

## Southern Oaks Residents Satisfaction Survey Analysis

### Context and Analysis

- The government resident satisfaction survey is presented with 12 standard questions and 3 SO questions making 15 in total.
- The survey was conducted by the Community Manager (CM) and the Senior House Manager (SHM), the analysis was compiled by the DBO.
- The survey was carried out in March 2024 and presented to Services in May 2024.
- Out of the 6 Houses, 5 took part within the survey covering sheltered or affordable Houses. 1 House chose not to take part.
- Leaseholders from Southern Oaks Nonsuch (SON) have been given the opportunity for their feedback, but this will not form part of this survey. Analysis will be separate.
- The Houses (SH & AR) have a capacity for 61 placements, 57 residents in situ, with 40 residents giving their feedback, representing 70% participation.
- Please note that the parameter for all % totals is +/-1%.
- The survey results in general indicate that Residents are Very Satisfied to Fairly Satisfied.
- With all Surveys the real message is with those that feedback their concerns and we will focus on these results going forward.
- Interestingly NA had concerns with Q5, Q8 & Q12.
- SH had concerns with Q4, Q6, Q7 & Q10 & Q13.
- Although the number of residents that have indicated a concern in the above areas is low, we will investigate these areas for improvement.
- The Don't Know or Not Satisfied or Dissatisfied scored in the mid-range which may indicate a lack of knowledge or understanding of the question.
- Next step visit to meet with residents to go through the results and to check if we have missed anything or whether there is a change of feedback.
- It is our intention to carry out this survey bi-annually.

### Update/Results

- The 70% participation was above what we expected and serves us well moving forward.
- The SHM and CM have visited all homes to liaise with residents regarding the results and this was well received.
- This has led to a SH wish list that runs in line with the property upgrading schedule for each SH. This is due to start and run for the following two budget cycles.
- Residents are happy that they have been listened to and that there is a programme of refurbishments and upgrades to improve their living environments.
- There will be a further update quarterly as the upgrading schedule progresses and reviewed by Services. The next review is set for September 2024.



## Survey Questions & Results – Southern Oaks Nonsuch

**16 residents out of 24 from Southern Oaks Nonsuch (SON) took part which represents 67% of current residents residing at NA. Please note that the parameter for all % totals is +/-1%**

TSM Qs	TSM	Survey Questions	Don't Know	%	Very Satisfied	%	Fairly Satisfied	%	Not Satisfied / Dissatisfied	%	Fairly Dissatisfied	%	Very Dissatisfied	%
Q1	Overall satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Southern Oaks (SO)?	2	12	6	38	1	6	6	38	1	6	0	0
Q2	Satisfied with repairs	Has SO carried out a repair to your home/apartment/room in the last 12 months. If yes, how satisfied, or dissatisfied are you with the repairs service from SO over the last 12 months?	4	25	6	38	1	6	4	25	1	6	0	0
Q3	Satisfied with time taken to complete most recent repair	Has SO carried out a repair to your home/apartment/room in the last 12 months?	4	25	4	25	2	12	4	25	2	12	0	0
Q4	Satisfied that the home is well maintained	How satisfied or dissatisfied are you that SO provides a home that is well maintained?	4	25	7	44	1	6	3	19	1	6	0	0
Q5	Satisfaction that the home is safe	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that SO provides a home that is safe?	0	0	10	62	1	6	2	12	2	19	1	6
Q6	Satisfaction that SO listens to tenant views and acts upon them?	How satisfied or dissatisfied are you that SO listens to your views and acts upon them?	3	19	5	31	5	31	3	19	0	0	0	0



TSM Qs	TSM	Survey Questions	Don't Know	%	Very Satisfied	%	Fairly Satisfied	%	Not Satisfied / Dissatisfied	%	Fairly Dissatisfied	%	Very Dissatisfied	%
Q7	Satisfaction that SO keeps tenants informed about things that matter to them?	How satisfied or dissatisfied are you that SO keeps you informed about the matters that mean most to you?	2	12	5	31	5	31	4	25	0	0	0	0
Q8	Agreement that SO treats tenants fairly and with respect	To what extent do you agree or disagree with the following: SO treats me fairly and with respect?	2	12	6	38	4	25	2	12	1	6	1	6
Q9	SO Complaints Handling	Have you made a complaint to SO in the last 12 months?  If yes, how satisfied or dissatisfied are you with SOs approach to complaints handling?	4	25	6	38	4	25	1	6	1	6	0	0
Q10	Satisfied that SO keeps communal areas clean and well maintained	Do you live in a building with communal area, either inside or outside, that SO is responsible for maintaining?  If yes, how satisfied or dissatisfied are you that SO keeps these communal areas clean and well maintained?	3	19	7	44	2	12	4	25	0	0	0	0
Q11	Satisfaction that SO makes a positive contribution to neighbourhoods	How satisfied or dissatisfied are you that SO makes a positive contribution to the neighbourhood?	2	12	7	44	3	19	4	25	0	0	0	0



TSM Qs	TSM	Survey Questions	Don't Know	%	Very Satisfied	%	Fairly Satisfied	%	Not Satisfied / Dissatisfied	%	Fairly Dissatisfied	%	Very Dissatisfied	%
Q12	Satisfied with SOs approach to handling anti-social behaviour	How satisfied or dissatisfied are you with SOs approach to handling anti-social behaviour?	4	25	6	38	0	0	4	25	2	12	0	0
Q13	Satisfaction with SOs catering/ food service within our Sheltered Houses	How satisfied or dissatisfied are you with the catering/ food service that SO provides?	4	25	1	6	5	31	5	31	1	6	0	0
Q14	Satisfaction with SOs catering/ food service within Nonsuch Abbeyfield	How satisfied or dissatisfied are you with the catering/ food service that SO provides?	3	19	3	19	4	25	4	25	0	0	2	12
Q15	Satisfaction that SO respects GDPR	How satisfied or dissatisfied are you that SO respects your privacy and confidentiality matters?	4	25	8	50	2	12	2	12	0	0	0	0



## Survey Questions & Results – York Road

**8 residents out of 10 from York Road (YR) took part which represents 80% of current residents residing at YR. Please note that the parameter for all % totals is +/-1%.**

TSM Qs	TSM	Survey Questions	Don't Know	%	Very Satisfied	%	Fairly Satisfied	%	Not Satisfied / Dissatisfied	%	Fairly Dissatisfied	%	Very Dissatisfied	%
Q1	Overall satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Southern Oaks (SO)?	2	25	3	36	1	13	1	13	1	13	0	0
Q2	Satisfied with repairs	Has SO carried out a repair to your home/apartment/room in the last 12 months.  If yes, how satisfied, or dissatisfied are you with the repairs service from SO over the last 12 months?	2	25	4	50	2	25	0	0	0	0	0	0
Q3	Satisfied with time taken to complete most recent repair	Has SO carried out a repair to your home/apartment/room in the last 12 months?	5	62	1	13	2	25	0	0	0	0	0	0
Q4	Satisfied that the home is well maintained	How satisfied or dissatisfied are you that SO provides a home that is well maintained?	0	0	0	0	5	62	1	13	2	25	0	0
Q5	Satisfaction that the home is safe	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that SO provides a home that is safe?	2	25	2	25	4	50	0	0	0	0	0	0
Q6	Satisfaction that SO listens to tenant views and acts upon them?	How satisfied or dissatisfied are you that SO listens to your views and acts upon them?	0	0	1	13	5	62	0	0	0	0	2	25



TSM Qs	TSM	Survey Questions	Don't Know	%	Very Satisfied	%	Fairly Satisfied	%	Not Satisfied / Dissatisfied	%	Fairly Dissatisfied	%	Very Dissatisfied	%
Q7	Satisfaction that SO keeps tenants informed about things that matter to them?	How satisfied or dissatisfied are you that SO keeps you informed about the matters that mean most to you?	1	13	1	13	4	50	0	0	2	25	0	0
Q8	Agreement that SO treats tenants fairly and with respect	To what extent do you agree or disagree with the following: SO treats me fairly and with respect?	0	0	4	50	4	50	0	0	0	0	0	0
Q9	SO Complaints Handling	Have you made a complaint to SO in the last 12 months?  If yes, how satisfied or dissatisfied are you with SOs approach to complaints handling?	4	50	2	25	2	25	0	0	0	0	0	0
Q10	Satisfied that SO keeps communal areas clean and well maintained	Do you live in a building with communal area, either inside or outside, that SO is responsible for maintaining?  If yes, how satisfied or dissatisfied are you that SO keeps these communal areas clean and well maintained?	0	0	4	50	4	50	0	0	0	0	0	0
Q11	Satisfaction that SO makes a positive contribution to neighbourhoods	How satisfied or dissatisfied are you that SO makes a positive contribution to the neighbourhood?	6	75	0	0	2	25	0	0	0	0	0	0



TSM Qs	TSM	Survey Questions	Don't Know	%	Very Satisfied	%	Fairly Satisfied	%	Not Satisfied / Dissatisfied	%	Fairly Dissatisfied	%	Very Dissatisfied	%
Q12	Satisfied with SOs approach to handling anti-social behaviour	How satisfied or dissatisfied are you with SOs approach to handling anti-social behaviour?	2	25	0	0	6	75	0	0	0	0	0	0
Q13	Satisfaction with SOs catering/ food service within our Sheltered Houses	How satisfied or dissatisfied are you with the catering/ food service that SO provides?	0	0	6	75	0	0	0	0	2	25	0	0
Q14	Satisfaction with SOs catering/ food service within Nonsuch Abbeyfield	How satisfied or dissatisfied are you with the catering/ food service that SO provides?	0	0	6	75	0	0	2	25	0	0	0	0
Q15	Satisfaction that SO respects GDPR	How satisfied or dissatisfied are you that SO respects your privacy and confidentiality matters?	1	13	0	0	5	62	2	25	0	0	0	0



## Survey Questions & Results – Mulgrave Road

6 residents out of 8 from Mulgrave Road (MR) took part which represents 75% of current residents residing at MR. Please note that the parameter for all % totals is +/-1%.

TSM Qs	TSM	Survey Questions	Don't Know	%	Very Satisfied	%	Fairly Satisfied	%	Not Satisfied / Dissatisfied	%	Fairly Dissatisfied	%	Very Dissatisfied	%
1	Overall satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Southern Oaks (SO)?	0	0	5	83	0	0	1	17	0	0	0	0
2	Satisfied with repairs	Has SO carried out a repair to your home/apartment/room in the last 12 months.  If yes, how satisfied, or dissatisfied are you with the repairs service from SO over the last 12 months?	1	17	3	50	1	17	1	17	0	0	0	0
3	Satisfied with time taken to complete most recent repair	Has SO carried out a repair to your home/apartment/room in the last 12 months?	1	17	4	66	1	17	0	0	0	0	0	0
4	Satisfied that the home is well maintained	How satisfied or dissatisfied are you that SO provides a home that is well maintained?	0	0	5	83	1	17	0	0	0	0	0	0
5	Satisfaction that the home is safe	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that SO provides a home that is safe?	0	0	4	66	1	17	1	17	0	0	0	0
6	Satisfaction that SO keeps tenants informed about things that matter to them?	How satisfied or dissatisfied are you that SO keeps you informed about the matters that mean most to you?	1	17	3	50	1	17	1	17	0	0	0	0





TSM Qs	TSM	Survey Questions	Don't Know	%	Very Satisfied	%	Fairly Satisfied	%	Not Satisfied / Dissatisfied	%	Fairly Dissatisfied	%	Very Dissatisfied	%
7	Satisfaction that SO keeps tenants informed about things that matter to them?	How satisfied or dissatisfied are you that SO keeps you informed about the matters that mean most to you?	1	17	4	66	1	17	0	0	0	0	0	0
8	Agreement that SO treats tenants fairly and with respect	To what extent do you agree or disagree with the following: SO treats me fairly and with respect?	0	0	3	50	2	33	1	17	0	0	0	0
9	SO Complaints Handling	Have you made a complaint to SO in the last 12 months?  If yes, how satisfied or dissatisfied are you with SOs approach to complaints handling?	1	17	3	50	1	17	1	17	0	0	0	0
10	Satisfied that SO keeps communal areas clean and well maintained	Do you live in a building with communal area, either inside or outside, that SO is responsible for maintaining?  If yes, how satisfied or dissatisfied are you that SO keeps these communal areas clean and well maintained?	1	17	3	50	1	17	1	17	0	0	0	0
11	Satisfaction that SO makes a positive contribution to neighbourhoods	How satisfied or dissatisfied are you that SO makes a positive contribution to the neighbourhood?	1	17	3	50	1	17	1	17	0	0	0	0



TSM Qs	TSM	Survey Questions	Don't Know	%	Very Satisfied	%	Fairly Satisfied	%	Not Satisfied / Dissatisfied	%	Fairly Dissatisfied	%	Very Dissatisfied	%
12	Satisfied with SOs approach to handling anti-social behaviour	How satisfied or dissatisfied are you with SOs approach to handling antisocial behaviour?	1	17	3	50	0	0	2	33	0	0	0	0
13	Satisfaction with SOs catering/ food service within our Sheltered Houses	How satisfied or dissatisfied are you with the catering/ food service that SO provides?	1	17	4	66	0	0	1	17	0	0	0	0
14	Satisfaction with SOs catering/ food service within Southern Oaks Nonsuch	How satisfied or dissatisfied are you with the catering/ food service that SO provides?	0	0	4	66	1	17	1	17	0	0	0	0
15	Satisfaction that SO respects GDPR	How satisfied or dissatisfied are you that SO respects your privacy and confidentiality matters?	0	0	5	83	1	17	0	0	0	0	0	0





TSM Qs	TSM	Survey Questions	Don't Know	%	Very Satisfied	%	Fairly Satisfied	%	Not Satisfied / Dissatisfied	%	Fairly Dissatisfied	%	Very Dissatisfied	%
7	Satisfaction that SO keeps tenants informed about things that matter to them?	How satisfied or dissatisfied are you that SO keeps you informed about the matters that mean most to you?	0	0	6	100	0	0	0	0	0	0	0	0
8	Agreement that SO treats tenants fairly and with respect	To what extent do you agree or disagree with the following: SO treats me fairly and with respect?	0	0	6	100	0	0	0	0	0	0	0	0
9	SO Complaints Handling	Have you made a complaint to SO in the last 12 months?  If yes, how satisfied or dissatisfied are you with SOs approach to complaints handling?	0	0	6	100	0	0	0	0	0	0	0	0
10	Satisfied that SO keeps communal areas clean and well maintained	Do you live in a building with communal area, either inside or outside, that SO is responsible for maintaining?  If yes, how satisfied or dissatisfied are you that SO keeps these communal areas clean and well maintained?	0	0	4	67	0	0	0	0	2	33	0	0
11	Satisfaction that SO makes a positive contribution to neighbourhoods	How satisfied or dissatisfied are you that SO makes a positive contribution to the neighbourhood?	0	0	4	67	0	0	2	33	0	0	0	0



TSM Qs	TSM	Survey Questions	Don't Know	%	Very Satisfied	%	Fairly Satisfied	%	Not Satisfied / Dissatisfied	%	Fairly Dissatisfied	%	Very Dissatisfied	%
12	Satisfied with SOs approach to handling antisocial behaviour	How satisfied or dissatisfied are you with SOs approach to handling anti-social behaviour?	1	17	2	33	0	0	3	50	0	0	0	0
13	Satisfaction with SOs catering/ food service within our Sheltered Houses	How satisfied or dissatisfied are you with the catering/ food service that SO provides?	0	0	4	67	0	0	2	33	0	0	0	0
14	Satisfaction with SOs catering/ food service within Southern Nonsuch	How satisfied or dissatisfied are you with the catering/ food service that SO provides?	2	33	4	67	0	0	0	0	0	0	0	0
15	Satisfaction that SO respects GDPR	How satisfied or dissatisfied are you that SO respects your privacy and confidentiality matters?	0	0	4	67	2	3 3	0	0	0	0	0	0











## Survey Questions & Results – Chipstead Street

4 residents out 4 from Chipstead Street (CS) took part which represents 100% of current residents residing at CS. Please note that the parameter for all % totals is +/-1%.

TSM Qs	TSM	Survey Questions	Don't Know	%	Very Satisfied	%	Fairly Satisfied	%	Not Satisfied / Dissatisfied	%	Fairly Dissatisfied	%	Very Dissatisfied	%
1	Overall satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Southern Oaks (SO)?	2	50	1	25	0	0	1	25	0	0	0	0
2	Satisfied with repairs	Has SO carried out a repair to your home/apartment/room in the last 12 months.  If yes, how satisfied, or dissatisfied are you with the repairs service from SO over the last 12 months?	2	50	0	0	1	25	1	25	0	0	0	0
3	Satisfied with time taken to complete most recent repair	Has SO carried out a repair to your home/apartment/room in the last 12 months?	2	50	1	25	0	0	1	25	0	0	0	0
4	Satisfied that the home is well maintained	How satisfied or dissatisfied are you that SO provides a home that is well maintained?	4	100	0	0	0	0	0	0	0	0	0	0
5	Satisfaction that the home is safe	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that SO provides a home that is safe?	1	25	0	0	3	75	0	0	0	0	0	0
6	Satisfaction that SO keeps tenants informed about things that matter to them?	How satisfied or dissatisfied are you that SO keeps you informed about the matters that mean most to you?	0	0	2	50	1	25	1	25	0	0	0	0



TSM Qs	TSM	Survey Questions	Don't Know	%	Very Satisfied	%	Fairly Satisfied	%	Not Satisfied / Dissatisfied	%	Fairly Dissatisfied	%	Very Dissatisfied	%
7	Satisfaction that SO keeps tenants informed about things that matter to them?	How satisfied or dissatisfied are you that SO keeps you informed about the matters that mean most to you?	1	25	1	25	1	25	1	25	0	0	0	0
8	Agreement that SO treats tenants fairly and with respect	To what extent do you agree or disagree with the following: SO treats me fairly and with respect?	0	0	1	25	1	25	2	50	0	0	0	0
9	SO Complaints Handling	Have you made a complaint to SO in the last 12 months?  If yes, how satisfied or dissatisfied are you with SOs approach to complaints handling?	3	75	0	0	0	0	1	25	0	0	0	0
10	Satisfied that SO keeps communal areas clean and well maintained	Do you live in a building with communal area, either inside or outside, that SO is responsible for maintaining?  If yes, how satisfied or dissatisfied are you that SO keeps these communal areas clean and well maintained?	1	25	1	25	1	25	1	25	0	0	0	0
11	Satisfaction that SO makes a positive contribution to neighbourhoods	How satisfied or dissatisfied are you that SO makes a positive contribution to the neighbourhood?	2	50	1	25	0	0	1	25	0	0	0	0



TSM Qs	TSM	Survey Questions	Don't Know	%	Very Satisfied	%	Fairly Satisfied	%	Not Satisfied / Dissatisfied	%	Fairly Dissatisfied	%	Very Dissatisfied	%
12	Satisfied with SOs approach to handling anti-social behaviour	How satisfied or dissatisfied are you with SOs approach to handling anti-social behaviour?	2	50	1	25	0	0	1	25	0	0	0	0
13	Satisfaction with SOs catering/ food service within our Sheltered Houses	How satisfied or dissatisfied are you with the catering/ food service that SO provides?	0	0	3	75	1	25	1	25	0	0	0	0
14	Satisfaction with SOs catering/ food service within Nonsuch Abbeyfield	How satisfied or dissatisfied are you with the catering/ food service that SO provides?	4	100	0	0	0	0	0	0	0	0	0	0
15	Satisfaction that SO respects GDPR	How satisfied or dissatisfied are you that SO respects your privacy and confidentiality matters?	2	50	1	25	0	0	1	25	0	0	0	0

**Registered Office:**  
 Southern Oaks Nonsuch  
 Old Schools Lane  
 Ewell  
 Surrey  
 KT17 1FL

**Telephone**  
 020 8394 0050

Registered Charity No:247308/ Regulator of Social Housing H1185/ Company No: 734705