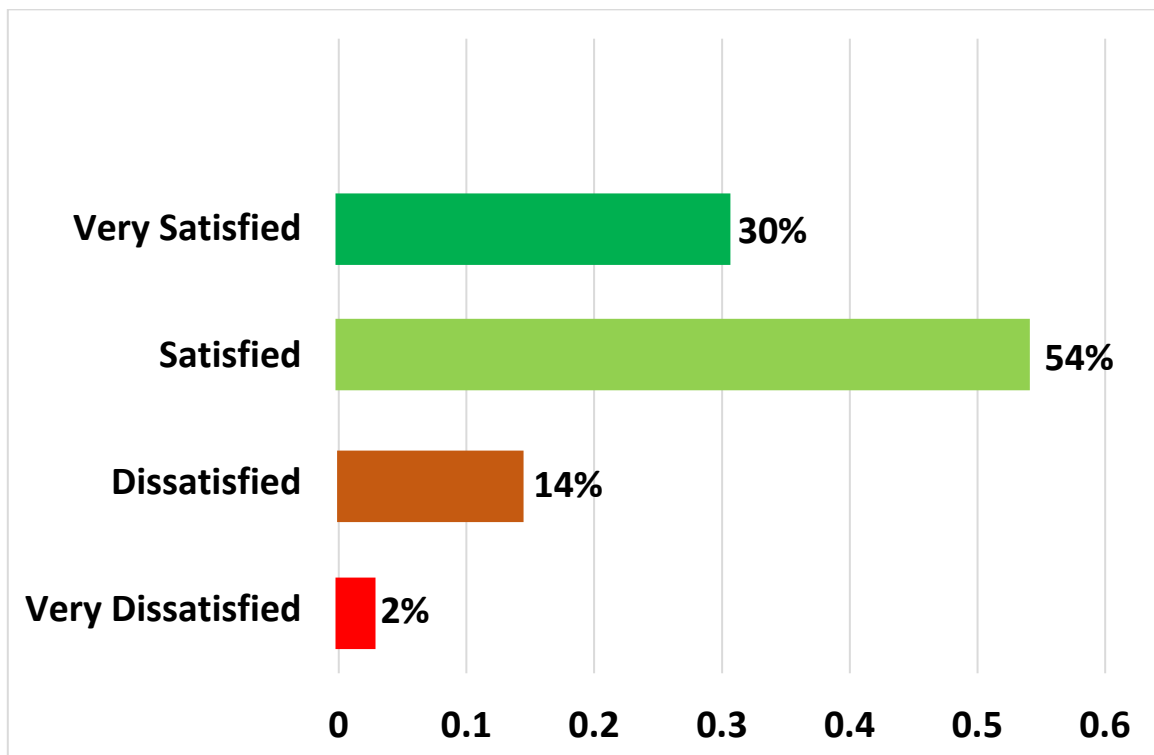


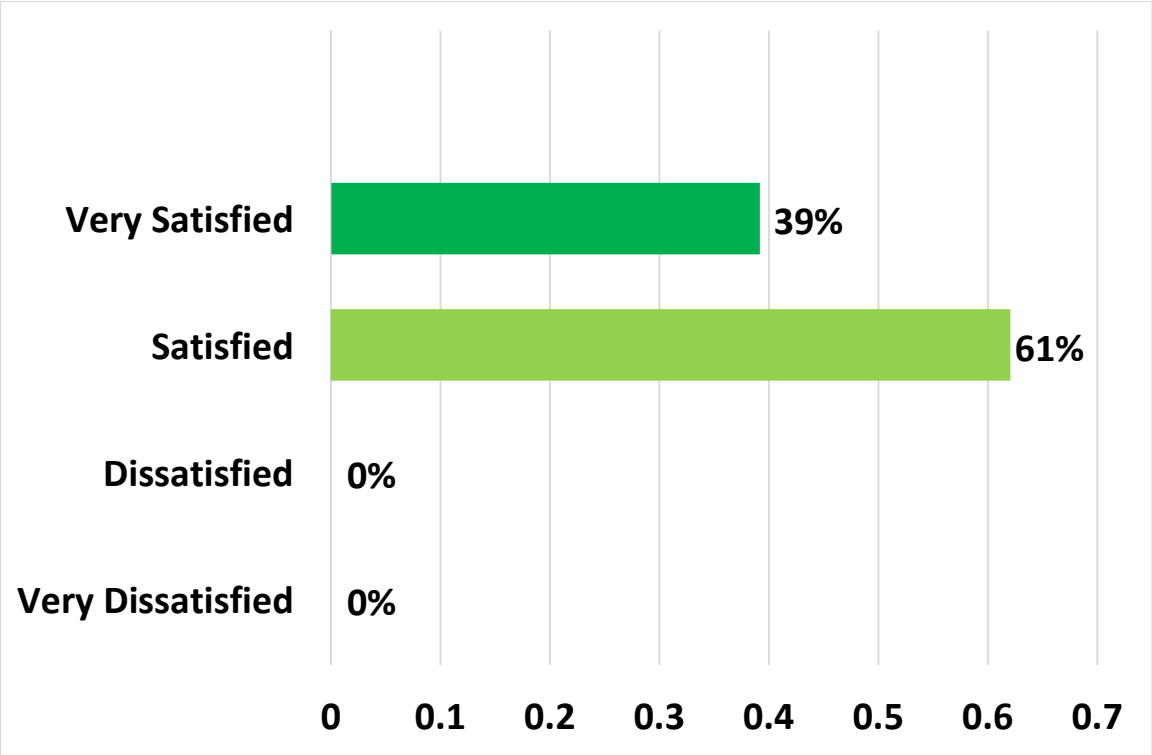
Callerz
Unity Resident Satisfaction Results
April 2021



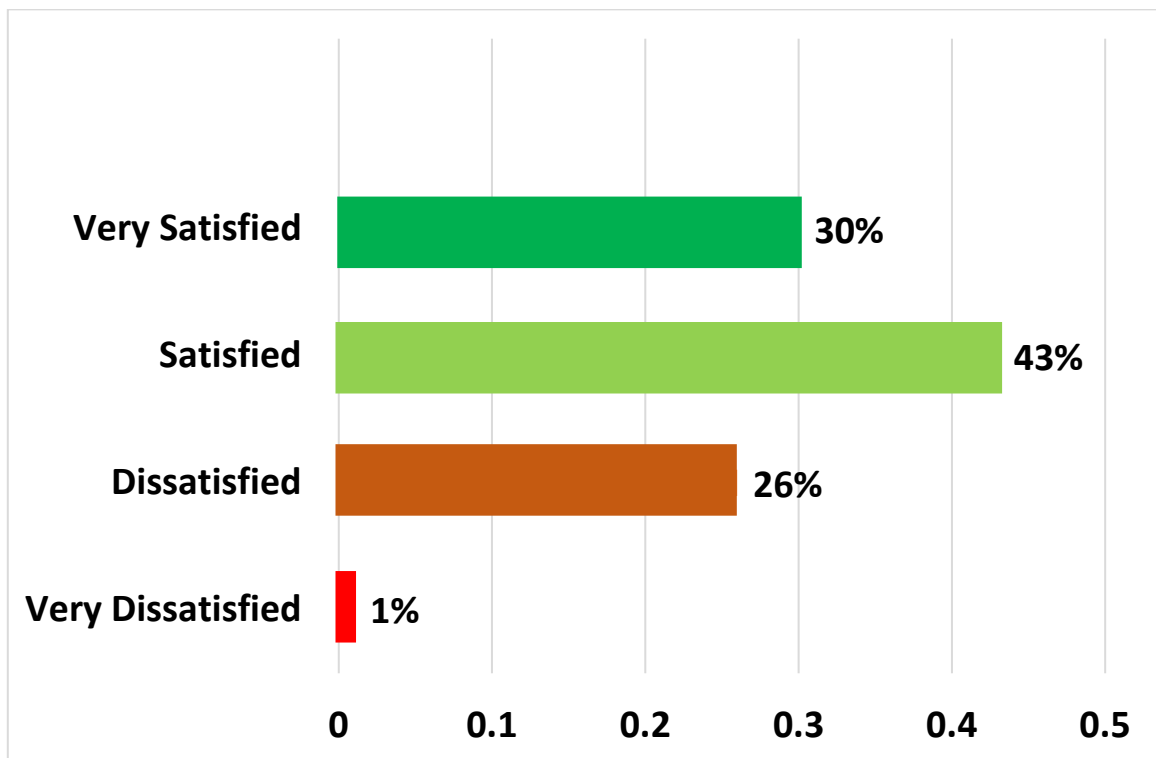
Q1: how satisfied or dissatisfied are you with the service provided by Unity Housing?



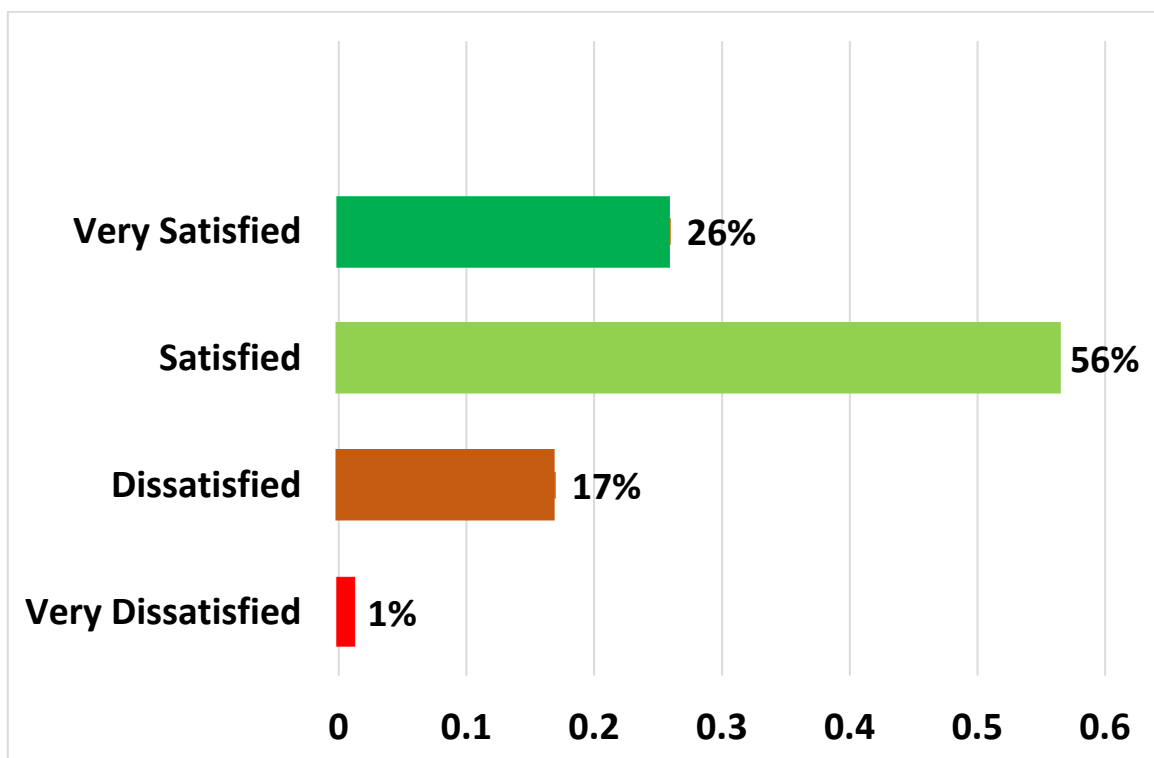
Q2: How satisfied or dissatisfied are you that UHA provides a home that is safe and secure? Taking into account things like gas safety check in a timely manner?



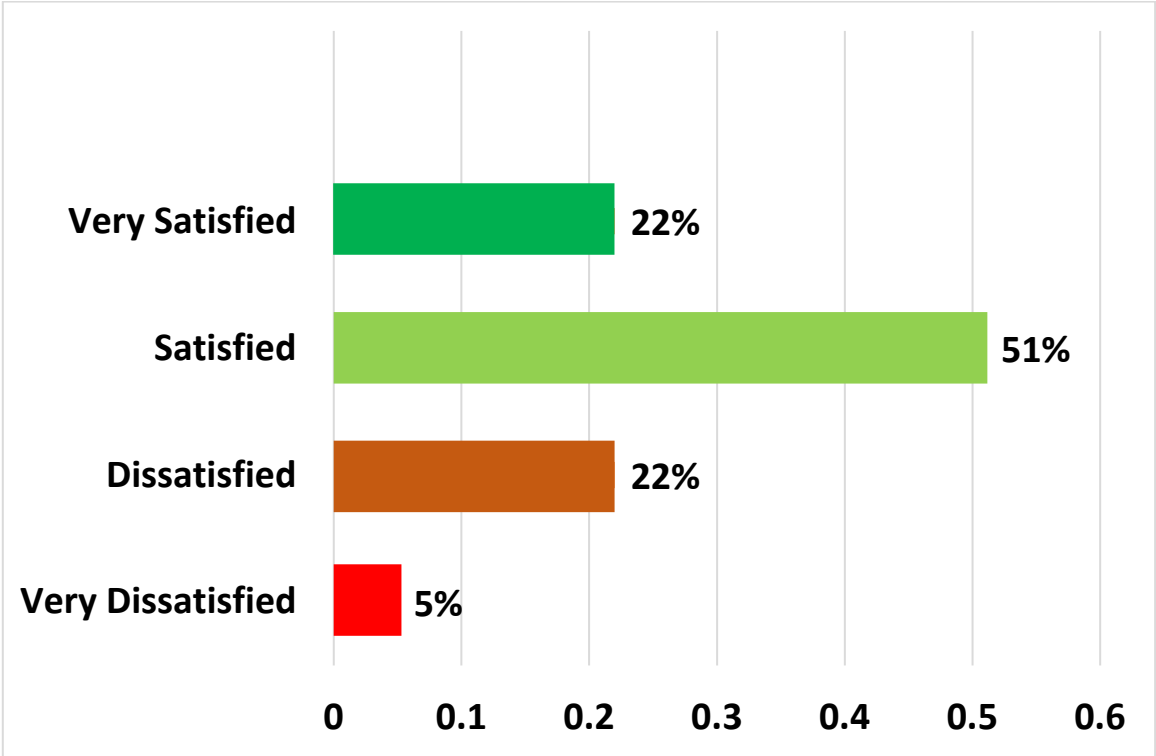
Q3: How satisfied or dissatisfied are you with the overall quality of your home?



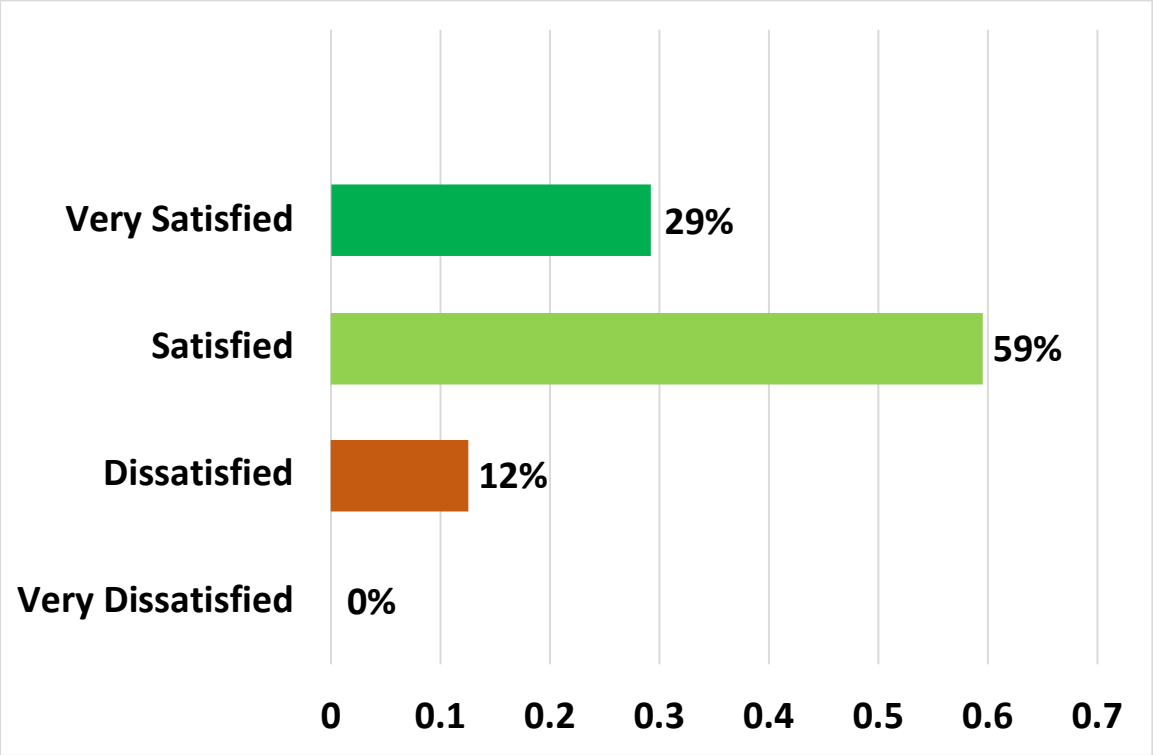
Q4: How satisfied or dissatisfied are you that UHA is easy to deal with taking into account any complaints or concerns raised?



Q5: Have you had any repairs carried out in the last 12 months? if 'yes': Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service?



Q6: How satisfied or dissatisfied are you with your rent provides value for money?



Q7: Do you pay services charges? If 'yes': How satisfied or dissatisfied are you that your service charge provides value for money?

