

Your Views

Tenant Satisfaction Survey 2024

About the Survey

Between October and November 2024, many of you took part in an important survey. All tenants were invited to take part in the survey by completing a telephone interview.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Senacre Housing Co-operative maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Senacre Housing Co-operative's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



16

tenants took
part out of a
total of

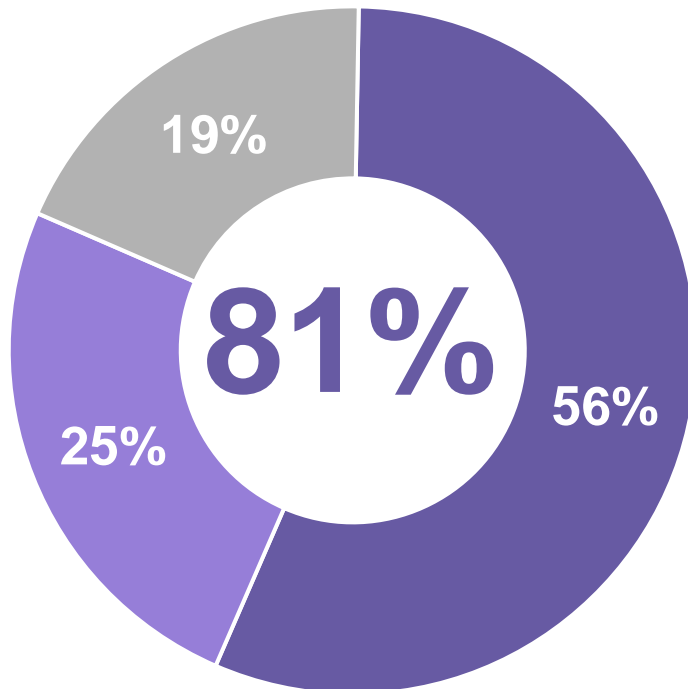
77

A big thank you to everyone who took part!

Overall Service



Eight out of ten tenants are satisfied with the overall service provided by Senacre Housing Co-operative **(81%)**.



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



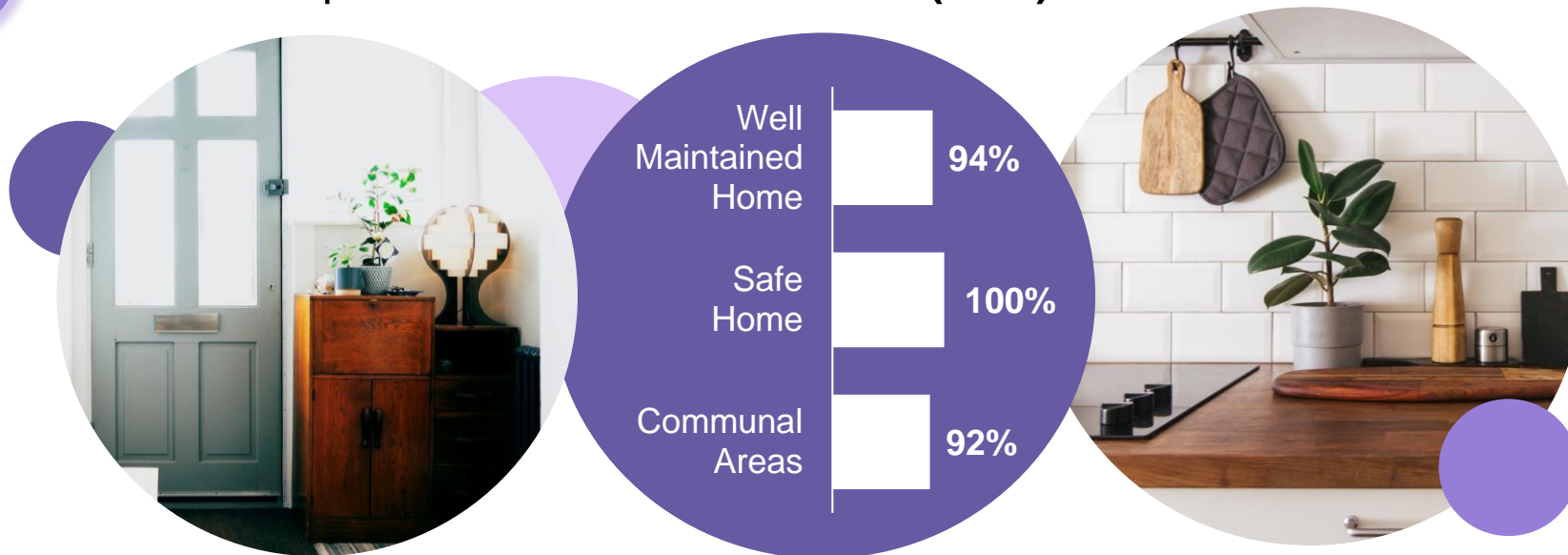
Over nine out of ten tenants are satisfied that they are provided with a home that is well maintained **(94%)**.



All tenants are satisfied that Senacre Housing Co-operative provides them with a home that is safe **(100%)**.



Around nine out of ten tenants with communal areas are satisfied that these areas are kept clean and well maintained **(92%)**.



Repairs Service



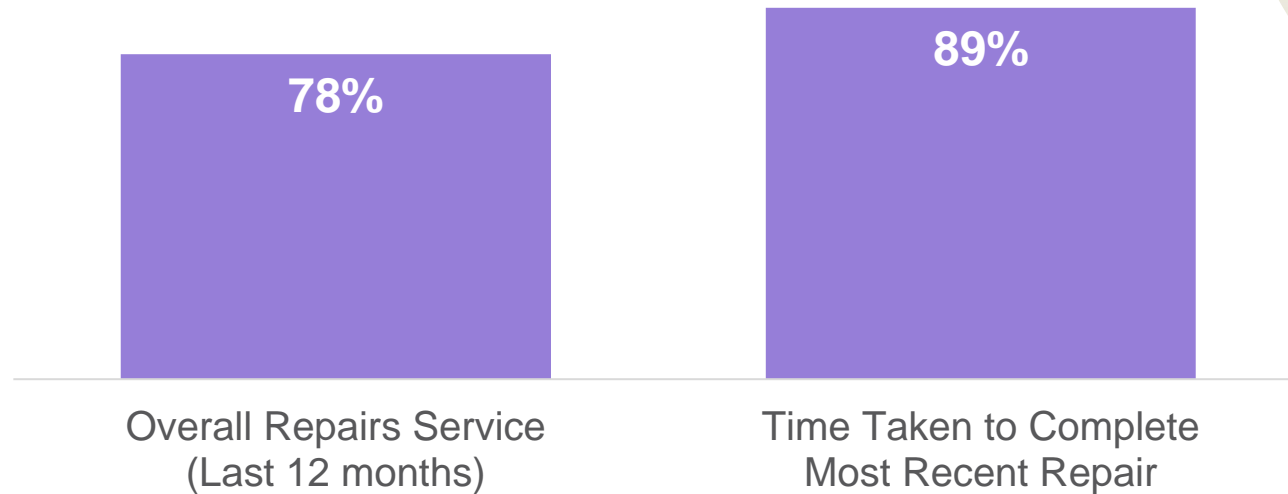
Over half of tenants said that they had a repair carried out to their home in the last 12 months **(56%)**.



Around eight out of ten of these tenants are satisfied with the overall repairs service over the last 12 months **(78%)**.



Slightly more tenants are satisfied with the time taken to complete their most recent repair after they reported it **(89%)**.



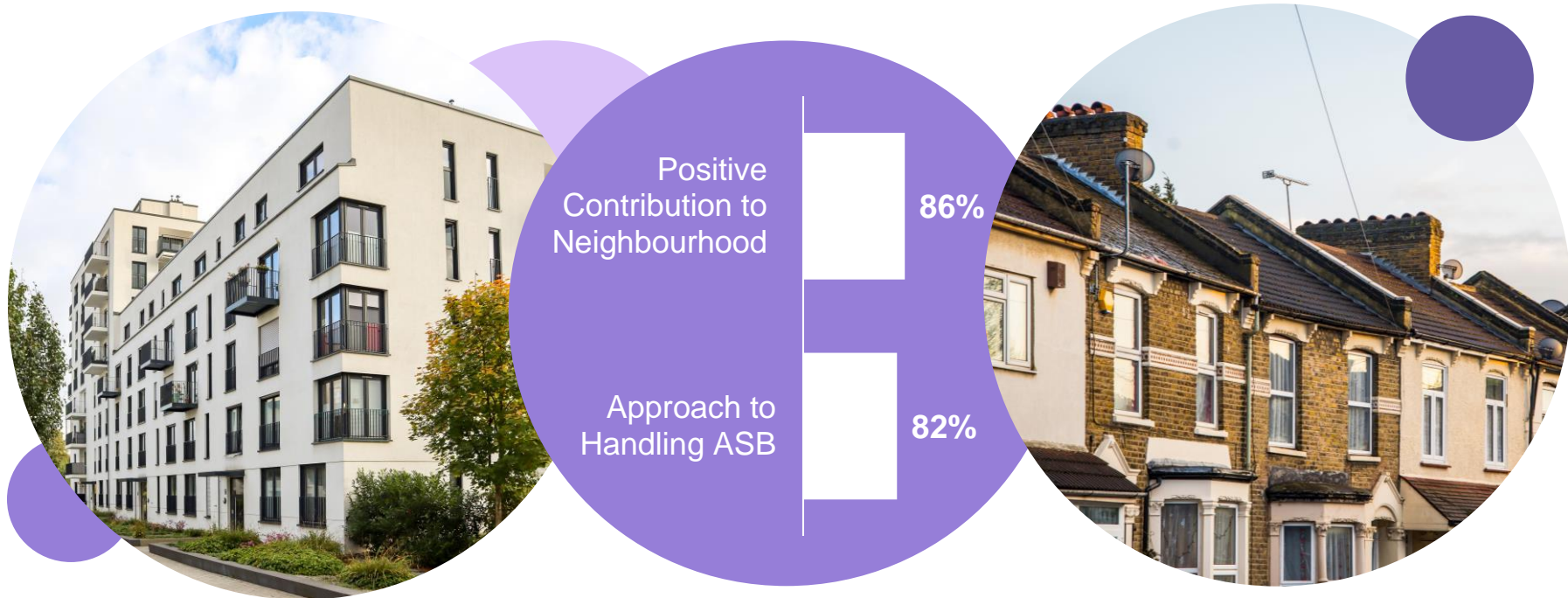
The Neighbourhood



Six out of seven tenants are satisfied that Senacre Housing Co-operative makes a positive contribution to their neighbourhood **(86%)**.



Slightly fewer tenants are satisfied with Senacre Housing Co-operative's approach to handling anti-social behaviour **(82%)**.



Communications and Tenant Engagement



Around two out of three tenants are satisfied that Senacre Housing Co-operative listens to their views and acts upon them **(64%)**.



Seven out of ten tenants are satisfied that they are kept informed about things that matter to them **(71%)**.



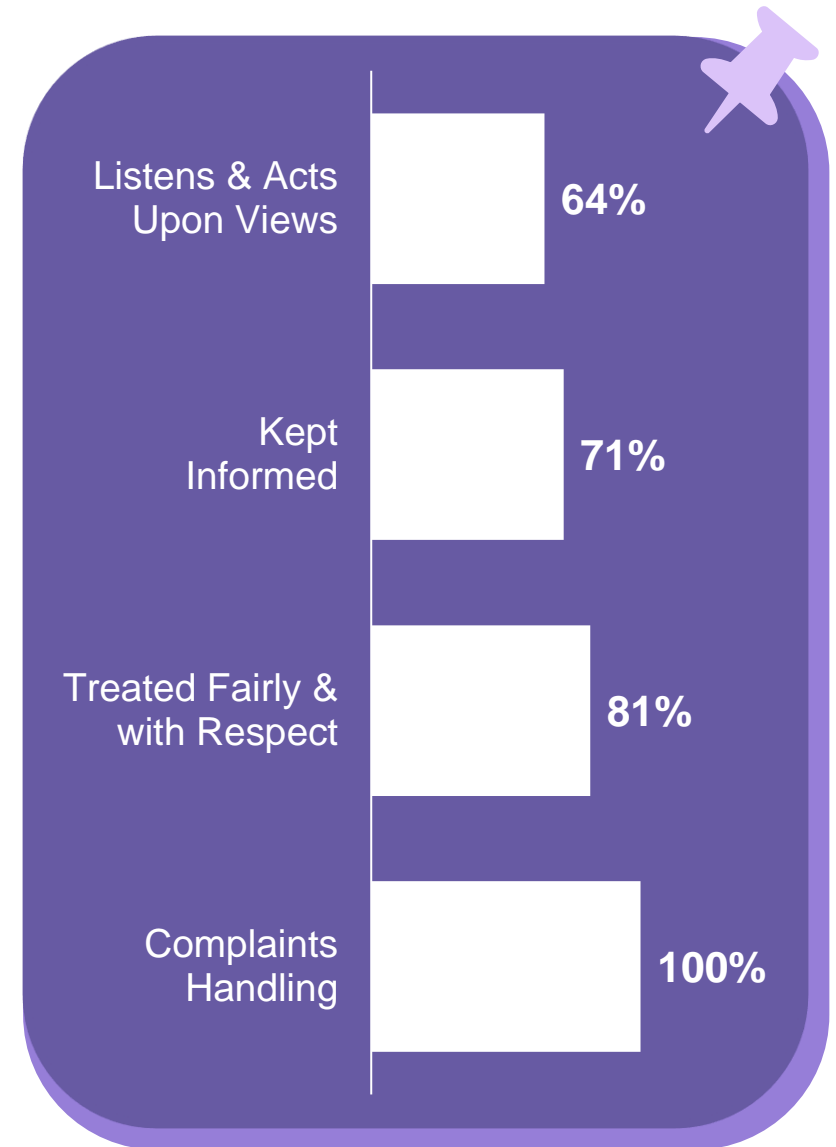
Four out of five tenants agree that they are treated fairly and with respect by Senacre Housing Co-operative **(81%)**.



Fewer than one out of ten tenants said they had made a complaint to Senacre Housing Co-operative in the last 12 months **(6%)**.



All of these tenants are satisfied with Senacre Housing Co-operative's approach to complaints handling **(100%)**.



Summary of Tenant Satisfaction Measures

| | | |
|-------------|---|-------------|
| TP01 | Proportion of respondents who report that they are satisfied with the overall service from their landlord. | 81% |
| TP02 | Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service. | 78% |
| TP03 | Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair. | 89% |
| TP04 | Proportion of respondents who report that they are satisfied that their home is well maintained. | 94% |
| TP05 | Proportion of respondents who report that they are satisfied that their home is safe. | 100% |
| TP06 | Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them. | 64% |
| TP07 | Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them. | 71% |
| TP08 | Proportion of respondents who report that they agree their landlord treats them fairly and with respect. | 81% |
| TP09 | Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling. | 100% |
| TP10 | Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained. | 92% |
| TP11 | Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood. | 86% |
| TP12 | Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour. | 82% |

Your Views

Senacre Housing Co-operative appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Senacre Housing Co-operative does to involve you in developing services. As well as publishing the results of the survey, Senacre Housing Co-operative plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



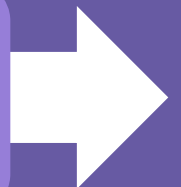
Publish findings to
tenants



Use findings to plan
and improve services,
e.g., communications,
customer service and
repairs



Involve tenants in
shaping service
improvements



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

| | | |
|----|---|---|
| A. | A summary of achieved sample size (number of responses) | 16 |
| B. | Timing of survey | 23/10/2024 to 20/11/2024 |
| C. | Collection method(s) | Telephone surveys |
| D. | Sample method | Census |
| E. | Summary of the assessment of representativeness of the sample against the relevant tenant population | Representativeness checks carried out by property type |
| F. | Details of any weighting applied to generate the reported perception measures | No weighting has been applied |
| G. | Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures | Acuity Research & Practice Ltd, collecting, generating and validating perception measures |
| H. | The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances | None |
| I. | Reasons for any failure to meet the required sample size requirements | N/A |
| J. | Type and amount of any incentives offered to tenants to encourage survey completion | No incentives offered |
| K. | Any other methodological issues likely to have a material impact on the tenant perception measures reported | None |



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