



**Housing**  
Ombudsman Service



Survey of 100 out of 151 Tenants, including properties that we manage, these were carried out at the time of property inspections by our contractors.

1. "Taking everything into account, how satisfied or dissatisfied are you with the service provided by J & M Residential Lettings Limited ?

Very Satisfied	Fairly Satisfied	Neutral	Dissatisfied	Very Dissatisfied
95%	3%	0%	2%	0%

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

Very Satisfied	Fairly Satisfied	Neutral	Dissatisfied	Very Dissatisfied
98%	1%	0%	1%	0%

3. "Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?"

Very Satisfied	Fairly Satisfied	Neutral	Dissatisfied	Very Dissatisfied
5%	65%	28%	2%	0%

4. "Taking into account the accommodation and services that J & M Residential Lettings Limited provides, do you think the rent for the property provides good value for money?"

Very Satisfied	Fairly Satisfied	Neutral	Dissatisfied	Very Dissatisfied
97%	3%	0%	0%	0%

5. "Generally how satisfied or dissatisfied are you with the way J & M Residential Lettings Limited deals with repairs and maintenance?"

Very Satisfied	Fairly Satisfied	Neutral	Dissatisfied	Very Dissatisfied
98%	1%	0%	1%	0%

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

Very Satisfied	Fairly Satisfied	Neutral	Dissatisfied	Very Dissatisfied
98%	1%	0%	1%	0%

7. "Thinking of the last time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"

Very Satisfied	Fairly Satisfied	Neutral	Dissatisfied	Very Dissatisfied
98%	0%	0%	2%	0%

8. "Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?"

Very Satisfied	Fairly Satisfied	Neutral	Dissatisfied	Very Dissatisfied
99%	1%	0%	0%	0%



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9. "How satisfied or dissatisfied are you with the overall condition of the home?"

Very Satisfied	Fairly Satisfied	Neutral	Dissatisfied	Very Dissatisfied
99%	1%	0%	0%	0%

10. "Thinking of the last time you had a repair carried out how satisfied or dissatisfied were you with the overall quality of the work?"

Very Satisfied	Fairly Satisfied	Neutral	Dissatisfied	Very Dissatisfied
99%	1%	0%	0%	0%

11. "Thinking of the last time you had a repair carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"

Very Satisfied	Fairly Satisfied	Neutral	Dissatisfied	Very Dissatisfied
99%	1%	0%	0%	0%

12. "Are you aware that your landlord Park has a formal complaints procedure?"

YES	NO
98%	2%

13. "Have you made a formal complaint to J & M Residential Lettings Limited in the last 12 months?"

YES	NO
0%	100%

14. "Does your landlord provides a friendly and professional service?"

YES	NO
100%	0%

15. "J & M Residential Lettings Limited is a good landlord"

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
90%	8%	2%	0%	0%

16. "Do you or anyone in your household consider themselves to have a disability?"

YES	NO
6%	94%

17. "What is your (and your partners) ethnic group?"

White British	White Other	Asian	Asian Other	Other
87%	3%	10%	0%	0%