

Tenant Satisfaction Survey 2023

About the Survey

In February and March 2023, many of you took part in an important survey.

The survey was carried out via postal and online questionnaires. It focused on how happy you are with the way Housing for Women delivers key services and maintains your homes, as well as what further support you would like. The survey was anonymous and carried out by an independent market research company – Acuity Research and Practice.

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



270
residents took
part out of a
total of 920

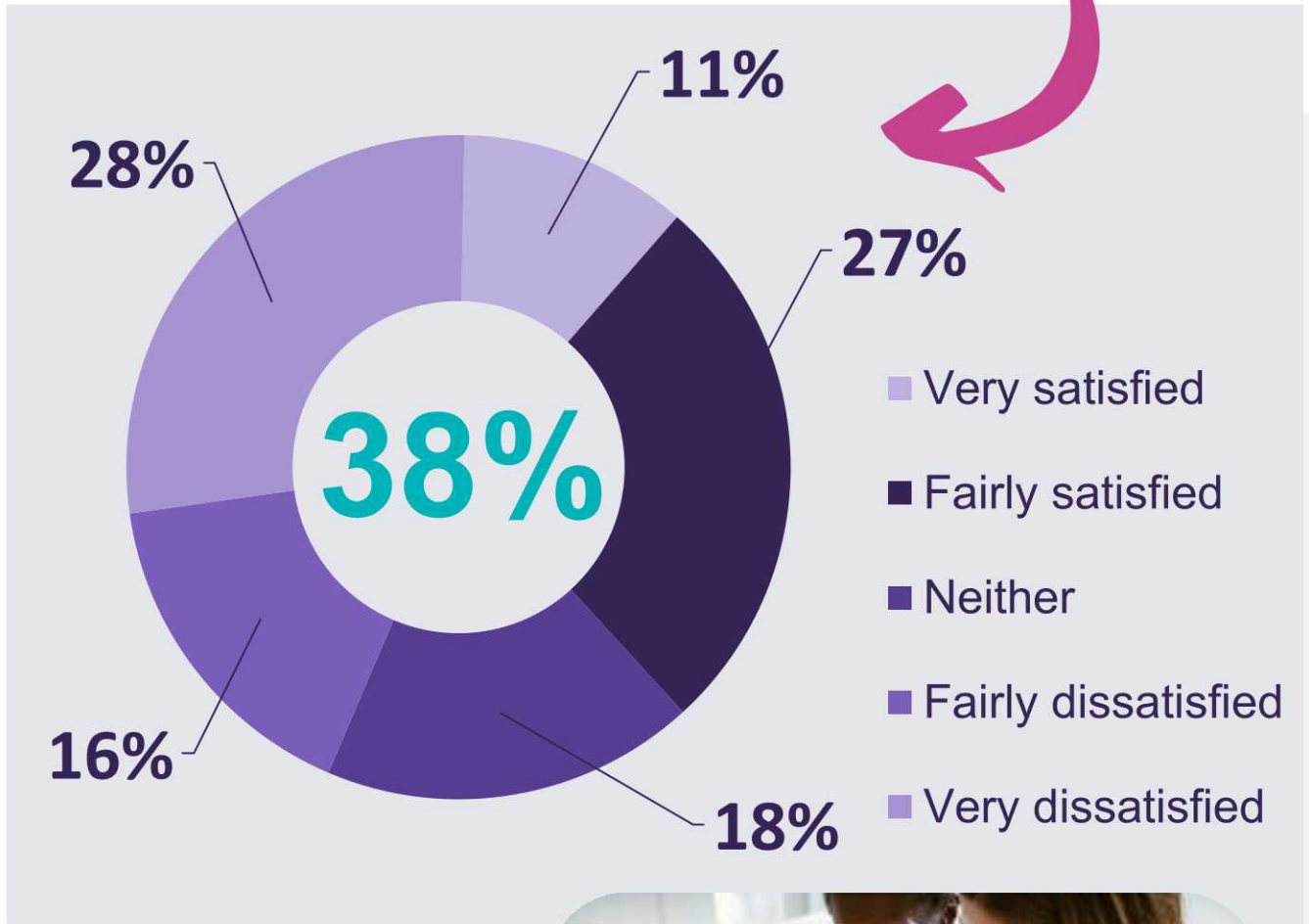
This report contains key results from the survey in respect of residents' opinions about their homes and the services received.

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

Overall Services



Around two-fifths of residents are satisfied with the overall service provided by Housing for Women (**38%**).



The Home and Communal Areas



Four out of ten residents are satisfied that their homes are well maintained (**40%**).



Around half of residents are satisfied that Housing for Women provides a home that is safe (**48%**).



Two-fifths of residents are satisfied that their communal areas are kept clean and well maintained (**38%**).



Well
Maintained
Home

40%

Safe Home

48%

Communal
Areas

38%

Repairs and Maintenance Service



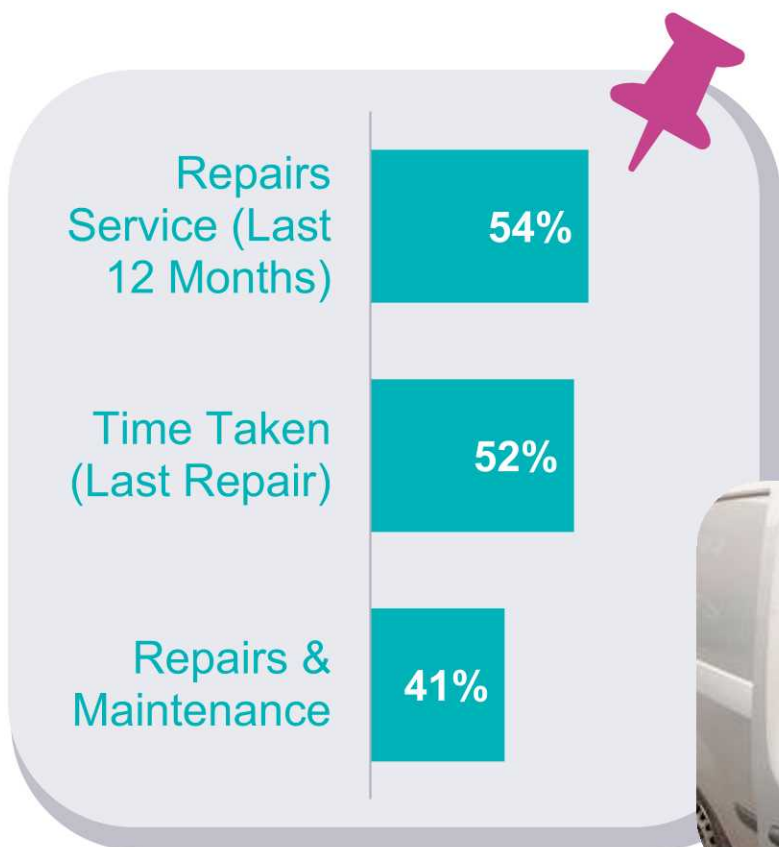
Over half of residents are satisfied with the overall repairs service from Housing for Women over the last 12 months (**54%**).



Around five out of ten residents are satisfied with the time taken to complete their most recent repair after they reported it (**52%**).



Four out of ten residents are satisfied with how Housing for Women deals with repairs and maintenance generally (**41%**).



Neighbourhood Management



Around a third of residents are satisfied that Housing for Women makes a positive contribution to their neighbourhood (**35%**).



Four out of ten residents are satisfied with Housing for Women's approach to handling anti-social behaviour (**40%**).



Just over three-fifths of feel a part of their local community/neighbourhood (**62%**).

33% of residents would take part in local information/events, **21%** family fun days and **21%** meet and greets.

Neighbourhood Contribution

35%

Handling of ASB

40%

Feel Part of Community/Neighbourhood

62%



Communications and Engagement



A third of residents find Housing for Women easy to deal with **(34%)**.



Just over a quarter of residents are satisfied that Housing for Women listens to their views and acts upon them **(27%)**.



Around three out of ten residents are satisfied that they are kept informed about things that matter to them **(32%)**.

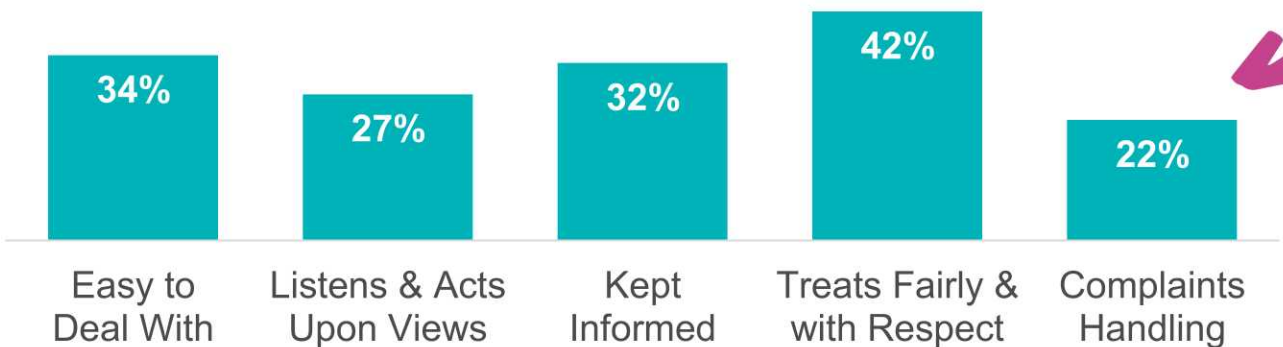


Just over four out of ten residents are satisfied that Housing for Women treats them fairly and with respect **(42%)**.



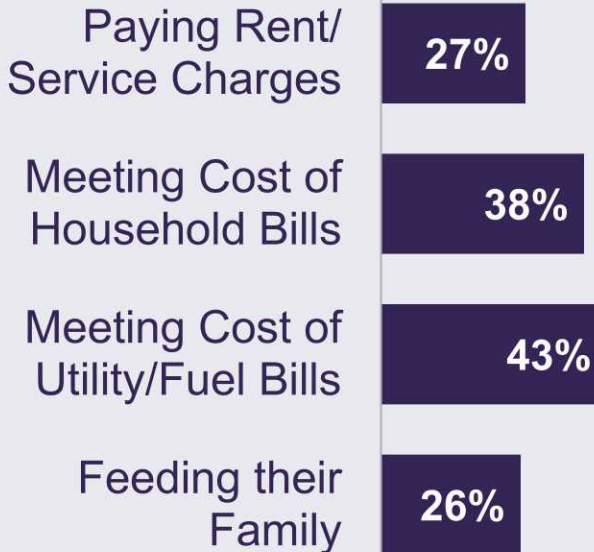
Two out of ten of residents are satisfied with how complaints are handled **(22%)**.

52% of residents said they had made a complaint in the last 12 months.



Wellbeing and Support

Residents currently struggling with...



68% of residents socialise at least once a week, with a further **8%** socialising once a month (**16%** hardly ever socialise or never do at all).

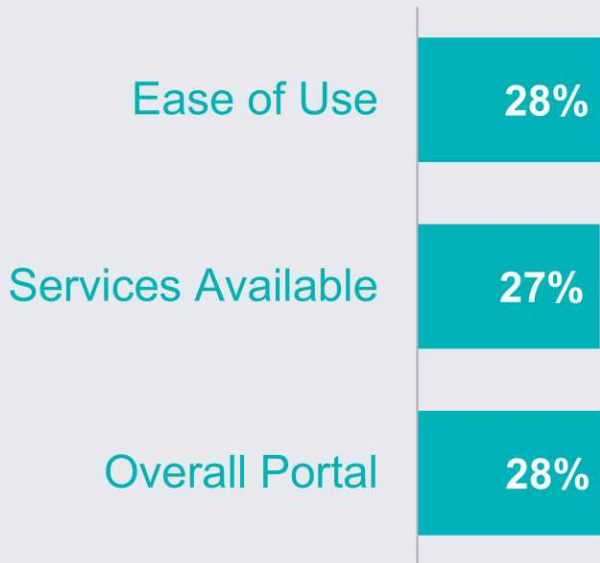
Residents need support with...



Most residents get support from family (**54%**) or friends (**48%**), while **29%** get support from healthcare professionals and **13%** the community.

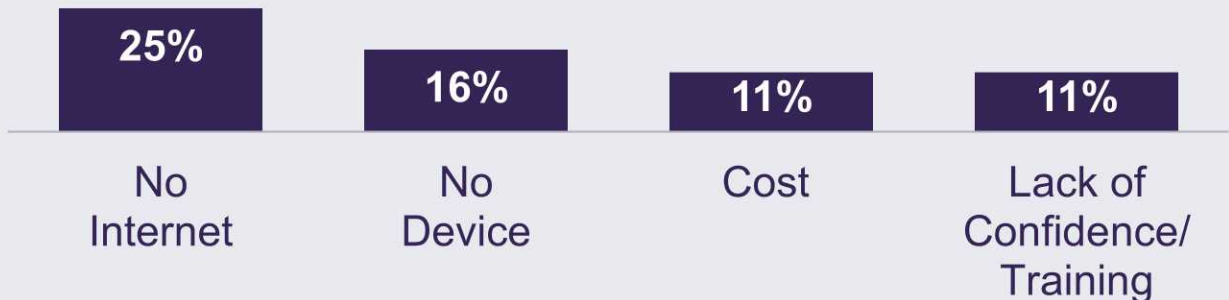
Online Portal and Internet

Residents satisfied with the online portal...



59% of residents use the internet daily or almost every day, with 91% accessing the internet using their own phones or devices.

Why residents do not use the internet...



Residents most commonly engage with Housing for Women through the website (36%), with just 6% using either Facebook, Instagram or Twitter.

Residents Comments'

Residents were asked, "What one thing could Housing for Women do better?" Some 167 residents gave comments. Although 4% of the comments are positive, stating that they are happy with the current services.



Of the more negative comments, residents most frequently referred to customer services and contact, including better customer care, returning of contact and answering of phones. Residents also commented on the communications they receive, as well as the repairs service, such as outstanding repairs and the timescales to complete repairs.



Recommending Housing for Women



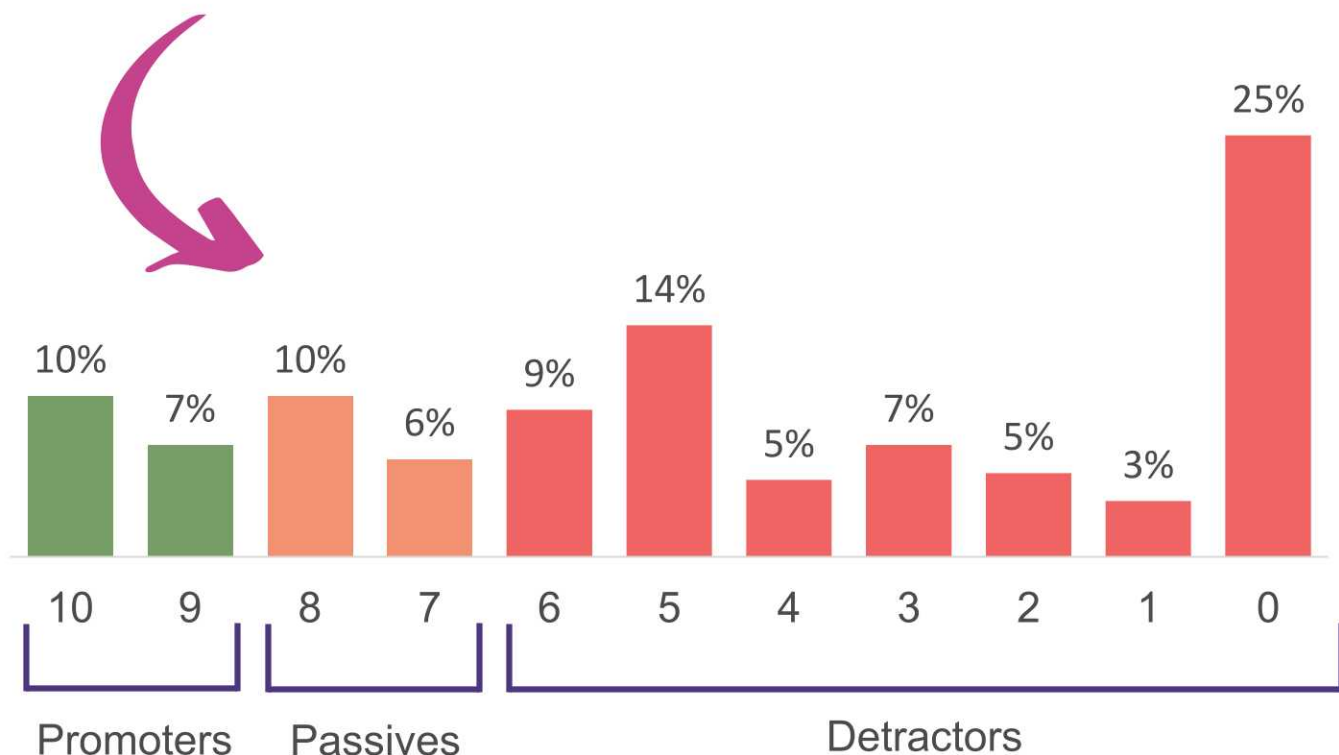
Residents were also asked how likely they would be to recommend Housing for Women to other people. This is a 0-10 point rating. Those who would recommend the organisation score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



16% of residents are very loyal and happy to recommend Housing for Women. However, the same number of residents are unsure (**16%**) and **68%** would not recommend them, feeling rather more negatively about the organisation.



The 'Net Promoter Score' for Housing for Women (the percentage of those who would recommend Housing for Women minus the percentage of those who would not) is **-51**.



Next Steps

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 might contact you to discuss an issue you have raised, 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 residents to further improve the services they provide.



If you would like more information about the survey, please call us on 020 7501 6120 or get in touch via the website.