

# Your Views

## Tenant Satisfaction Survey 2023/24

### About the Survey

Between January and March 2024, many of you took part in an important survey. All tenants were invited to participate in the survey by postal and online questionnaires.

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 Shropshire Rural Housing Association (SRHA) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing. Tenants who took part were entered into a prize draw, with three winners receiving a £50 shopping voucher from SRHA.

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

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



**146**

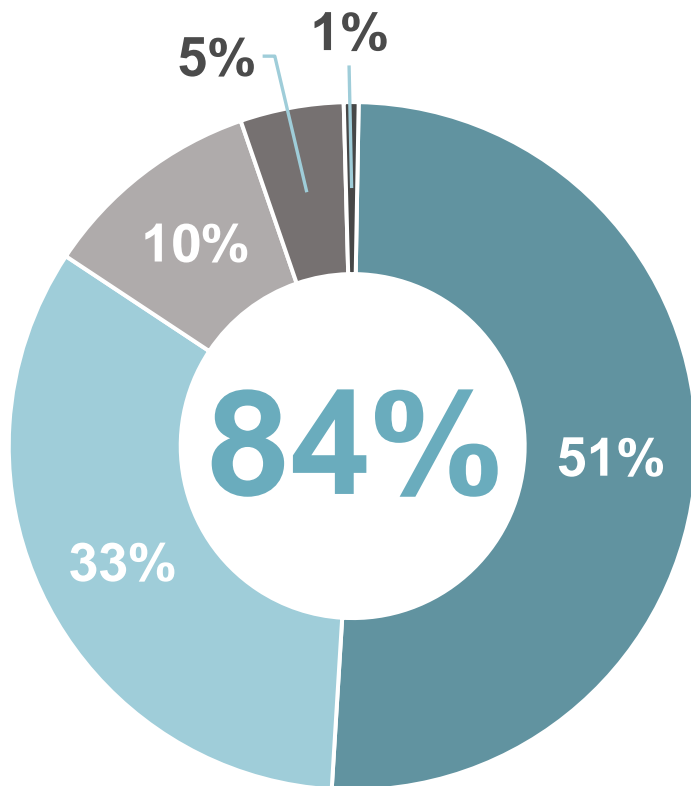
tenants took part  
out of a total of  
300 (75 by post  
& 71 online)

**A big thank you to everyone who took part!**

# Overall Service



Over eight out of ten tenants are satisfied with the overall service provided by SRHA (84%).



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



# The Home and Communal Areas



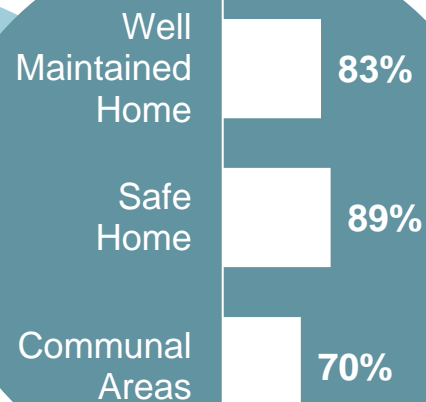
Over four out of five tenants are satisfied that they are provided with a home that is well maintained (**83%**).



Nine out of ten tenants are satisfied that SRHA provides them with a home that is safe (**89%**).



Seven out of ten tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**70%**).



# Repairs Service



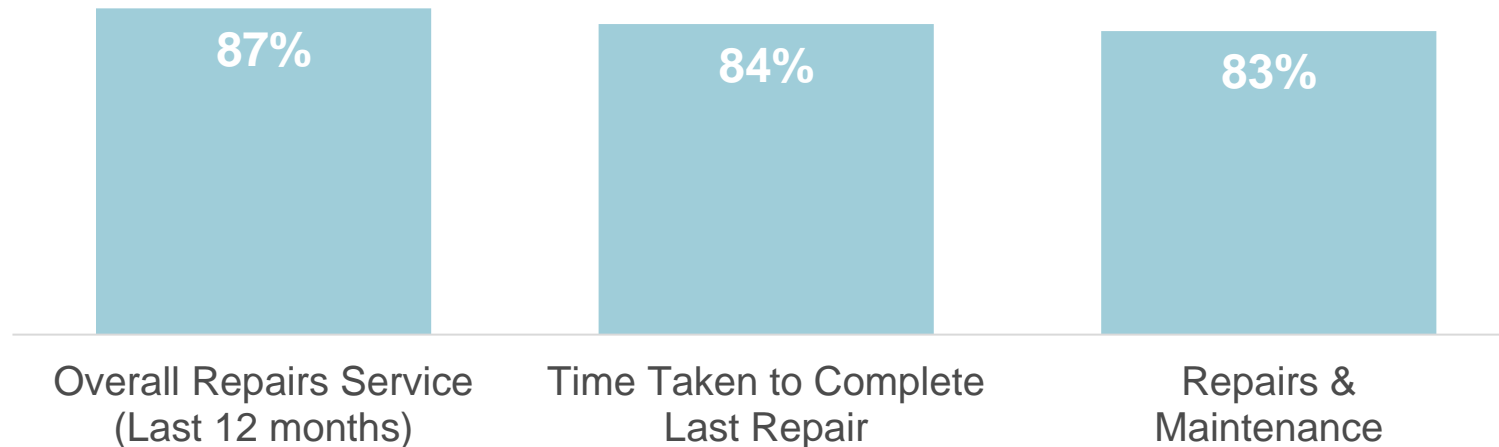
Almost nine out of ten tenants that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(87%)**.



More than eight out of ten tenants are satisfied with the time taken to complete their most recent repair after they reported it **(84%)**.



Over eight out of ten tenants are satisfied with the way SRHA deals with repairs and maintenance generally **(83%)**.



**83%**  
of tenants had a repair carried out in the last 12 months



# The Neighbourhood



Seven out of ten tenants are satisfied that SRHA makes a positive contribution to their neighbourhood **(69%)**.



Slightly fewer tenants are satisfied with SRHA's approach to handling anti-social behaviour **(66%)**.



# Communications and Tenant Engagement



Over seven out of ten tenants are satisfied that SRHA listens to their views and acts upon them **(73%)**.



Around eight out of ten tenants are satisfied that they are kept informed about things that matter to them **(78%)**.



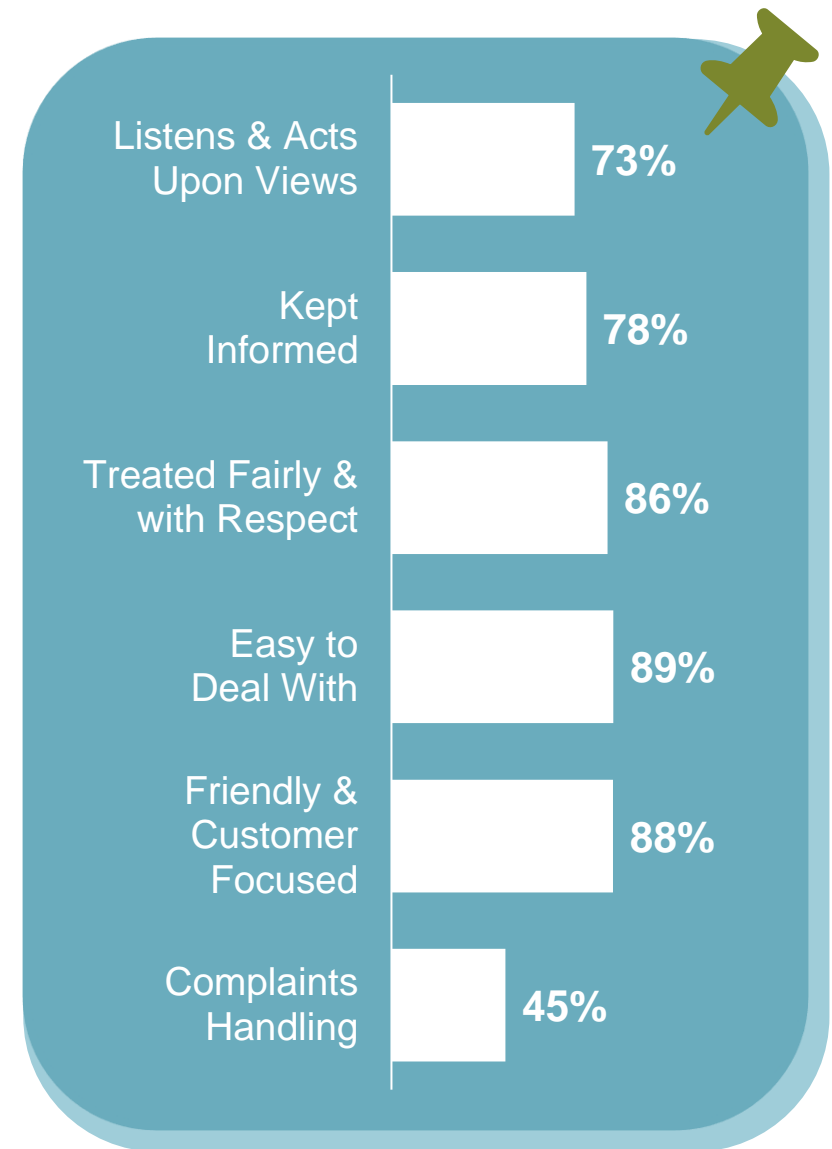
Six out of seven tenants agree that they are treated fairly and with respect by SRHA **(86%)**.



Around nine out of ten tenants feel that SRHA is easy to deal with **(89%)** and friendly and customer focused **(88%)**.



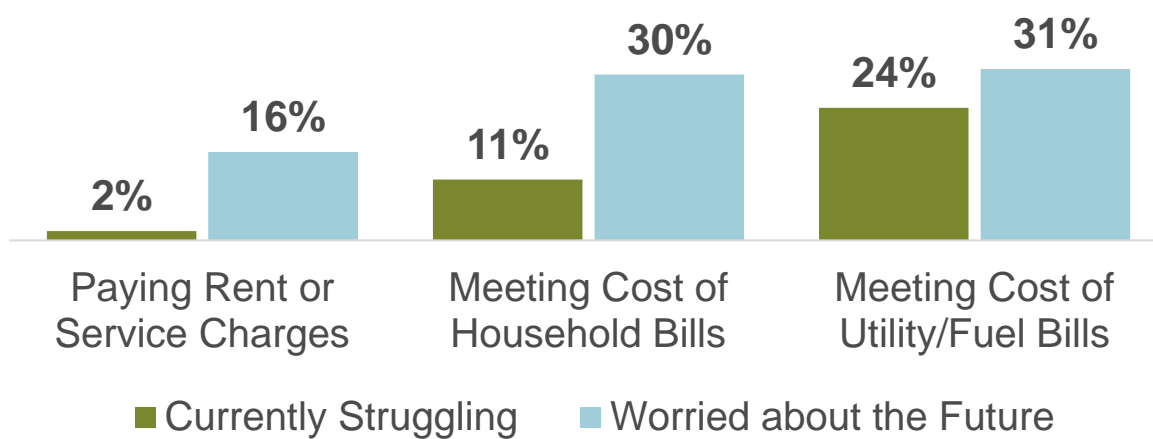
Almost half of tenants with a complaint in the last 12 months are satisfied with complaints handling **(45%)**.



# Wellbeing



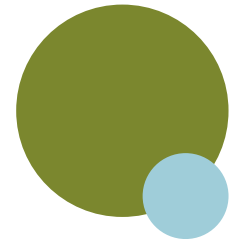
A small number of tenants reported that they are currently struggling to pay their rent or service charges (**2%**), with more struggling to meet the costs of household bills (**11%**) and utility/fuel bills (**24%**). Other tenants are worried about these different payments in the future (between **16%** and **31%**).



Six out of ten tenants are satisfied with the energy efficiency of their home (**60%**).



Around one-third of tenants said they currently have damp or mould in their home (**35%**). Of these tenants, **53%** have reported the problem to SRHA. SRHA is in the process of contacting those tenants who gave consent to investigate and look to resolve the issues.



# Recommending SRHA



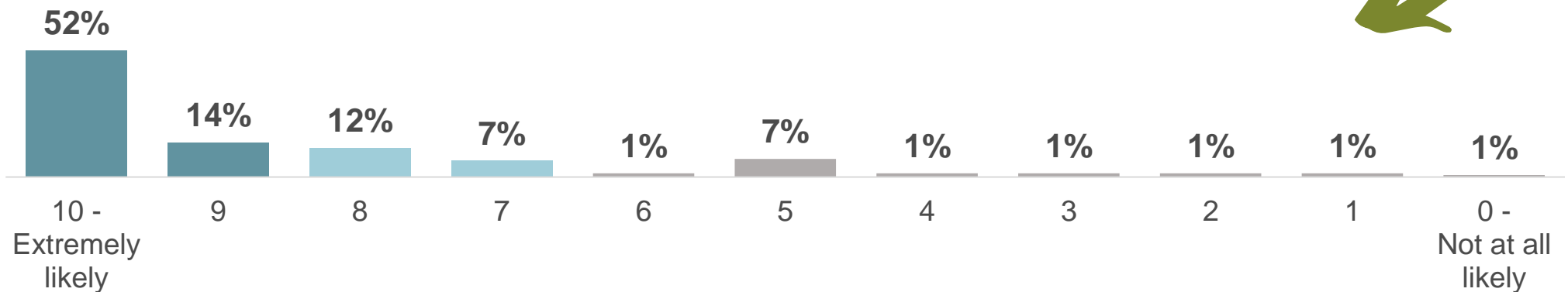
Tenants were also asked how likely they would be to recommend SRHA to other people. This is a 0-10 point rating. Those who would recommend SRHA score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Two out of three tenants are happy to recommend SRHA to other people (**66%**). However, **19%** of tenants are unsure and **16%** would not recommend SRHA.



The 'Net Promoter Score' for SRHA (the percentage of those who would recommend SRHA minus the percentage of those who would not) is **+50**.



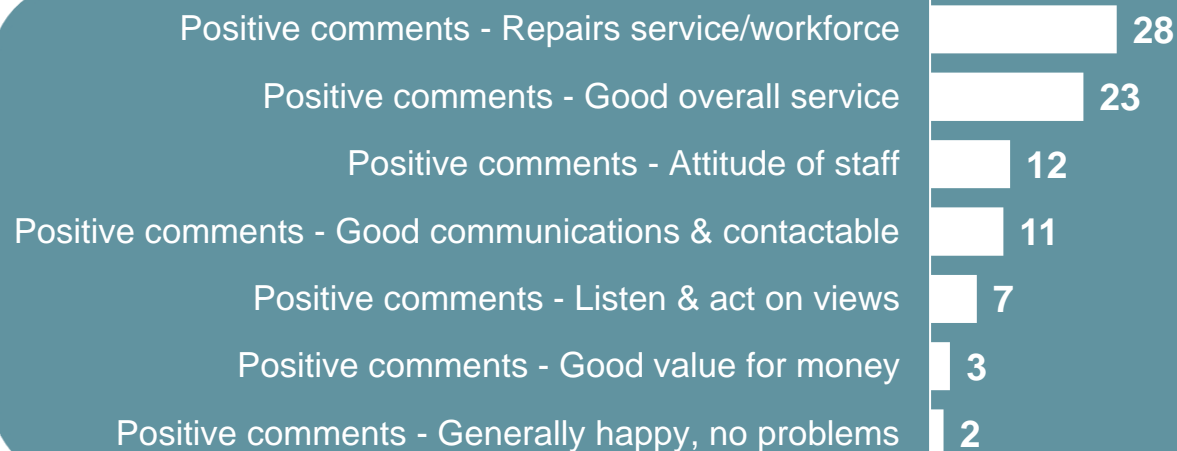


# Tenants' Comments

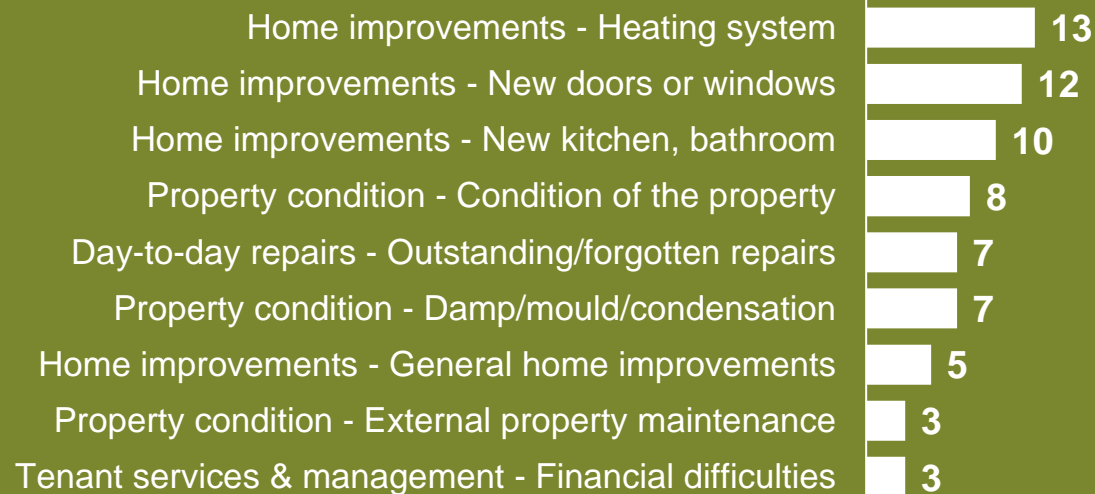
Tenants were also asked what they feel SRHA does well, and 82 tenants gave comments. Tenants most frequently praised the repairs service and workforce. Tenants also commented on the good overall service they receive, as well as the attitude of the staff, the communications and how they are listened to.

Finally, tenants were asked if there is anything SRHA could improve, and 93 tenants made comments. Tenants mentioned home improvements they would like including upgraded heating systems, new doors and windows, kitchens or bathrooms. Some tenants also have outstanding repairs and issues with damp or mould.

## *Top comments – What SRHA does well*



## *Top comments – What SRHA could improve*



# Summary of Tenant Satisfaction Measures

<b>TP01</b>	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	<b>84%</b>
<b>TP02</b>	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	<b>87%</b>
<b>TP03</b>	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.	<b>84%</b>
<b>TP04</b>	Proportion of respondents who report that they are satisfied that their home is well maintained.	<b>83%</b>
<b>TP05</b>	Proportion of respondents who report that they are satisfied that their home is safe.	<b>89%</b>
<b>TP06</b>	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	<b>73%</b>
<b>TP07</b>	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	<b>78%</b>
<b>TP08</b>	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	<b>86%</b>
<b>TP09</b>	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	<b>45%</b>
<b>TP10</b>	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	<b>70%</b>
<b>TP11</b>	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	<b>69%</b>
<b>TP12</b>	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	<b>66%</b>

# Your Views



**SHROPSHIRE  
RURAL HOUSING  
ASSOCIATION**

SRHA 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 SRHA does to involve you in developing services. As well as publishing the results of the survey, SRHA 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., property condition,  
communications and  
repairs



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)	146
B.	Timing of survey	January to March 2024
C.	Collection method(s)	Postal and online surveys
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Representative checks by tenure type, area, age group and gender
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	None
I.	Reasons for any failure to meet the required sample size requirements	The required sample size of 169 was not met, but small population size and all tenants were sent a postal survey and an email with a link to complete the survey online
J.	Type and amount of any incentives offered to tenants to encourage survey completion	Prize draw, with three responses selected at random to receive a £50 shopping voucher
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None