

Resident Satisfaction Survey Results



What you told us!

We ran our resident satisfaction survey between November and December 2015 using an independent research company. This survey was very important to us, and has helped us to understand what you think of your homes, neighbourhood and our services. We will use this information to improve our services in the future.

This survey used many questions from a standard national questionnaire. This meant that we were able to compare many of the results with other similar landlords across the UK.

The survey was sent in the post, email or text message to every household. The survey was also available online for anyone who wanted to complete it electronically.

This leaflet tells you the main results from the survey. If you have any questions about the results of this survey you can contact us on CustomerServices@nwaha.org.uk or call 01492 572727.

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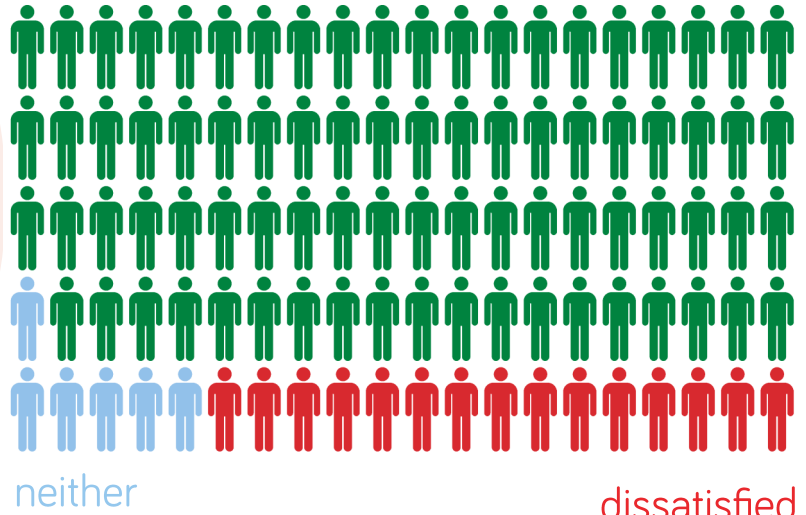
residents took part in the survey, which is a response rate of:

31%

Overall satisfaction

79%

satisfied overall with our services



It's great to know the majority of our tenants are satisfied overall with the services we provide including 41% who were very satisfied.

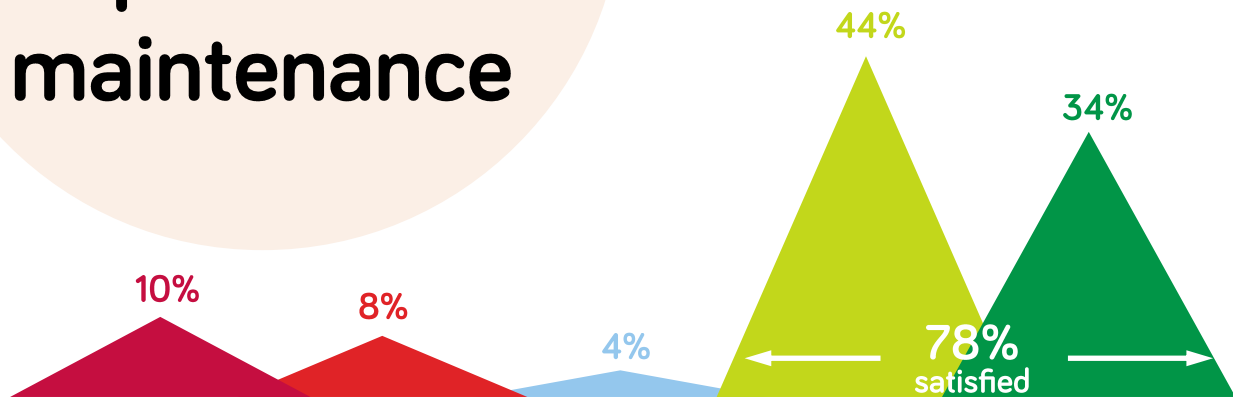
There is always more we can do though. Over 80% satisfaction is needed to match the average scores for similar sized landlords in England and Wales.

The main issues that tenants seemed to be thinking about when they answered the overall satisfaction question were:

- 1st Quality of your home
- 2nd Final outcome of your last query
- 3rd Rent value for money
- 4th Listening & acting on resident's views



Repairs and maintenance



We were very pleased that 78% of you were satisfied with the repairs and maintenance service overall. This is close to the average score that other landlords achieve.

The score was even higher at 87% when we asked about your last completed repair. The most important things for you were the time taken before work started, and the quality of the work.

80% were also satisfied with the quality of the home, but it was clear that work to improve your homes was still important to many. Indeed, improvement works were more likely to be a top priority for residents (45%) than every day repairs (39%).

Outcome of queries



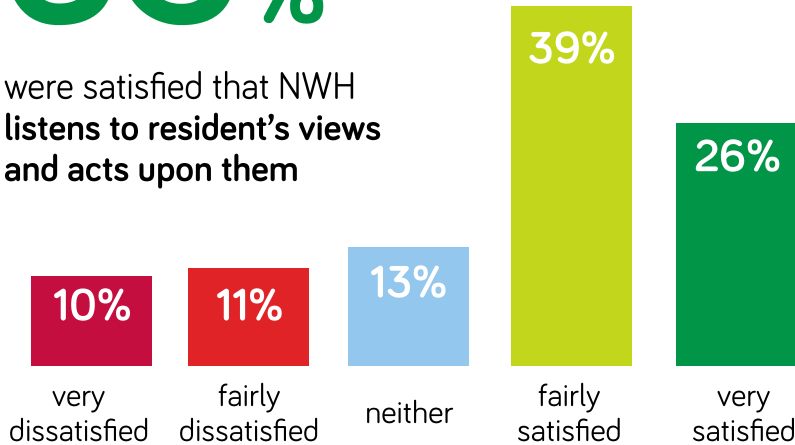
Our scores for customer service were good compared to other landlords, with the final outcome of queries being rated within 2% of the average for similar organisations. Our scores were particularly good amongst younger residents.

However, more than a fifth of you who gave us your views were still dissatisfied (22%), and we would like to improve this.



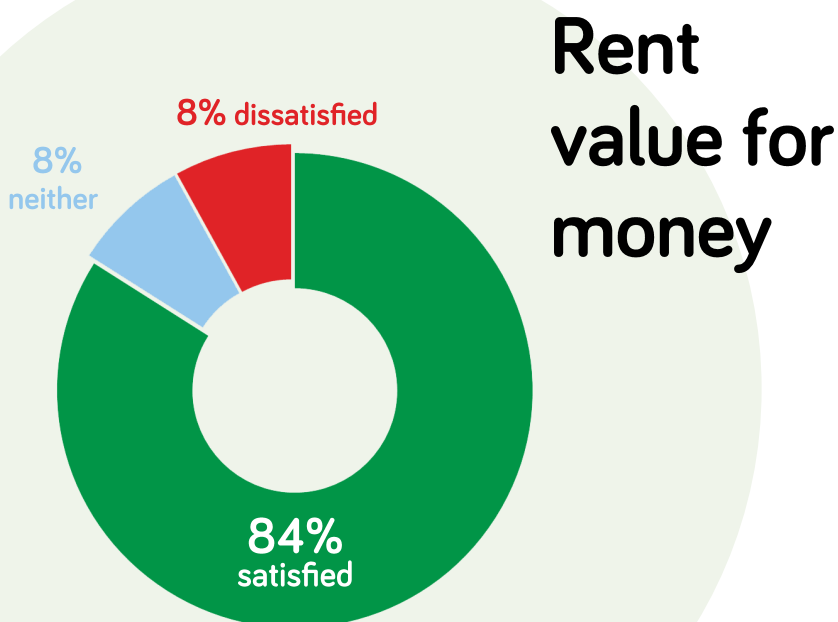
65%

were satisfied that NWH listens to resident's views and acts upon them



Residents made it clear that it was important we listen to your views and act upon them. Our score is a little low compared to the 72% average for other landlords, and we would like to improve it.

However, it was very positive to see that 87% of the sample felt NWH provides information and advice that is helpful and easy to understand.



We know that value for money is very important to our residents, and over a quarter of you (28%) said this was one of your top priorities.

We were pleased to see that rent value for money was rated higher for NWH compared to the average of 82% for similar landlords.

Thank You!

We would like to thank all of you who took the time to take part in the survey.

How will we use this information?

The information that has been collected will be used by each Service to identify areas for improvement and to develop our Customer Focus Strategy and our Value for Money Strategy.

