



Tenant satisfaction survey 2023

Results

Henk Jan Kuipers
20 December 2023

Introduction

- Survey every two years
- Welsh Government requirement since 2020
- Independent consultancy ARP research
- Standards
- 14 questions
- 700 out of circa 5,100 tenants interviewed
- 95% confidence level error margin +/- 3.4%





Overall satisfaction

- Overall satisfaction 75%
- 10% higher than 2019 and 4% higher than 2021
- On par with local authorities, below housing associations
- Strong improvement *tenant involvement* and *ASB*
- Retirement age tenants more satisfied
- Key drivers: Rent value for money
 - Repairs and maintenance overall
 - Listening to views and acting upon them

Value for money

- Rent value for money 84%
- 14% higher than 2019 and 6% higher than 2021
- Above social landlords
- Service charge value for money
- 11% higher than 2019 and 2% lower than 2021
- Above social landlords
- Sheltered tenants more satisfied





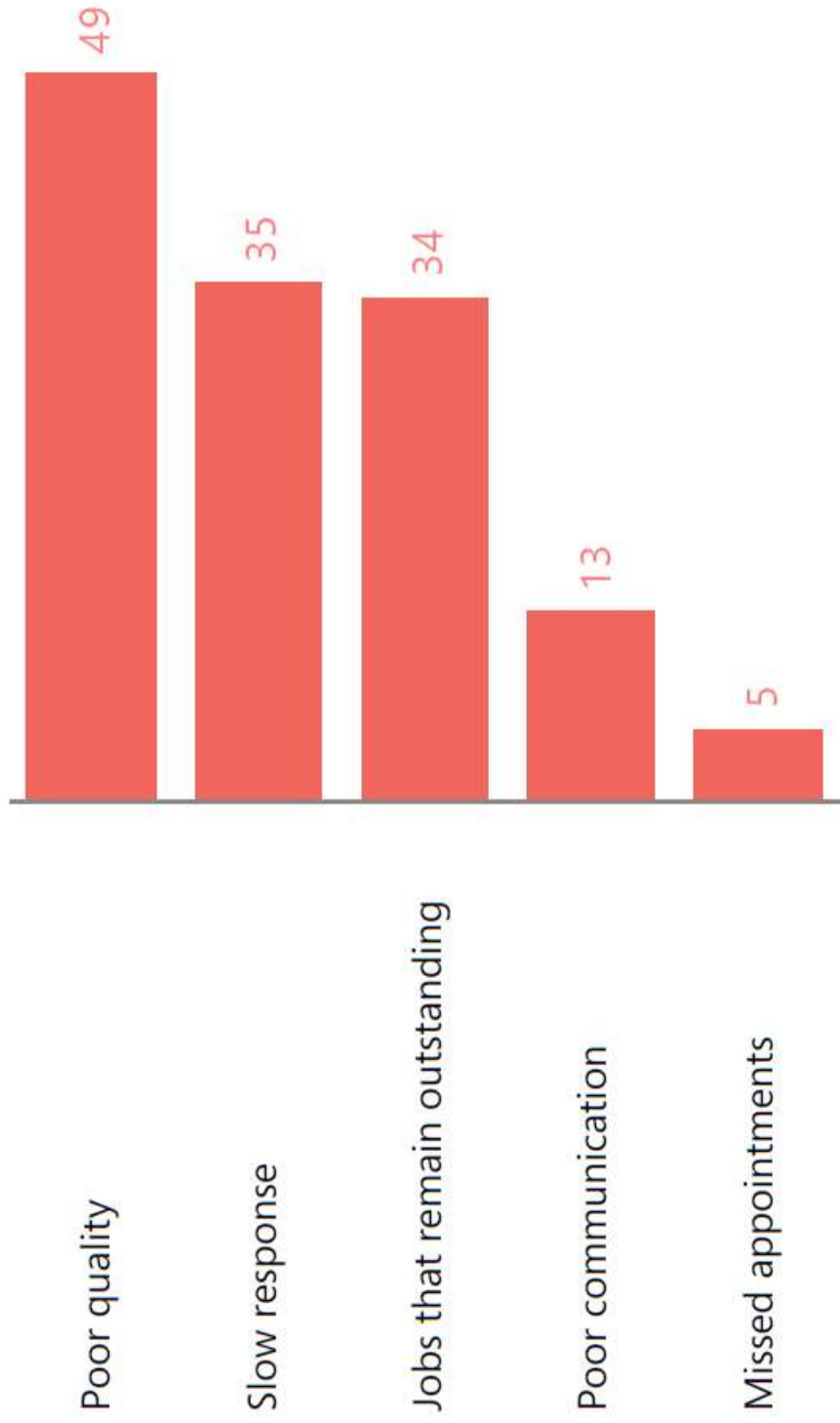
Repairs and maintenance

- R&M overall satisfaction 66%
- 12% higher than 2019 and 3% higher than 2021
- Below social landlords
- Working age tenants less satisfied
- Recent repairs satisfaction 80%



6.3 Why are you dissatisfied with repair and maintenance?

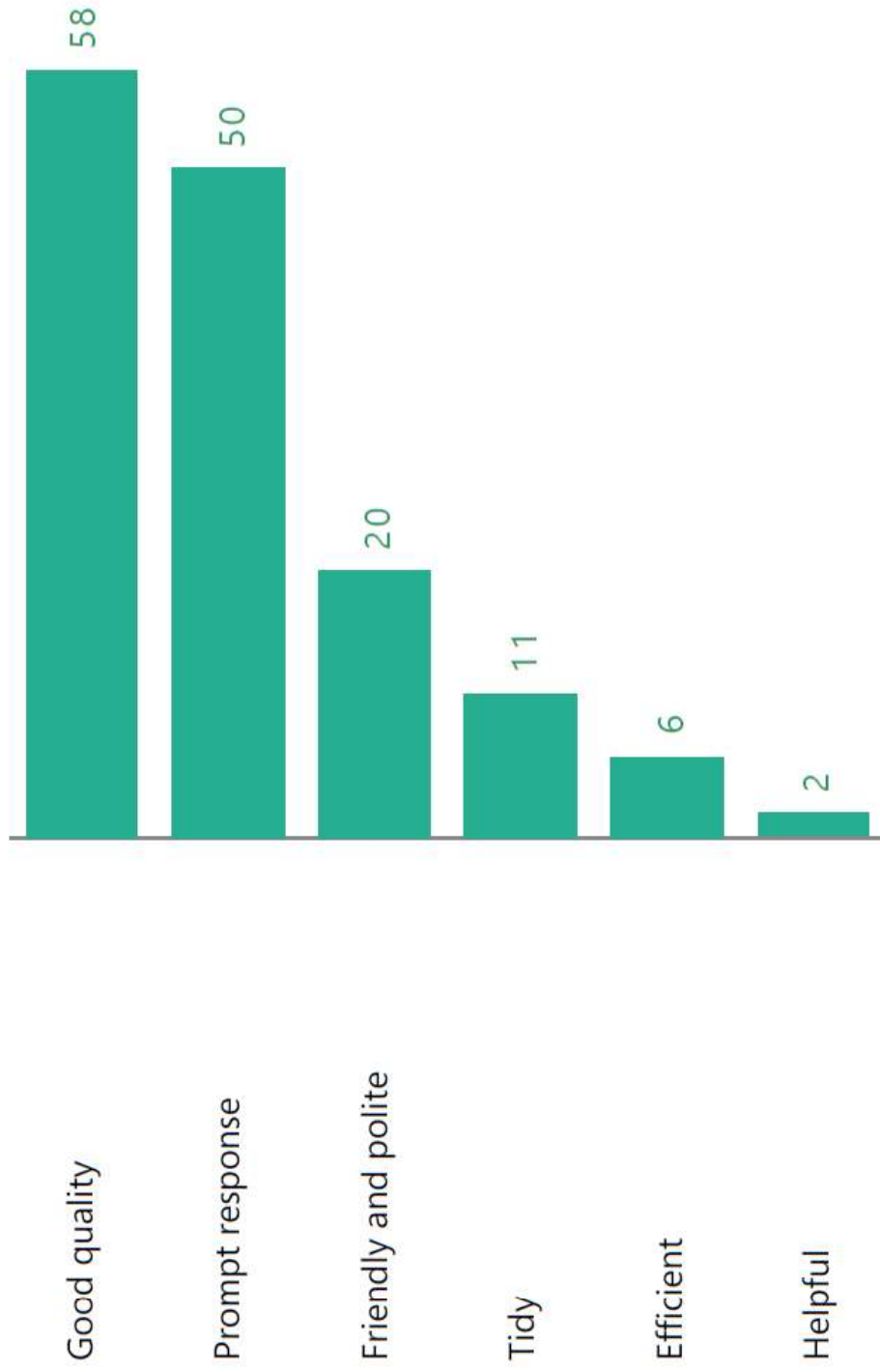
% Base 77 | Proportion of dissatisfied tenants. Includes multiple responses. Coded from verbatim comments.





6.4 Why were you very satisfied with repair and maintenance?

% Base 257 | Proportion of very satisfied tenants. Includes multiple responses. Coded from verbatim comments.





Contact and communication

- Listens and acts satisfaction 62%
- 15% higher than 2019 and 7% higher than 2021
- Above local authorities, below housing associations
- Working age tenants less satisfied
- Staff friendly and approachable 82%
- Take part in decision making 55%
- Having a say how services are managed 56%



The property

- Quality 77%
- 1% higher than 2019 and 4% higher than 2021
- On par with local authorities, below housing associations
- Safe and secure 89%

Neighbourhood

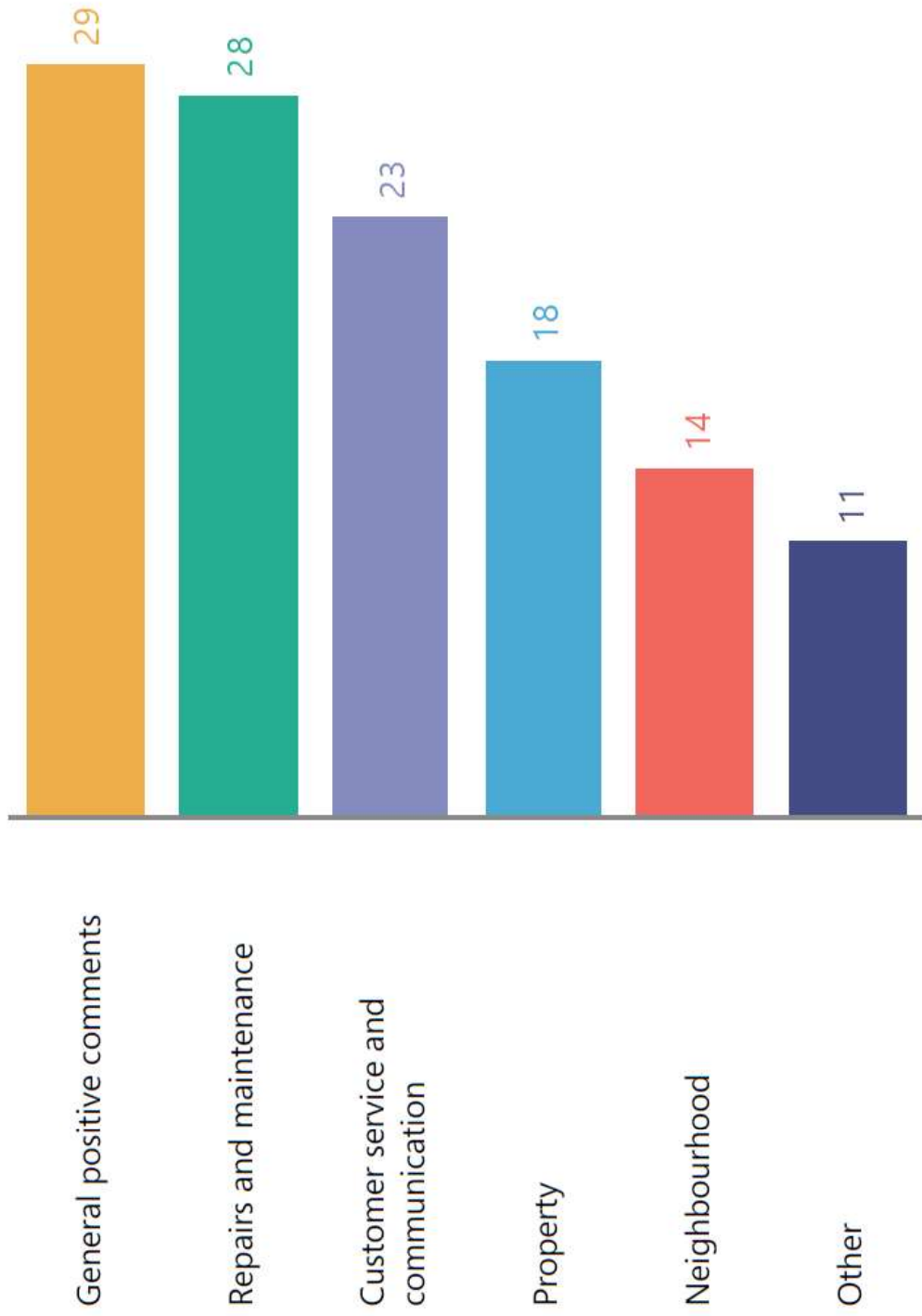
- As a place to live 86%
- 2% higher than 2019 and 2% lower than 2021
- Above social landlords
- ASB 67%, but 22% dissatisfied
- 16% higher than 2021
- Above social landlords





9.1 Additional comments - summary

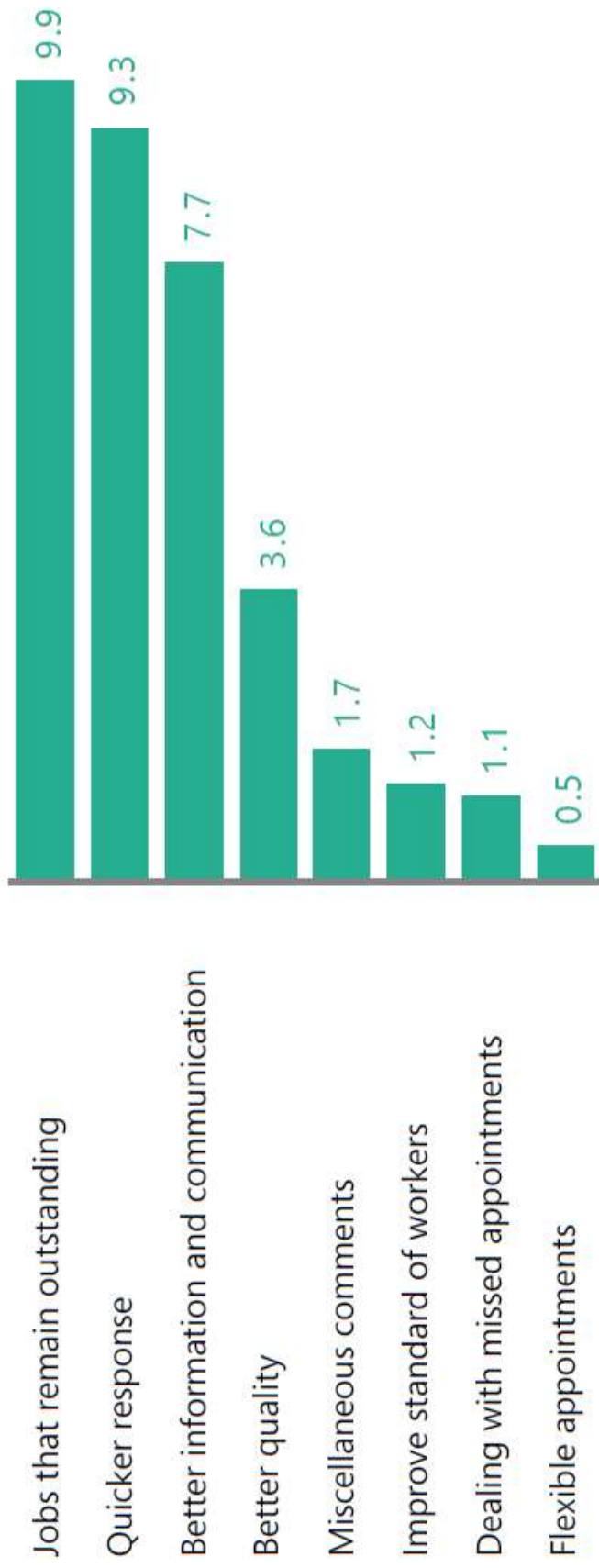
% Base 665 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.





9.2 Repair and maintenance comments - detail

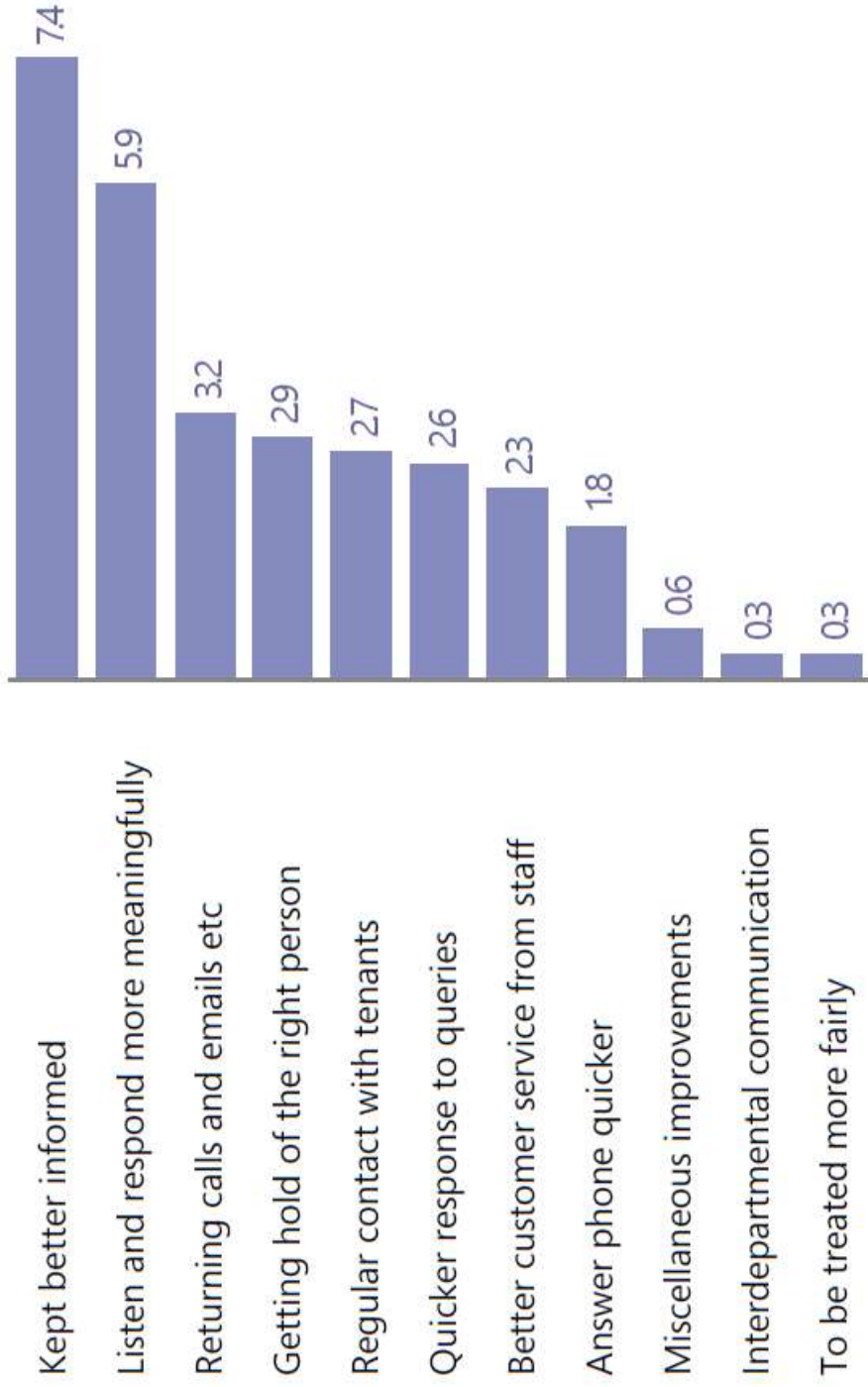
% Base 665 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.





9.3 Customer service and communication comments - detail

% Base 665 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.





LA median	Wales median	2021 result	change over time	2023 result
76%	81%	71%	↑	75%
76%	81%	73%	↑	77%
82%	85%	87%	↑	89%
76%	82%	78%	↑	84%
68%	68%	78%	↓	76%
71%	74%	63%	↑	66%
N.A	N.A	N.A.		80%
58%	66%	55%	↑	62%
49%	60%	44%	↑	55%
49%	61%	43%	↑	56%
N.A	N.A	85%	↓	82%
73%	77%	73%	↑	74%
82%	83%	88%	↓	86%
56%	61%	51%	↑	67%

satisfaction overall

quality of home

safety and security of home

value for money of rent

value for money of service charge

repairs and maintenance overall

last completed repair

listens to views and acts on them

taking part in decision making

having a say in service management

has friendly and approachable staff

trust housing services

neighbourhood as a place to live

dealing with ASB

↑ statistically significant improvement
 ↔ no statistically significant change
 ↓ statistically significant decline

* see Appendix A for additional information on statistics tests