

Your Views

Tenant Satisfaction Survey Wave 1 2023/24

About the Survey

Between October and November 2023, many of you took part in an important survey. This is the first of two surveys that will take place during 2023-24.

The survey was carried out by telephone and online, by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Housing for Women maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

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

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



160

tenants took part
out of a total of
855* (150 by
telephone & 10
online)

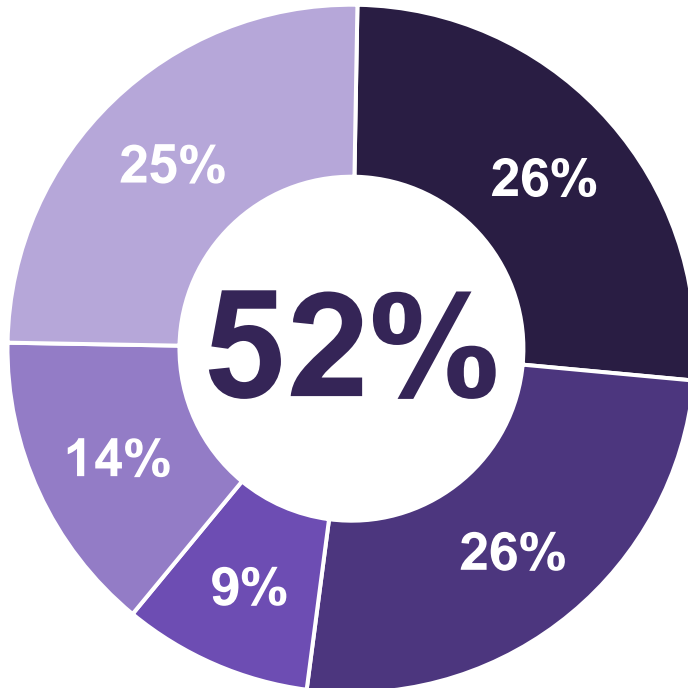
*A representative sample of tenants was contacted to ensure the results represent the whole tenant base.

A big thank you to everyone who took part!

Overall Service



Around half of tenants are satisfied with the overall service provided by Housing for Women (**52%**).



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



The Home and Communal Areas



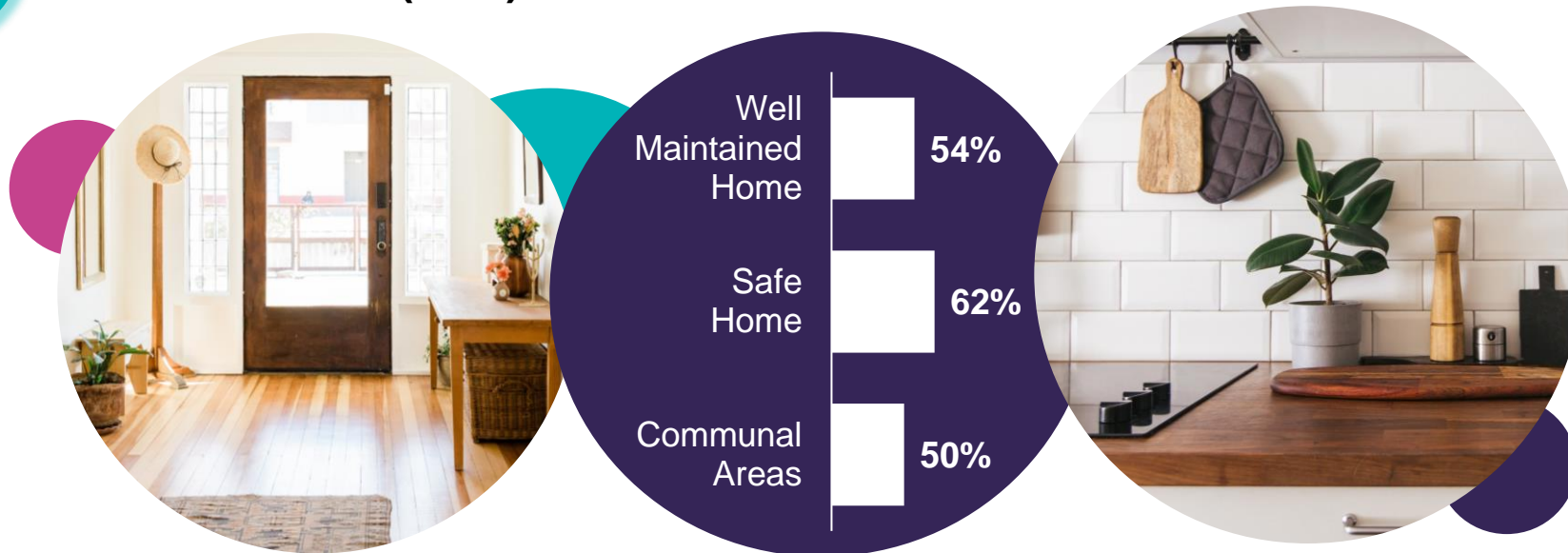
Over half of tenants are satisfied that they are provided with a home that is well maintained (**54%**).



Around six out of ten tenants are satisfied that Housing for Women provides them with a home that is safe (**62%**).



Half of tenants with communal areas are satisfied that they are kept clean and well maintained (**50%**).



Repairs Service



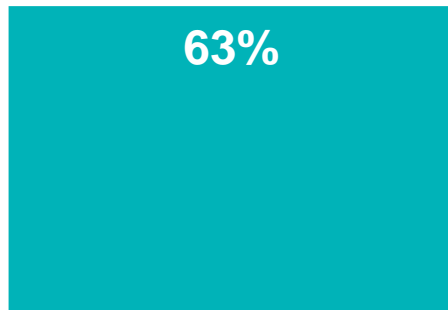
Six out of ten tenants said they had a repair carried out to their homes in the last 12 months **(59%)**.



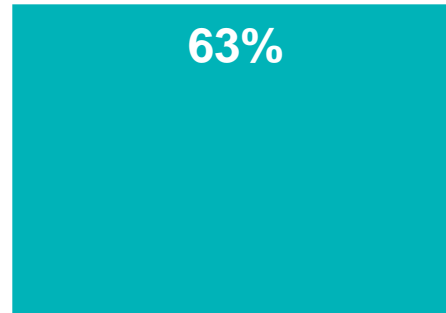
Over three-fifths of these tenants are satisfied with the overall repairs service over the last 12 months **(63%)**.



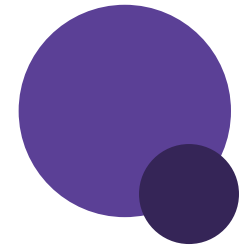
Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it **(63%)**.



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair



The Neighbourhood



Half of tenants are satisfied that Housing for Women makes a positive contribution to their neighbourhood (**49%**).



Six out of ten tenants are satisfied with Housing for Women's approach to handling anti-social behaviour (**60%**).



Communications and Tenant Engagement



Over four out of ten tenants are satisfied that Housing for Women listens to their views and acts upon them **(45%)**.



More than half of tenants are satisfied that they are kept informed about things that matter to them **(54%)**.



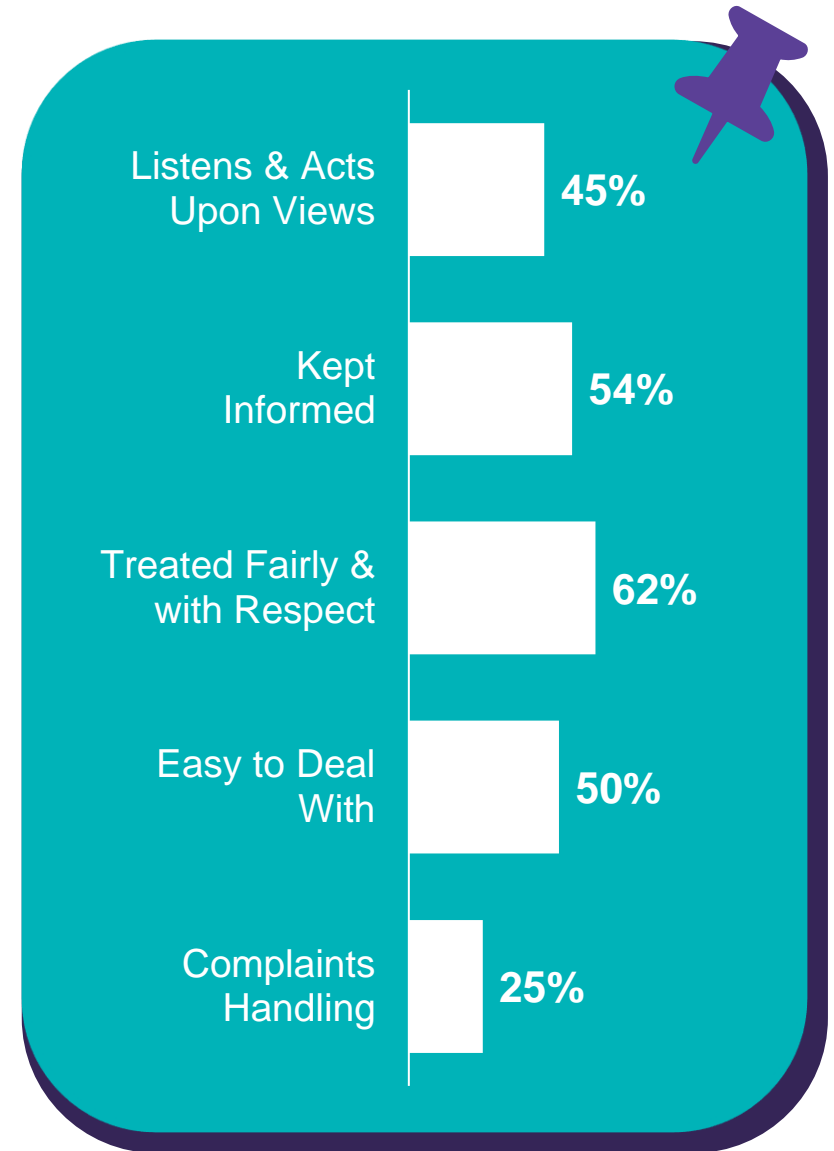
Around six out of ten tenants agree that they are treated fairly and with respect by Housing for Women **(62%)**.



Half of tenants are satisfied that Housing for Women is easy to deal with **(50%)**.



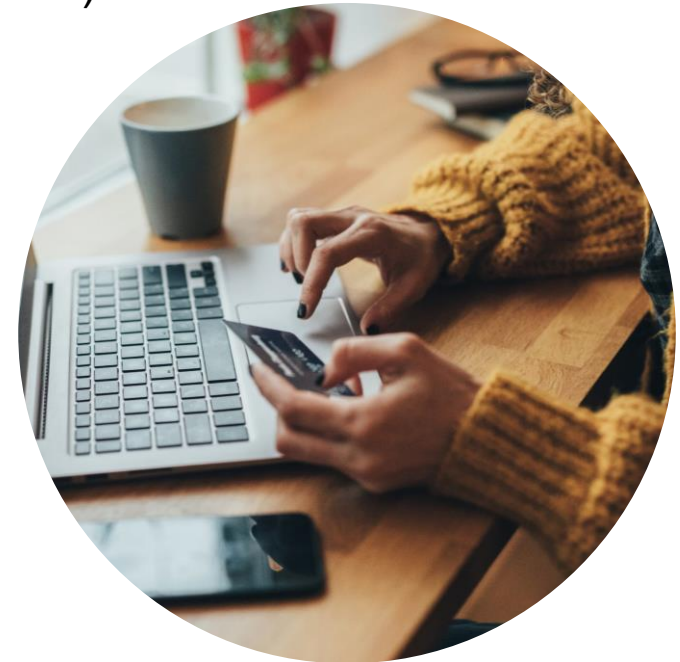
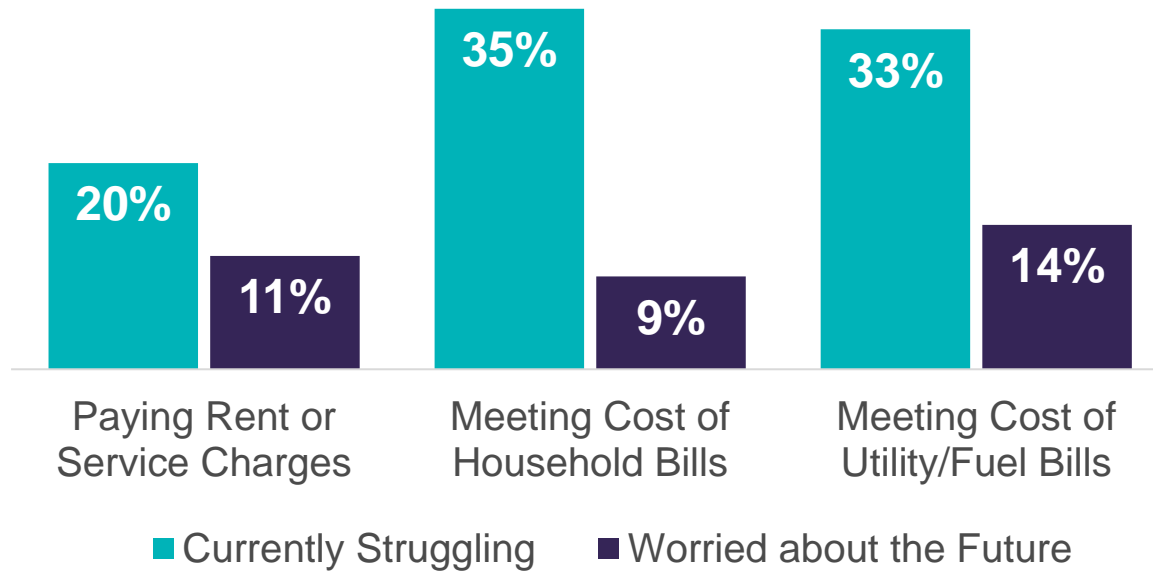
One quarter of tenants who made a complaint in the last 12 months are satisfied with complaints handling **(25%)**.



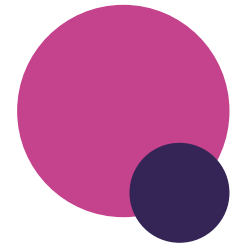
Wellbeing



One-fifth of tenants are currently struggling to pay their rent or service charges (**20%**), with more struggling to meet the costs of utility/fuel bills (**33%**) and household bills (**35%**). Other tenants are worried about meeting these different payments in the future (between **9%** and **14%**).



Four out of ten tenants said they currently have damp or mould issues in their homes (**41%**). Of these residents, **83%** have reported the problem to Housing for Women.



Tenants' Comments

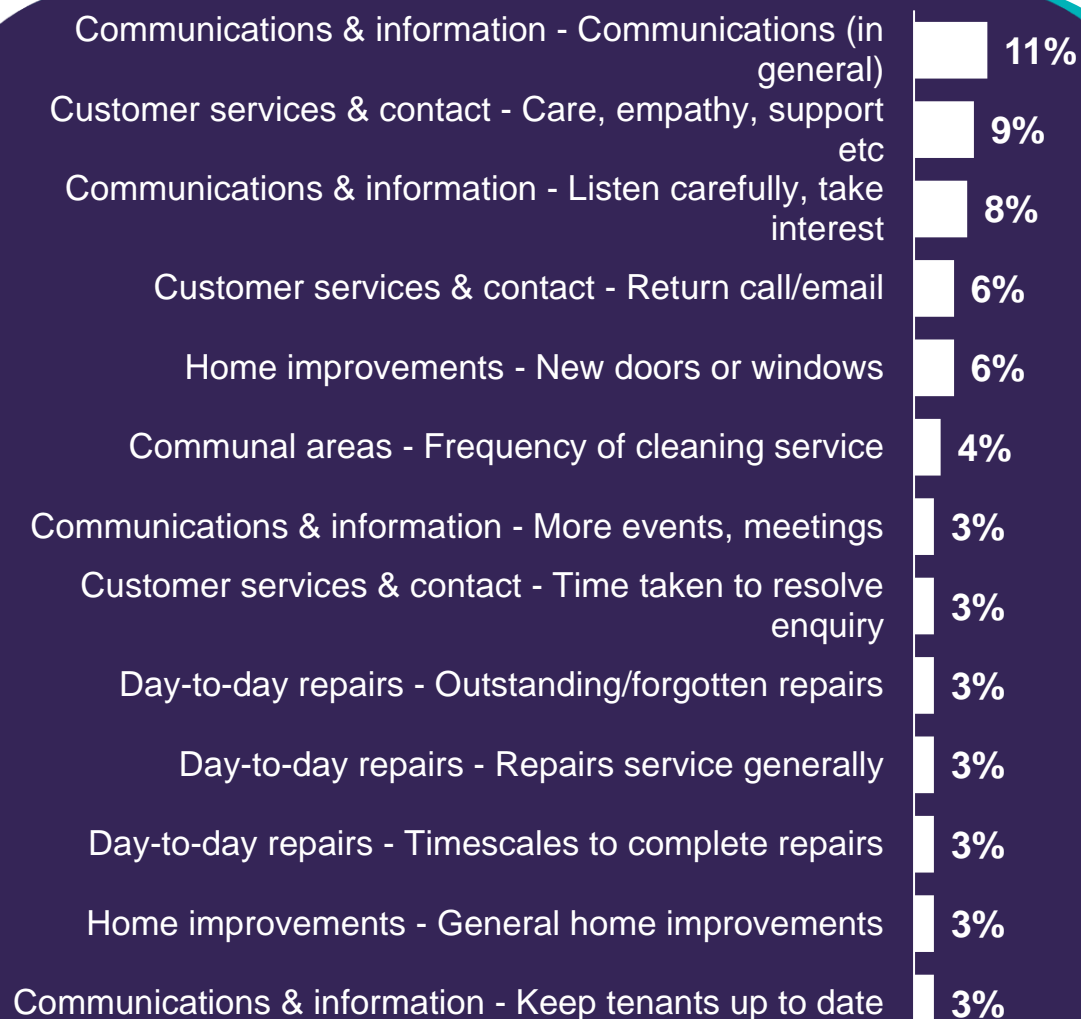
Finally, tenants were asked what one thing Housing for Women could improve, and 156 tenants gave comments.

Tenants most frequently commented on customer services and communications, including communications in general, how they are listened to, and the care and support provided by staff.

Tenants would also like improvements to the repairs service and their homes, including new doors or windows and outstanding repairs to be dealt with.

While some tenants commented upon the frequency of the cleaning service in the communal areas.

Top comments



Your Views

Housing for Women 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 may 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 Housing for Women does to involve you in developing services. As well as publishing the results of the survey, Housing for Women plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
e.g., communications,
repairs and customer
service



Involve tenants in
shaping service
improvements





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