

Feedback from Tenants Rent Survey

Question 1 - Improving your repairs service

With 4 being the most important and 1 the least important, please rank each of these statements from 1-4.

Complete the repairs on the first visit wherever possible

- 1 – 7%
- 2 – 7%
- 3 – 18%
- 4 – 63%
- Not Answered – 5%

Reduce the time it takes to start and complete a repair

- 1 – 9%
- 2 – 10%
- 3 – 21%
- 4 – 55%
- Not Answered – 5%

Improve the quality of the repair and the quality of materials used

- 1 – 9%
- 2 – 9%
- 3 – 20%
- 4 – 57%
- Not Answered – 5%

Make it easier to report a repair

- 1 – 15%
- 2 – 10%
- 3 – 15%
- 4 – 55%
- Not Answered – 5%

Question 2 - Improving the quality of your home

Quality of home - Improving the inside of your home (eg kitchen/bathroom/internal doors/skirtings)

- 1 – 10%
- 2 – 11%
- 3 – 17%
- 4 – 56%
- Not Answered – 6%

Quality of home - Improving the exterior of your home (eg painting, roof/gutter cleaning)

- 1 – 11%
- 2 – 13%
- 3 – 22%
- 4 – 50%
- Not Answered – 4%

Quality of home - Making my home more energy efficient

- 1 – 9%
- 2 – 8%
- 3 – 15%
- 4 – 61%
- Not Answered – 7%

Quality of home - Improving the way we deal with dampness and condensation

- 1 – 10%
- 2 – 9%
- 3 – 15%
- 4 – 57%
- Not Answered – 9%

Quality of home - Improving soundproofing and insulation in your home

- 1 – 13%
- 2 – 8%
- 3 – 19%
- 4 – 55%
- Not Answered – 5%

Question 3 - Improving your neighbourhood as a place to live

Improving neighbourhoods - Improving communal areas internally and externally (eg close painting, bin storage or drying areas)

- 1 – 21%
- 2 – 15%
- 3 – 24%
- 4 – 34%
- Not Answered – 8%

Improving neighbourhoods - Additional resources to respond quickly and to tackle anti-social behavior where it arises

- 1 – 12%
- 2 – 13%
- 3 – 18%
- 4 – 50%
- Not Answered – 8%

Improving neighbourhoods - Improving the landscape and maintenance of the neighbourhood (such as fences/boundary walls)

- 1 – 10%
- 2 – 15%
- 3 – 27%
- 4 – 43%
- Not Answered – 5%

Improving neighbourhoods - Increase the opportunities for community safety improvements in relation to for example lighting in entrance ways

- 1 – 15%
- 2 – 15%
- 3 – 23%
- 4 – 40%
- Not Answered – 7%

Question 4 - Information for tenants and participation

Information and participation - Increasing the availability of the advice and assistance in relation to increases in the cost of living, and accessing practical and financial support

- 1 – 11%
- 2 – 14%
- 3 – 28%
- 4 – 40%
- Not Answered – 7%

Information and participation - Increase the opportunities for you to participate and have your say in the decisions we make (including for example digital inclusion)

- 1 – 11%
- 2 – 22%
- 3 – 33%
- 4 – 26%
- Not Answered – 8%

**Information and participation - Improving communication across the Service
(eg repairs, complaints)**

- 1 – 9%
- 2 – 10%
- 3 – 24%
- 4 – 51%
- Not Answered – 6%

**Information and participation - Providing more support to tenants to help them
keep their home**

- 1 – 10%
- 2 – 10%
- 3 – 22%
- 4 – 52%
- Not Answered – 6%