

Appendix 2 - Feedback from Tenants Rent Survey

Section 1 – Improving your Repairs Service

Complete the repairs on the first visit wherever possible (Priority 1 is lowest and 4 is highest)

- 1 – 8%
- 2 – 8%
- 3 – 21%
- 4 – 58%
- Not Answered – 5%

Reduce the time it takes to start and complete a repair (Priority 1 is lowest and 4 is highest)

- 1 – 7%
- 2 – 10%
- 3 – 31%
- 4 – 47%
- Not Answered – 5%

Improve the quality of the repair and the quality of materials used (Priority 1 is lowest and 4 is highest)

- 1 – 7%
- 2 – 10%
- 3 – 20%
- 4 – 56%
- Not Answered – 7%

Make it easier to report a repair (Priority 1 is lowest and 4 is highest)

- 1 – 16%
- 2 – 11%
- 3 – 22%
- 4 – 45%
- Not Answered – 6%

Section 2 – Improving the quality of your homes

Improving soundproofing and insulation in your homes (Priority 1 is lowest and 4 is highest)

- 1 – 12%
- 2 – 11%
- 3 – 19%
- 4 – 51%
- Not Answered – 7%

**Improving the inside of your homes (e.g., kitchen/bathroom/internal doors/skirtings)
(Priority 1 is lowest and 4 is highest)**

- 1 – 9%
- 2 – 12%
- 3 – 23%
- 4 – 49%
- Not Answered – 7%

Improving the exterior of your home (e.g., painting, roof/gutter cleaning) (Priority 1 is lowest and 4 is highest)

- 1 – 9%
- 2 – 14%
- 3 – 23%
- 4 – 50%
- Not Answered – 4%

Improving the way we deal with dampness and condensation (Priority 1 is lowest and 4 is highest)

- 1 – 12%
- 2 – 12%
- 3 – 17%
- 4 – 49%
- Not Answered – 10%

Section 3 – Improving you neighbourhood as a place to live

Improving communal areas internally and externally (e.g., close painting, bin storage or drying areas) (Priority 1 is lowest and 4 is highest)

- 1 – 20%
- 2 – 16%
- 3 – 25%
- 4 – 30%
- Not Answered – 9%

Improving the landscape and maintenance of the neighbourhood (such as fences/boundary walls) (Priority 1 is lowest and 4 is highest)

- 1 – 11%
- 2 – 14%
- 3 – 28%
- 4 – 41%
- Not Answered – 6%

Increase the opportunities for community safety improvements in relation to safety, for example lighting in entrance ways (Priority 1 is lowest and 4 is highest)

- 1 – 16%
- 2 – 14%
- 3 – 22%
- 4 – 38%
- Not Answered – 10%

Section 4 – Information for tenants and participation

Advice and assistance in relation to energy efficiency and fuel poverty (Priority 1 is lowest and 4 is highest)

- 1 – 16%
- 2 – 17%
- 3 – 25%
- 4 – 33%
- Not Answered – 9%

Increase the awareness of and the opportunities for you to participate and have your say in the decisions we make (including for example digital inclusion) (Priority 1 is lowest and 4 is highest)

- 1 – 14%
- 2 – 24%
- 3 – 28%
- 4 – 25%
- Not Answered – 9%

Improving communication across the Service (e.g., repairs, complaints) (Priority 1 is lowest and 4 is highest)

- 1 – 9%
- 2 – 13%
- 3 – 28%
- 4 – 43%
- Not Answered – 7%

Enhance the ways in which we support all tenants to sustain their tenancy (Priority 1 is lowest and 4 is highest)

- 1 – 11%
- 2 – 12%
- 3 – 27%
- 4 – 41%
- Not Answered – 10%