

TENANT SATISFACTION SURVEYS REPORT



- **Housing Provision** (113 respondents)
- **Planned Maintenance** (72 respondents)
- **Response Maintenance** (123 respondents)
- **Community Involvement & Tenant Engagement** (73 respondents)
- **Housing Association services** (539 respondents)

Context

Tenant surveys carried out across key service areas from tenants across the region between November 2022 - February 2023. Individual service areas are targeted (eg Planned Maintenance carried out with those tenants whose properties had undergone upgrade/cyclical works and Community Involvement with tenants in attendance at events and activities). General satisfaction survey with Housing Association services has a wider representation from all tenants.

Spread of schemes is right across the region with urban conurbations and towns represented, a range of ages, genders, communities.

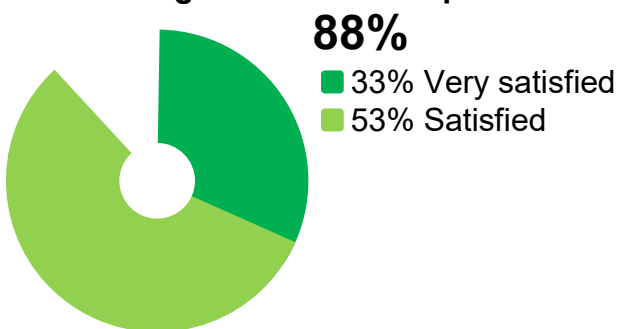
Common findings are an overwhelming preference for text as a means of contact - not lower than 52% for any service area and rising to 85% for community involvement. Preference for contact via post, email and telephone fairly evenly split with telephone and email slightly preferred. The exception to the rule is Repairs/Maintenance where contact by post is preferred to email.

The data presented here is the headline satisfaction figures from main areas of service delivery. Extensive individual tenant comments - both positive and negative - are contained in the computer generated feedback reports for each operational area to action where relevant.

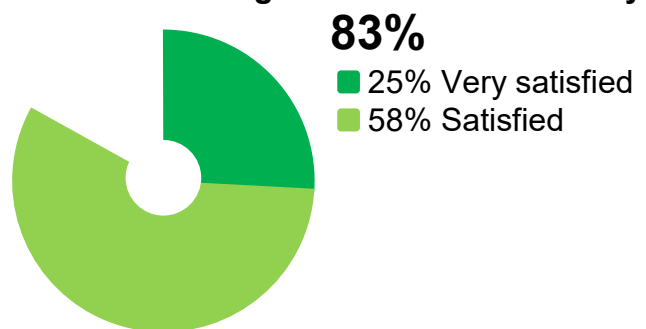
Housing Provision (113 respondents)

How satisfied are you with:

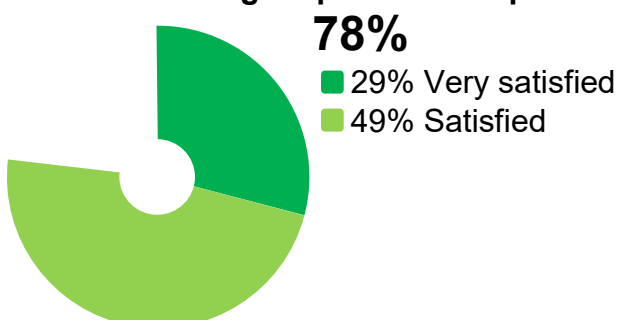
1. Your neighbourhood as a place to live?



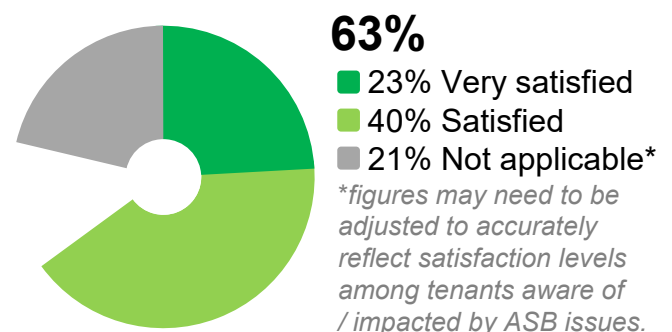
2. The rental charges offer value for money?



3. How Habinteg responds to enquiries?



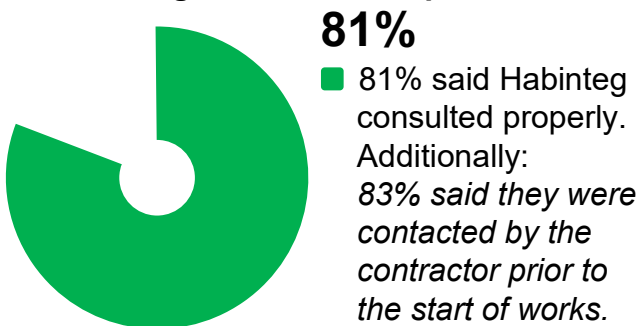
4. How antisocial behaviour is dealt with?



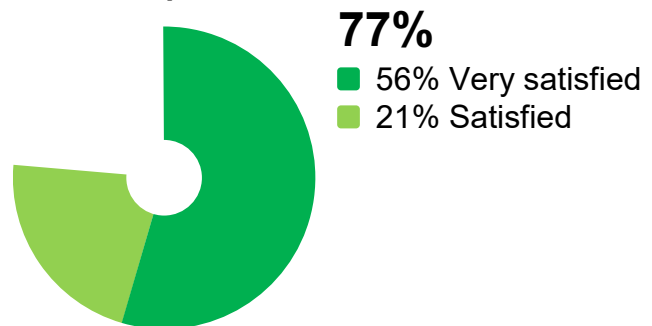
Planned Maintenance (72 respondents)

How satisfied are you with:

1. Habinteg's consultation prior to works?



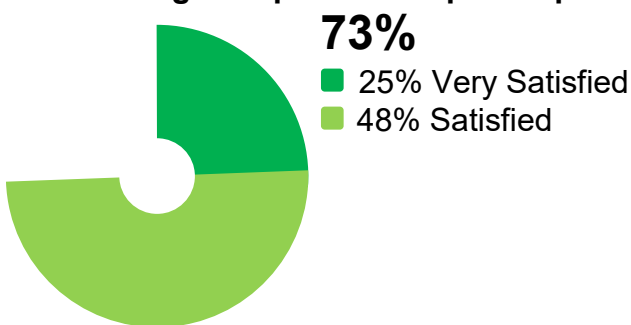
2. The completed works?



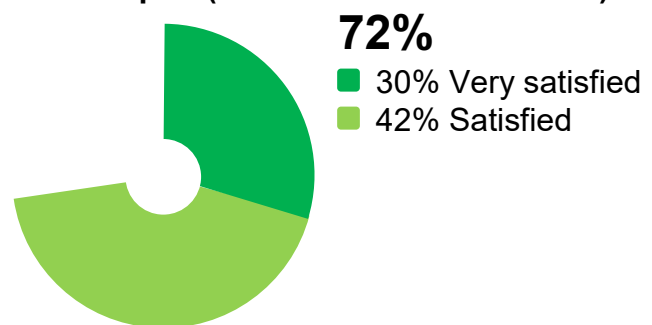
Response Maintenance (123 respondents)

How satisfied are you with:

1. Habinteg's response to repair requests?



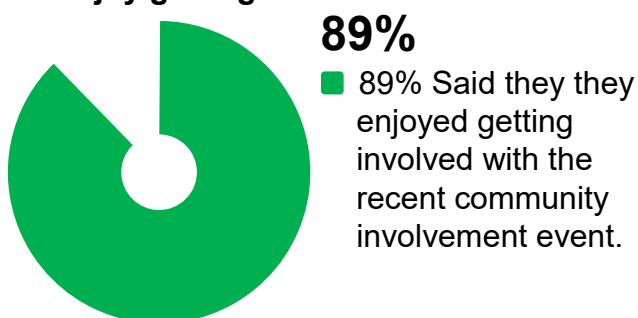
2. Last repair (within the last 12 months)?



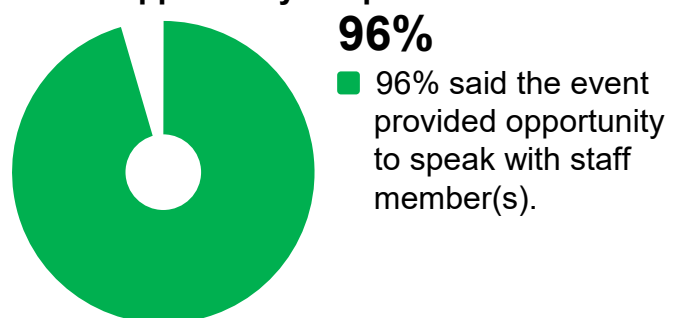
Community Involvement & Tenant Engagement (73 respondents)

Did you:

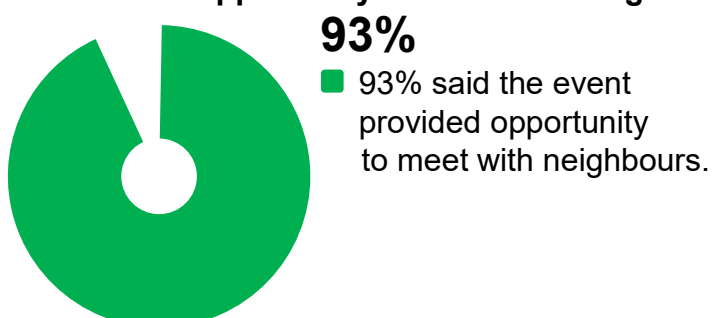
1. Enjoy getting involved with the event?



2. Have opportunity to speak with staff?



3. Have the opportunity to meet with neighbours?



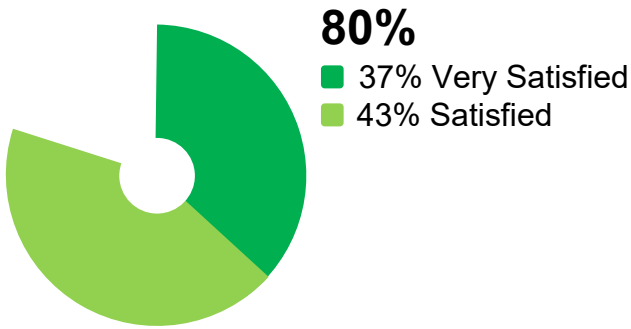
Additionally, Of those attending

47%
expressed an interest in becoming involved in Tenant Engagement opportunities (H&C Team follow up).

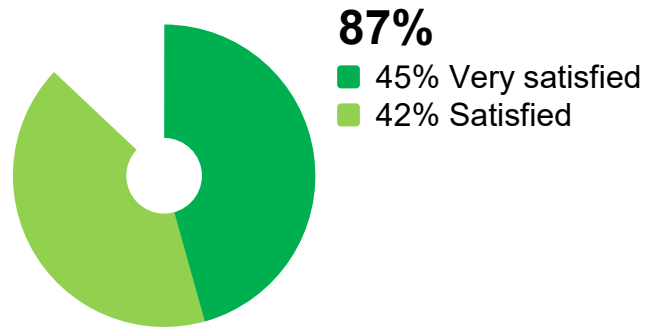
Housing Association services (539 respondents)

How satisfied are you (with):

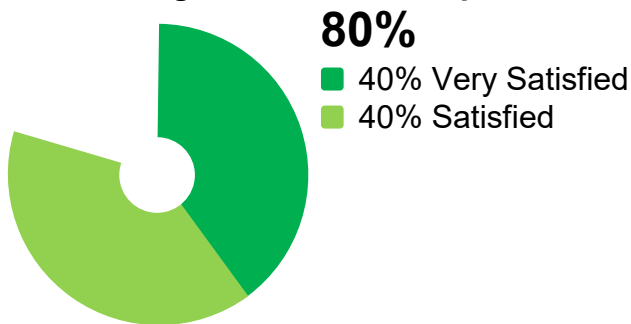
1. Habinteg's overall service provision?



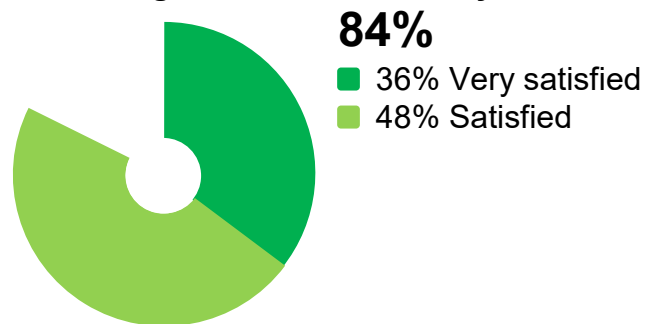
2. Overall with your Habinteg home?



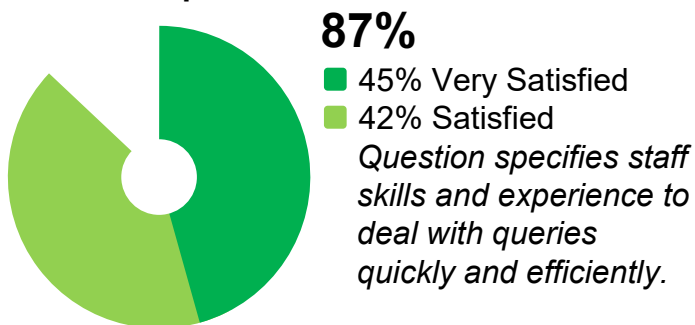
3. Habinteg's maintenance/repair service?



4. Habinteg listens and acts on your views?



5. Staff response to contact?



6. To what extent to you agree or disagree with the following:

Strongly agree Agree Disagree Strongly disagree

A. Habinteg treats its customers fairly?



B. Habinteg has a good reputation in the area?



C. Habinteg's staff are friendly and approachable

