



Tenant Perception Survey 2023 Results

In March and April Care's Team tried to ask all our tenants with capacity to answer questions about our service.

Now we are sharing the results so all tenants can see, and we will work to improve the things that tenants were not happy with.

We had to ask questions 1 to 12 and chose to ask questions A, B and C.

39% of Care's tenants answered the survey – thank you 😊

Most questions used the scale below (but 'not applicable/don't know' wasn't always an answer option):

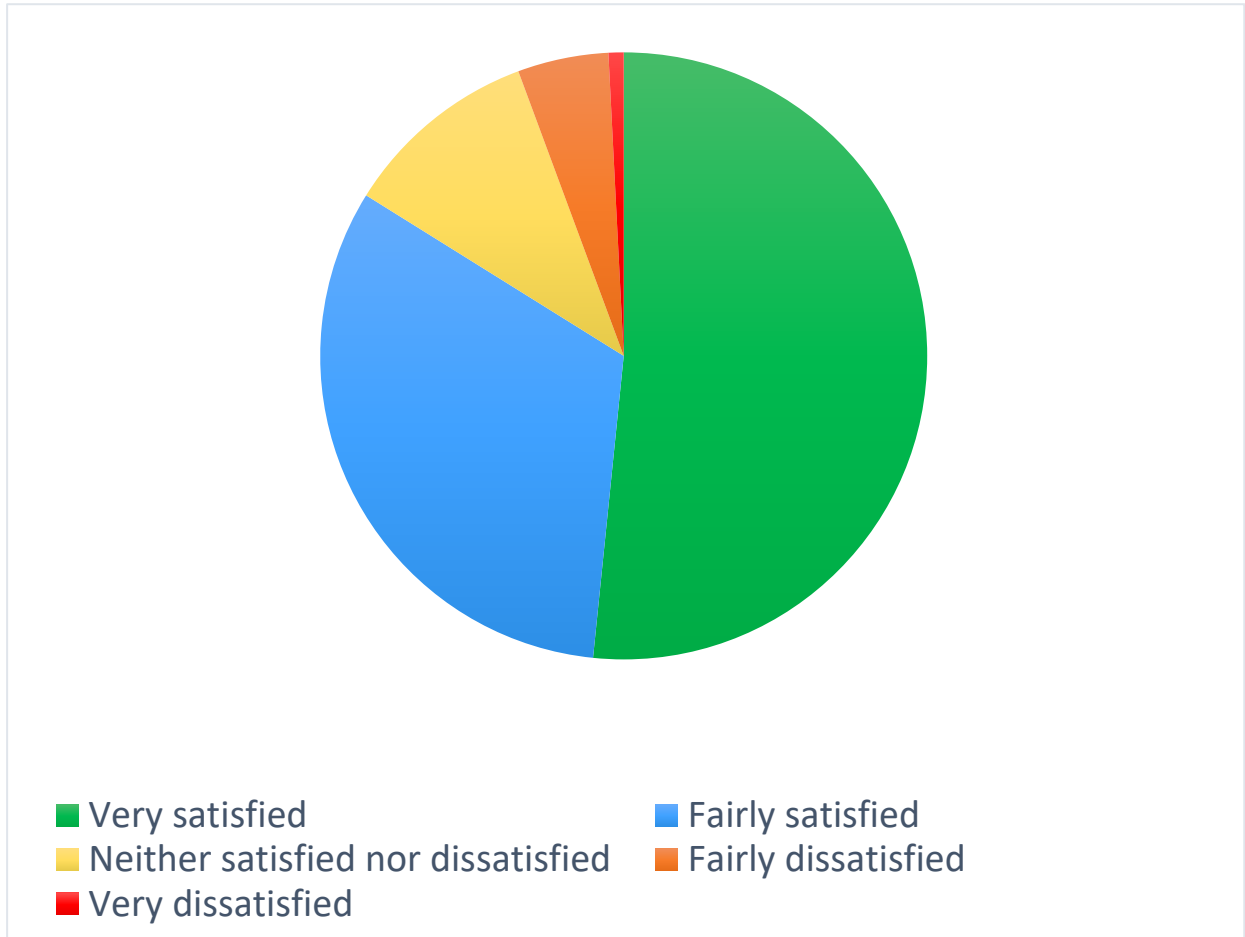
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable /don't know

Question 8 used this scale:

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable /don't know

We're using pie charts to help show the picture – the bigger the section of the circle, the more people said that answer.

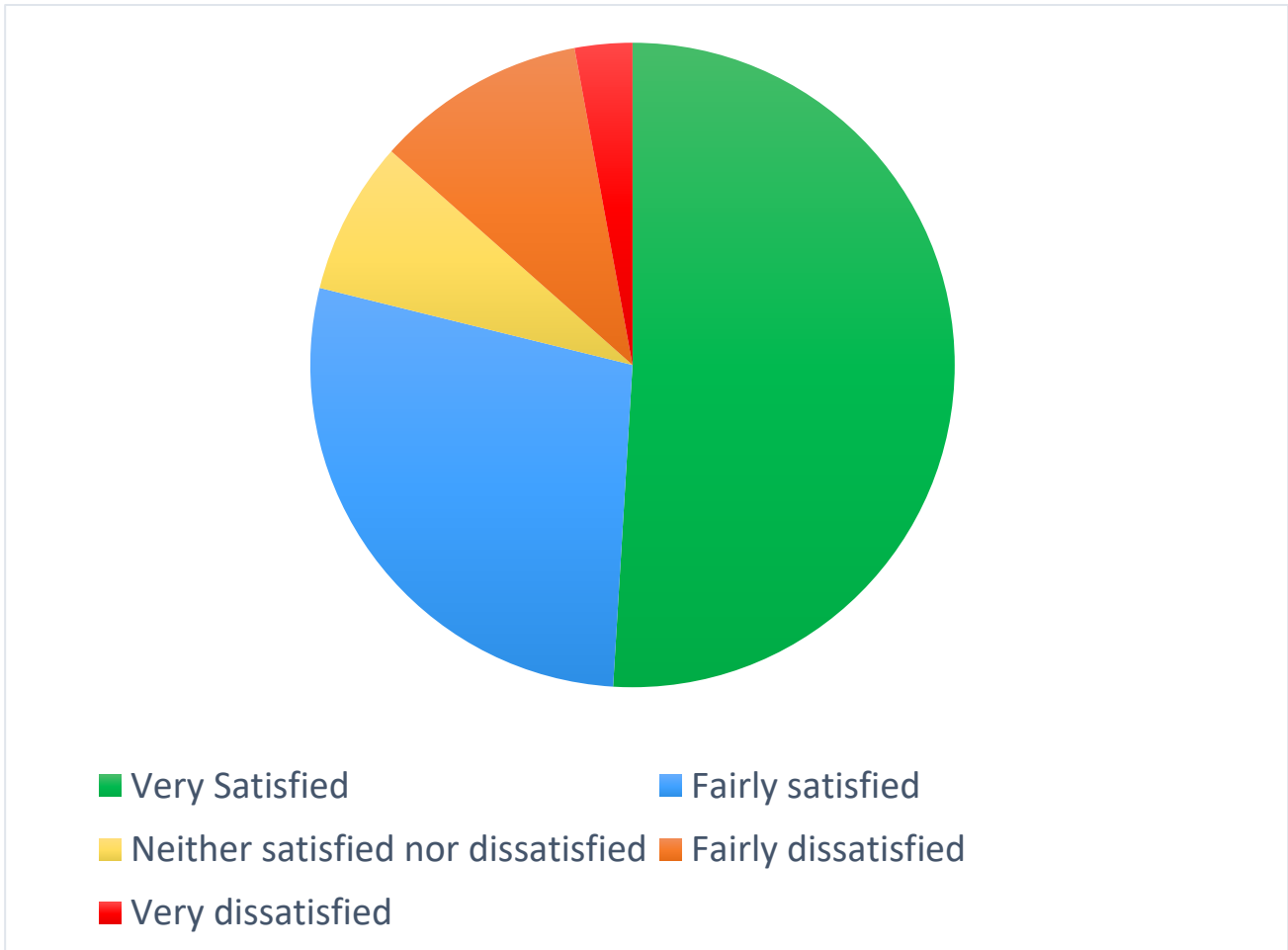
1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?



Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
64	40	13	6	1
52%	32%	10%	5%	1%

2. Has your landlord carried out a repair to your home in the last 12 months? Yes/No.

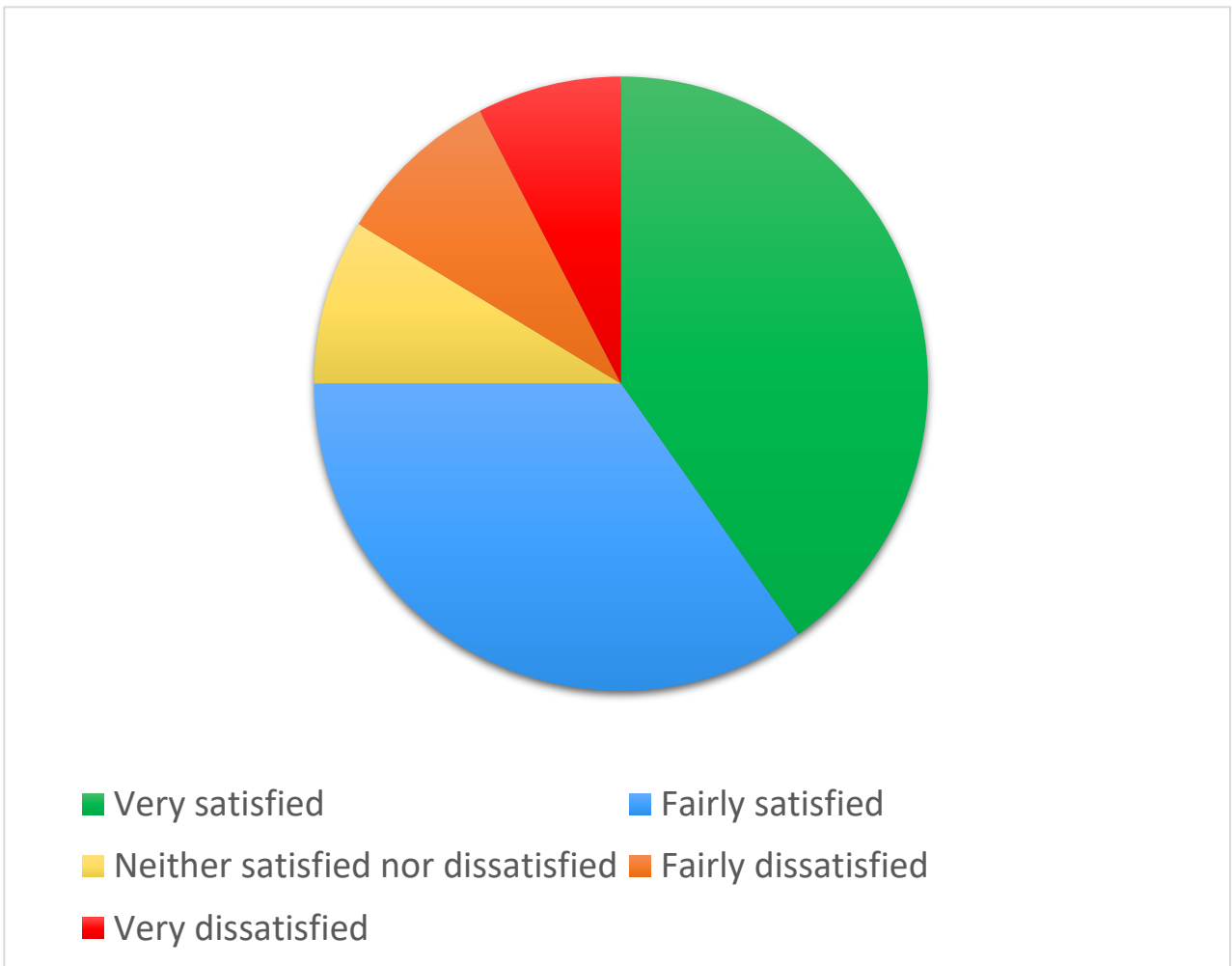
If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?



Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
53	29	8	11	3
51%	28%	8%	11%	3%

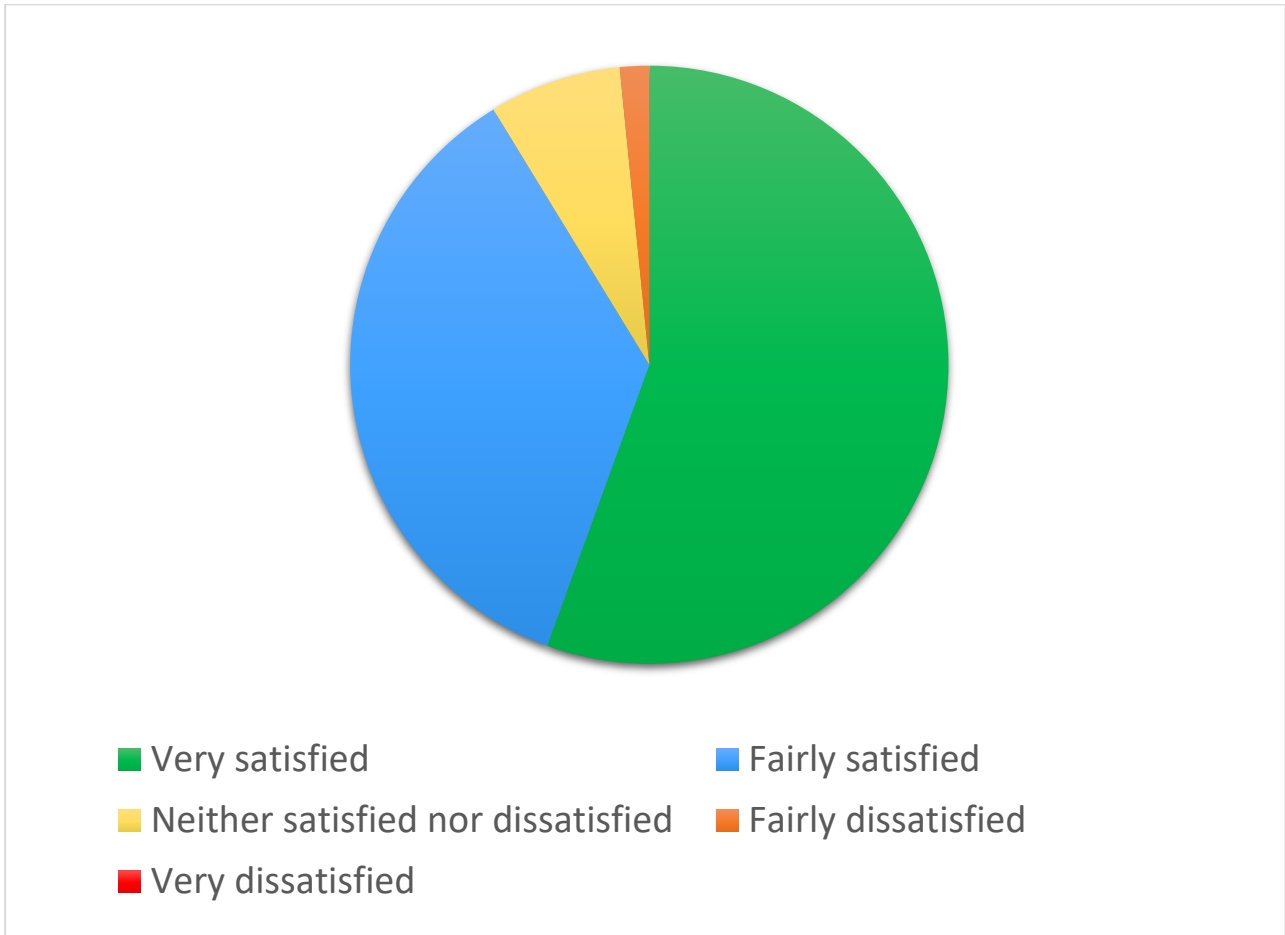
3. Has your landlord carried out a repair to your home in the last 12 months? Yes/No.

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



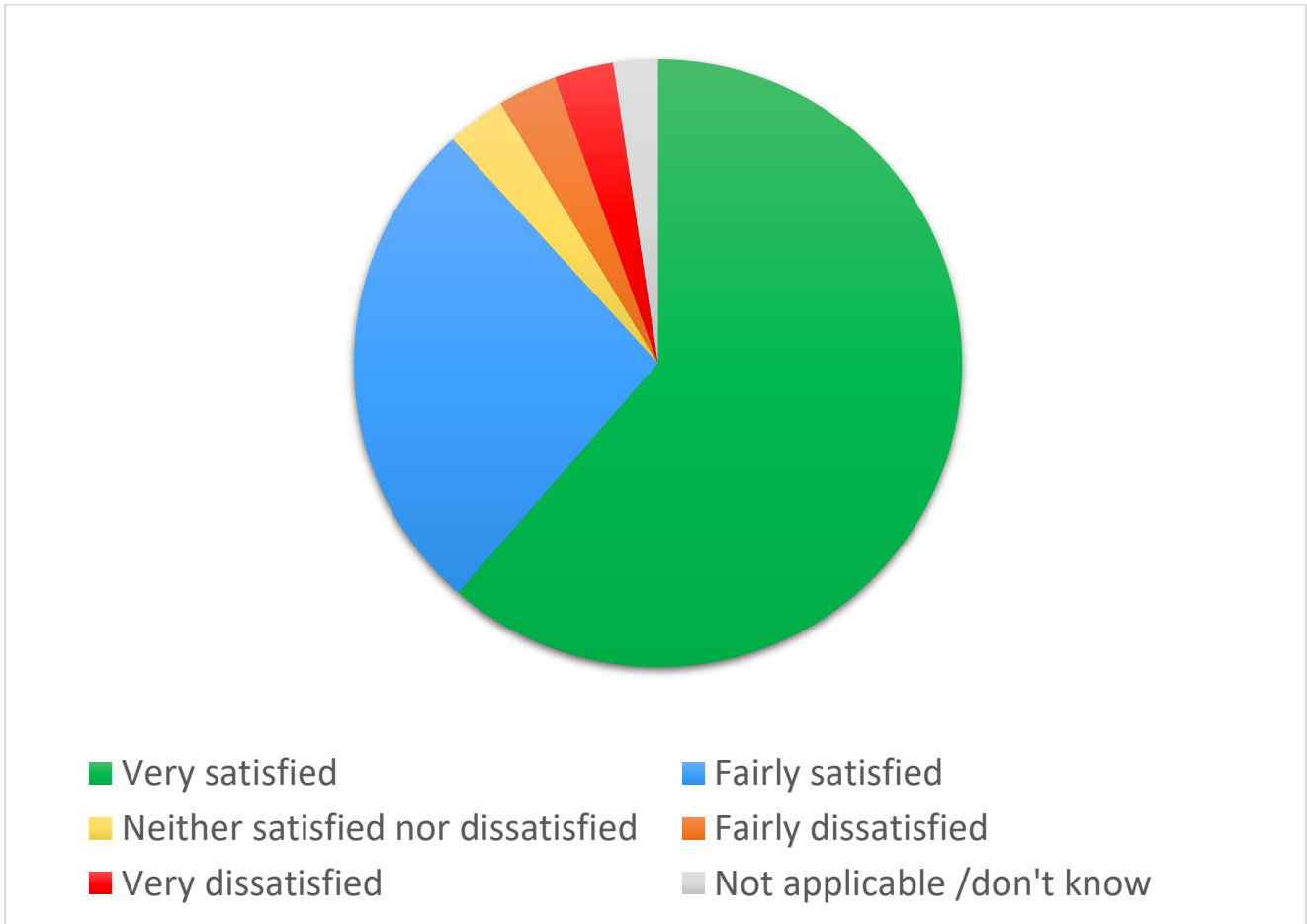
Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
37	32	8	8	7
40%	35%	9%	9%	8%

4. How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?



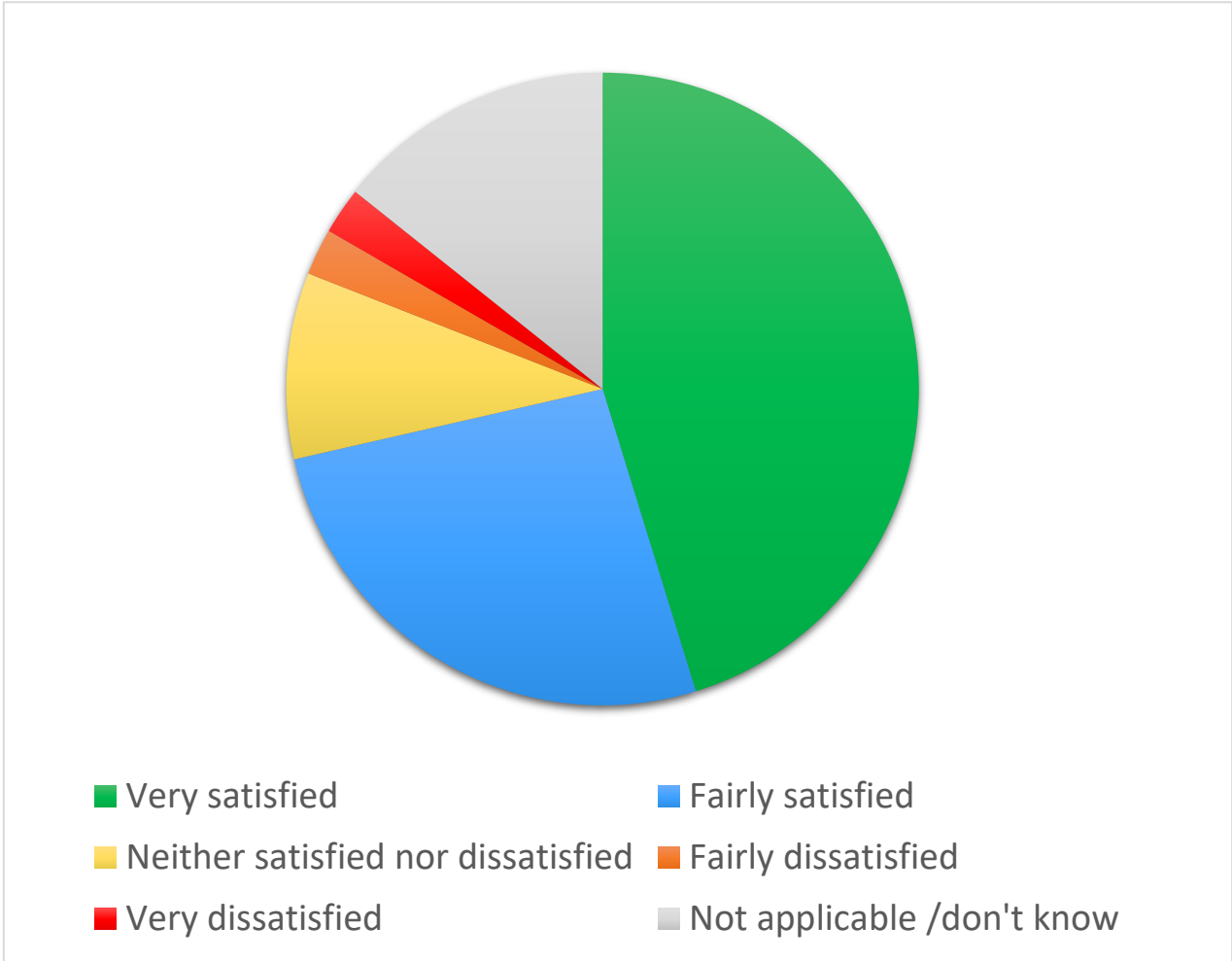
Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
70	45	9	2	0
56%	36%	7%	2%	0%

5. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?



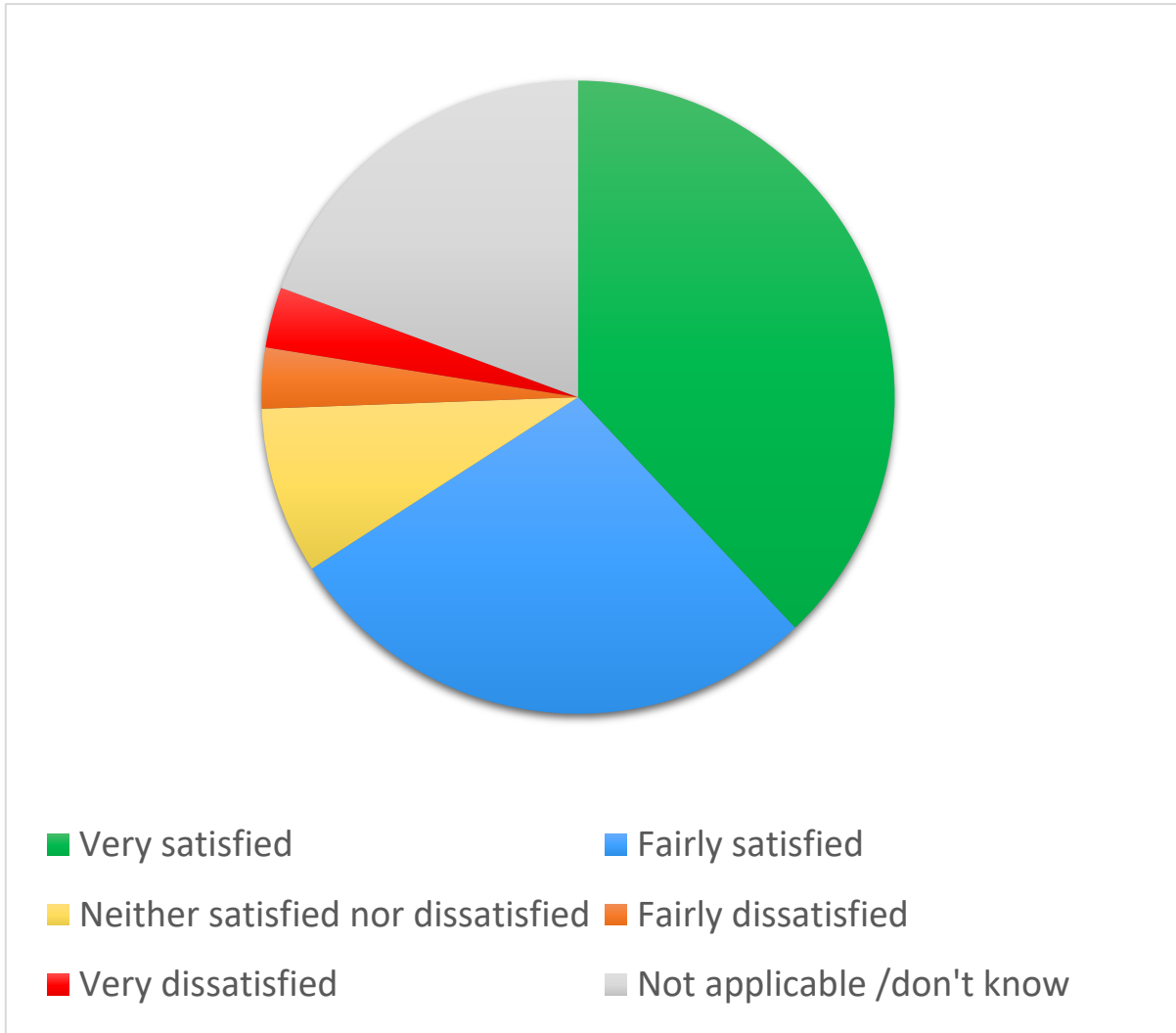
Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable /don't know
78	34	4	4	4	3
61%	27%	3%	3%	3%	2%

6. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?



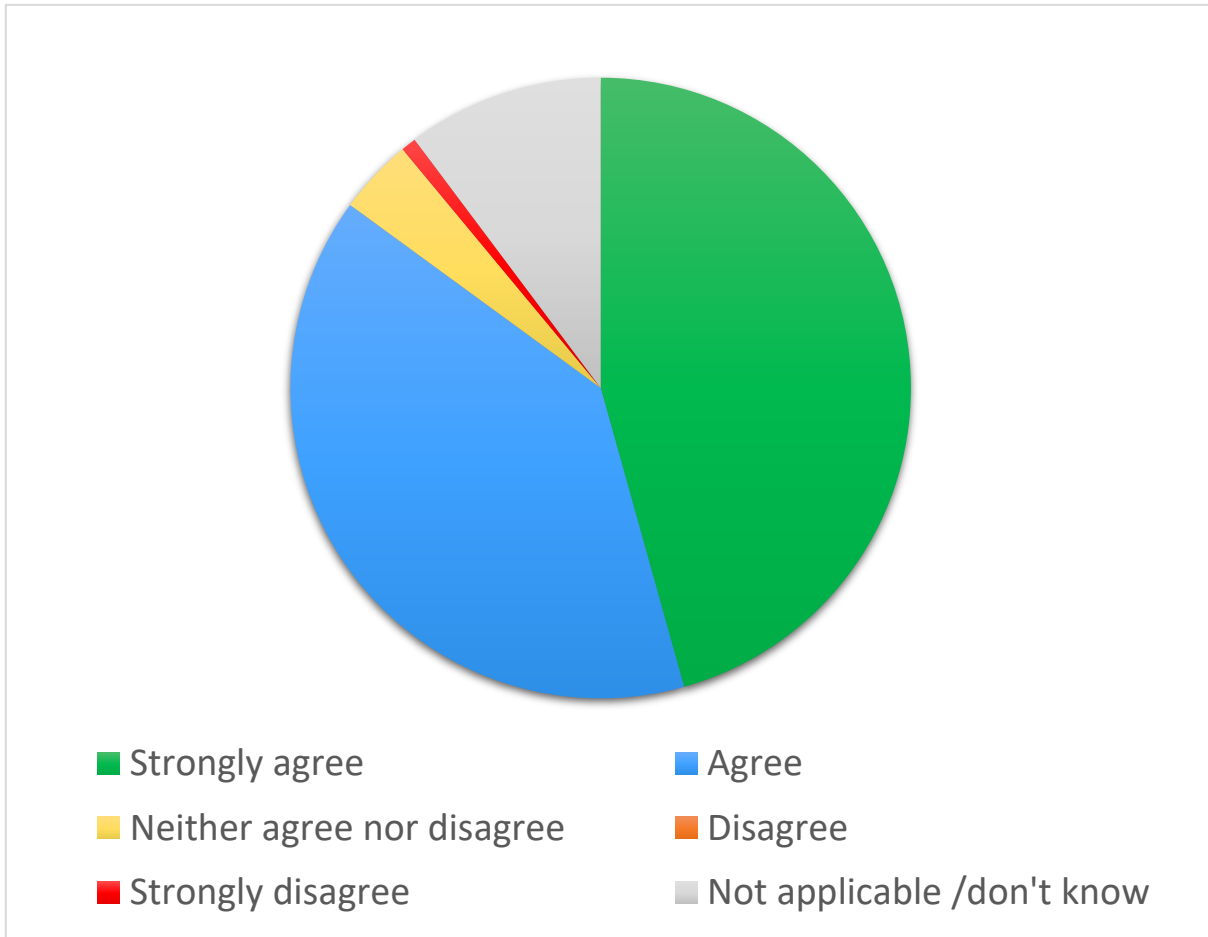
Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable /don't know
57	33	12	3	3	18
45%	26%	10%	2%	2%	14%

7. How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?



Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable /don't know
49	36	11	4	4	25
38%	28%	9%	3%	3%	19%

8. To what extent do you agree or disagree with the following? My landlord treats me fairly and with respect.

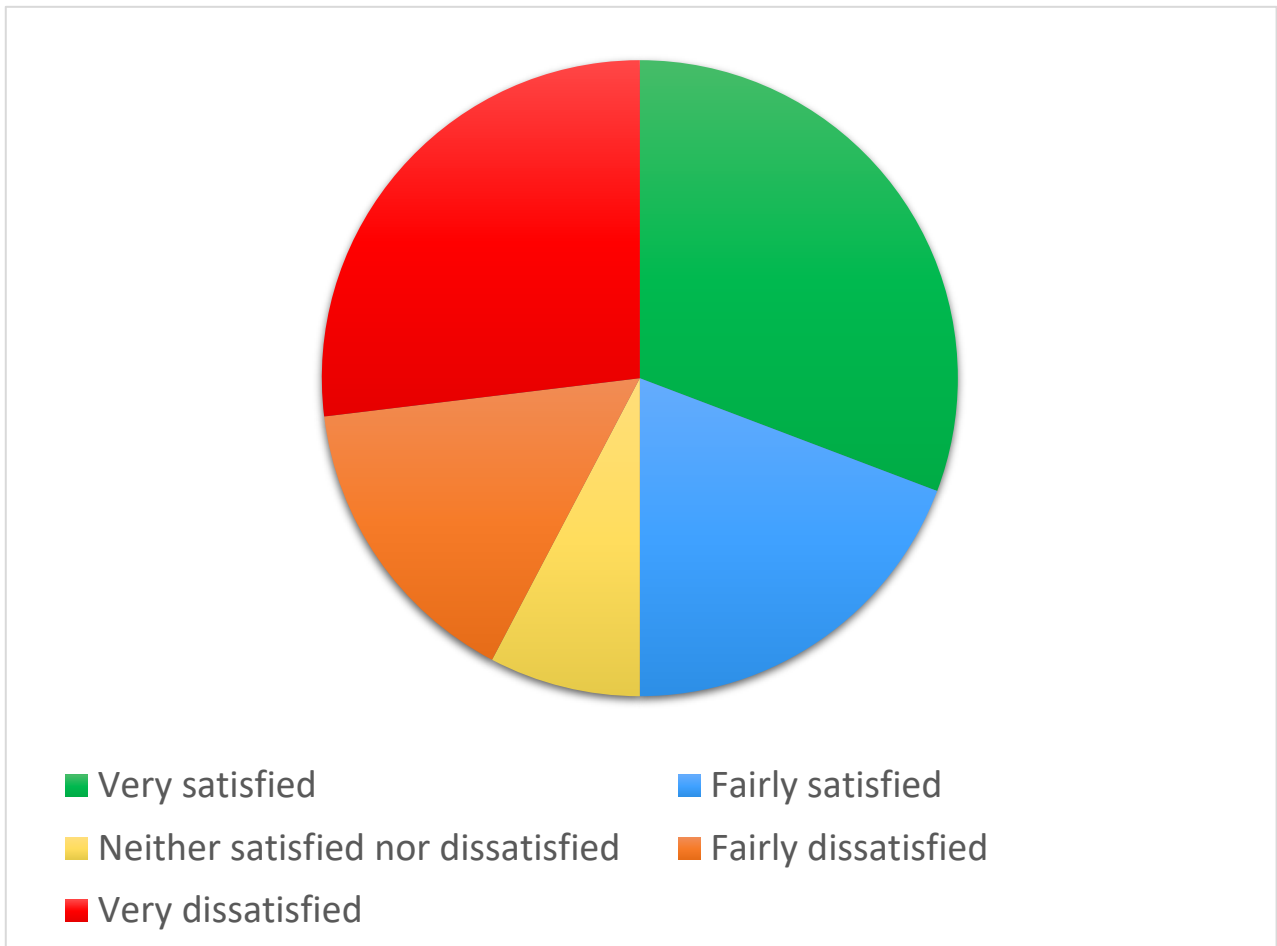


Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable /don't know
58	50	5	0	1	13
46%	39%	4%	0%	1%	10%

9. Have you made a complaint to your landlord in the last 12 months?

Yes/No

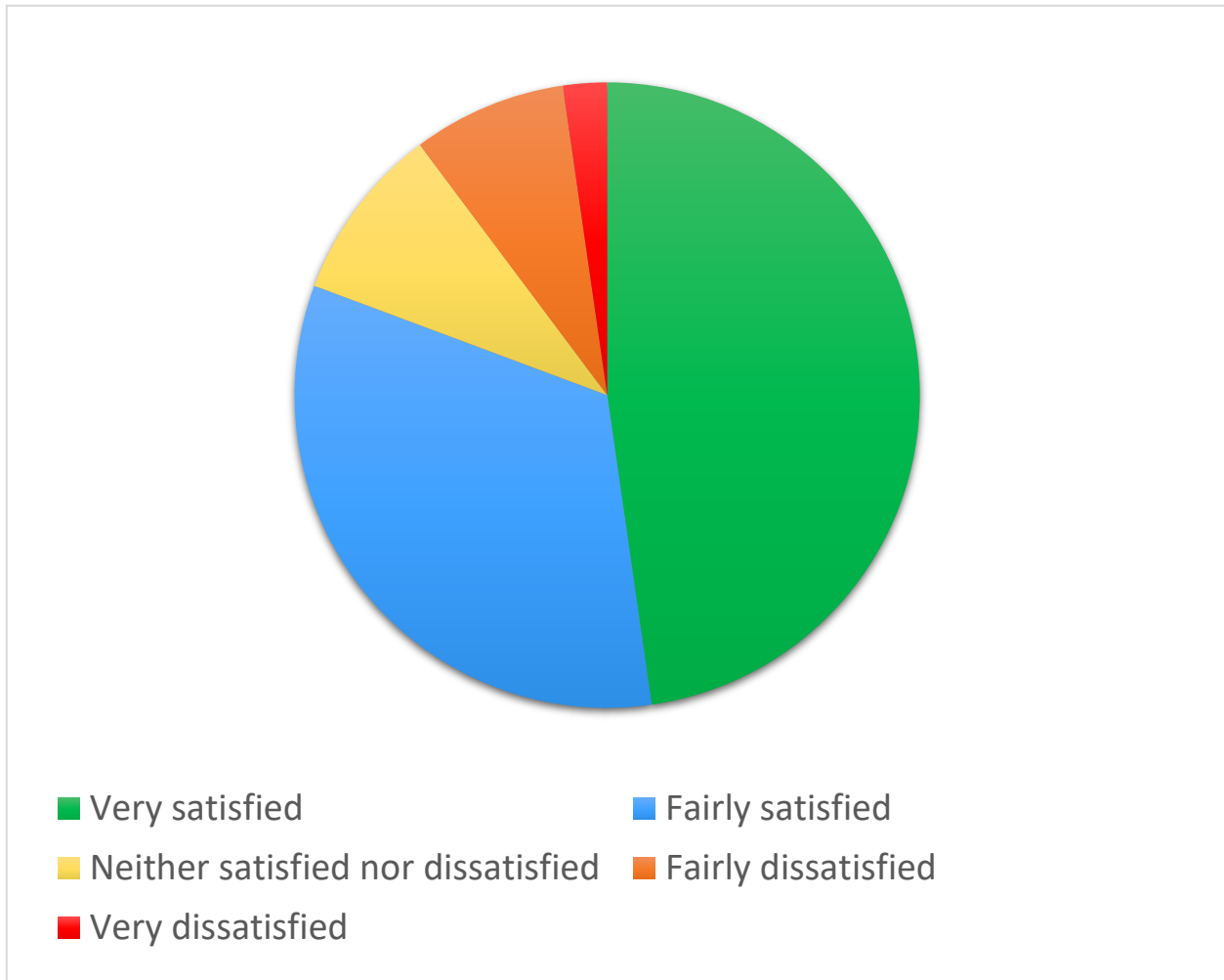
If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?



Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
8	5	2	4	7
31%	19%	8%	15%	27%

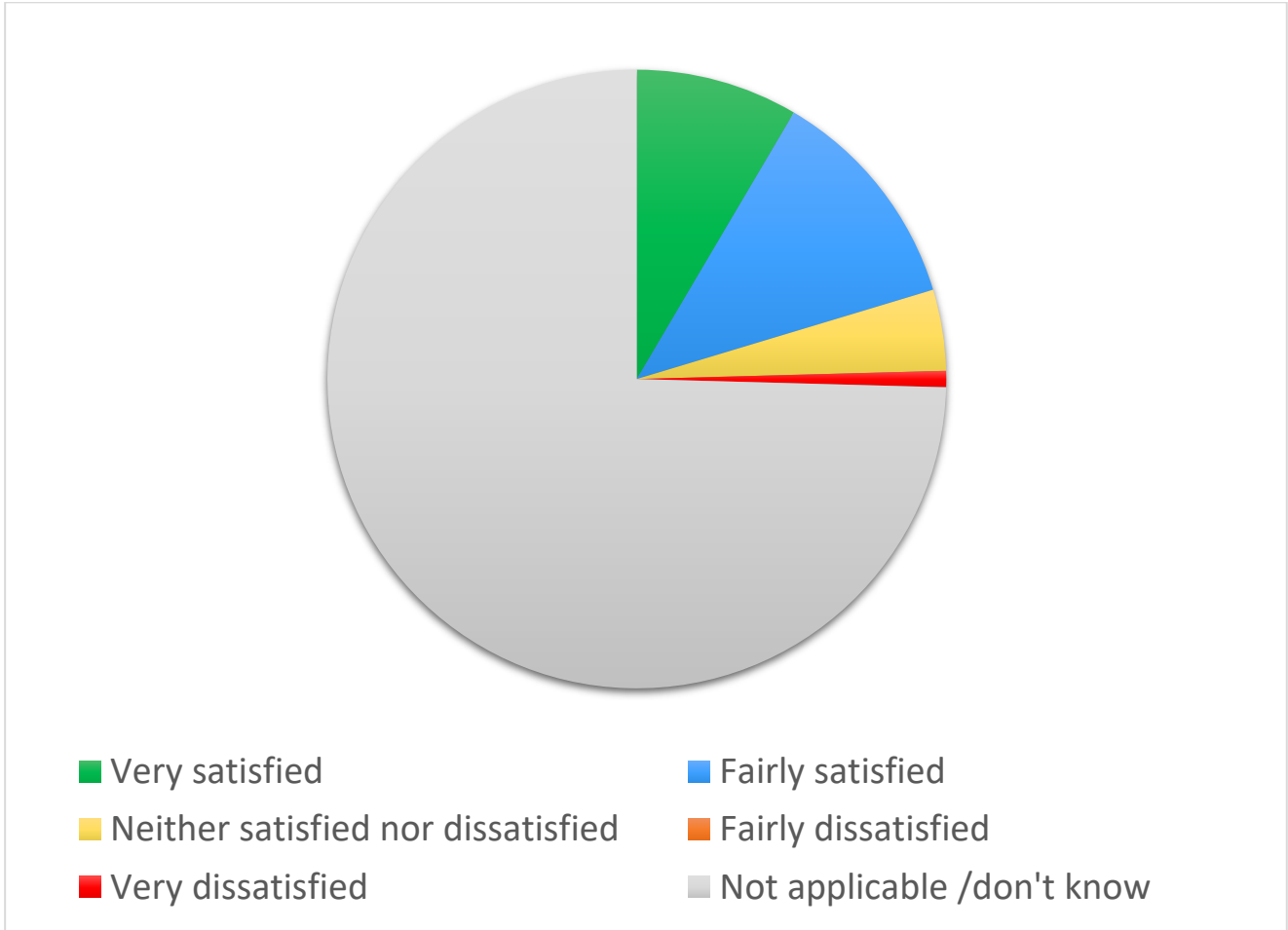
26 people answered this question despite Care not receiving any formal complaints from tenants in the last 12 months. This means we need to explain better what we mean by a complaint.

**10. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining? Yes/No
If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?**



Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
42	29	8	7	2
48%	33%	9%	8%	2%

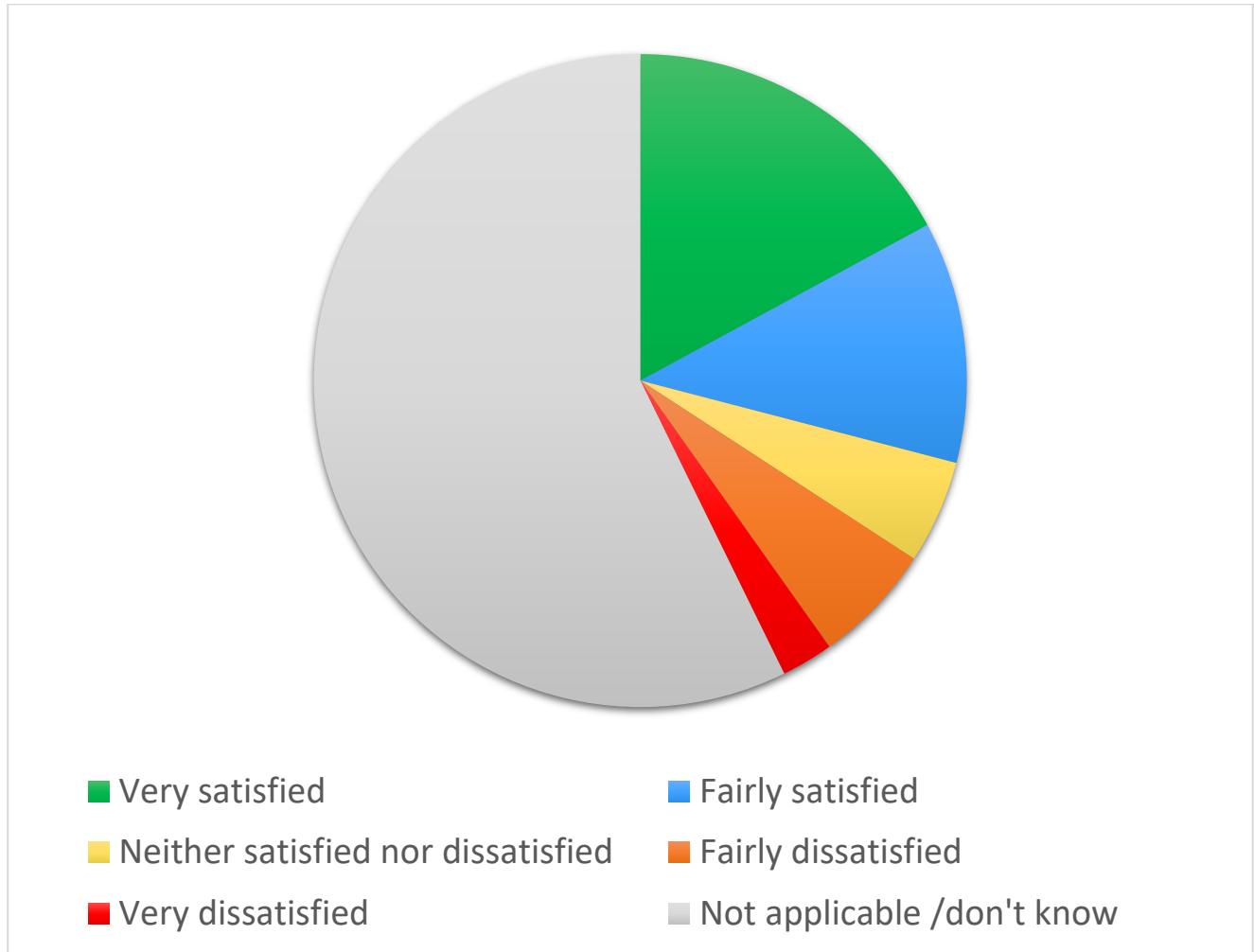
11. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?



Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
10	14	5		1	88
8%	12%	4%	0%	1%	75%

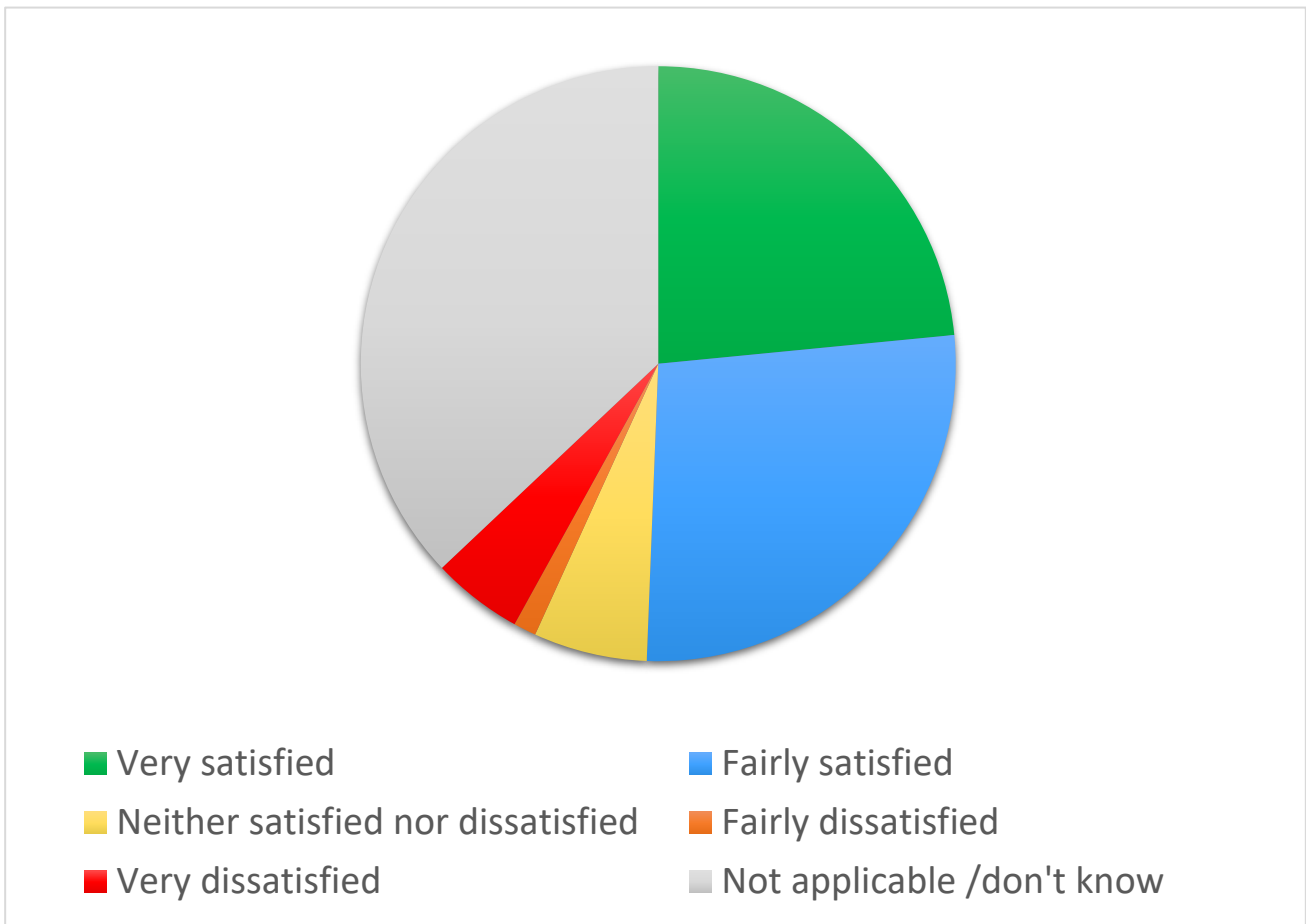
Most tenants answered 'not applicable/don't knowing' which suggests this isn't a good question to ask.

12. How satisfied or dissatisfied are you with your landlord's approach to handling antisocial behaviour?



Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable /don't know
20	14	6	7	3	67
17%	12%	5%	6%	3%	57%

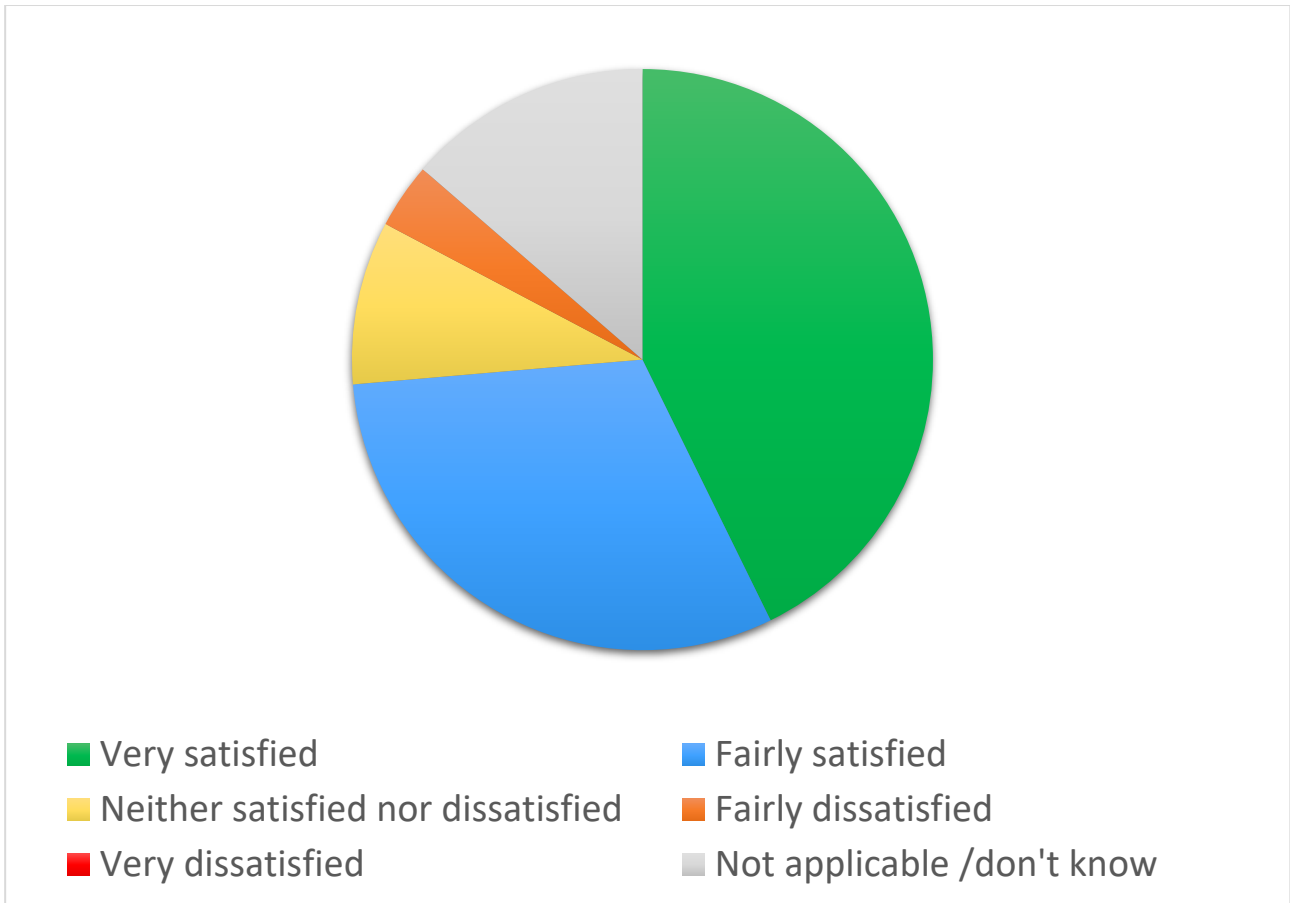
A. Has your landlord carried out a repair to an appliance (e.g. washing machine or fridge) in your home in the last 12 months? Yes/No. If yes, how satisfied or dissatisfied are you with the appliance repairs service from your landlord over the last 12 months?



Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable /don't know
19	22	5	1	4	30
23%	27%	6%	1%	5%	37%

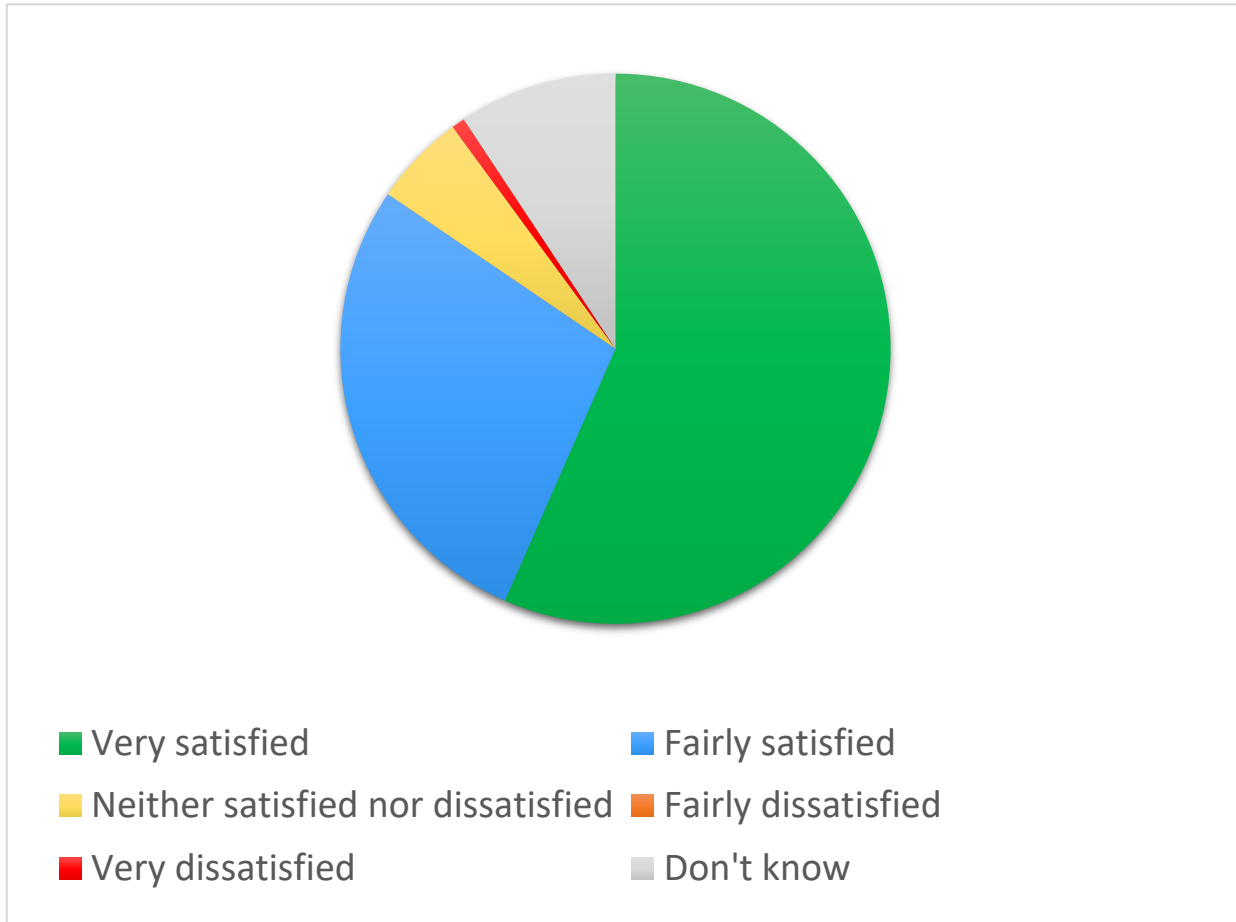
B. Has your landlord carried out any garden maintenance your home in the last 12 months? Yes/No.

If yes, how satisfied or dissatisfied are you with the garden maintenance service from your landlord over the last 12 months?



Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable /don't know
47	34	10	4	0	15
43%	31%	9%	4%	0%	14%

C. How satisfied are you with the service provided by your housing officer?



Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable /don't know
73	36	7	0	1	12
57%	28%	5%	0%	1%	9%