

Resident Satisfaction Survey 2020

What you told us!

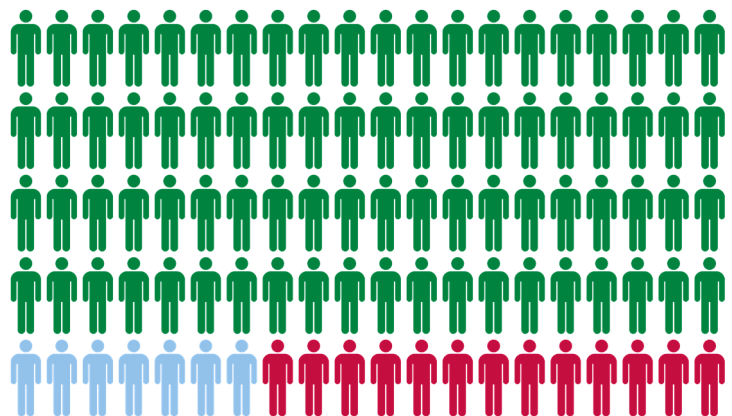
We ran our satisfaction survey between May and June 2020 using an independent research company. This survey was very important to us, and will help us to understand what you think of your homes, neighbourhood and our services. We will use the information to improve our services in the future.

Overall satisfaction with the service provided to tenants was slightly higher than it had been in 2017 when we last undertook a full survey of all our residents (up by 2 points). Many of the other questions showed improvements, including those regarding the repairs service and how well we listen to residents.

In total, 80% of tenants were satisfied compared to only 13% dissatisfied.

80% 

Tenants **satisfied** with our service overall



satisfied neither

dissatisfied



NORTH WALES
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1st

NWH is easy to deal with

2nd

NWH listens and acts on our views

3rd

Overall quality of your home

4th

Rent value for money

Top 4 drivers of satisfaction

The main issue that residents seemed to be thinking about when they answered the survey was customer service, which was very strongly linked to overall satisfaction with NWH.

It is normal for rent and the quality of the home to also be on this list, but unlike in the last survey, the repairs service no longer appears.

75% 

were satisfied with repairs and maintenance

8%

very dissatisfied

8%

fairly dissatisfied

9%

neither

31%

fairly satisfied

44%

very satisfied

Satisfaction with repairs and maintenance overall had improved since the last survey, particularly for our tenants in general needs housing.

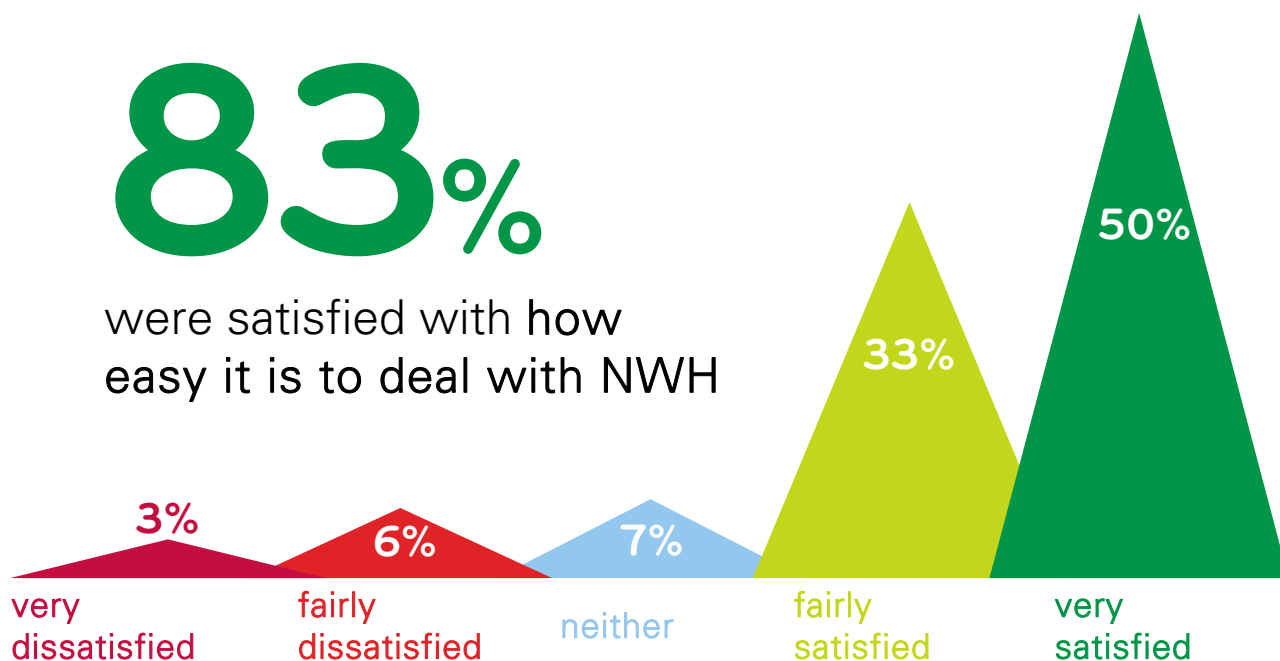
The ratings for the **last completed** repair were very good, as this score was 2% higher than the last survey and 4% higher than the average for other similar landlords. There was also an 8% increase in satisfaction with appointments.

89%

satisfied with their last completed repair

83%

were satisfied with how easy it is to deal with NWH



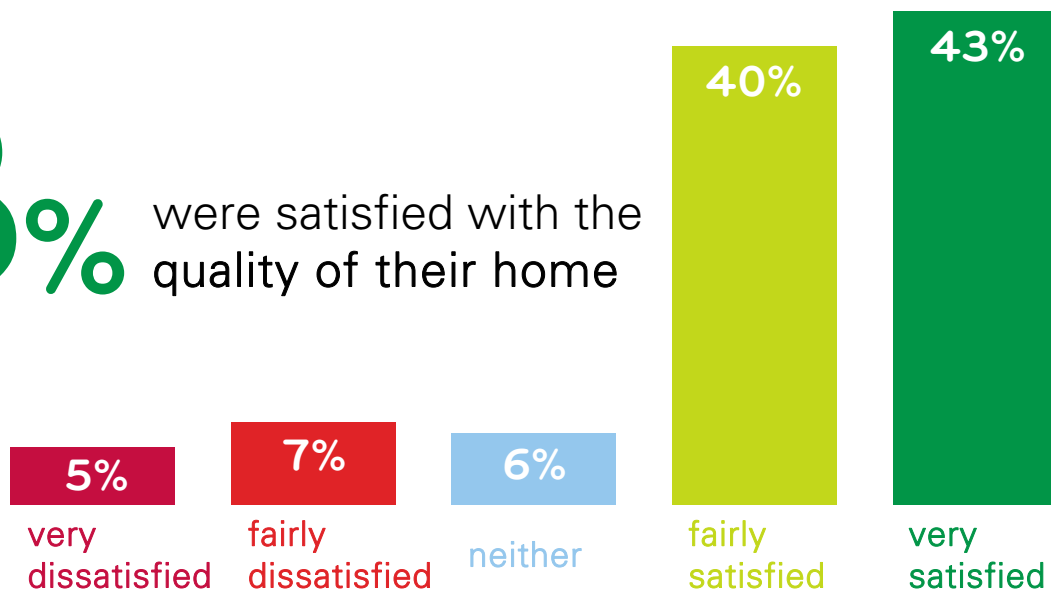
The customer service experience was strongly linked to how satisfied tenants were overall. We were therefore pleased that half of all tenants were very satisfied that we were easy to deal with. The rating for how well we listen to our residents has also gone up 7%, which we know has been really important during lockdown.

However, we still want to improve on the fifth of customers who weren't happy with the outcome of their last query.

Over the last few surveys there have been small but steady improvements in how residents rate the quality of their home. This included a 100% satisfaction rate for those living in sheltered housing, but it was lower for tenants aged in their thirties or forties (73%). However, in a later question one in six tenants were dissatisfied with the safety of security of their home (16%) so we are looking into this in more detail.

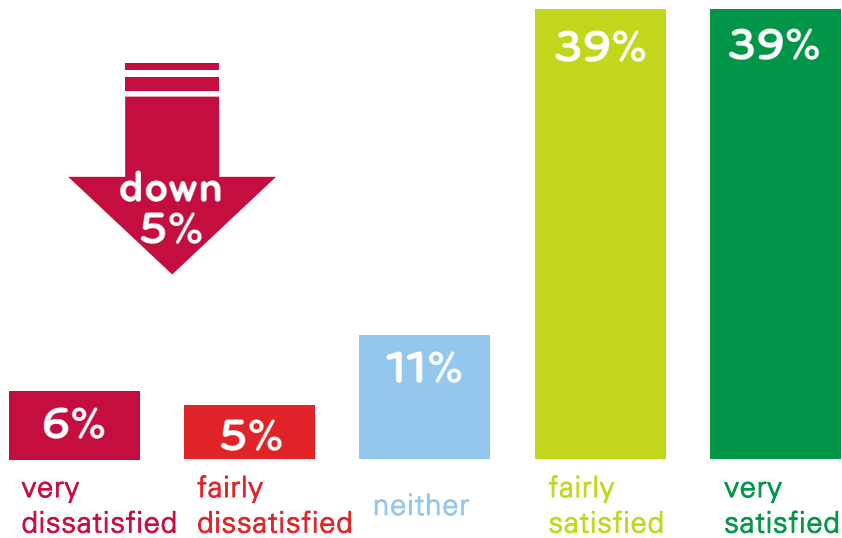
83%

were satisfied with the quality of their home



78%

were satisfied the rent represents value for money



Although most of our tenants felt that the rent was value for money, this was fewer than in 2017 (was 83%), and lower than the average for other similar landlords. This was particularly important for working age residents, and we know that the Coronavirus pandemic is causing problems for many families.

About the survey

This survey used many questions from a standard national questionnaire. This meant that we were able to compare many of the results with our older surveys, as well as against other landlords across Wales.

The survey was sent to all resident households by post. A link to the online survey was also sent to everyone with an email address and/or text message number and advertised on our social media pages. We were pleased that 776 of you took part (34%), including around 2 in 5 who did so online.

Thank you!

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

The information that you provided will play an important role in improving our services in the future.

If you have any questions about the results of this survey you can contact us at CustomerServices@nwha.org.uk or call 01492 572727.



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