



# TENANT SATISFACTION MEASURES

## OUR 2024 SURVEY RESULTS



## INTRODUCTION

22% (2,901) of residents shared their thoughts on our services in our Tenant Satisfaction Measures survey.

Every year, social housing providers have to do these surveys to check how well they're doing, based on rules from the Regulator of Social Housing.

Residents told us they're most happy with three areas:

- ★ our repairs service
- ★ we provide a safe home
- ★ we treat people fairly and with respect



*"Thank you for your feedback. We're using it to make improvements to how we deliver services that are important to you."*

**Paul Seymour**, Executive Director,  
Customers and Communities.

## COMPARING OUR PERFORMANCE

The survey had 12 questions and residents told us if they were satisfied, dissatisfied or neither (ie. neutral) about our services.

Our results this year are similar to last year's. We've also included the latest numbers from the Regulator of Social Housing so you can see how we compare to all housing providers. We've compared our numbers to the 2023/24 average in England.

All figures have been rounded to the nearest whole number. Sometimes this means the total percentage will not add up to 100%. Results are shown in:

- **pink for satisfied**
- **purple for neutral**
- **blue for dissatisfied**

If you need this translated or in a more accessible format, call 0300 111 0000 or email [inclusionanddiversity@wchg.org.uk](mailto:inclusionanddiversity@wchg.org.uk)

## OVERALL SERVICE

“How satisfied or dissatisfied are you with our overall service?”

**77%**  
**WERE**  
**SATISFIED**



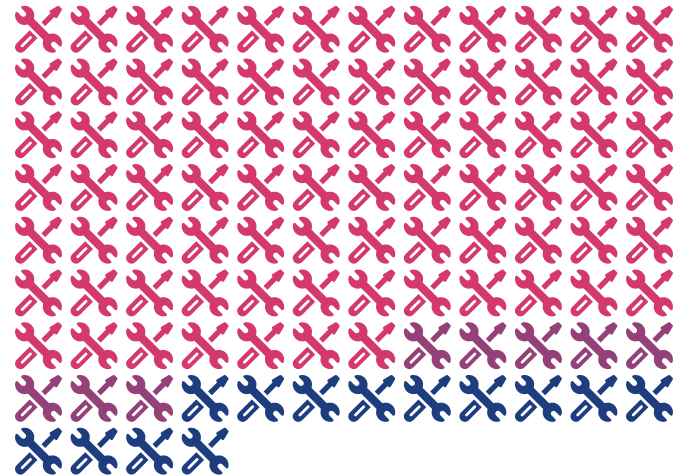
**10% NEUTRAL • 13% DISSATISFIED**

- This is **6% above** the average
- 77% is similar to our result last year

## ★ OVERALL REPAIRS SERVICE

“How satisfied or dissatisfied are you with our overall repairs service over the last 12 months?”

**79%**  
**WERE**  
**SATISFIED**



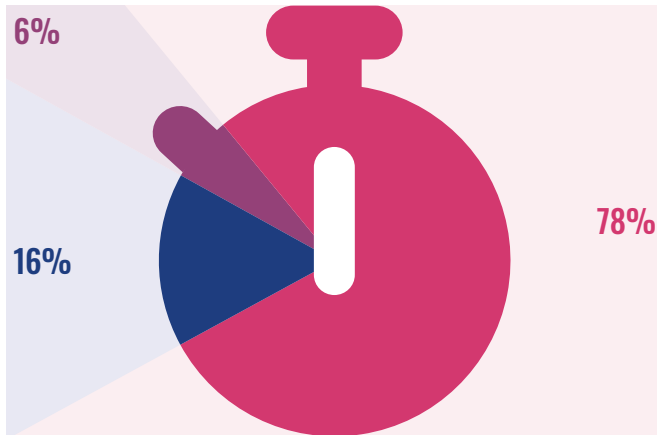
**8% NEUTRAL • 13% DISSATISFIED**

- This is **7% above** the average
- 79% is similar to our result last year

## TIME TAKEN TO COMPLETE REPAIRS

“How satisfied or dissatisfied are you with the time it took us to complete your most recent repair after you reported it?”

**78%**  
**WERE**  
**SATISFIED**



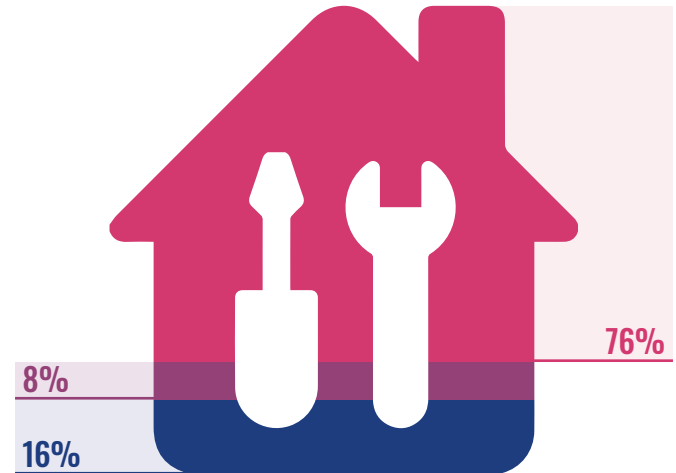
**6% NEUTRAL • 16% DISSATISFIED**

- This is **11% above** the average
- 78% is similar to our result last year

## WELL MAINTAINED HOME

“How satisfied or dissatisfied are you that we provide a well maintained home?”

**76%**  
**WERE**  
**SATISFIED**



**8% NEUTRAL • 16% DISSATISFIED**

- This is **5% above** the average
- 76% is similar to our result last year

## ★ SAFE HOME

“Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that we provide a safe home?”

**79%**  
**WERE**  
**SATISFIED**



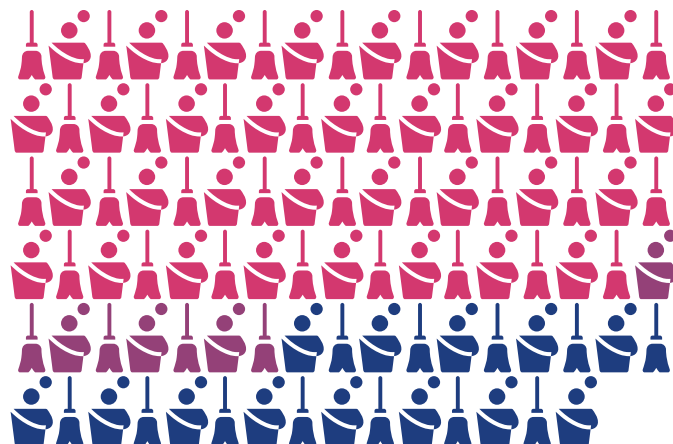
**8% NEUTRAL • 14% DISSATISFIED**

- This is **2% above** the average
- 79% is similar to our result last year

## COMMUNAL AREAS CLEAN AND WELL MAINTAINED

“How satisfied or dissatisfied are you that we keep communal areas clean and well-maintained?”

**68%**  
**WERE**  
**SATISFIED**



**7% NEUTRAL • 25% DISSATISFIED**

- This is **3% above** the average
- 68% is similar to our result last year

## KEEPING YOU INFORMED

“How satisfied or dissatisfied are you that we keep you informed about things that matter to you?”

**75%**  
**WERE**  
**SATISFIED**



**11% NEUTRAL • 13% DISSATISFIED**

- This is **5% above** the average
- 75% is similar to our result last year

★ **TREAT YOU FAIRLY  
AND WITH RESPECT**

“To what extent do you agree or disagree that we treat you fairly and with respect?”

**82%**  
**WERE**  
**SATISFIED**



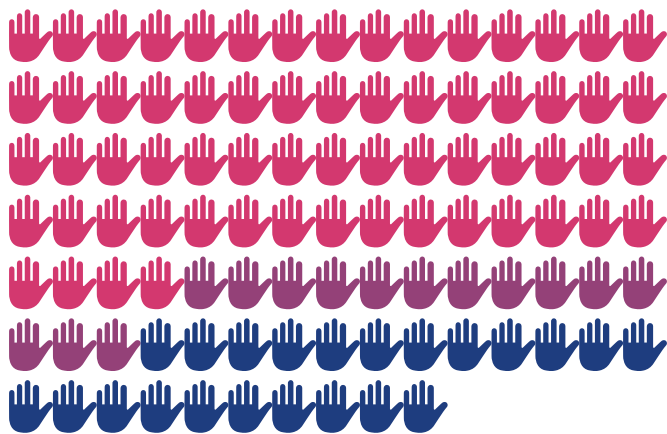
**9% NEUTRAL • 8% DISSATISFIED**

- This is **5% above** the average
- 82% is similar to our result last year

## HANDLING ANTI-SOCIAL BEHAVIOUR

“How satisfied or dissatisfied are you with how we handle antisocial behaviour?”

**64%**  
**WERE**  
**SATISFIED**



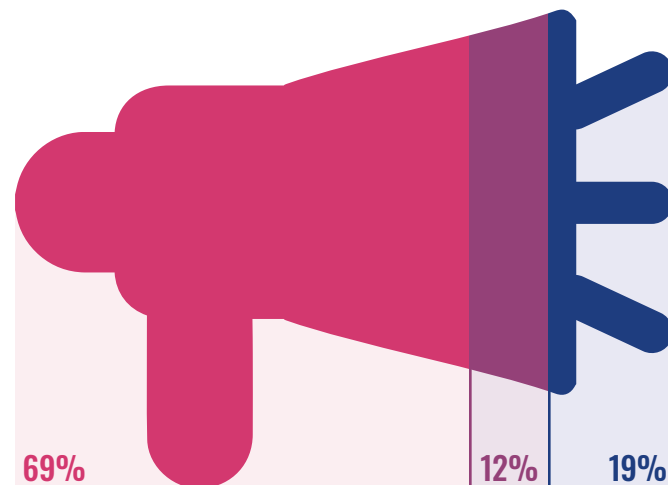
**14% NEUTRAL • 22% DISSATISFIED**

- This is **6% above** the average
- 64% is similar to our result last year

## LISTENING AND ACTING

“How satisfied or dissatisfied are you that we listen to your views and act on them?”

**69%**  
**WERE**  
**SATISFIED**



**12% NEUTRAL • 19% DISSATISFIED**

- This is **9% above** the average
- 69% is similar to our result last year

## POSITIVE CONTRIBUTION TO YOUR NEIGHBOURHOOD

“How satisfied or dissatisfied are you that we make a positive contribution to your neighbourhood?”

**73%**  
**WERE**  
**SATISFIED**



**13% NEUTRAL • 15% DISSATISFIED**

- This is **10% above** the average
- 73% is similar to our result last year

## COMPLAINTS HANDLING

“How satisfied or dissatisfied are you with how we handle complaints?”

**35%**  
**WERE**  
**SATISFIED**



**10% NEUTRAL • 55% DISSATISFIED**

- This is **the same** as the average
- 35% is similar to our result last year



## OUR RESPONSE TO COMPLAINTS HANDLING

We recognise we need to get better at complaints handling. Residents who raise complaints with our Customer Feedback team are most often satisfied with how the complaint is handled. We're training all colleagues to recognise complaints and make sure they are recorded with this team.

## TELL US WHAT YOU THINK

Resident feedback is really important. We know we don't get things right all the time. When things go wrong, we need to know.

Call our team on 0300 111 0000 or visit [www.wchg.org.uk](http://www.wchg.org.uk) and search "Complaints, Feedback and Praise form".



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