



## 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.

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

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@nwha.org.uk or call 01492 572727.

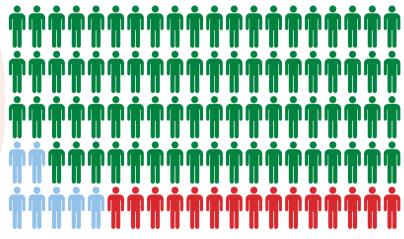




### Overall satisfaction

78%

satisfied overall with our services



neither

dissatisfied

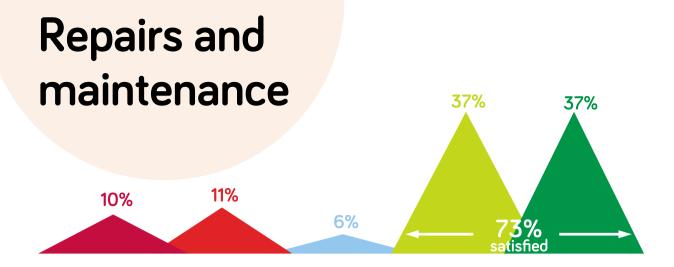
It's good to know that the majority of our tenants are satisfied overall with the services we provide, including 42% who were very satisfied.

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
- 2<sup>nd</sup>
- Quality of your home
- 3rd
- Repairs and maintenance
- 4<sup>th</sup>
- Rent value for money





Satisfaction with the repairs and maintenance service overall had unfortunately fallen by 5 points since 2015, which took it below the average score that other landlords achieve.

However, this is probably because of repairs that were not yet completed, because 87% of you were still satisfied with any recent repair you received. The most important things for you were that workers did the jobs you expected, did them to a high quality, and got them right first time.

82% 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 just as likely to be a top priority for residents (40%) than every day repairs (31%).

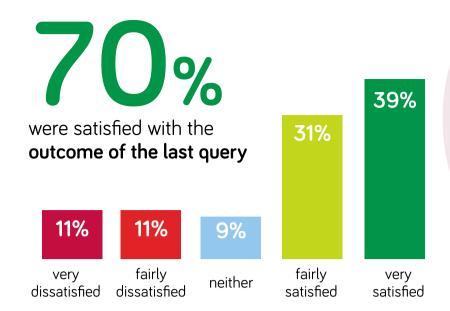
#### Listening & acting on your views



Listening to your views and act upon them was a central theme of the results, which we think was in many cases about repairs. This score had fallen 4% since the last survey, and was lower than we want it to be compared to other landlords.

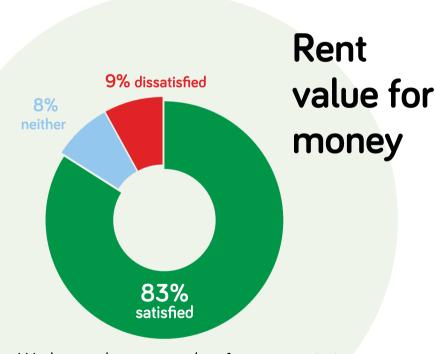
However, it was positive to see that 86% of the sample felt NWH provides information and advice that is helpful and easy to understand.





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.



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.

