



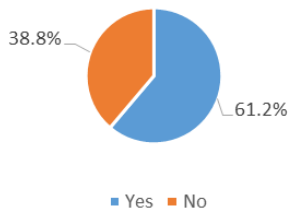
Garrion People's Housing Co-operative

Service Delivery During Covid-19
Tenants Survey Results

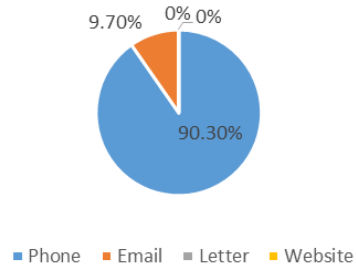
November – December 2020

Contact

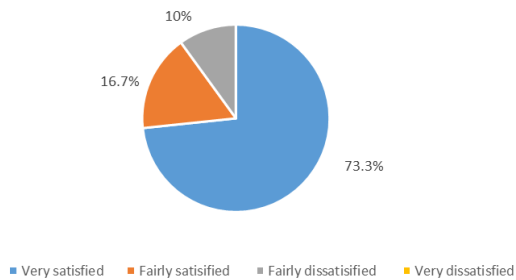
1. Have you contacted us since the beginning of lockdown or after?



2. If yes, how have you contacted us?

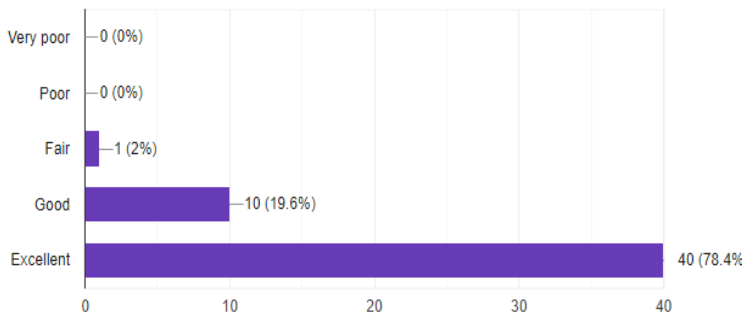


3. When you contacted the Co-operative how satisfied were you with the service that you received?

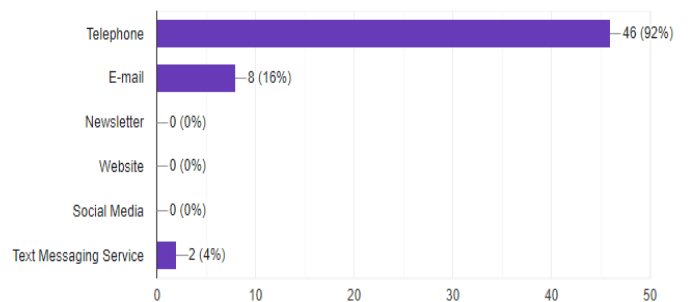


Communication

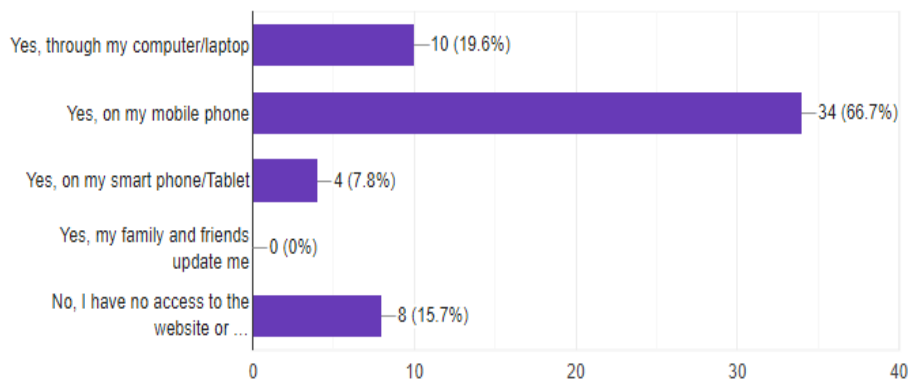
4. How good would you say our communication has been during COVID-19 and lockdown in relation to the housing service and changes?



5. What was your preferred method of communication?

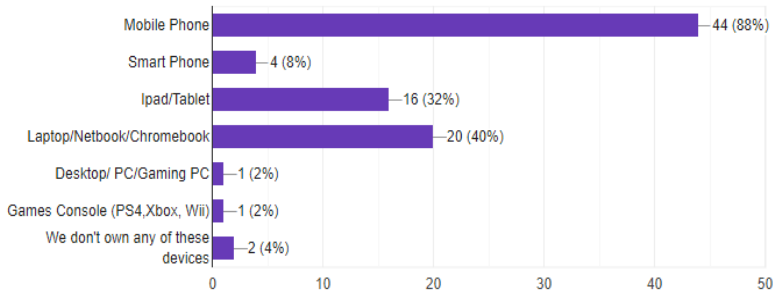


6. Are you able to access housing related information on Garrion People's Housing Co-operative website?

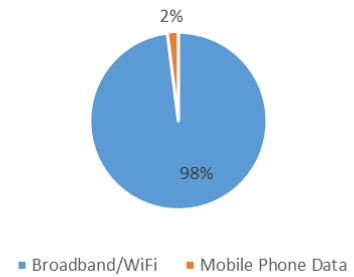


Internet/Digital

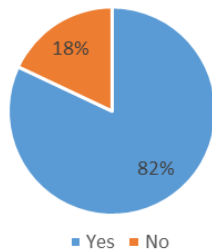
7. What type of device(s) do you use in your home?



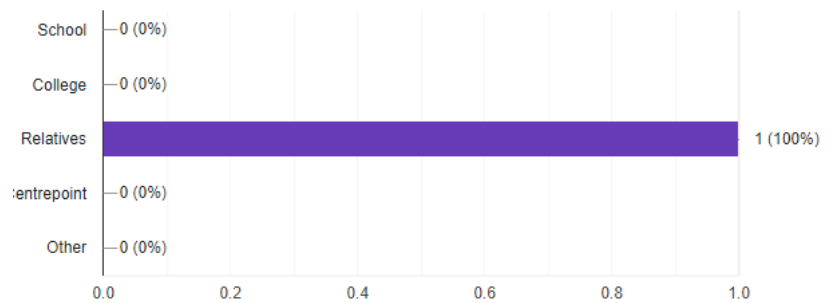
8. If yes, what type of internet access do you have in your home?



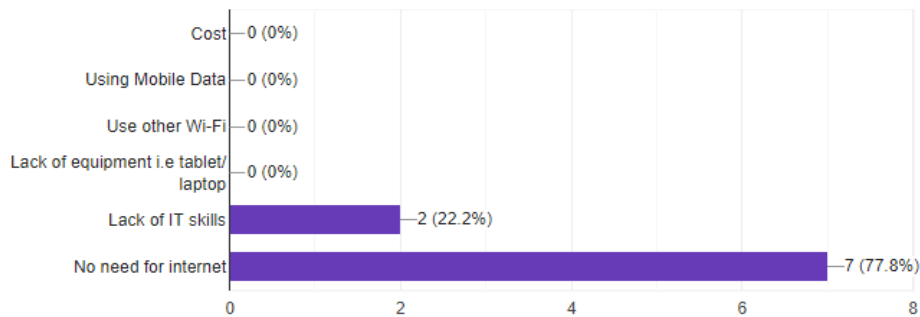
9. Do you have internet access in your home?



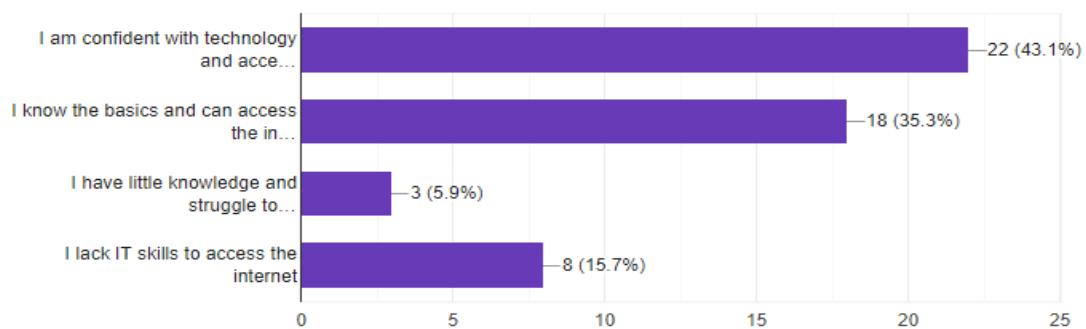
10. If no, where do you access the internet?



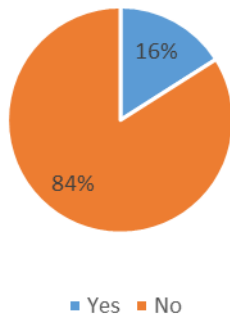
11. What are the reasons you don't have internet access in your home?



12. What is your level of IT skills?



13. Are you interested in learning new digital skills?

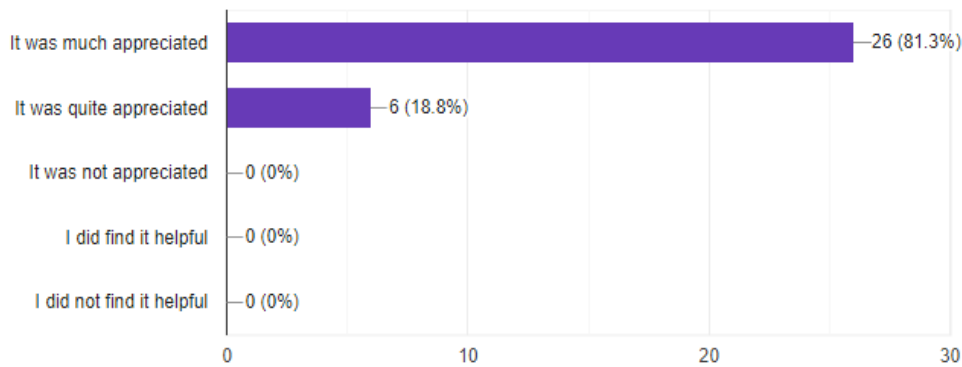


If so, what training would you like?

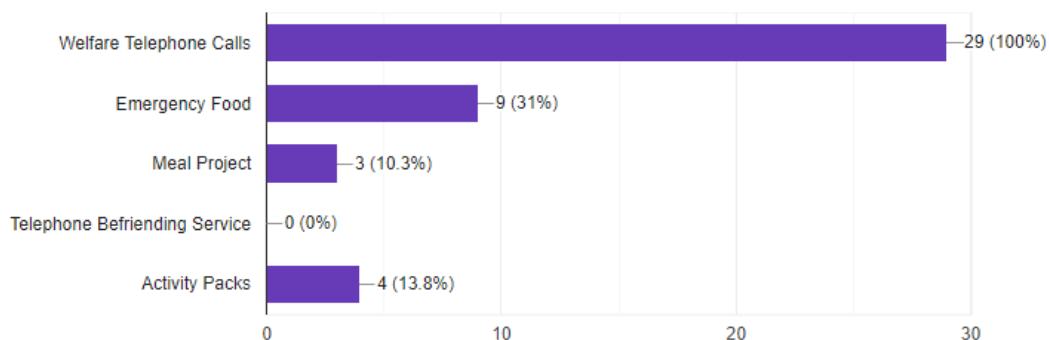
- To text
- Send an email
- To get online
- Training in general

Welfare of Residents

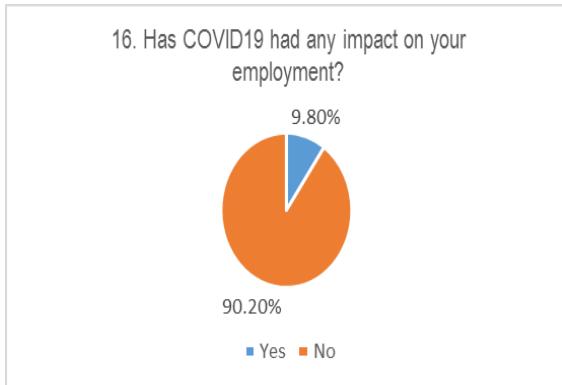
14. If you have had a call from Garrion People's Housing Co-operative during the lockdown period enquiring about your welfare, how did you feel about receiving that call?



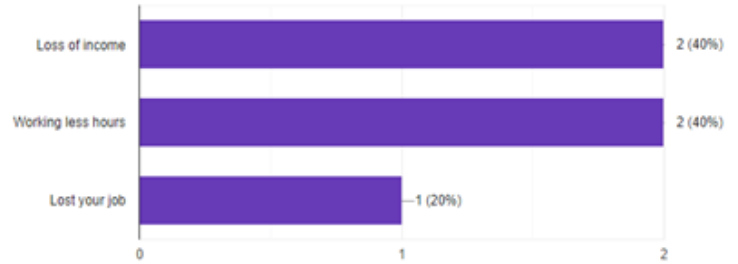
15. During lockdown we provided the following services to many residents within our community. Did you use any voluntary services during lockdown, if so which ones?



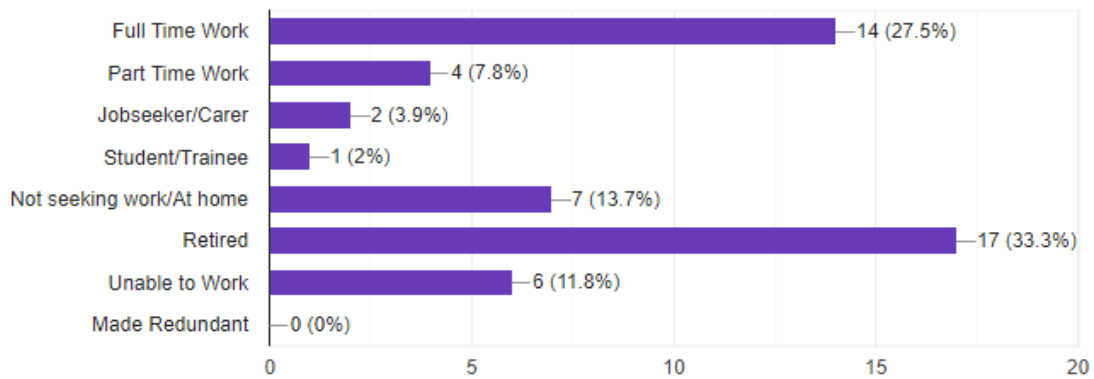
Employment



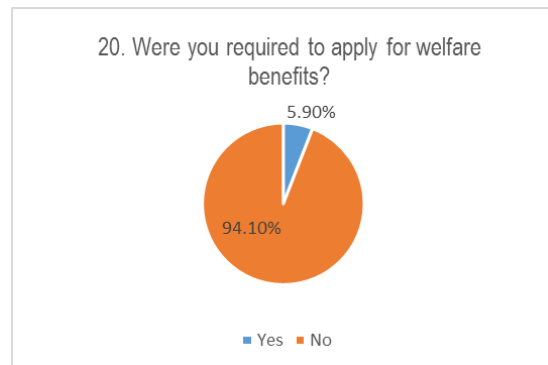
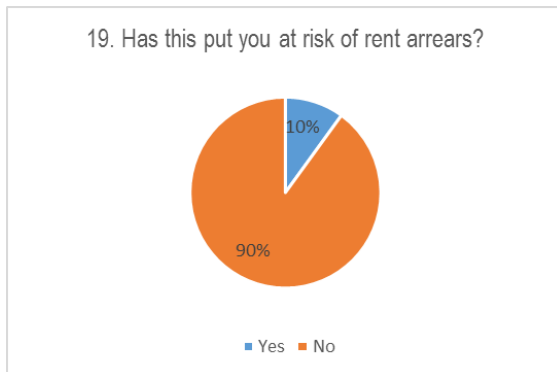
17. If you have answered yes to question 16, how has your income been affected?



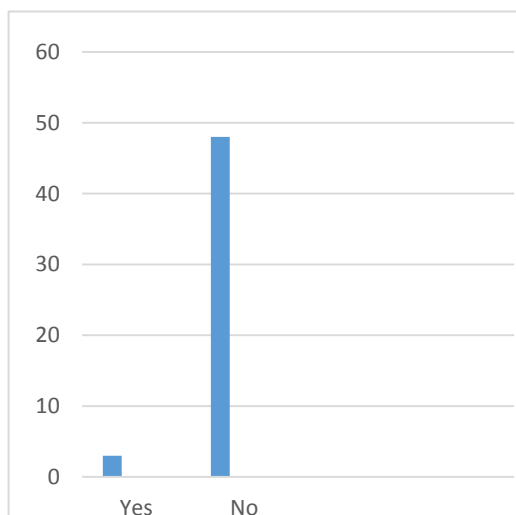
18. What is your employment status?



Financial Impact

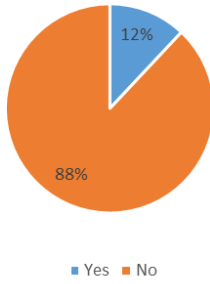


22. Did you request an appointment with an Advisor from Citizens Advice Bureau via our AFTAR Project?

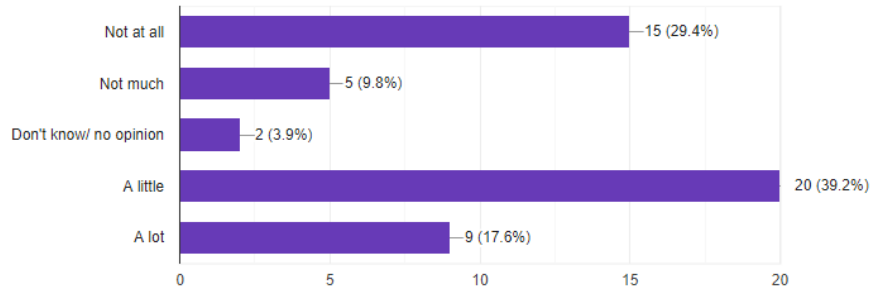


General Wellbeing

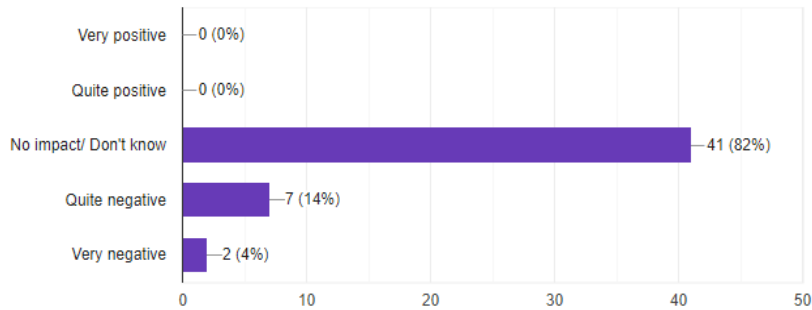
23. Have you or your family had COVID19?



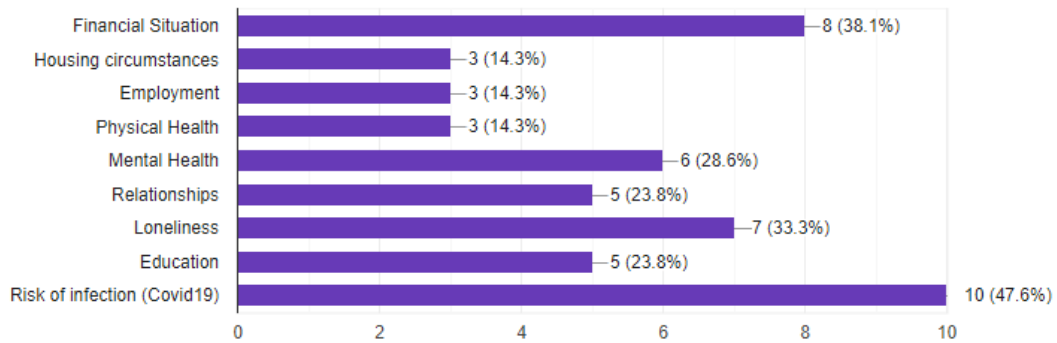
24. Has Covid19 had an effect on your mental health?



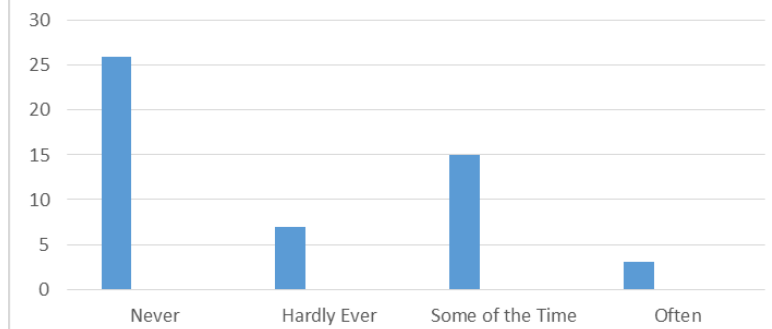
25. If you have children has COVID19 impacted on them?



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

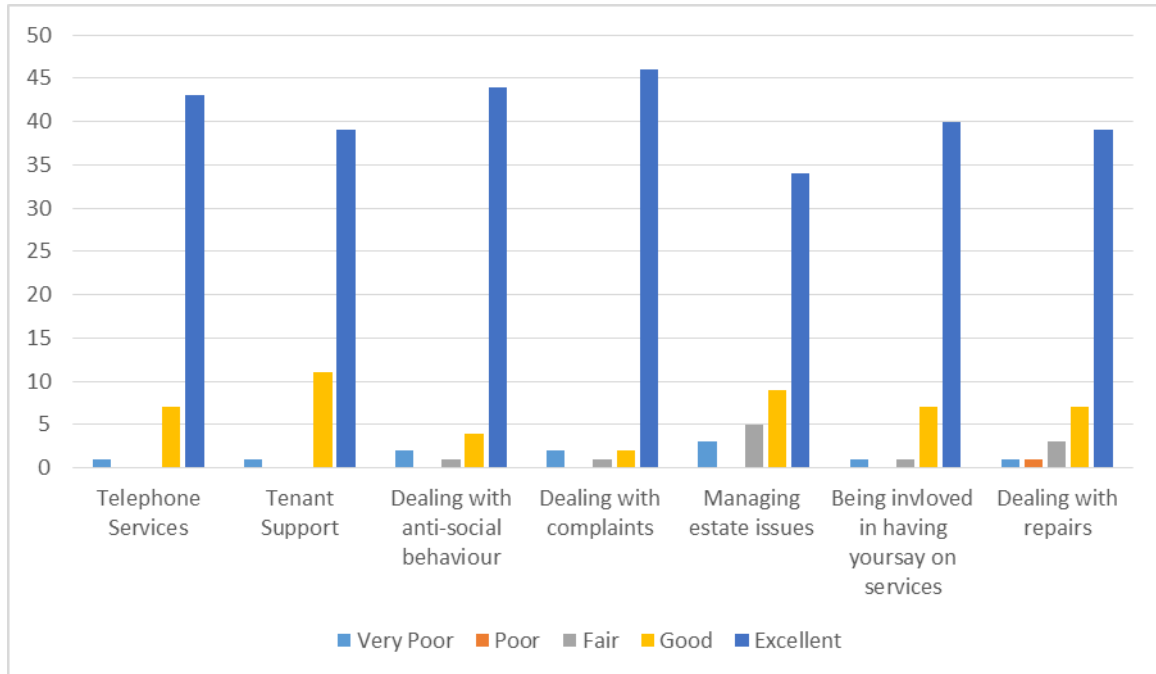


27. Do you feel lonely, if so how often?

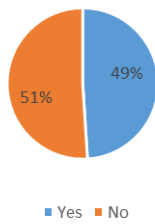


The Co-operative's Delivery of Essential Services during Lockdown

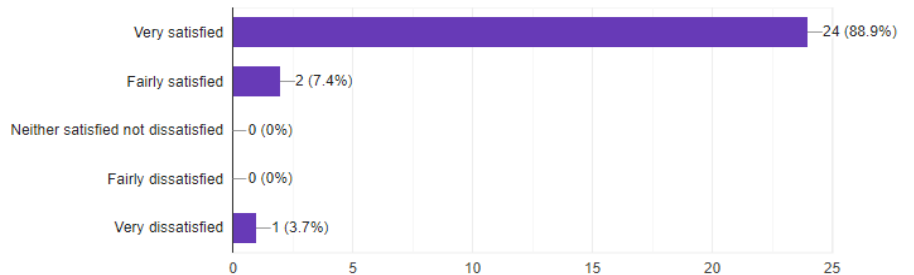
28. We were required to make several changes to our housing services during lockdown and some services were suspended because we were unable to deliver them safely. Please rate the following services during and following Covid-19 lockdown.



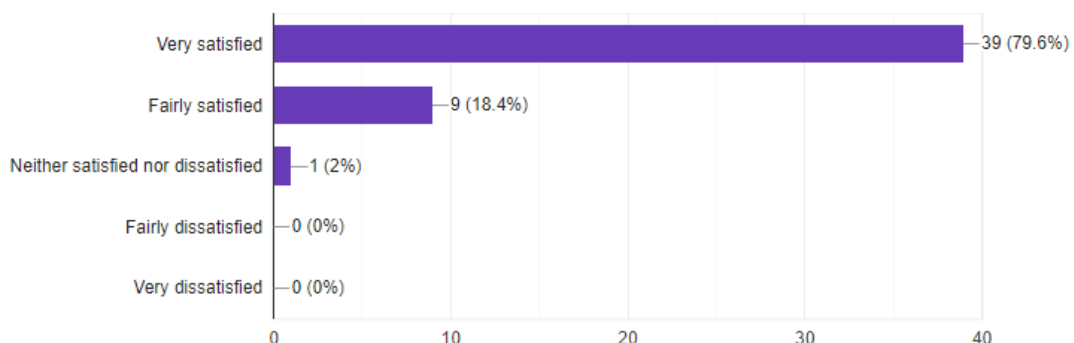
29. Have you had any repairs carried out in your home in the last 12 months?



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 Garrion People's 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 –

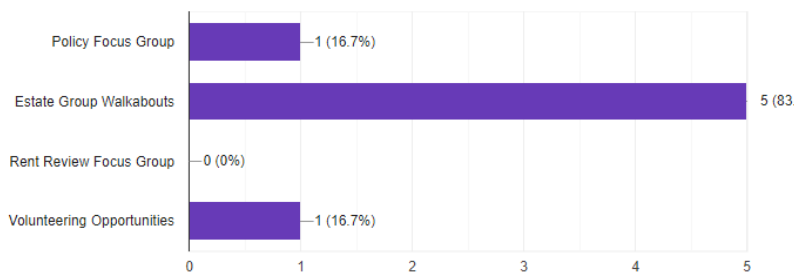
- Newsletters, kept tenants up to date
- Food parcels for the tenants that required them and brought the community together
- All services have been carried out to a high standard under the current circumstances
- The Bingo for the Law View tenants
- Easy to contact when required

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

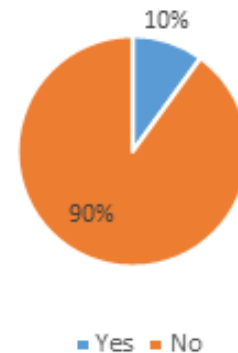
- Have more bulk up-lifts
- More estate walkabouts
- New grass cutters at Law View

Our Services in the Future

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

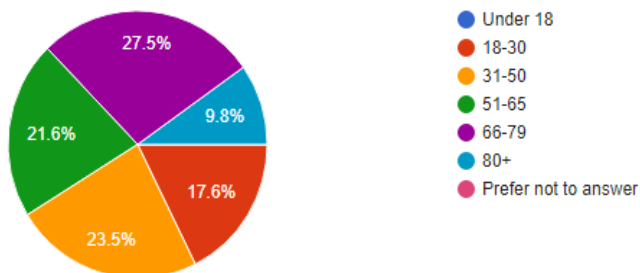


33. Would you like to become a member of the Co-operative or receive more information on becoming a member of the Management Committee?



Tenant Profile

34. How old are you?



35. What is your ethnic origin?

