

Your Views

Tenant Satisfaction Survey 2023

About the Survey

In July and August 2023, many of you took part in an important survey.

The survey was carried out by post, with tenants also given the option to complete the survey online. It focused on how happy you are with the way Eldon Housing Association maintains your homes and delivers key services. The survey was carried out by an independent market research company – Acuity Research and Practice.

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

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

117

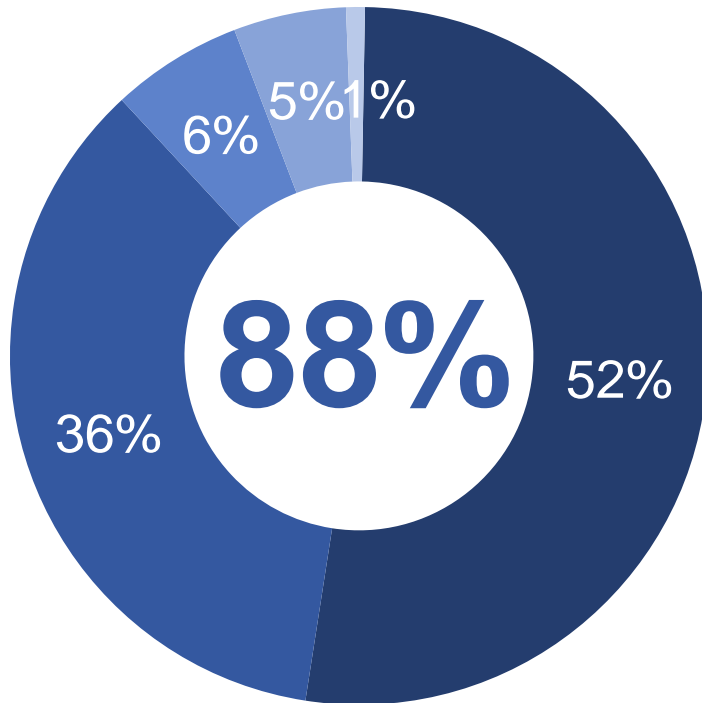
tenants took
part out of a
total of 282

A big thank you to everyone who took part!

Overall Service



Around nine out of ten tenants are satisfied with the overall service provided by Eldon Housing Association (**88%**).



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



The Home and Communal Areas



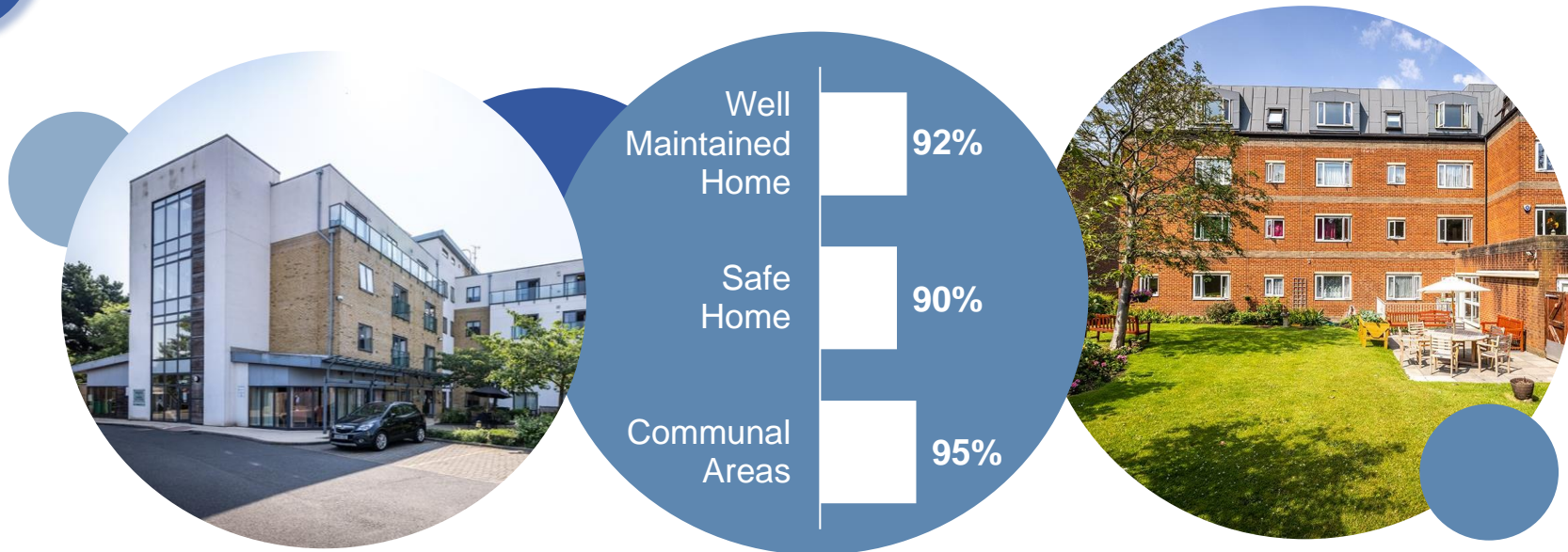
Just over nine out of ten tenants are satisfied that their homes are well maintained **(92%)**.



A similar number of tenants are satisfied that Eldon Housing Association provides them with a home that is safe **(90%)**.



Almost all tenants are satisfied that their communal areas are kept clean and well maintained **(95%)**.



Repairs and Maintenance



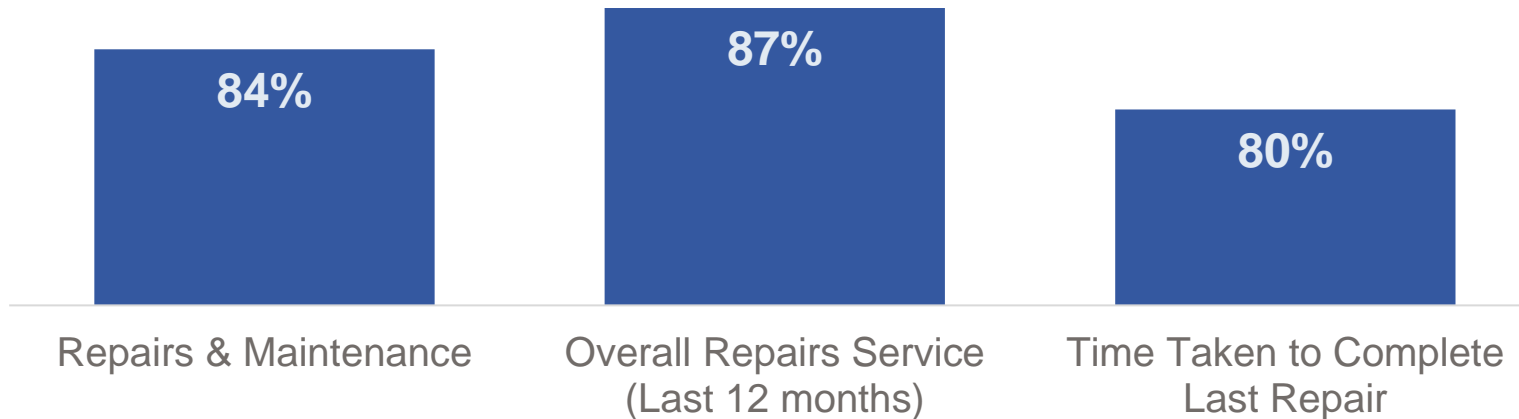
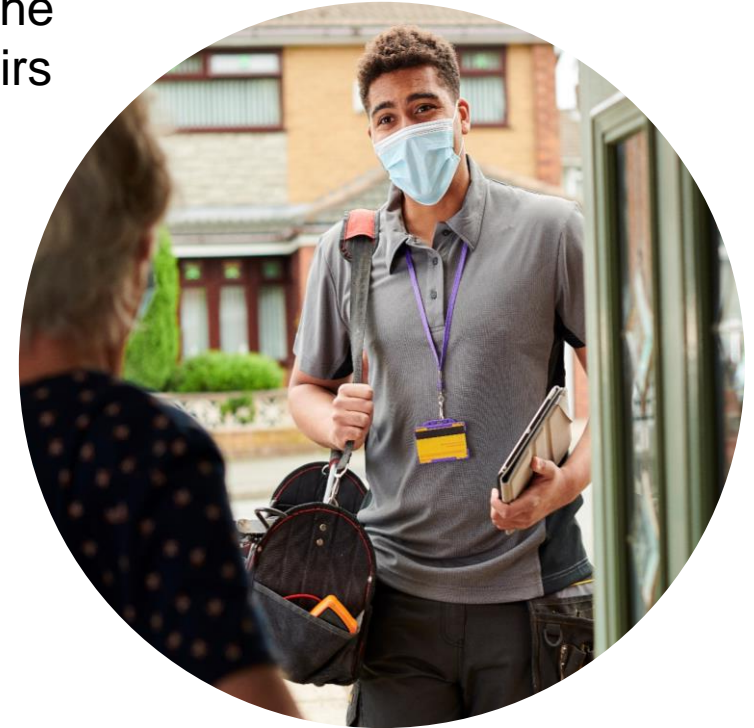
Over eight out of ten tenants are satisfied with the way Eldon Housing Association deals with repairs and maintenance generally **(84%)**.



More tenants are satisfied with the overall repairs service over the last 12 months **(87%)**.



Four-fifths of tenants are satisfied with the time taken to complete their most recent repair after they reported it **(80%)**.



62%
of tenants had a
repair carried out
in the last 12
months

The Neighbourhood



Around seven out of ten tenants are satisfied that Eldon Housing Association makes a positive contribution to their neighbourhood **(72%)**.



More tenants are satisfied with Eldon Housing Association's approach to handling anti-social behaviour **(84%)**.



Positive
Contribution to
Neighbourhood

72%

Approach to
Handling ASB

84%



Communications and Tenant Engagement



Around eight out of ten tenants are satisfied with how their views are listened to and acted upon **(78%)**.



A similar number of tenants are satisfied that they are kept informed about things that matter to them **(79%)**.



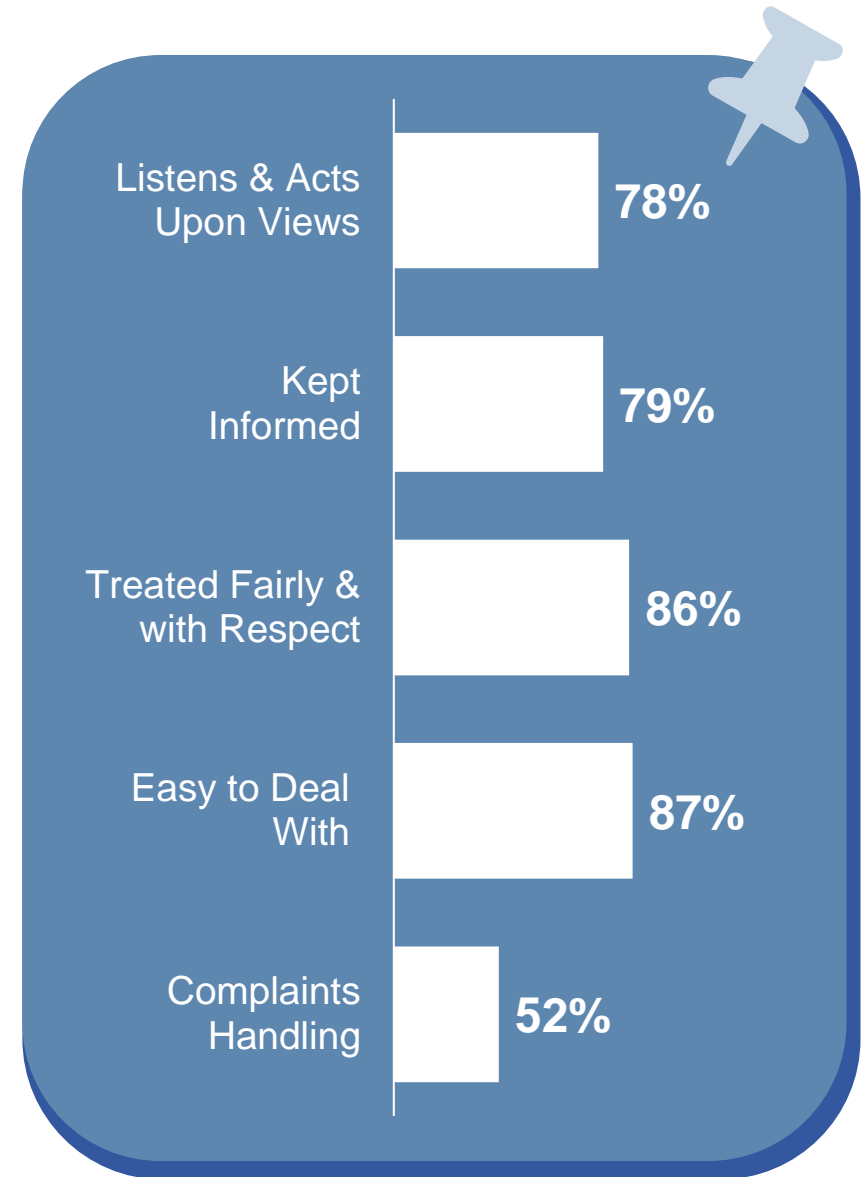
Six out of seven tenants agree that Eldon Housing Association treats them fairly and with respect **(86%)**.



Almost nine out of ten tenants are satisfied that Eldon Housing Association is easy to deal with **(87%)**.



Around half of tenants who made a complaint in the last 12 months are satisfied with complaints handling **(52%)**.



Eldon Housing Services



Almost all tenants are satisfied with the care services that Eldon Housing Association provides **(95%)**.



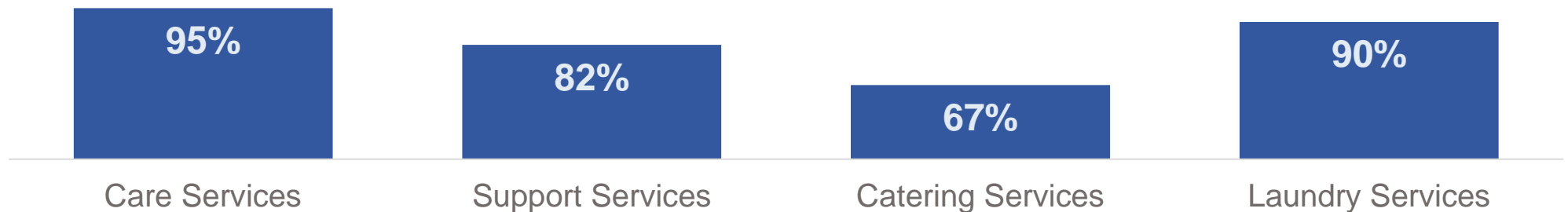
Around four-fifths of tenants are satisfied with the support services provided **(82%)**.



Fewer tenants are satisfied with the catering services provided **(67%)**.



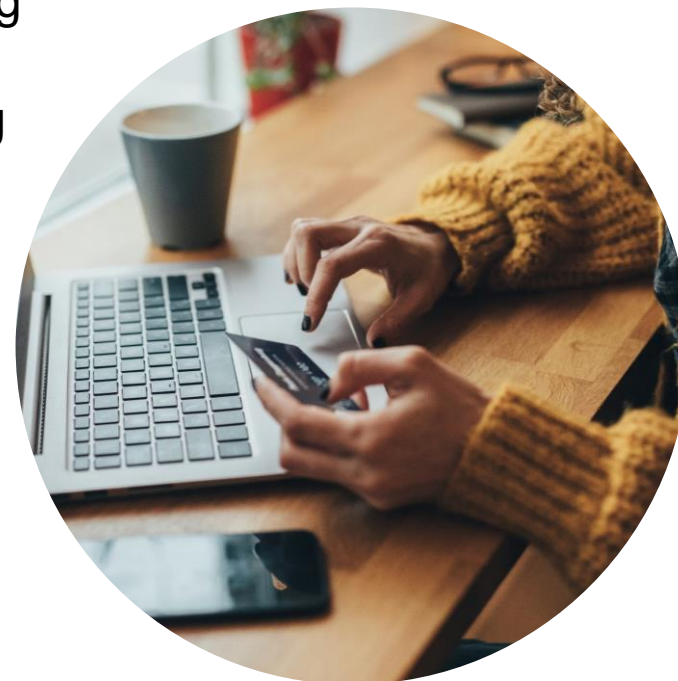
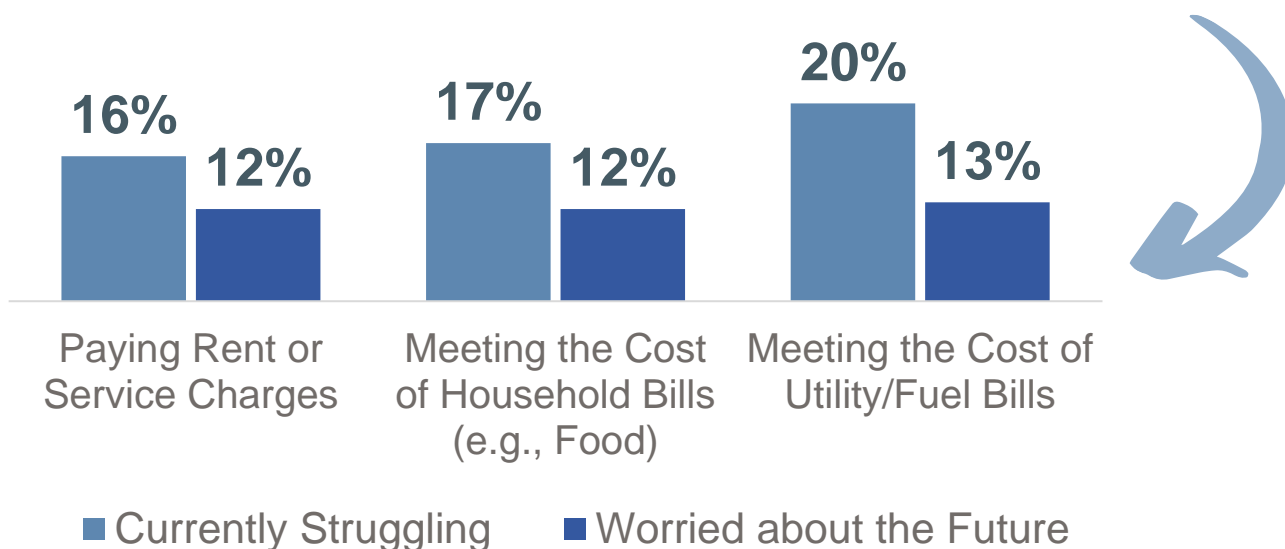
Nine out of ten tenants are satisfied with the laundry services provided **(90%)**.



Wellbeing



A similar number of tenants are currently struggling with rent or service charge payments (**16%**) and household bills (**17%**). Slightly more are struggling to meet the cost of utility/fuel bills (**20%**). While other tenants are worried about meeting these costs in the future (between **12%** and **13%**).



Just **4** tenants said they currently have damp or mould issues in their homes. All of these tenants have reported the problem to Eldon Housing Association.

81%
of tenants are
satisfied with the
energy efficiency
of their
homes

Recommending Eldon Housing Association



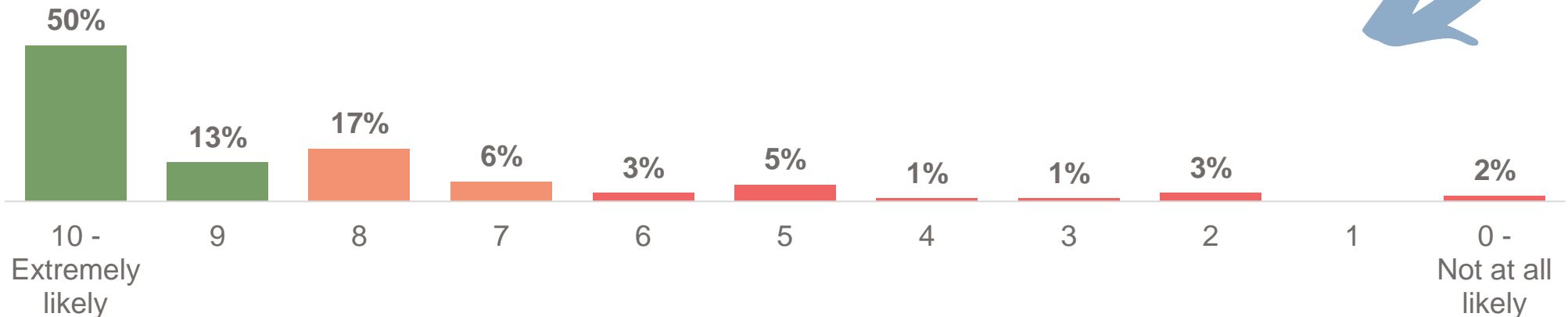
Tenants were also asked how likely they would be to recommend Eldon Housing Association to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Around six out of ten tenants are very loyal and happy to recommend Eldon Housing Association to other people (**63%**). However, **23%** of tenants are unsure and **14%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for Eldon Housing Association (the percentage of those who would recommend Eldon Housing Association minus the percentage of those who would not) is **+48**.



Tenants' Comments

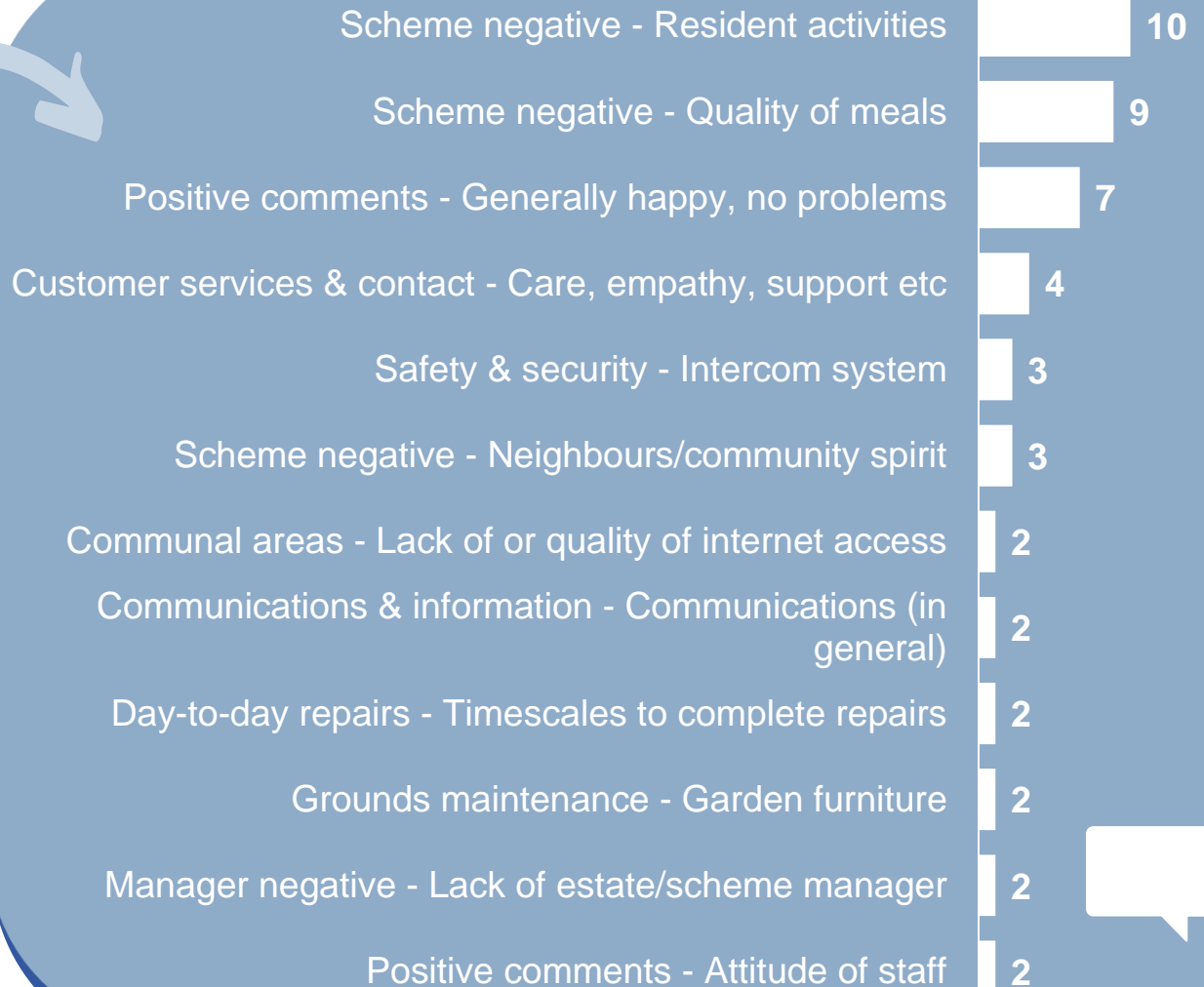
Tenants were asked what one thing Eldon Housing Association could improve and 53 tenants gave comments.

Tenants most frequently referred to the activities provided at their scheme, as well as the quality of the meals.

Tenants would also like improvements to the customer service and communications they receive, as well as the intercom system and internet access.

Although some of the tenants are happy with the current services provided and had no improvement suggestions, instead giving positive comments.

Top comments



Your Views

Eldon Housing Association 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 might 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 Eldon Housing Association does to involve you in developing services. As well as publishing the results of the survey, Eldon Housing Association plans to put the findings to good use by working with tenants to further improve the services they provide.



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
e.g., repairs, property
condition and
communications



Involve tenants in
shaping service
improvements

