

Your Views



Tenant Satisfaction Survey 2023/24

About the Survey

Across four stages (June 2023, September 2023, December 2023 and March 2024), many of you took part in an important survey. A sample of tenants were invited to take part in the survey, by completing either a telephone interview or online questionnaire.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Arhag Housing Association (Arhag) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Arhag's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



310

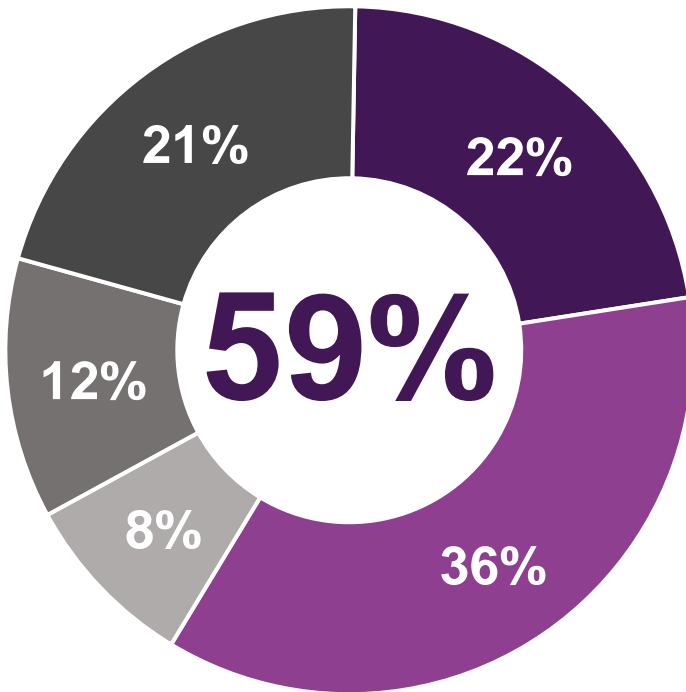
tenants took part
out of a total of
896 (301 by
telephone and
9 online)

A big thank you to everyone who took part!

Overall Service



Six out of ten tenants are satisfied with the overall service provided by Arhag (**59%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



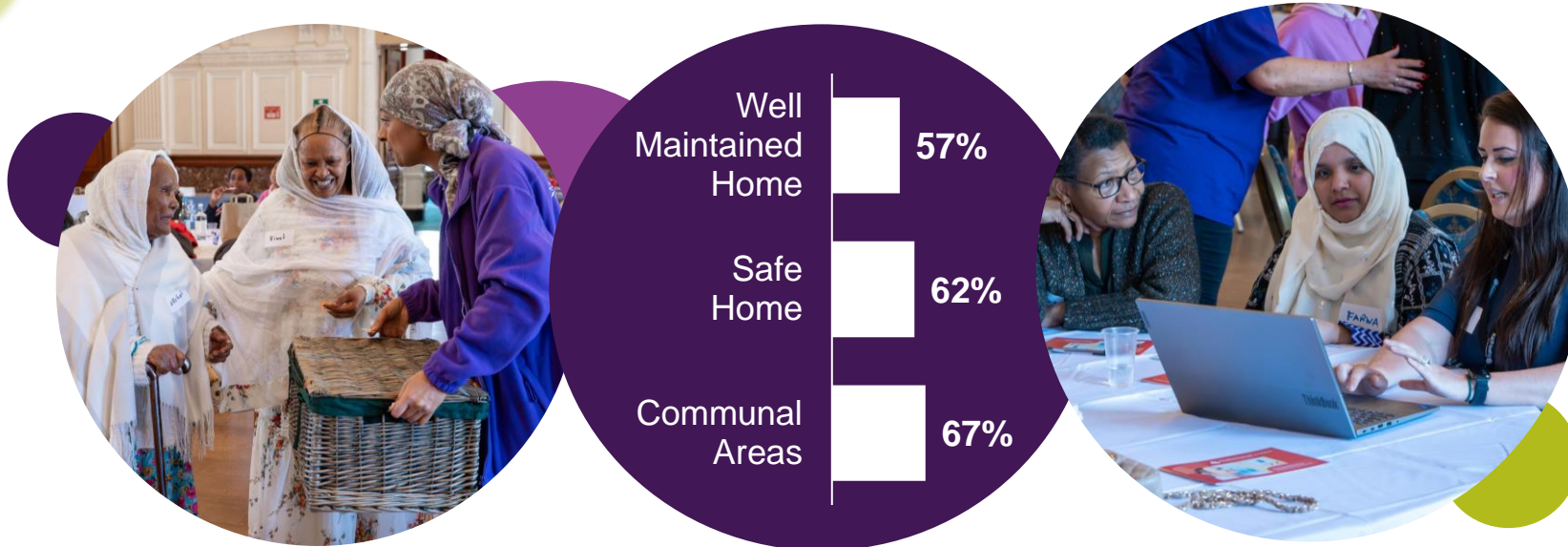
Around six out of ten tenants are satisfied that they are provided with a home that is well maintained (**57%**).



Slightly more tenants are satisfied that Arhag provides them with a home that is safe (**62%**).



Two out of three tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**67%**).



Repairs Service



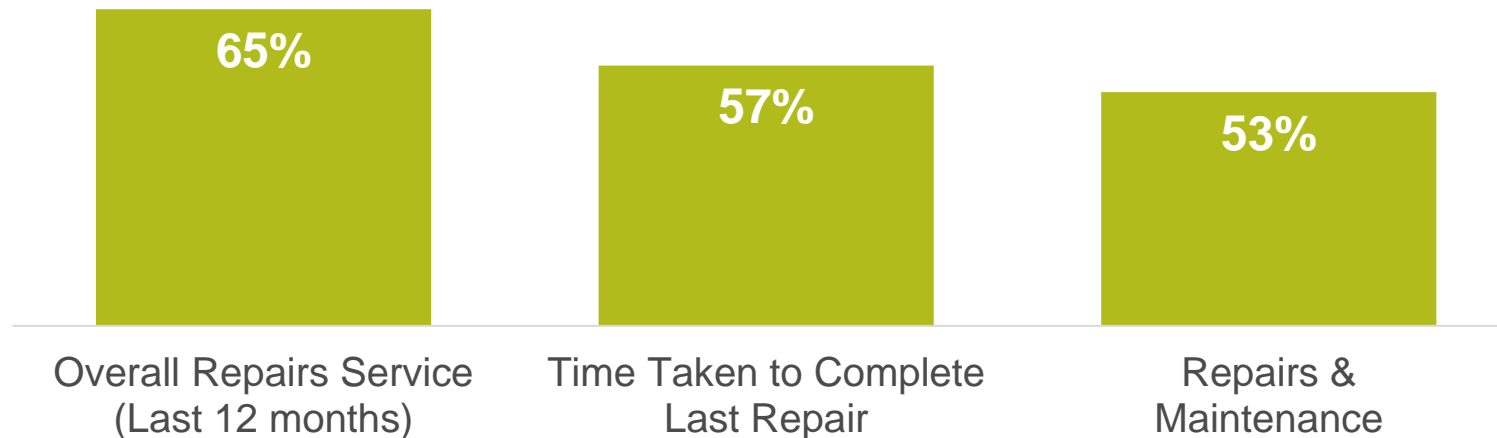
Around two out of three tenants that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(65%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(57%)**.



Around half of tenants are satisfied with the way Arhag deals with repairs and maintenance generally **(53%)**.



67%
of tenants had a repair carried out in the last 12 months

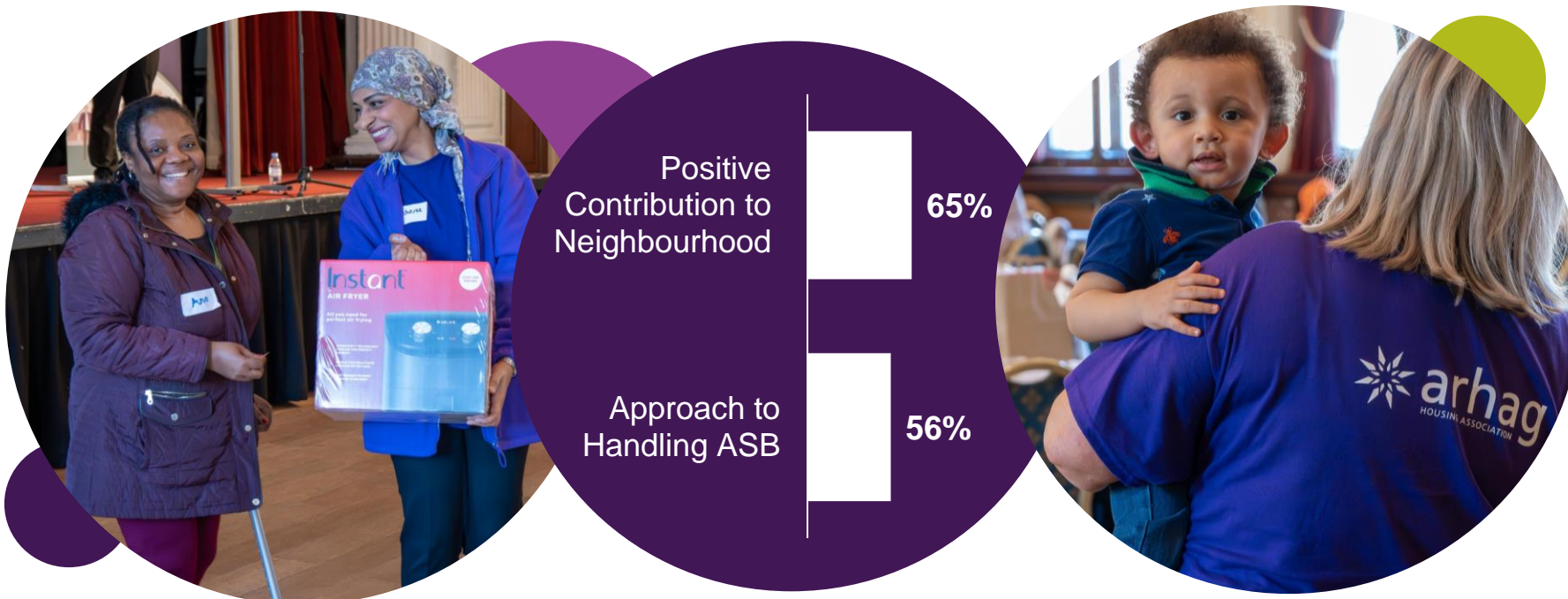
The Neighbourhood



Around two out of three tenants are satisfied that Arhag makes a positive contribution to their neighbourhood **(65%)**.



Over half of tenants are satisfied with Arhag's approach to handling anti-social behaviour **(56%)**.



Communications and Tenant Engagement



Half of tenants are satisfied that Arhag listens to their views and acts upon them (**49%**).



Around seven out of ten tenants are satisfied that they are kept informed about things that matter to them (**68%**).



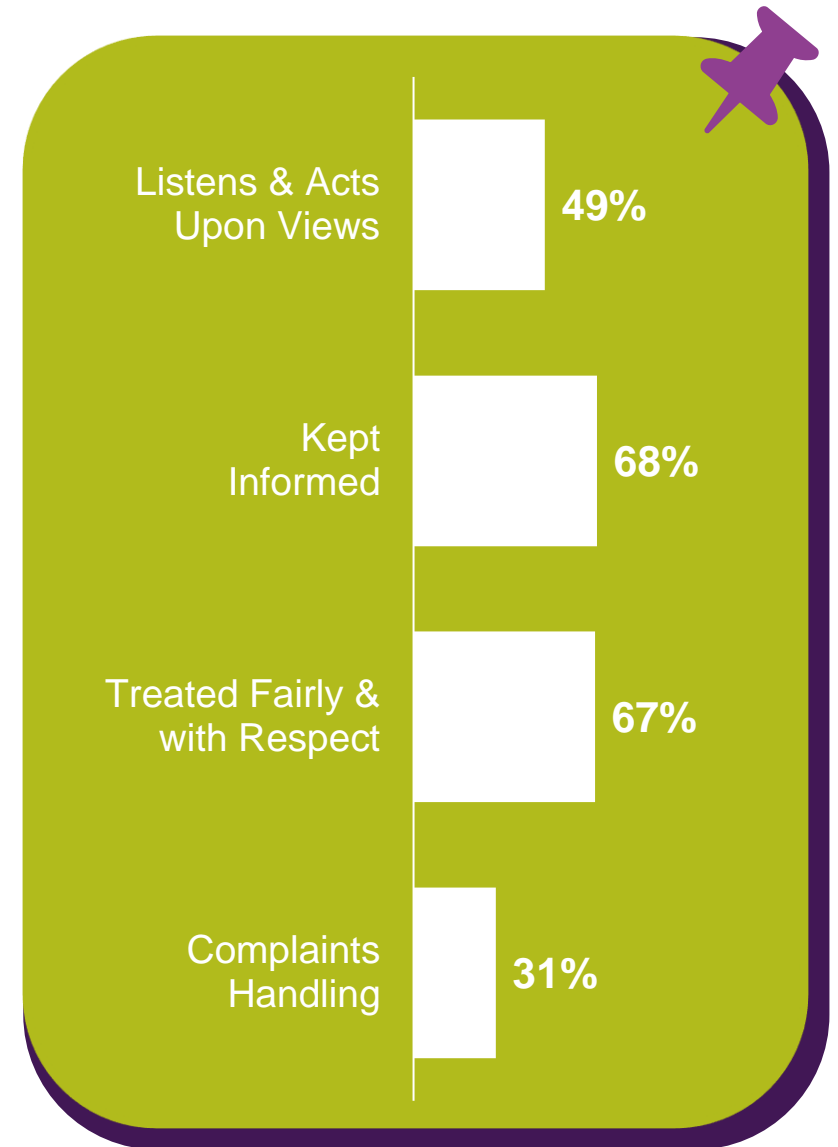
Two out of three tenants agree that they are treated fairly and with respect by Arhag (**67%**).



Two-fifths of tenants said they had made a complaint to Arhag in the last 12 months (**41%**).



Of these tenants, **31%** are satisfied with Arhag's approach to complaints handling.



Tenants' Comments

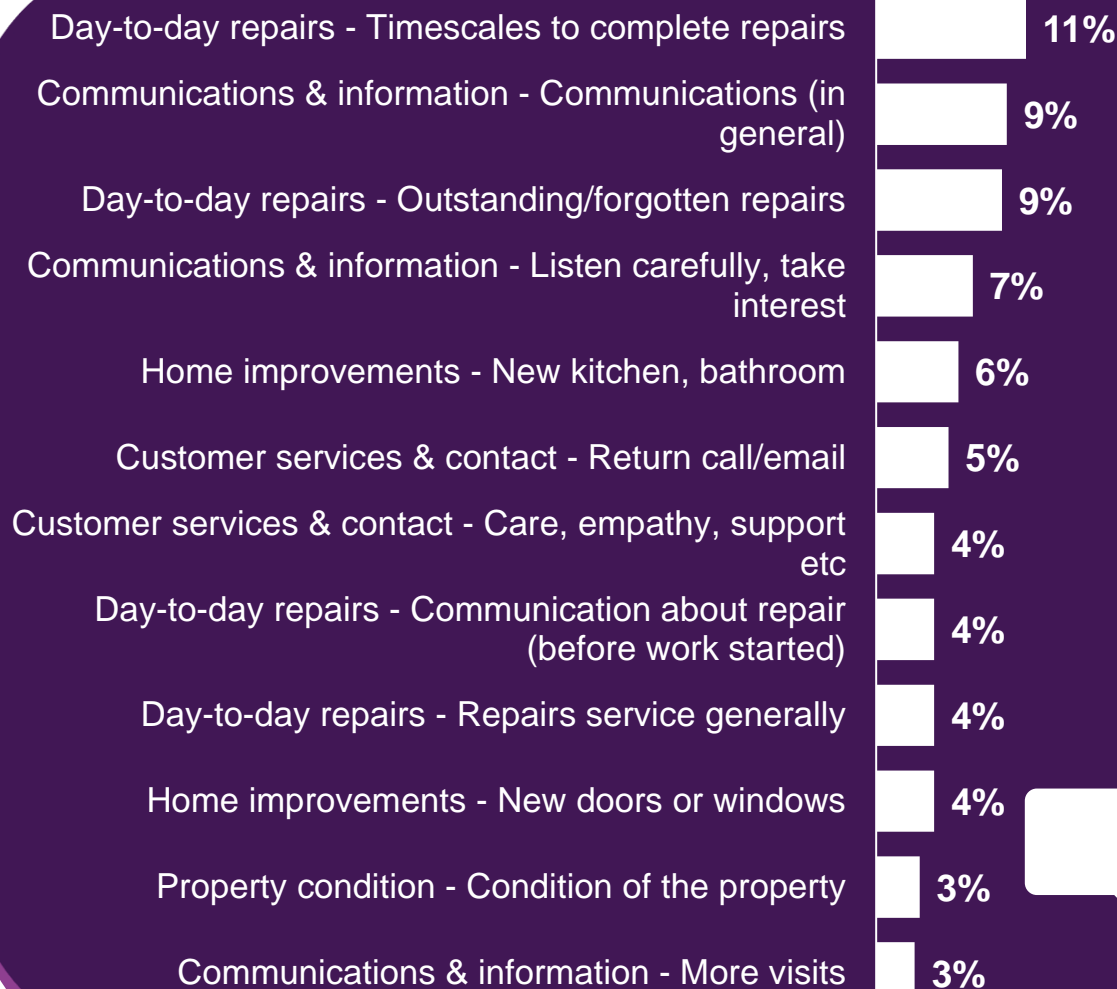
Finally, tenants were asked what one thing Arhag could improve, and 289 tenants gave comments.

Tenants most frequently commented on the repairs service, including the time taken to complete repairs and outstanding repairs that have not yet been dealt with.

Tenants also mentioned communications and customer services, including communications in general, how they are listened to and the returning of their contact.

Some tenants would also like improvements to their homes, such as new kitchens, bathrooms, doors and windows.

Top comments



Summary of Tenant Satisfaction Measures

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	58.6%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	64.8%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	56.9%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	56.8%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	62.4%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	48.9%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	68.4%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	67.4%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	30.6%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	66.7%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	65.5%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	56.3%

Your Views

Arhag appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Arhag does to involve you in developing services. As well as publishing the results of the survey, Arhag plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



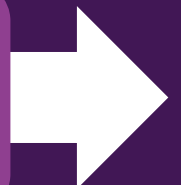
Publish findings to
tenants



Use findings to plan
and improve services,
e.g., communications,
repairs and customer
service



Involve tenants in
shaping service
improvements



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	310
B.	Timing of survey	21 June 2023 to 28 March 2024
C.	Collection method(s)	Telephone and online surveys
D.	Sample method	Random stratified sample using quotas
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Quotas set by housing need, age group and housing officer to ensure representativeness
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	N/A
I.	Reasons for any failure to meet the required sample size requirements	Required sample size has been met
J.	Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None