

Your Views



Tenant Satisfaction Survey 2023

About the Survey

Between June and August 2023, many of you took part in an important survey. All tenants were invited to participate in the survey via postal, online and telephone questionnaires.

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 Waltham Forest Housing Association (WFHA) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) 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 WFHA's future strategic and operational planning.

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

A big thank you to everyone who took part!



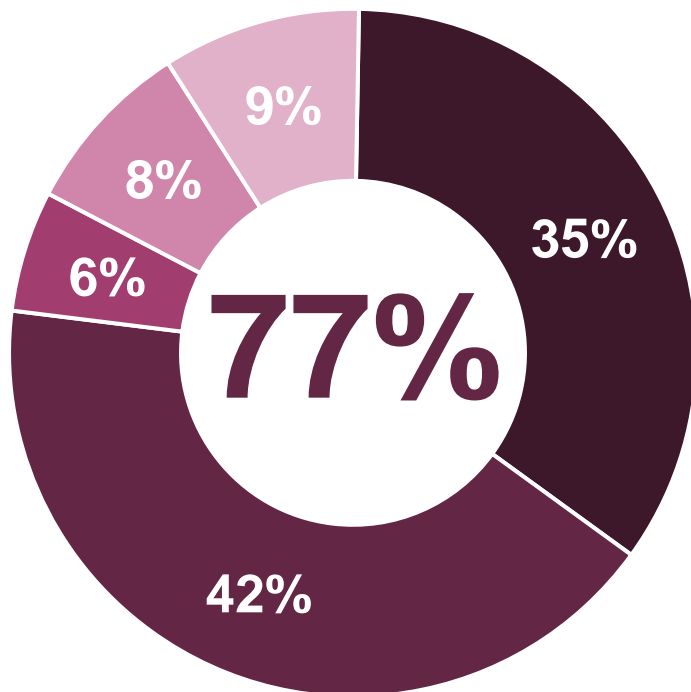
194

tenants took part
out of a total of 325
(112 by post, 51 by
telephone and 27
online)

Overall Service



Taking everything into account, around three-quarters of tenants are satisfied with the service provided by WFHA (77%).



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



The Home and Communal Areas



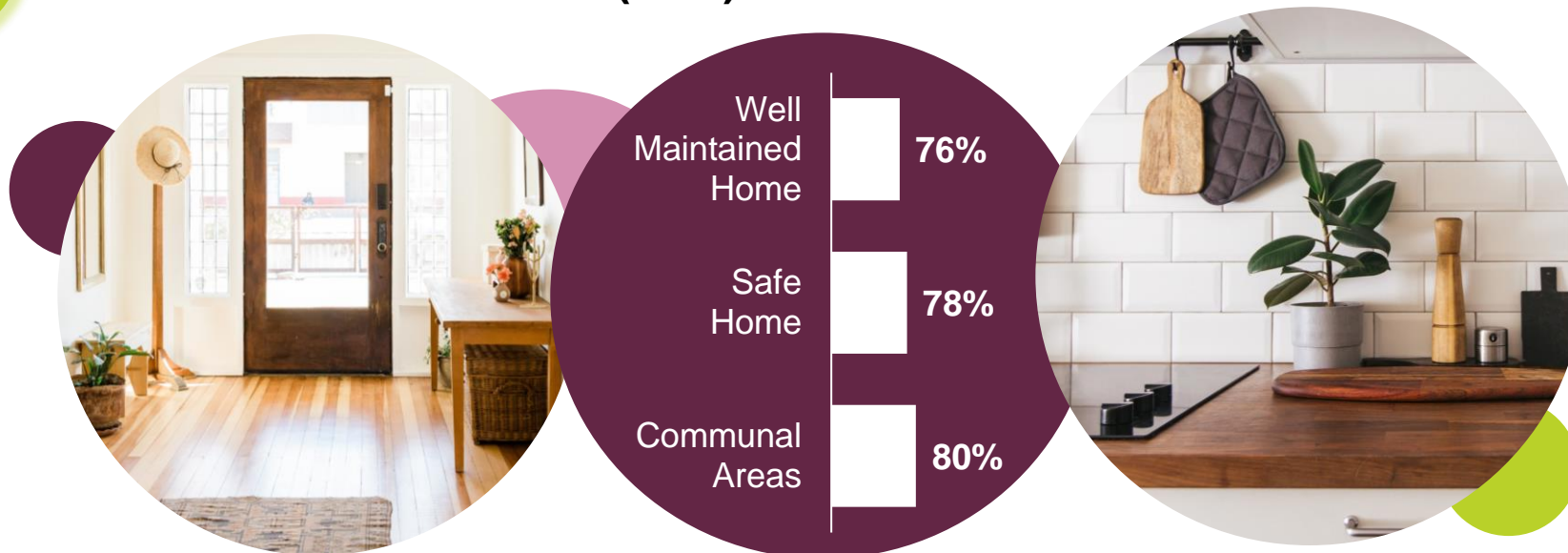
Three-quarters of tenants are satisfied that they are provided with a home that is well maintained (**76%**).



Around eight out of ten tenants are satisfied that WFHA provides them with a home that is safe (**78%**).



Four-fifths of tenants with communal areas are satisfied that they are kept clean and well maintained (**80%**).



Repairs Service



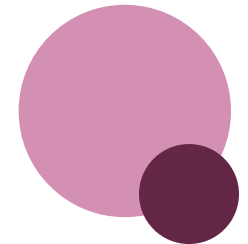
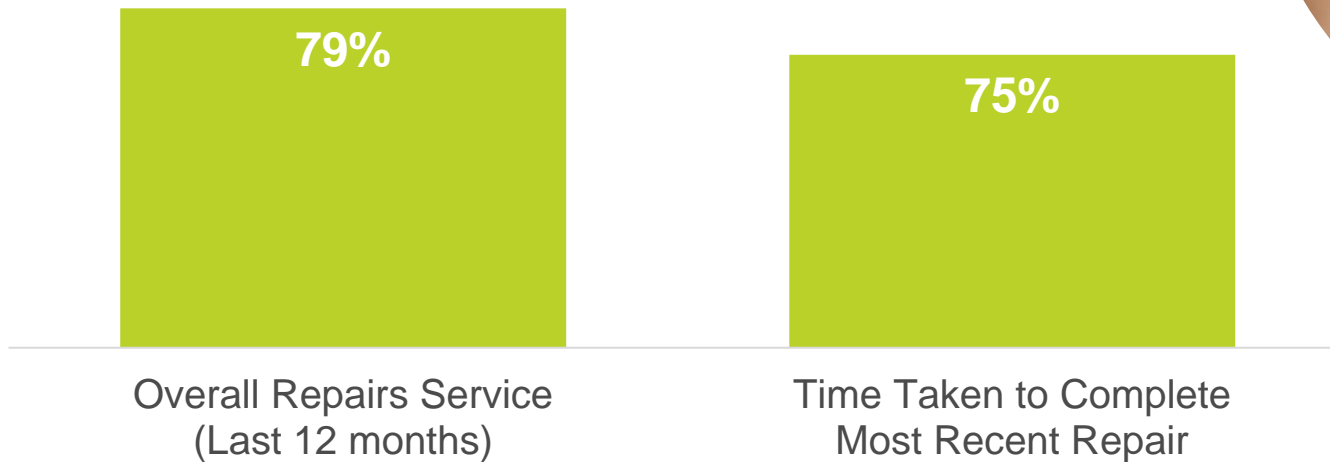
Around three-quarters of tenants said they had a repair carried out to their homes in the last 12 months **(73%)**.



Eight out of ten of these tenants are satisfied with the overall repairs service over the last 12 months **(79%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(75%)**.



The Neighbourhood



Seven out of ten tenants are satisfied that WFHA makes a positive contribution to their neighbourhood **(70%)**.



Slightly fewer tenants are satisfied with WFHA's approach to handling anti-social behaviour **(62%)**.



Communications and Tenant Engagement



Over six out of ten tenants are satisfied that WFHA listens to their views and acts upon them **(64%)**.



Three-quarters of tenants are satisfied that they are kept informed about things that matter to them **(76%)**.



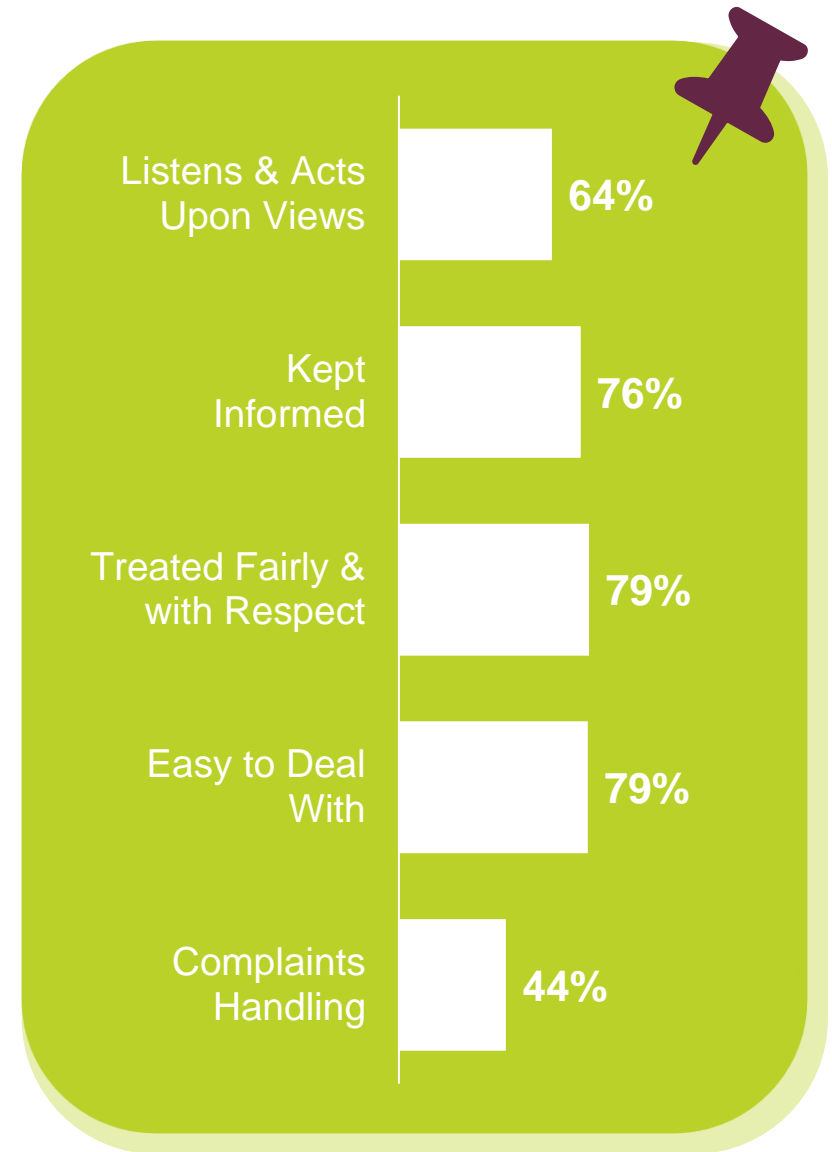
Eight out of ten tenants agree that they are treated fairly and with respect by WFHA **(79%)**.



Tenants are similarly satisfied that WFHA is easy to deal with **(79%)**.



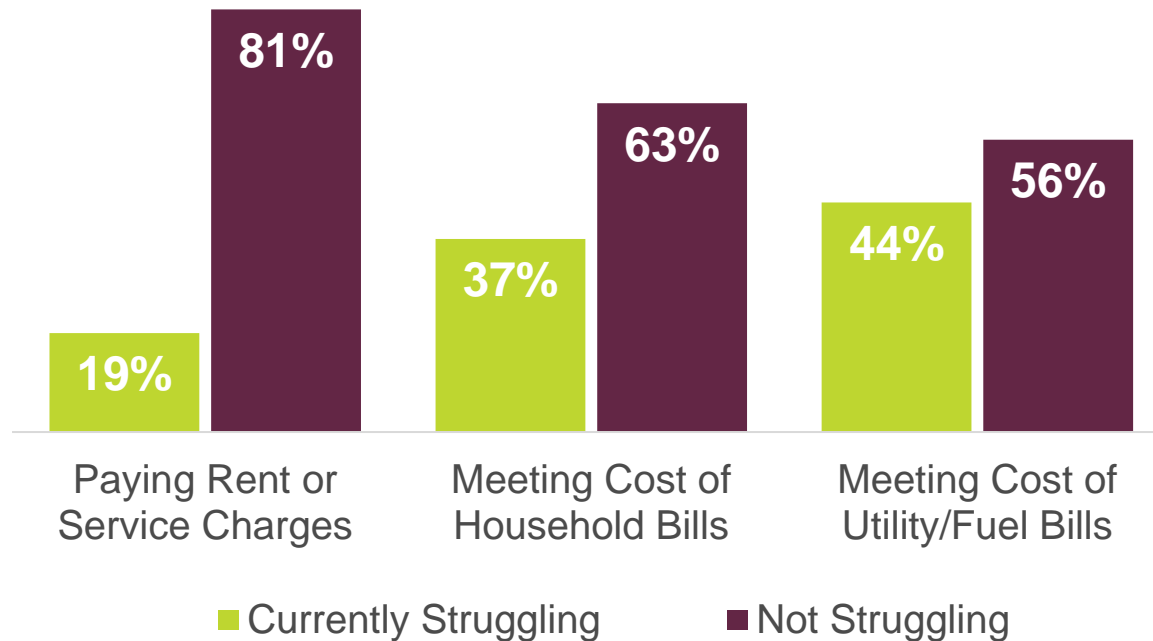
Over two-fifths of tenants who said they made a complaint in the last 12 months are satisfied with complaints handling **(44%)**.



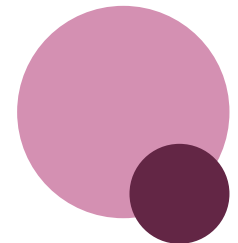
Wellbeing



Some tenants are currently struggling to pay their rent or service charges (**19%**), with more struggling to meet the costs of household bills (**37%**) and utility/fuel bills (**44%**).



Around four out of ten tenants said that they have experienced damp or mould in their home in the last two years (**37%**). Of these tenants, **70%** currently have a damp or mould issue.

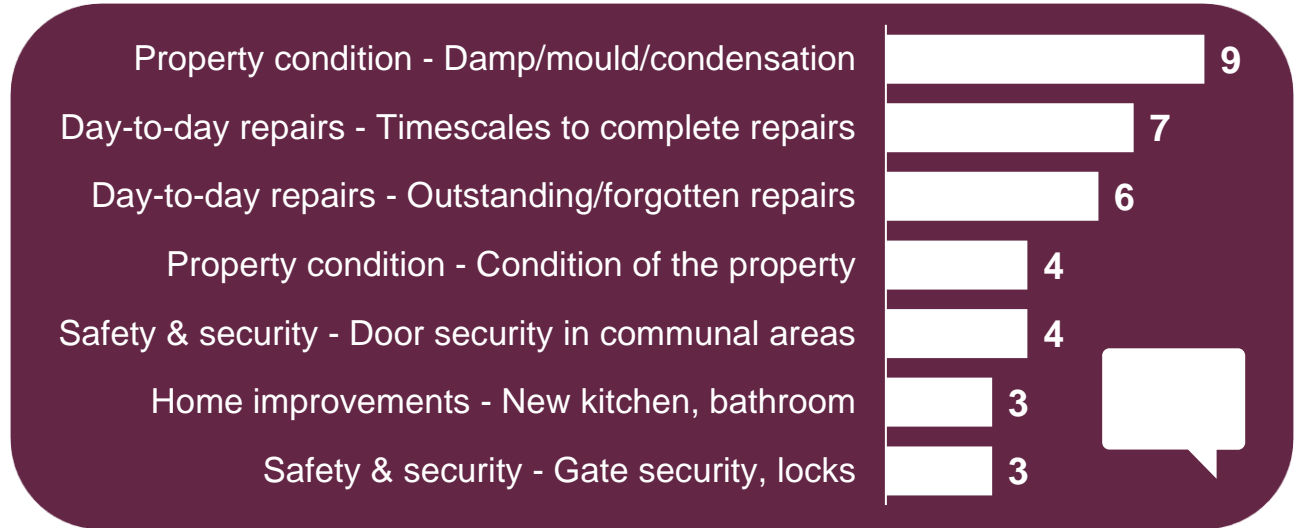


Tenants' Comments

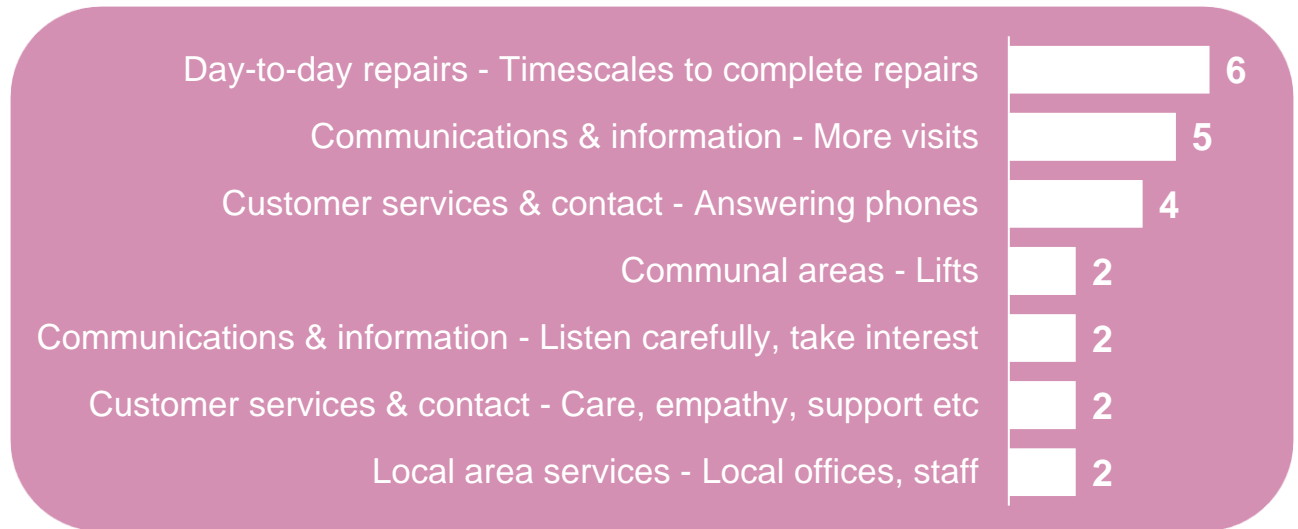
Tenants not satisfied that their homes are well maintained and safe were asked to explain why. Tenants most frequently commented upon the condition of their property, in particular damp and mould issues. Other tenants mentioned the repairs service, such as the time taken to complete repairs and outstanding repairs that have not been dealt with.

Tenants not satisfied with communications and customer service were also asked what could be improved. Tenants would like more visits from staff, for their calls to be answered and to be listened to more carefully. Tenants also once again referred to the time taken to complete repairs.

Top comments – Home not Well Maintained and Safe



Top comments – Communications and Customer Service



Your Views



WFHA 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 WFHA does to involve you in developing services. As well as publishing the results of the survey, WFHA 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.



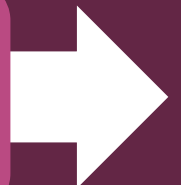
Publish findings to
tenants



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



Involve tenants in
shaping service
improvements





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