



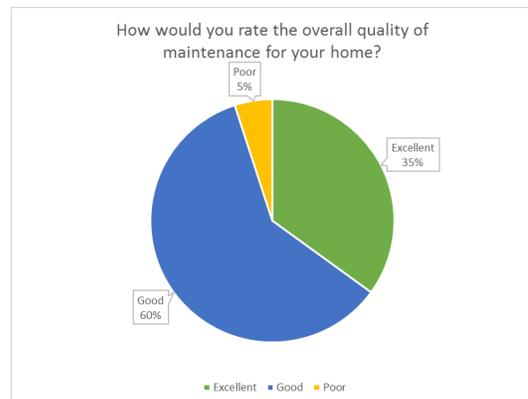
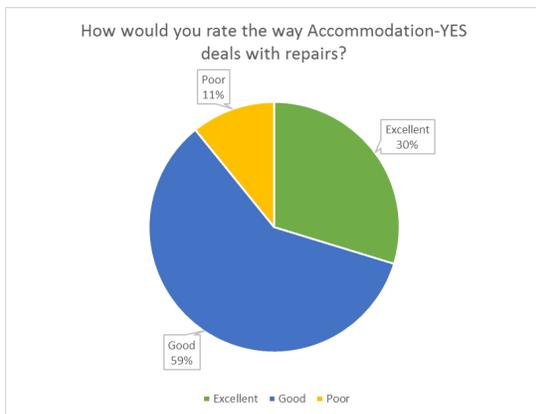
## Tenant Satisfaction Survey 2016

Thank you to everyone who took part in our survey.

The results of the survey are shown in more detail over the next few pages but results from the survey demonstrated that most Tenants are satisfied with Accommodation-YES as a landlord and the homes and services we provide. Of course, there is always room for improvement and over the coming weeks and months we will be looking at ways of improving in the areas that the survey indicates we need to work on improving.

### Satisfaction with repairs and maintenance

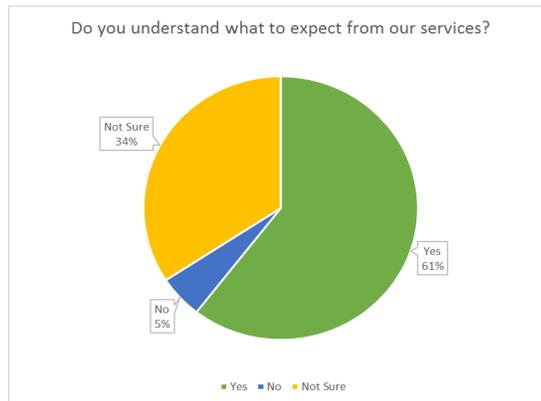
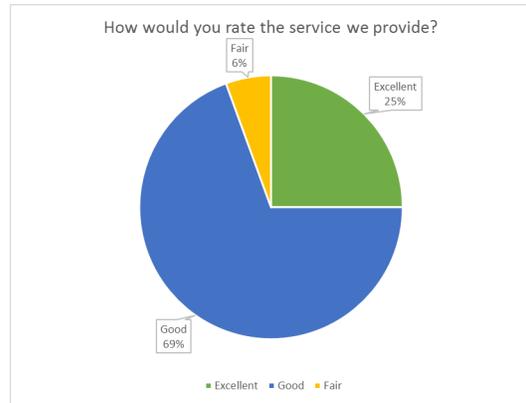
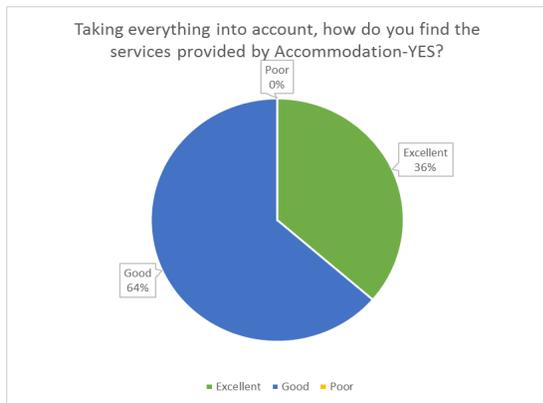
- The way we deal with repairs was **positive** with 30% saying excellent, 60% saying good and 10% saying poor
- The overall quality of maintenance was one of our most positive results with 35% **excellent**, 60% good and 5% poor





## Satisfaction with our services

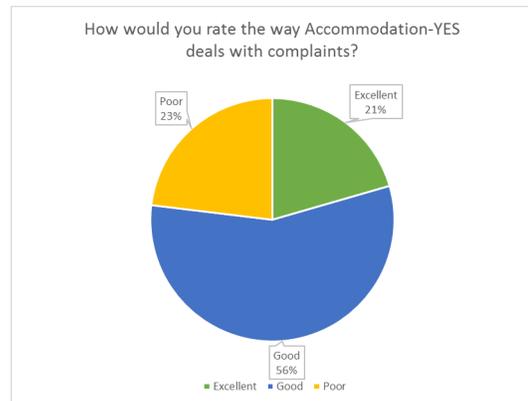
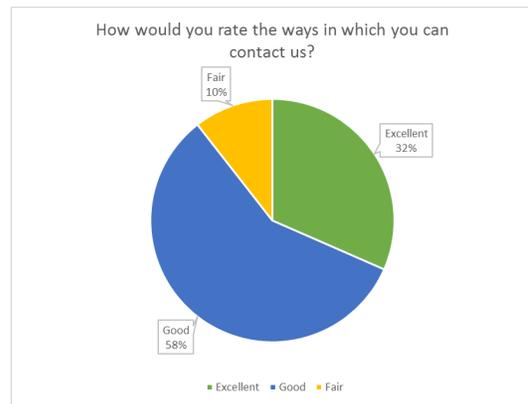
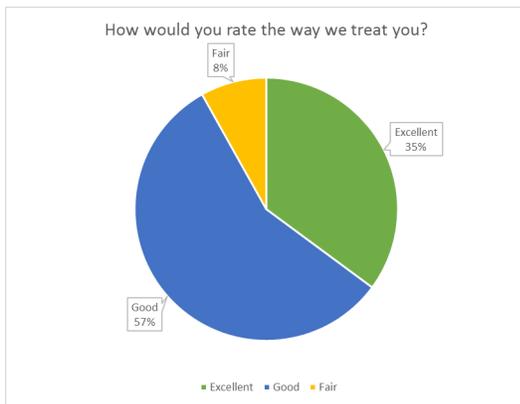
- **100%** of Surveys said our overall service was **Good** or **Excellent**, 36% saying excellent.
- The service we provide was rated as such; 25% excellent, 70% good and 5% fair
- The part of the survey that requires the most attention is whether tenants understand what to expect from our services, 60% said yes, 5% said no but 35% said they weren't sure





## Customer Service

- **The way we treat tenants** was also rated highly with 35% excellent, 57% good and 8% fair
- Tenants' response to our staff and contractors was less positive; 32% excellent, 54% good and 13% fair
- We seem to be good at but have **room for improvement** with the information our tenants receive from us with only 18% saying its excellent and the other 82% rating it as good
- The way tenants' can contact us was **rated highly**; 32% excellent, 58% good and 10% fair
- The way we deal with Anti-social behaviour could have been better with only 22% saying excellent, 51% good and 27% poor
- Similar results with the way we deal with complaints, 20% excellent, 56% good and 23% poor





## Other interesting facts from the survey

- Tenants seemed satisfied with their neighbourhood as a place to live; 26% excellent, 64% good and 10% poor
- There was an **overwhelming response** that tenants did understand their responsibilities, 84% said yes, 5% said no and 11% were not sure
- A lot of tenants understood their tenancy agreement, 85% said they did, 6% did not and 9% were not sure
- Our tenants seem **very satisfied** with the opportunities we give to get involved with Accommodation yes; 24% excellent, 68% good and 8% poor

