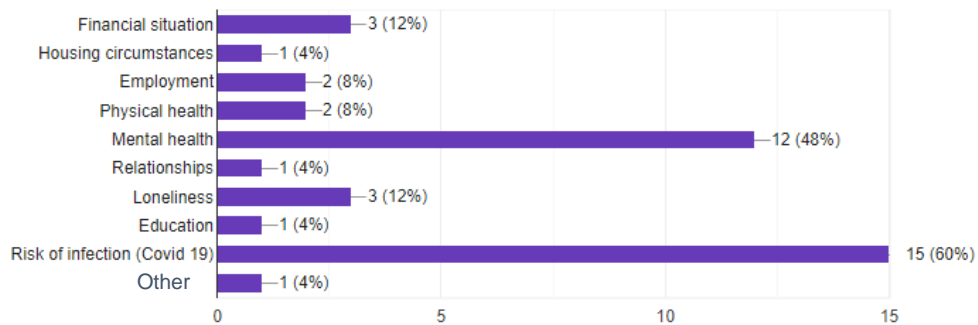
24. Has Covid-19 had an effect on your mental health?



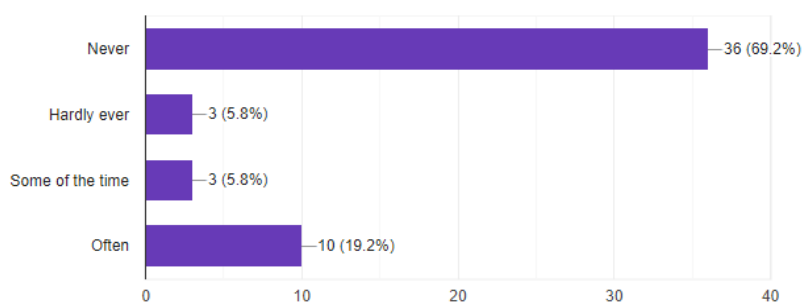
25. If you have children has Covid-19 impacted on them?



26. Are you or a member of your family concerned about the following at the moment, as a result of Covid-19?



27. Do you feel lonely, if so how often?



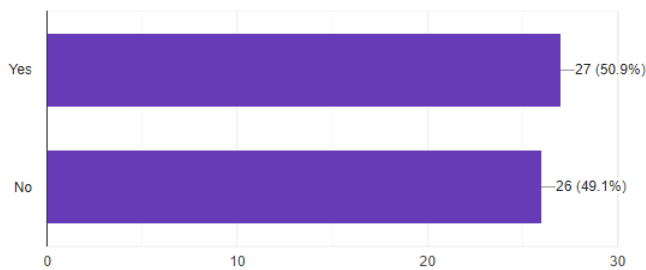
The Co-operative's Delivery of Essential Services during Lockdown

28. Please rate the following services during and following Covid-19 lockdown.

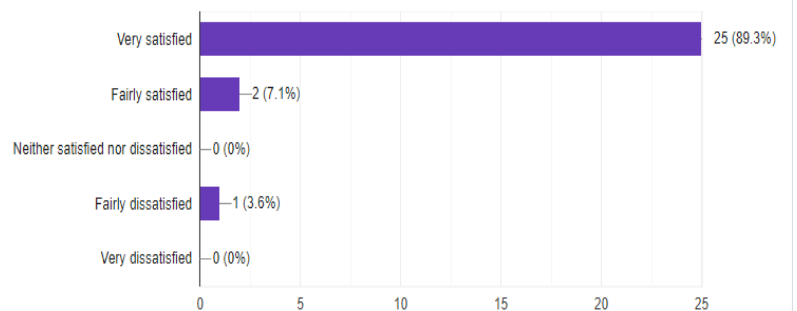


Repairs Service

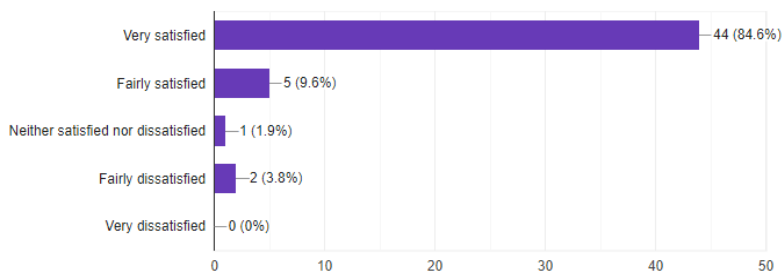
29. Have you had any repairs carried out in your home in the last 12 months?



If yes, thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repair service provided by Forgewood Housing Co-operative.



30. Overall, how satisfied or dissatisfied are you with the quality of your home?



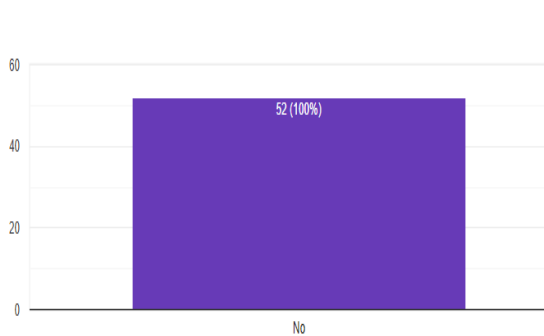
Please tell us briefly about what you think we have done well during the Covid-19 lockdown

- | | |
|--|---|
| <ul style="list-style-type: none"> ➤ Everything has been great ➤ The communication and repairs have been great, nothing to work on ➤ Checking in on tenants, putting up letters regarding anti-social behaviour about parties which stopped the parties ➤ Everything has been good and the service has been the same ➤ Checking up on tenants and actually being concerned about them. The newsletters and conference meetings over zoom were brilliant | <ul style="list-style-type: none"> ➤ Welfare calls and overall support ➤ Service has been the same, no issues, easy to get a hold of you ➤ Everything has been the best, in terms of contact and everything we have done and there's nothing to improve ➤ The service has been good, just carry on the same. The office is doing brilliant the way they are ➤ Everything has been good ➤ Kept us well informed, phoning and sending newsletters |
|--|---|

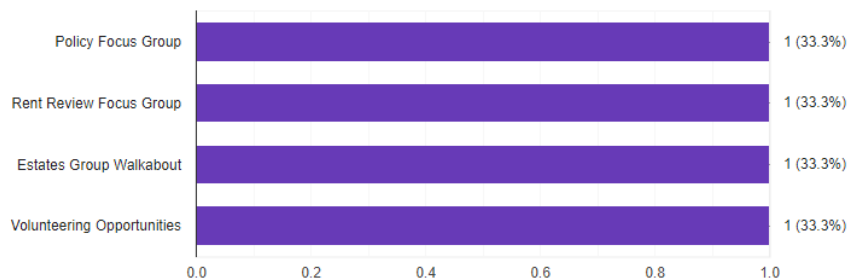
Please tell us briefly about one thing you think we could improve on or start

- | |
|--|
| <ul style="list-style-type: none"> ➤ Continue with the welfare calls ➤ Help people with mental health problems during this pandemic ➤ We could stop neighbours from the complaints that are coming in, rather than giving letters to everyone ➤ Nothing, the office has been the best ➤ Encourage tenants to wear masks in the estate ➤ Start up the meals and food parcels again ➤ More inspections ➤ More information about the food parcels |
|--|

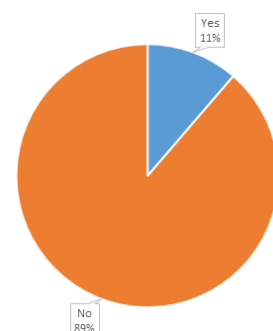
31. Is there any support you currently require that we may be able to help you with? (Please state)



32. Would you like to get involved with Tenant Participation to influence the housing services? Please tick all those you wish to be involved with.

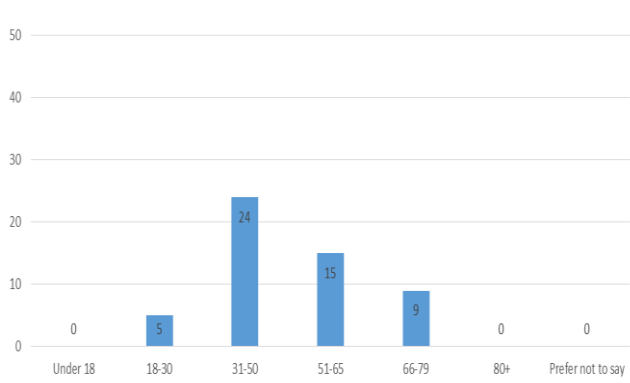


33. Would you like to become a member of the Co-operative or receive more information on becoming a member of the Management Committee?



Tenant Profile

34. How old are you?



35. Ethnic Origin

