

Resident Satisfaction Survey

In May and June, residents were invited to take part in a Resident Satisfaction Survey.

Every year Welsh Government publishes resident satisfaction levels for all social housing providers in Wales. Residents were randomly selected to fill in the survey either online, over the phone or on paper. Overall, 1,141 households took part, representing more than 1 in 10 residents.

We've studied the results, and they show that while overall satisfaction has gone up slightly, there are two main areas where we need to make improvements.

These are:

- The way we gather resident information so we can provide the services each individual wants (resident profiling)
- The way we engage with residents, which was important to 81% of the residents asked.

82%
trust us



82%
happy with home quality



82%
satisfaction overall



82%

are pleased with the way we deal with repairs and maintenance of your homes, a score that has remained high for the last four surveys. Residents in the North and South scored higher than in the West.



77%

are happy with their neighbourhood as a place to live. We strive to create communities where our residents can thrive. The experience of anti-social behaviour (ASB) was one of the most common reasons why residents said that they were dissatisfied.



59%

of residents who have experienced issues say they are satisfied with the way we deal with ASB overall. 92% of those surveyed did not respond to the question having not reported ASB in the past 12 months.



82%

feel their rent represents good value for money. In relation to service charges 66% felt they were value for money.



Listening and learning

Communication and engagement is an important factor in overall satisfaction, so we asked additional questions and found:

81%

say it's important that you can share your views on topics that directly affect you, including your home and the area where you live.



67%

feel we listen to your views and act on them.

64%

Almost two-thirds (64%) want to get involved in decision making and have a say in the way we manage services.

What next?

Thank you to everyone who took the time to complete the survey and share your true feelings with us.

While satisfaction has remained high overall, we know there are improvements to make.

We're taking the opportunity to use the survey results to make sure we know and understand what matters to you as we make improvements to services.

Our staff are involved in community conversations across Wales. We are working on the ways we feedback how

we are listening and acting on your views when we make decisions.

To tailor our services, we need to get better at the information we gather on individual residents (what we call resident profiling).

We'll be using our conversations with you in-person, on the phone, via email and out in the community to collect this information. It's important as it helps us to better understand diverse needs, improve service delivery through tailored support and improve decision making.