

# Tenant Satisfaction Survey 2022

## The Results!

... what you told us

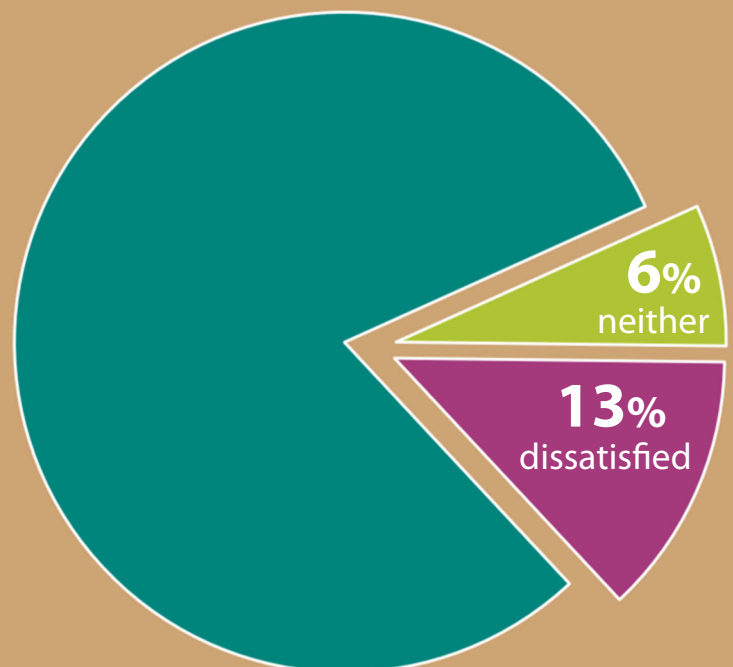
In late 2022 we ran our **independent living** tenant satisfaction survey. This is a really important survey, as tenant feedback helps us identify what we're doing well, where we can improve and what our priorities should be.

Thank you to all 307 who took the time to complete the survey, which represents 43% of all independent living households 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 four fifths 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 8 are not so happy, and we need to improve this score to keep up with other similar landlords.

**81** %

**of independent living tenants are satisfied with our service overall**



# Key drivers of satisfaction

- 1<sup>st</sup> Quality of the home
- 2<sup>nd</sup> Being kept informed
- 3<sup>rd</sup> Repairs & maintenance overall
- 4<sup>th</sup> Having the opportunity to make your views known
- 5<sup>th</sup> Treating tenants fairly and with respect

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

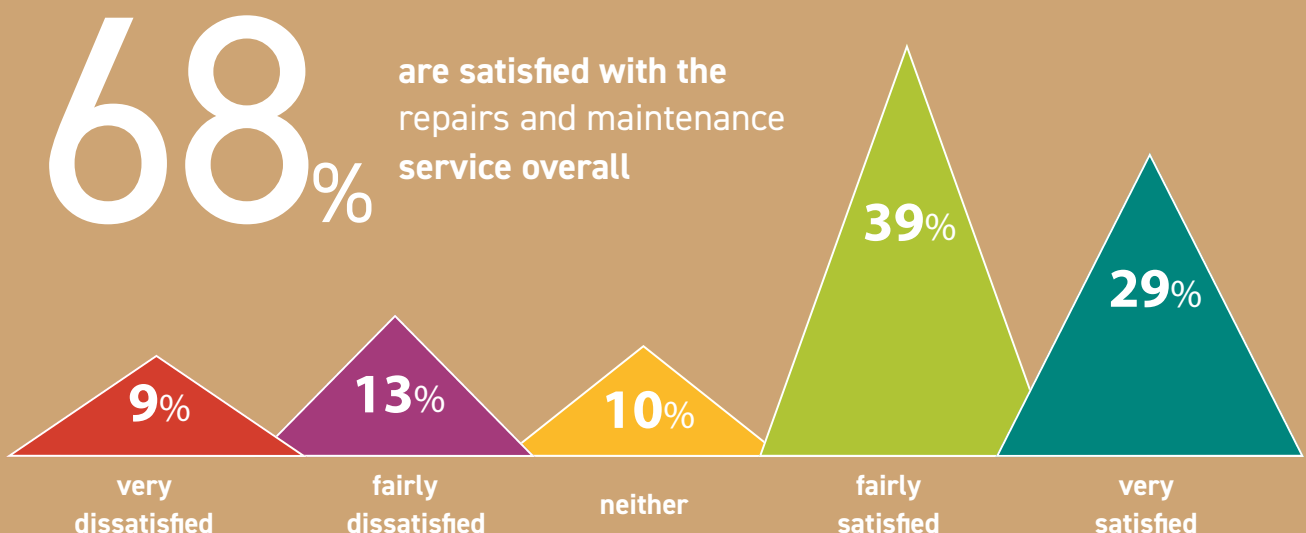
This is an even stronger driver of satisfaction than in the past, reinforced by the fact that the **repairs** satisfaction appears on this list for the first time.

**Communication and resident involvement** is the remaining theme, with three of the key drivers on this broad topic, where some scores have improved since the last survey.

## 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 at 89% is very high.

We are **working hard** to overcome the challenges of the past three years and focus on getting repairs done right first time, which along with the time taken before work started, is what our tenants told us the most important thing about repairs service.



# Themes

## Communication

71%

feel we keep you well **informed**, although it continues to be a key driver of satisfaction



### LISTENING TO & ACTING ON YOUR VIEWS ...



... has also increased significantly since the last survey to 64%, as has **opportunities for involvement** at 69%

79%

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



## The home

86%



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

### SAFETY & SECURITY



gets a high rating of **87%** from tenants which we are pleased with because it is a 'key driver' of overall satisfaction

77%

Are happy with the cleaning and maintenance of **communal areas**, which is on par with other landlords



## Neighbourhoods

90%



are satisfied with their neighbourhood as a place to live

### GROUNDS MAINTENANCE

... has significantly **improved** by 7% to 76%, including an impressive 14% increase to 40% in those who are **very satisfied**

59%

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



# Well-being



75%

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

79% agree that they have a good **quality of life**, but we also know that 1 in 10 tenants still asked for help with well-being or money problems



## 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, as well as training site officers to be able to do certain small repairs such as lock changes and light maintenance.



Promote and run classes on digital inclusion to help tenants get the most out of new ways to quickly and efficiently report repairs and track appointments.



Concentrate on the individual scheme results to offer confidential support with an approachable can-do attitude to tenants that need more help with well-being or money problems.



Keep on working closely with other services and agencies to help everyone feel social included.



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



We will continue to work with tenants and communities to offer opportunities to get involved, engage with each other, learn new independent living skills and be responsive to others' needs.

## 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.