

Resident Satisfaction Survey Results



What you told us!

We ran our resident satisfaction survey between October and December 2017 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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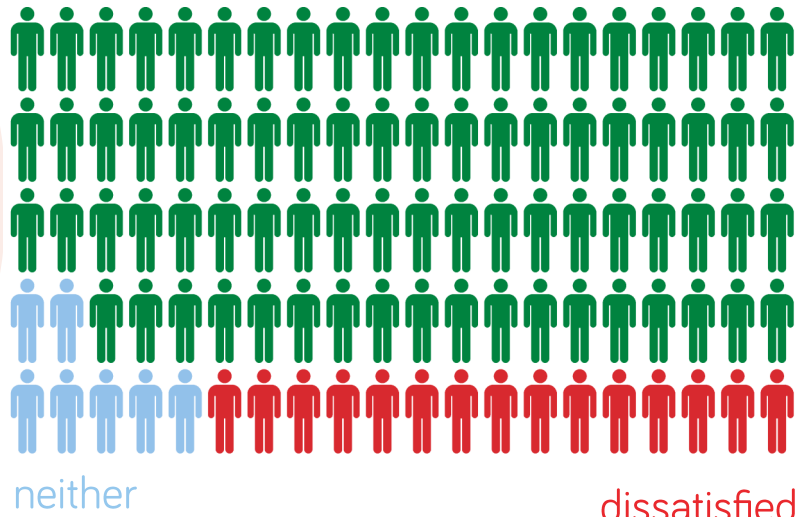
residents took part in the survey, which is a response rate of:

34%

Overall satisfaction

78%

satisfied overall with our services



neither

dissatisfied

It's good to know that the majority of our tenants are satisfied overall with the services we provide, including 42% who were very satisfied.

There is always more we can do though as 85% 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** Listening & acting on resident's views
- 2nd** Quality of your home
- 3rd** Repairs and maintenance
- 4th** Rent value for money

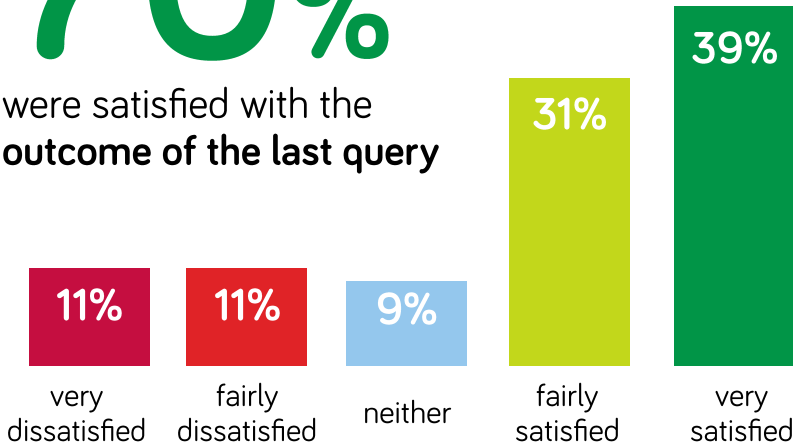


NORTH WALES HOUSING

TAI GOGLEDD CYMRU

70%

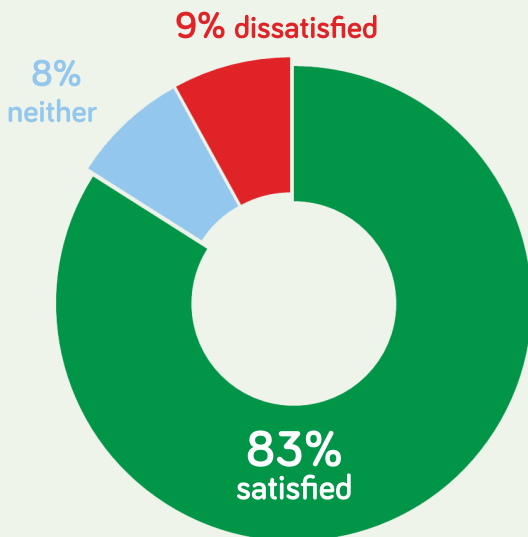
were satisfied with the outcome of the last query



Customer service was a theme of the results in 2015, but less so in 2017. This may have been because the scores were largely unchanged since the last survey and were generally in line with other landlords.

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

Rent value for money



We know that rent value for money is important to our residents, so it is good that NWH's rating matches the average for similar landlords.

However, satisfaction with service charge value for money had fallen since the last survey and was now only 58%, so this is something we will try to improve

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.

