

# Your Views



## Tenant Satisfaction Survey 2023

### About the Survey

In July and August 2023, many of you took part in an important survey.

The survey was carried out by postal, telephone and online questionnaires. It focused on how happy you are with the way Wyedean Housing Association maintains your homes and delivers key services. The survey was carried out by an independent market research company – Acuity Research and Practice.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Wyedean Housing Association's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.

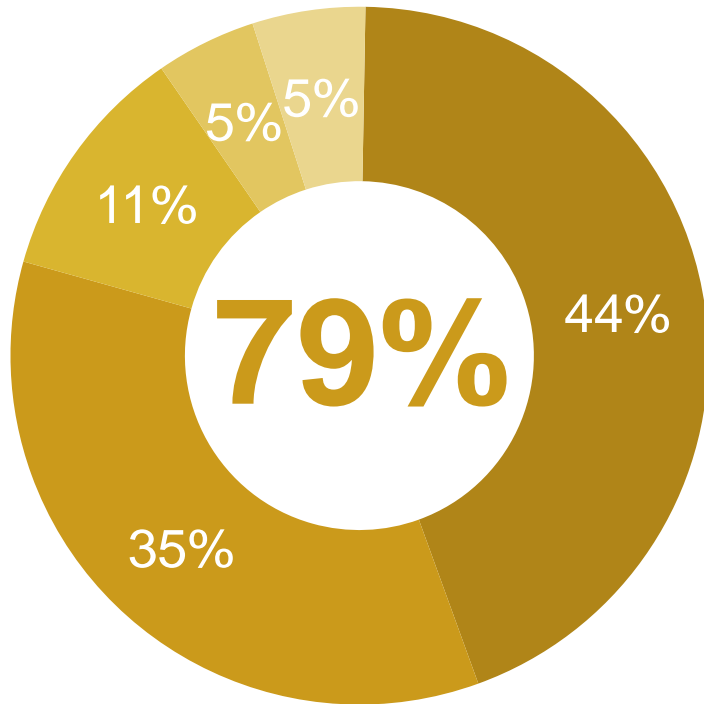
**174**  
tenants took  
part out of  
around a total  
of 450

**A big thank you to everyone who took part!**

# Overall Service



Eight out of ten tenants are satisfied with the overall service provided by Wyedean Housing Association (**79%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



# The Home and Communal Areas



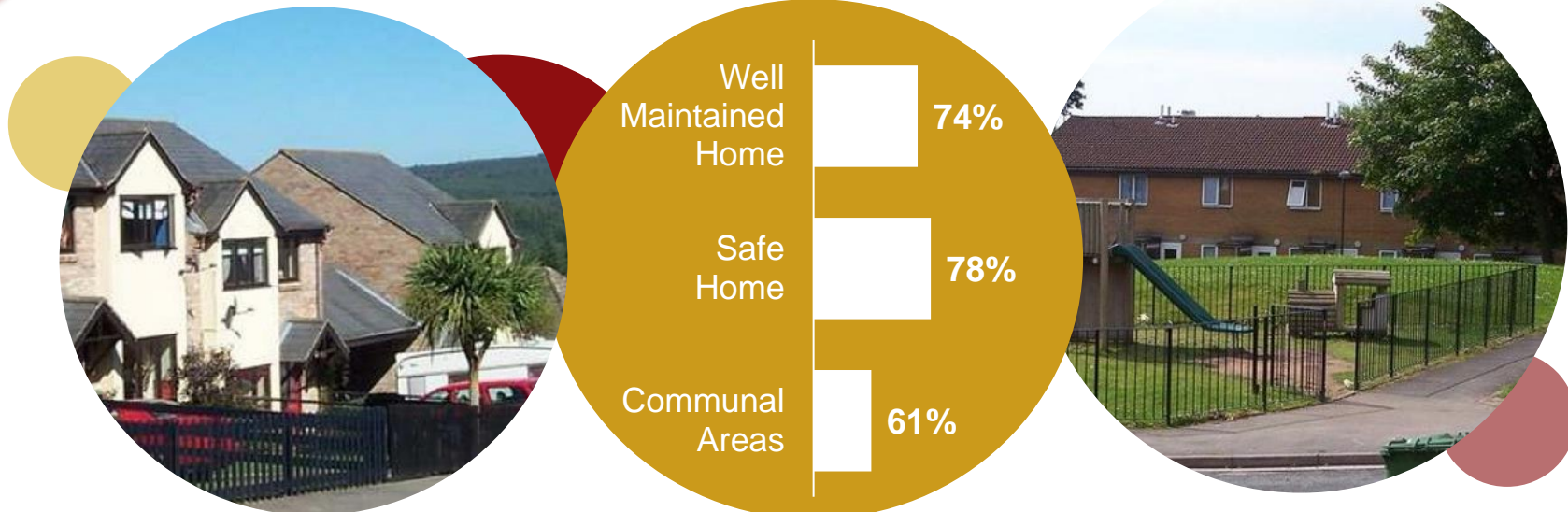
Three-quarters of tenants are satisfied that their homes are well maintained (**74%**).



Around eight out of ten tenants are satisfied that Wyedean Housing Association provides a home that is safe (**78%**).



Fewer tenants are satisfied that their communal areas are kept clean and well maintained (**61%**).



# Repairs and Maintenance



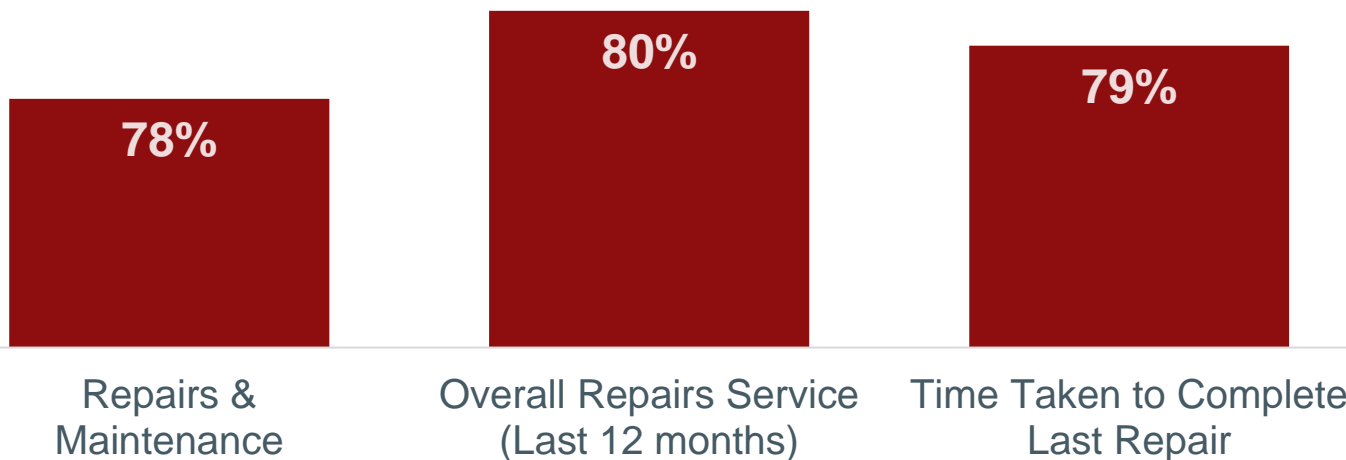
Over three-quarters of tenants are satisfied with the way Wyedean Housing Association deals with repairs and maintenance generally **(78%)**.



More tenants are satisfied with the overall repairs service over the last 12 months **(80%)**.



Around the same number of tenants are satisfied with the time taken to complete their most recent repair after they reported it **(79%)**.



**67%**  
of tenants had a repair carried out in the last 12 months

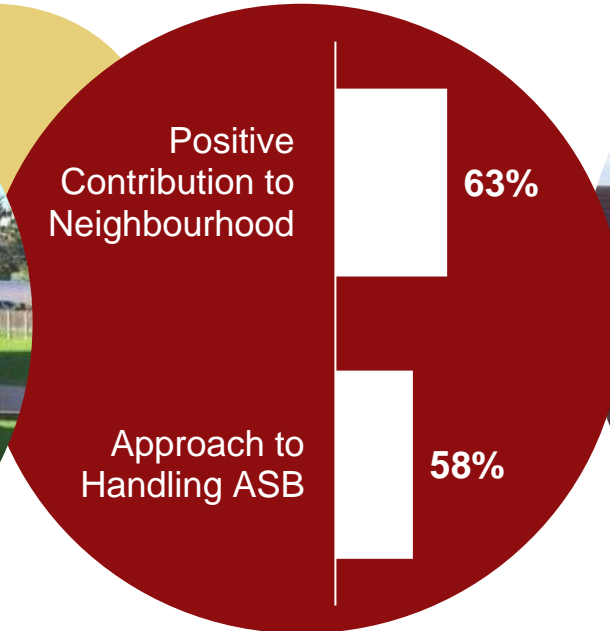
# The Neighbourhood



Just over six out of ten tenants are satisfied that Wyedean Housing Association makes a positive contribution to their neighbourhood **(63%)**.



Slightly fewer tenants are satisfied with Wyedean Housing Association's approach to handling anti-social behaviour **(58%)**.



# Communications and Tenant Engagement



Just under two-thirds of tenants are satisfied that their views are listened to and acted upon **(65%)**.



Seven out of ten tenants are satisfied that they are kept informed about things that matter to them **(71%)**.



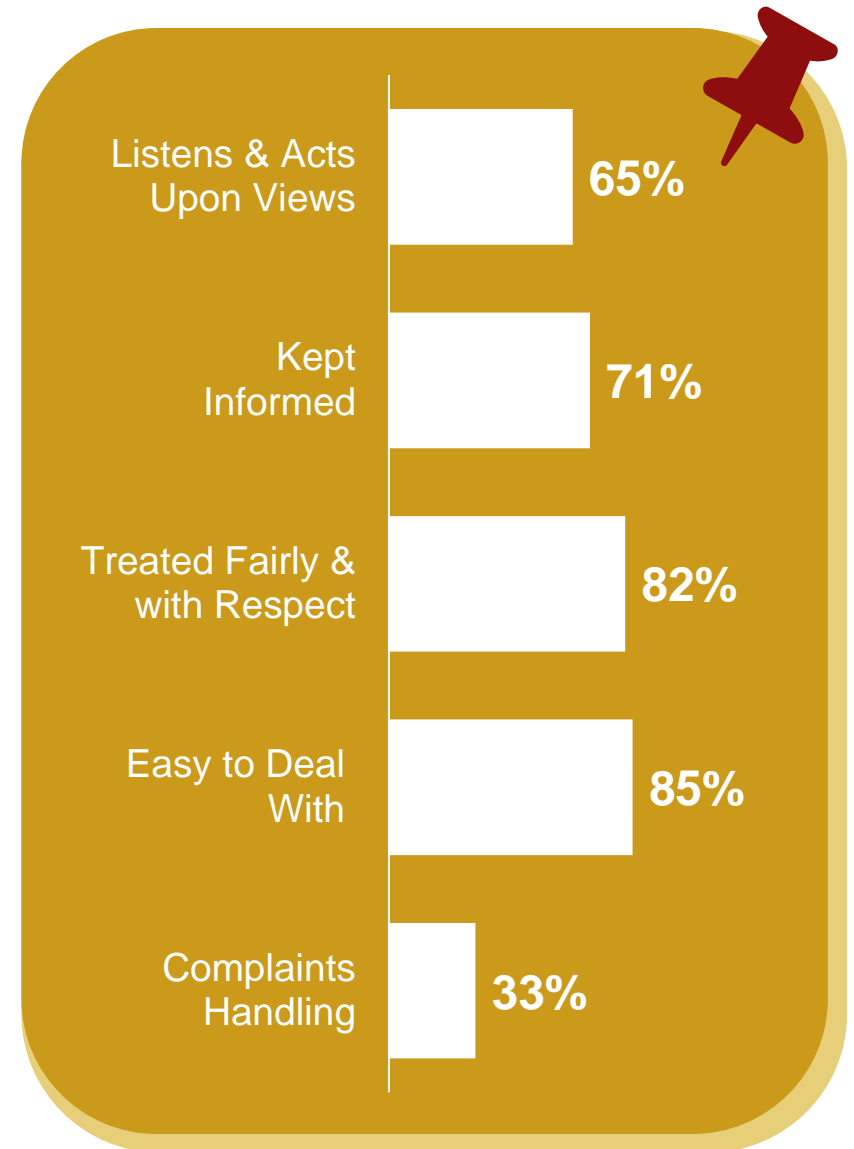
Around four-fifths of tenants agree that Wyedean Housing Association treats them fairly and with respect **(82%)**.



Six out of seven tenants are satisfied that Wyedean Housing Association is easy to deal with **(85%)**.



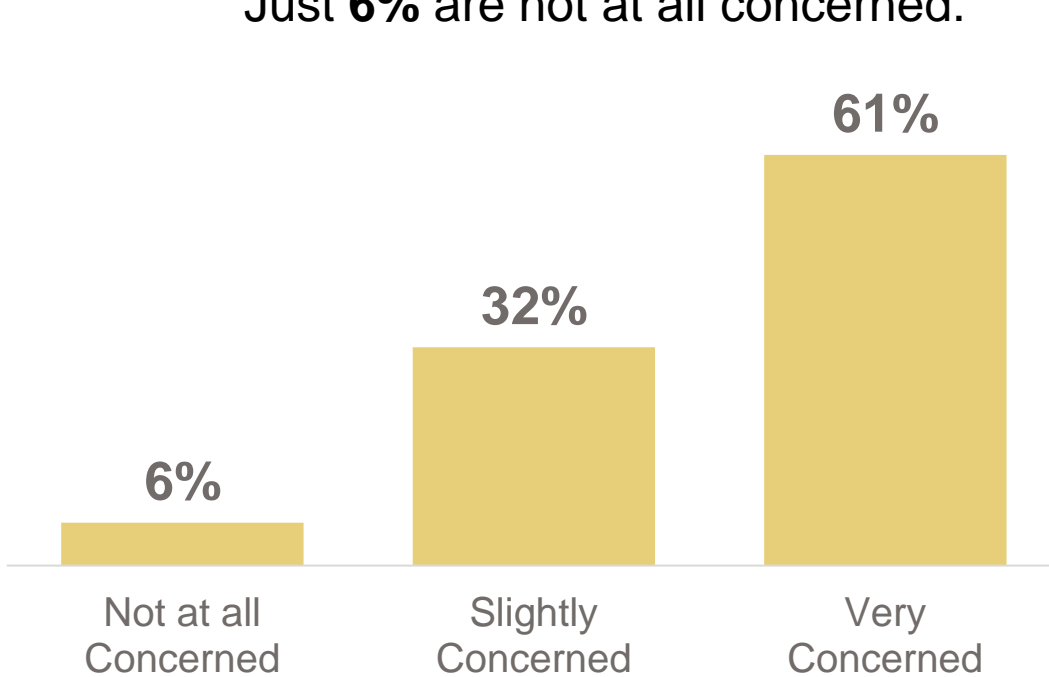
One third of tenants who made a complaint in the last 12 months are satisfied with complaints handling **(33%)**.



# Wellbeing



Over nine out of ten tenants are concerned about the cost of living crisis (**94%**); **61%** are very concerned and **32%** are slightly concerned. Just **6%** are not at all concerned.



Over a third of tenants said they currently have damp or mould issues in their homes (**37%**). Of these tenants, **61%** have reported the problem to Wyedean Housing Association.

**50%**  
of tenants would like future surveys to be carried out by post (**25%** by email)

# Recommending Wyedean Housing Association



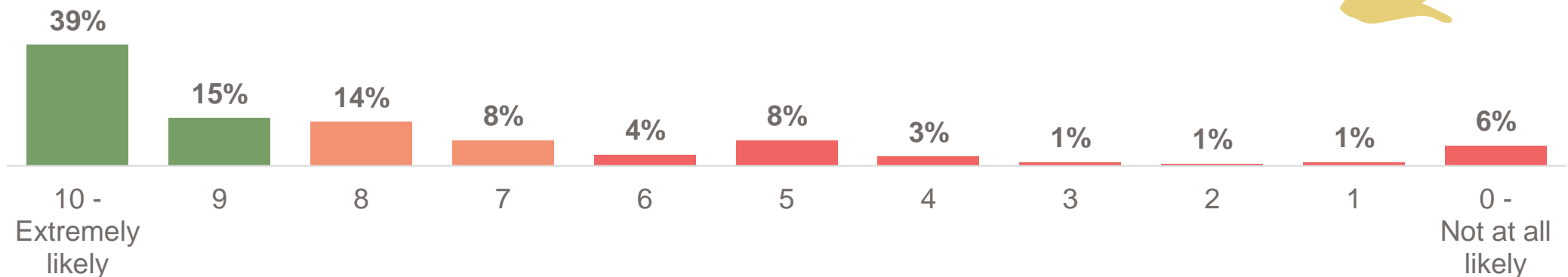
Tenants were also asked how likely they would be to recommend Wyedean Housing Association to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Over half of tenants are very loyal and happy to recommend Wyedean Housing Association to other people (**54%**). However, **22%** of tenants are unsure and **24%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for Wyedean Housing Association (the percentage of those who would recommend Wyedean Housing Association minus the percentage of those who would not) is **+30**.





# Tenants' Comments

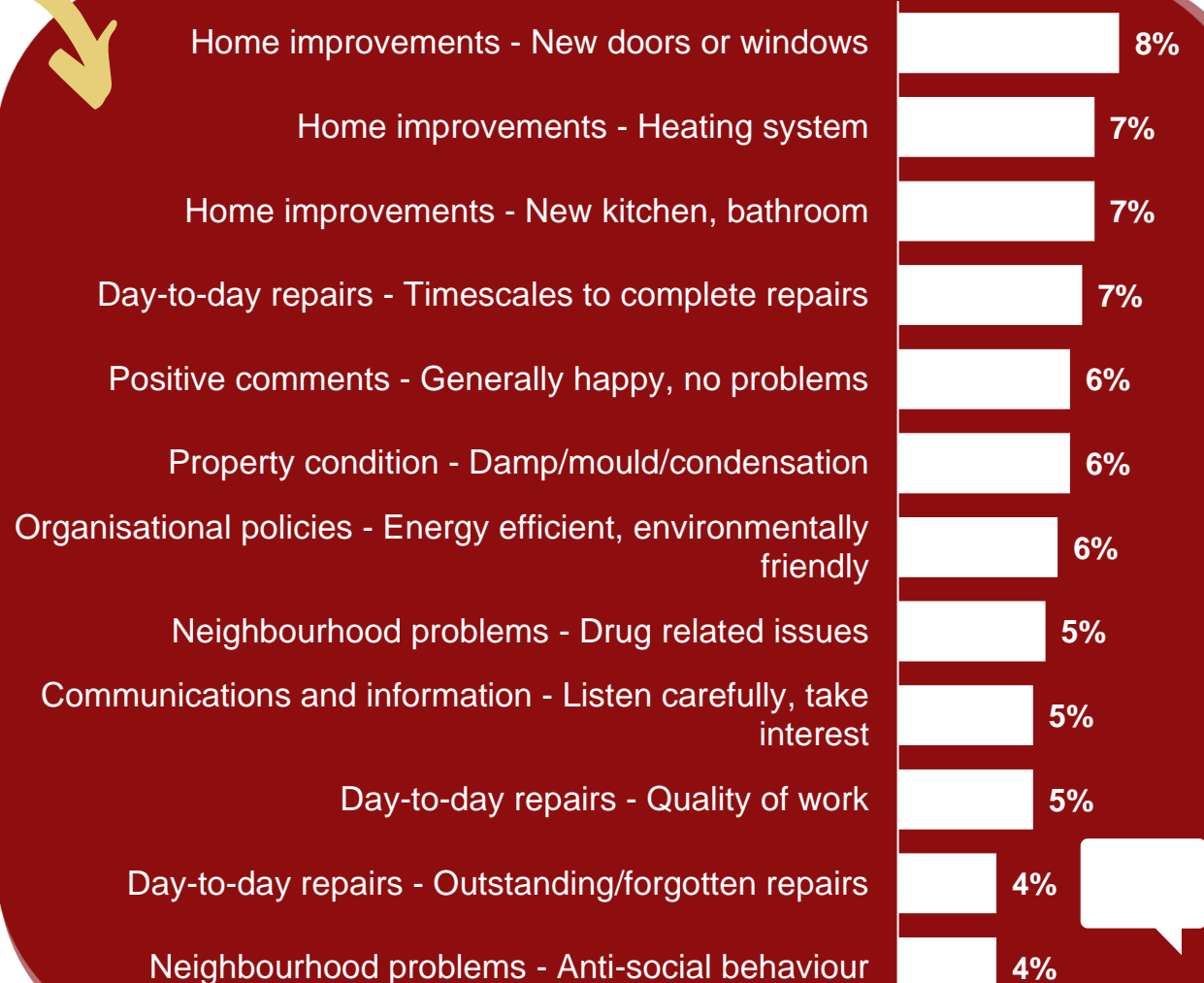
Tenants were asked to comment on how Wyedean Housing Association could improve and the chart to the right shows the most frequent comment areas.

Tenants most frequently referred to home improvements they would like, such as new doors or windows, heating systems and kitchens or bathrooms

Tenants also mentioned the repairs service, particularly the timescales to complete repairs, as well as damp or mould in their homes.

Although some of the tenants are happy with the current services provided and had no improvement suggestions, instead giving positive comments.

## Top comments



# Your Views

Wyedean Housing Association appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we might contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Wyedean Housing Association does to involve you in developing services. As well as publishing the results of the survey, Wyedean Housing Association plans to put the findings to good use by working with tenants to further improve the services they provide.

