

Satisfaction Survey Results

Thank you to everyone who shared their views.

Question	Applicable responses	Satisfied responses	Satisfaction rate
 Q1 Overall service	17	15	 88%
 Q2 Repair services	16	15	 94%
 Q3 Recent repair time	14	13	 93%
 Q4 Home well maintained	16	15	 94%
 Q5 Home safety	15	13	 87%
 Q6 Listens and acts	15	14	 93%
 Q7 Keeps residents informed	15	14	 93%
 Q9 Complaints handling	12	11	 92%
 Q10 Communal areas	16	15	 94%
 Q11 Neighbourhood contribution	14	14	 100%
 Q12 Anti-social behaviour	12	9	 75%



Average satisfaction rate

93%

We're proud of these results and will continue to listen, improve and work together to make Bristol & Anchor an even better place to live.



Your feedback helps us build a place we're proud to call home.



You spoke, we listened.

Thank you to everyone who shared their views.

What you love



A strong sense of community

Residents feel at home, welcomed and part of a friendly community.

"It's my home and I love being where I am."



Supportive and caring staff

Staff are kind, helpful and go the extra mile.

"Everyone works hard here. Thank you."



Warm, friendly atmosphere

Bristol & Anchor is described as welcoming, inclusive and happy.

"This is a warm, comfortable, happy place to live."



Activities and connection

Social activities help bring people together and reduce isolation.

"I like coming to Strawberry Tea."

"I have got friends I can chat to here."

We feel lucky to be part of this community. 

Thank you! 

Where we can improve.



Safety and security

Concerns about open gates, car park access and feeling safe.



Repairs and maintenance

Delays, unfinished repairs and the condition of flats and communal areas.



Communication and information

Residents would like clearer information about repairs, activities and updates.



Engagement with residents

Some residents would value more contact with trustees.



Response to anti-social behaviour

Concerns about how anti-social behaviour is managed.

Bristol & Anchor is a lovely place to live. 

You spoke, we listened.

Here's what you told us – and what we're doing about it.



YOU SAID



WE'RE DOING



SAFETY & SECURITY

You said:

- You are concerned about gates, car park security and feeling safe
- You want reassurance that we are working hard to keep the site safe

We're doing:

- CCTV covers the site and new signage is in place
- Residents can report concerns directly to staff
- We will continue to review security improvements



REPAIRS & MAINTENANCE

You said:

- Repairs can take too long
- You want better tracking and communication
- You would like more updates about planned maintenance

We're doing:

- New case management system to track and manage repairs
- We will focus on communication and updates around repairs
- We will use this information to keep improving our service



COMMUNICATION & INFORMATION SHARING

You said:

- You want clearer information about repairs, activities and updates
- You want information to be easier to access
- You value transparency and being kept in the loop

We're doing:

- Monthly updates shared at resident meetings and via the maintenance line
- We will always aim to communicate with you using your preferred method
- Notice boards in the garden and laundry room will be updated
- Resident meeting minutes (including news and updates) will continue to be shared monthly to each resident





YOU SAID



WE'RE DOING



RESIDENT ENGAGEMENT & TRUSTEE VISIBILITY

You said:

- You want more contact with trustees and staff
- You value events and meetings that include everyone
- You want more ways to share feedback

We're doing:

- Trustees will now be attending alternate resident meetings
- Monthly resident meetings are on the last Thursday at 2:30pm in the Garden Room
- You can share feedback via surveys, email, phone or in person



ANTI-SOCIAL BEHAVIOUR

You said:

- Concerns about anti-social behaviour and how it is handled.
- You want clear processes and support if an issue arises

We're doing:

- Reviewing and updating internal ASB policies and procedures
- Partner with agencies and support you to access support services where necessary.
- Work closely with police, local authority and neighbourhood teams



LOOKING AHEAD FOR 2026-2027

You said:

- You want ongoing improvements and investment in the site
- You want to know we're listening and taking action

We're doing:

- Increasing trustee visibility and strengthening community engagement
- Improving use of a new case management system to improve services and tracking
- Continuing to work closely with residents to make decisions that matter most

Our commitment to you

We will continue to listen, act on your feedback and work together to make Bristol & Anchor a safe, welcoming and happy place to call home. Together, we make our community a better place.

Thank you

Your voice shapes our services and helps us build a better place for everyone.

