

## Feedback from Tenants Rent Survey

### Question 1 - Improving our response to repairs in your home

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 – 9%
- 2 – 6%
- 3 – 19%
- 4 – 63%
- Not Answered – 3%

#### Reduce the time it takes to start and complete a repair

- 1 – 7%
- 2 – 9%
- 3 – 25%
- 4 – 55%
- Not Answered – 4%

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

- 1 – 6%
- 2 – 12%
- 3 – 24%
- 4 – 53%
- Not Answered – 5%

#### Improve how we respond to issues regarding damp and condensation

- 1 – 8%
- 2 – 11%
- 3 – 19%
- 4 – 55%
- Not Answered – 7%

#### Improve how we communicate with you regarding repair works in your home

- 1 – 9%
- 2 – 14%
- 3 – 21%
- 4 – 49%
- Not Answered – 7%

## **Question 2 - Improving the quality of your home**

### **Improve soundproofing within your home**

- 1 – 13%
- 2 – 17%
- 3 – 19%
- 4 – 45%
- Not Answered – 6%

### **Improve the inside of your home (eg kitchen, bathroom, internal doors, skirting)**

- 1 – 9%
- 2 – 12%
- 3 – 22%
- 4 – 52%
- Not Answered – 5%

### **Improve the outside of your home (eg painting, roof/gutter cleaning)**

- 1 – 7%
- 2 – 13%
- 3 – 26%
- 4 – 50%
- Not Answered – 4%

### **Make your home more energy efficient**

- 1 – 8%
- 2 – 10%
- 3 – 20%
- 4 – 58%
- Not Answered – 4%

### **Improve the communal areas (close painting/bin storage and drying areas)**

- 1 – 20%
- 2 – 15%
- 3 – 24%
- 4 – 31%
- Not Answered – 10%

### **Question 3 - Improving your neighbourhood and the place where you live**

#### **Improve how we respond to anti-social behavior concerns and issues**

- 1 – 9%
- 2 – 11%
- 3 – 21%
- 4 – 53%
- Not Answered – 6%

#### **Improve the appearance of your neighbourhood (fences/boundary walls and paths)**

- 1 – 8%
- 2 – 13%
- 3 – 23%
- 4 – 51%
- Not Answered – 5%

#### **Increase the opportunities to make your neighbourhood feel safer through improved stair lighting and lighting in entrance ways**

- 1 – 14%
- 2 – 15%
- 3 – 22%
- 4 – 41%
- Not Answered – 8%

## **Question 4 – Improving the support we provide to help you in your home, and also to keep your home**

### **Improve how we offer support to tenants in their home and to keep a home**

- 1 – 9%
- 2 – 16%
- 3 – 25%
- 4 – 44%
- Not Answered – 6%

### **Provide more help regarding financial advice and assistance**

- 1 – 10%
- 2 – 19%
- 3 – 31%
- 4 – 33%
- Not Answered – 7%

### **Increase the opportunities to use SMART technology in homes to help with support needs, how to better manage heating your home, and to support you to be more energy efficient**

- 1 – 12%
- 2 – 15%
- 3 – 24%
- 4 – 43%
- Not Answered – 6%

## **Question 5 - Improving the options to get you more involved in the decisions we make about the Housing Service**

- 1 – 12%
- 2 – 22%
- 3 – 33%
- 4 – 25%
- Not Answered – 8%