

Tenant Satisfaction Survey 2022

The Results!

... what you told us

In late 2022 we ran our **general needs** tenant satisfaction survey. This is a really important survey, as tenant feedback helps us identify what we're doing well, where we can improve and what our priorities should be.

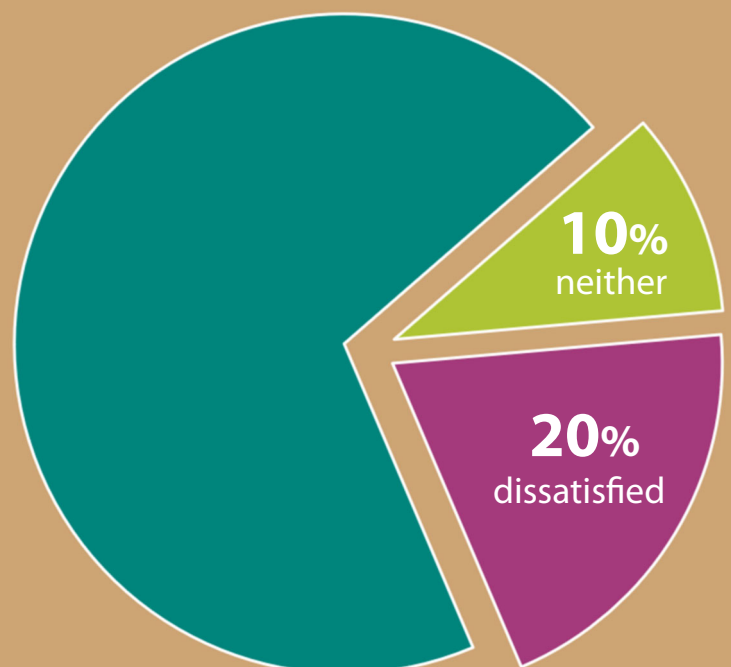
Thank you to all 794 who took the time to complete the survey, which represents 40% of the random sample that were invited to take part. Over the coming months we will use what we have learnt to help improve our services based on what our tenants need now.

Over two thirds of tenants are satisfied with our service overall, coming against the three year backdrop of the pandemic, inflation and difficulties hiring staff. However we recognise that at the opposite end of the scale 1 in 5 are not so happy, and we need to improve this score to keep up with other similar landlords.

Like most similar surveys there are also big differences by age, with tenants aged over 65 the most satisfied (83%), compared to those aged 35-49 who are the least (63%).

70%

of general needs
tenants are satisfied
with our service
overall



Key drivers of satisfaction

- 1st Repairs & maintenance overall
- 2nd Listening to tenants & acting on their views
- 3rd Quality of the home
- 4th Treating tenants fairly and with respect
- 5th Safety & security of the home

Repairs are the main theme of the survey results because how tenants answered this question is the most closely **linked to overall satisfaction**.

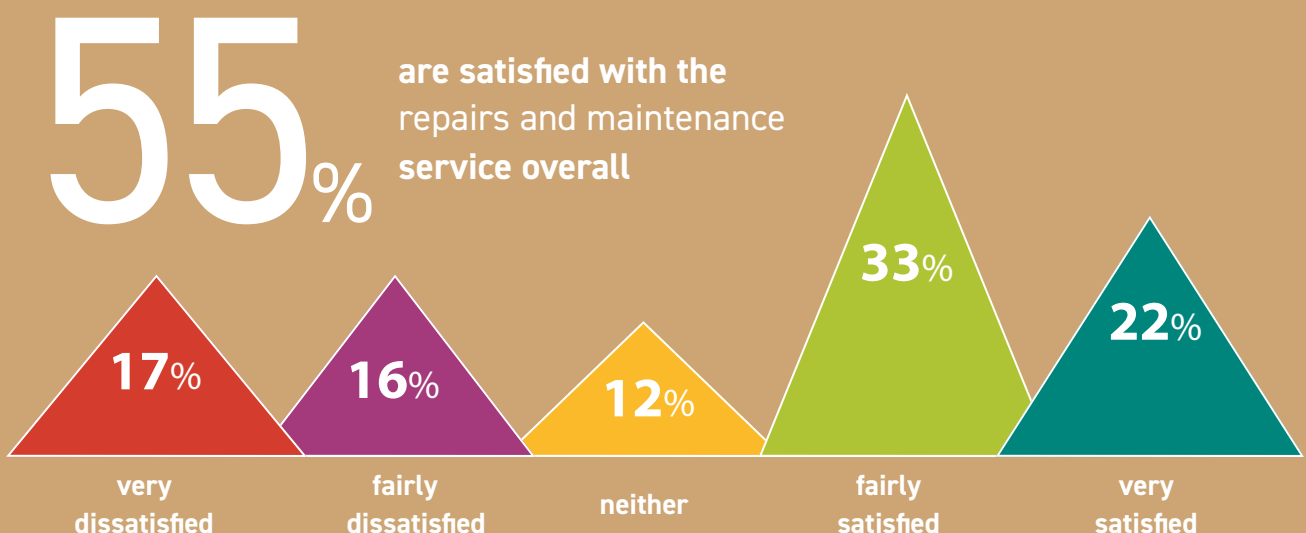
This focus on repairs is reinforced by the fact that the quality, safety and security of the **home** make up two more items on this list.

It is also very important for tenants to feel we properly **listen** to what you say and taking action where we can, which also involves treating you with **fairness and respect**.

Repairs and maintenance

We expected that satisfaction with repairs and maintenance would be important because of delays caused for all landlords by the **pandemic**, in addition to our unfortunate timing of bringing the repairs service in-house just as the pandemic started in Spring 2020. Our aim is to make a success of in-house repairs just as we did when bringing gas-servicing in-house in 2014, where satisfaction has increased again to 89%.

We are **working hard** to overcome the challenges of the past three years and focus on getting repairs done right first time. Our tenants told us the most important thing about repairs was to start work on repairs more quickly as well as to keep them informed and updated about when work was planned or postponed.



Themes

Customer service

66%

find us **easy to deal with**, but 20% were still dissatisfied and we need to improve



LISTENING TO & ACTING ON YOUR VIEWS ...



... is the second 'key driver' of satisfaction and the score of 56% which we are working to improve

71%

feel we treat tenants **fairly and with respect**



The home

72%



satisfied with quality of the home, which has fallen since the pandemic

SAFETY & SECURITY



gets a high rating of **78%** from tenants which we are pleased with because it is a 'key driver' of overall satisfaction

Property improvements were the most common suggestions for improving services, especially **damp or mould** or windows.



Neighbourhoods

77%



are satisfied with their neighbourhood as a place to live

OUR POSITIVE CONTRIBUTION

... **to neighbourhoods** is recognised by over half of tenants. This includes the re-introduced estate walkabouts and recent improvements in anti-social behaviour management

50%



are happy with how we **deal** with anti-social behaviour, which is the average score for similar landlords

Well-being



73%
agree that rent and
service charges are
affordable

COST OF LIVING



However, we know that the
cost of living is a big issue for
everyone at the moment

Support is available if you are
struggling with money issues

73% agree that they
have a good **quality of life**
in their home, but
remember that well-being
support can be accessed at
community hubs



How are we going to change?



We will improve communication around reporting repairs, booking appointments, and keeping tenants informed on progress. This will include new IT system to help us be more efficient.



We are recruiting more trades people and training them in a wider range of skills.



Listen more to your views by building on recent tenant involvement activity, such as the Tenant Focus Group which is already giving recommendations that we are acting upon.



The most recent Tenant Focus Group report was on empty homes, and future activity is planned along with themed Café Conversation events where tenants can meet and talk about their experiences of our housing services.



We will continue to organise Estate Walkabouts and Love Where You Live events on a more regular basis.



Work is also being carried out on creating Tenant Empty Homes Inspector roles. Recruitment of tenant volunteers for this role will take place later this year.



We will continue to work with tenants in resolving incidents of fly-tipping in their areas and also review communal cleaning contract arrangements.



Continue to assist community hubs with the financial, health and wellbeing support they provide to tenants in their communities.

Thank you ...

... again to everyone who took part in the survey. We will take all the feedback into consideration when shaping our services.

Didn't complete our survey this time round? We will be running this survey every year so your chance will come around again, but we welcome our residents' feedback all year round.