

How are we doing?



Resident satisfaction survey 2022 results

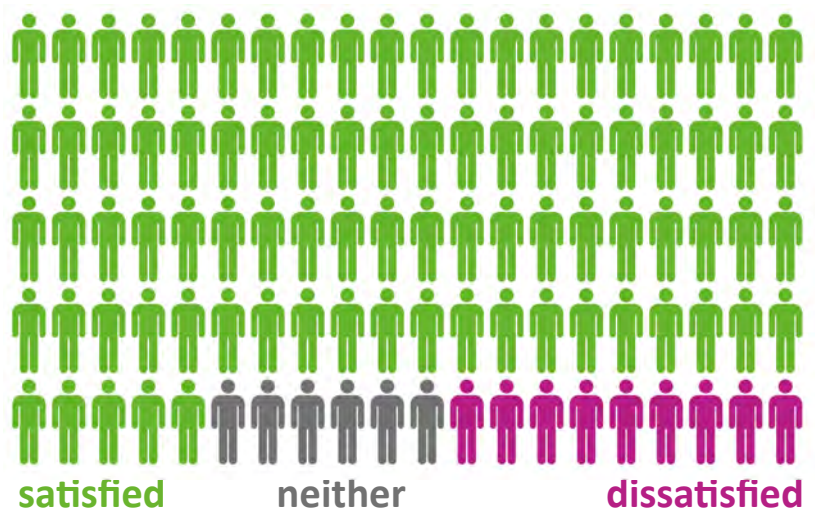
In October 2022 we carried out our annual resident satisfaction survey. This is a really important survey, as topics you told us about help us identify what we're doing well, where we can improve and what our priorities should be. The results are now also being used by the **Welsh Government** to monitor satisfaction across all social landlords in Wales.

Thank you to all 979 residents who took the time to complete the survey when we called on the telephone. We make sure that we talk to a representative sample of Wales & West Housing residents, and that we call different households each year. Over the coming months we will use what we have learnt to help improve our services .

We are pleased that over the last six years overall satisfaction has stayed at the same high level, varying by just 1% up or down over that time. At 85% this is **above average** for landlords in Wales (82%), however, we recognise that at the opposite end of the scale 1 in 10 are not so happy.

85%

satisfied with Wales & West Housing's services overall



Key drivers of satisfaction

- 1st Listening to residents & acting on resident's views
- 2nd Taking part in decision making
- 3rd Quality of the home
- 4th Safety & security of the home
- 5th Service charge value for money
- 6th Repairs & maintenance overall

The main theme of the survey results is **engaging with residents** because of how questions about listening and decision making are the most closely **linked to overall satisfaction**.

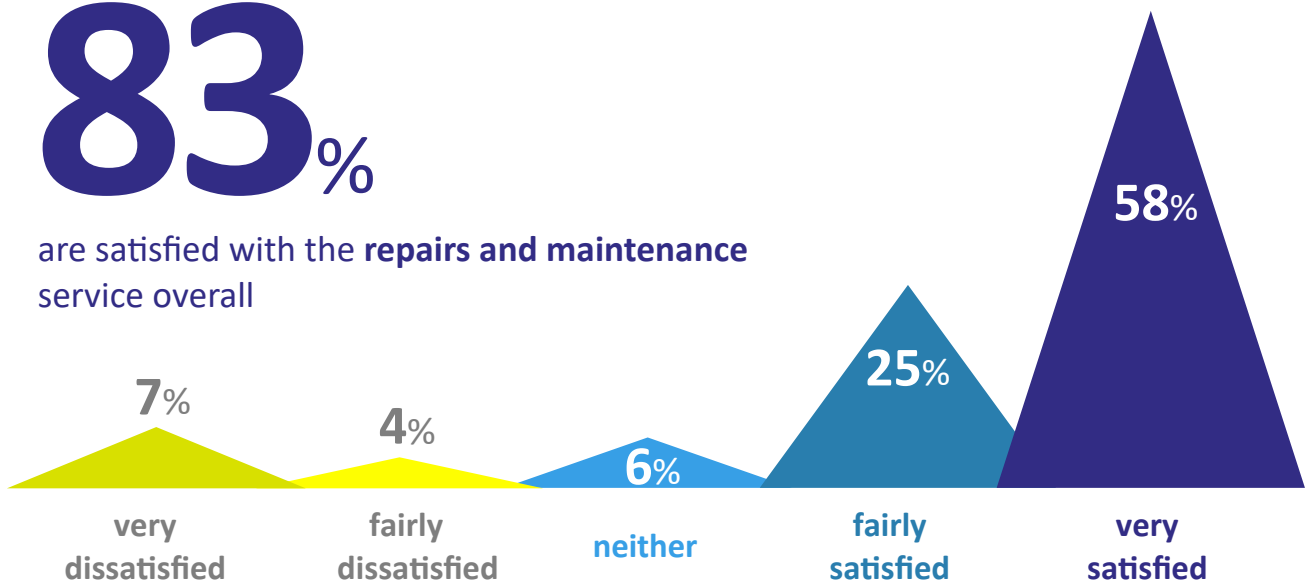
Continuing to provide **quality, safe, and well maintained homes**, and delivering **value for money** is also important to those who responded.

Repairs and maintenance

Satisfaction with repairs and maintenance has been particularly important since the outbreak of the COVID-19 pandemic. Most residents are satisfied with the repairs services they have received, including over half that are **very satisfied**. This means that our repairs service is ranked in the top group of Welsh landlords.

83%

are satisfied with the **repairs and maintenance** service overall



Communication

70%

Feel that we give you a say in how services are managed



LISTENING TO & ACTING ON YOUR VIEWS ...



... is the main 'key driver' of satisfaction and the score of 75% is above average for Wales

2/3 

are satisfied we give you opportunities to take part in decision making

Place

86%



satisfied with quality of the home, which is 5% higher than the average for Wales

SAFETY & SECURITY



gets a high rating of 90%



83%

are satisfied with their neighbourhood as a place to live

67%



are satisfied with how we deal with anti-social behaviour

Affordability



87%

are satisfied with rent value for money, which is also 5% higher than the national average

COST OF LIVING



However, we know that the cost of living is a big issue for everyone at the moment.

Our team of dedicated TSOs can help you if you are struggling with money issues.



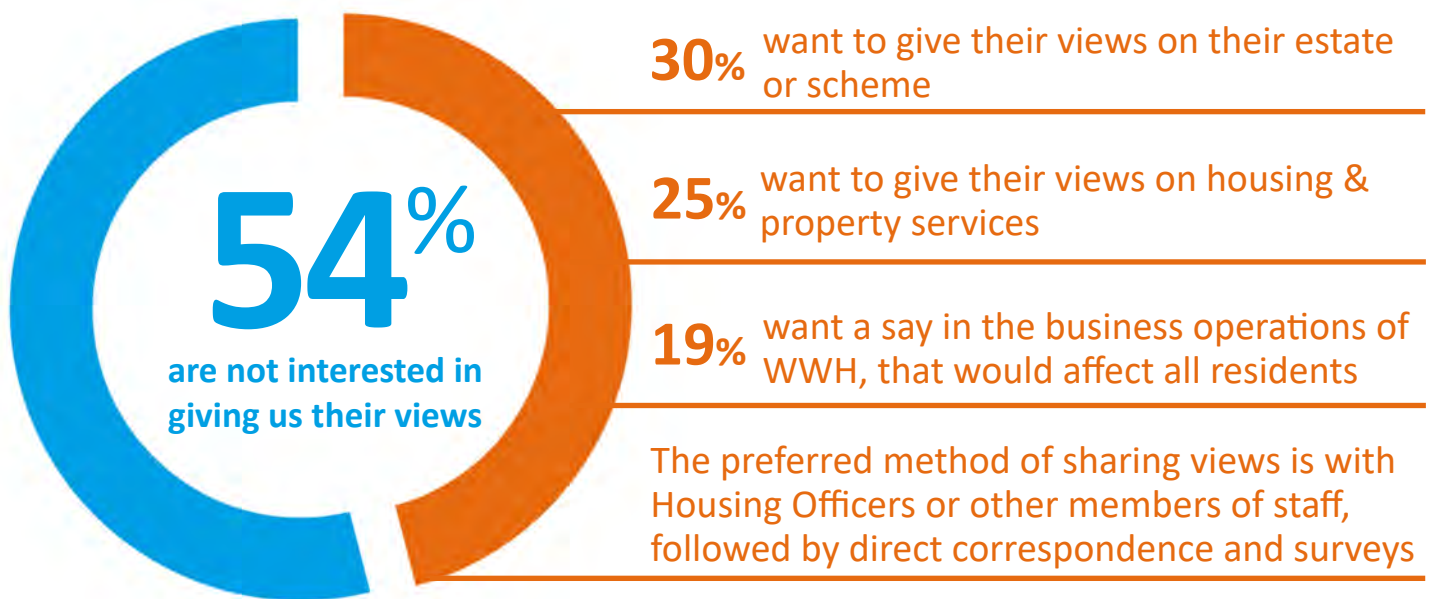
Satisfaction with service charge value for money increased to 76%

“I trust Wales & West Housing”



We are delighted that most residents **trust Wales & West Housing**, including 93% for Extra Care. This has **improved** since 2021, and we are now 5% **above average** for Wales.

Resident involvement



What next?



Our new Resident Involvement strategy will be shared with you in the Summer In Touch. It will outline how we can best work together to deliver the right services for our residents.



We will continue to focus on the cost of living crisis.



We will equip our specialist staff to support all residents to access the funds and support available to them.



We will publish information about our performance and corporate priorities on our website and in In Touch.

Thank you ...

... again to everyone who took part in the survey. We will take all the feedback into consideration when shaping our services.

Didn't complete our survey this time round? We will be running this survey every year so your chance will come around again, but we welcome our residents' feedback all year round.