

Your Views



Tenant Satisfaction Survey 2023

About the Survey

Between October and December 2023, many of you took part in an important survey.

The survey was carried out via telephone, online and postal questionnaires, by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Adur Homes maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing. Tenants that took part were entered into a prize draw, with four winning a £50 shopping voucher.



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

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

720

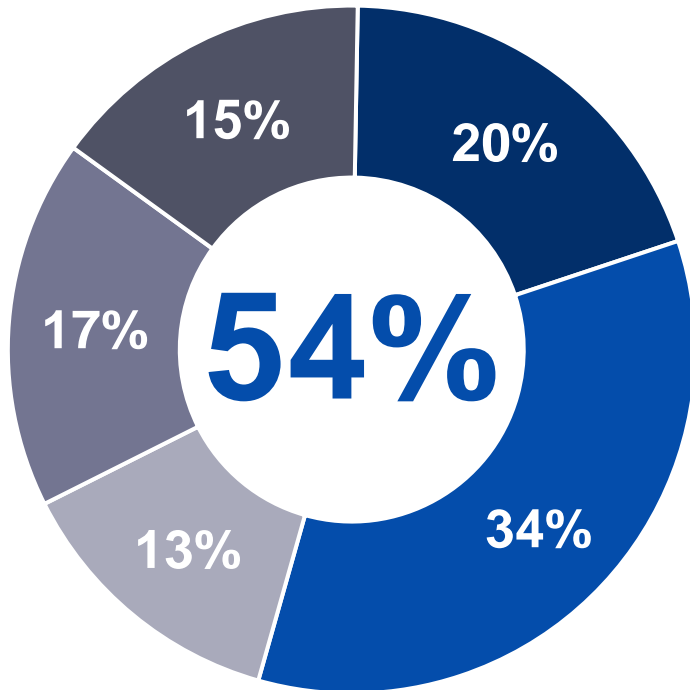
tenants took part out of a total of 2,355 (253 online, 358 by post & 109 by telephone)

A big thank you to everyone who took part!

Overall Service



Over half of tenants are satisfied with the overall service provided by Adur Homes (**54%**).



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



The Home and Communal Areas



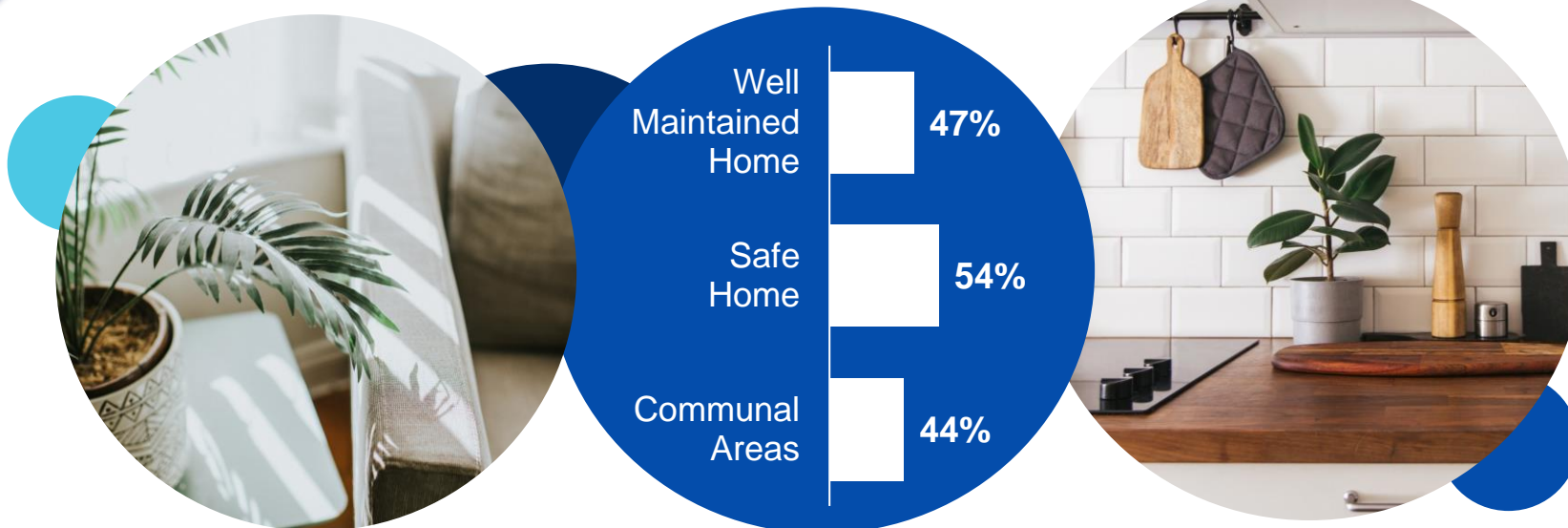
Around half of tenants are satisfied that they are provided with a home that is well maintained (**47%**).



Slightly more tenants are satisfied that Adur Homes provides them with a home that is safe (**54%**).



Three out of seven tenants with communal areas are satisfied that they are kept clean and well maintained (**44%**).



Repairs Service



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



Of these tenants, **59%** are satisfied with the overall repairs service from Adur Homes during the last 12 months.



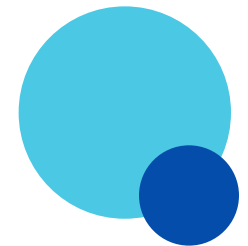
Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it (**59%**).



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair



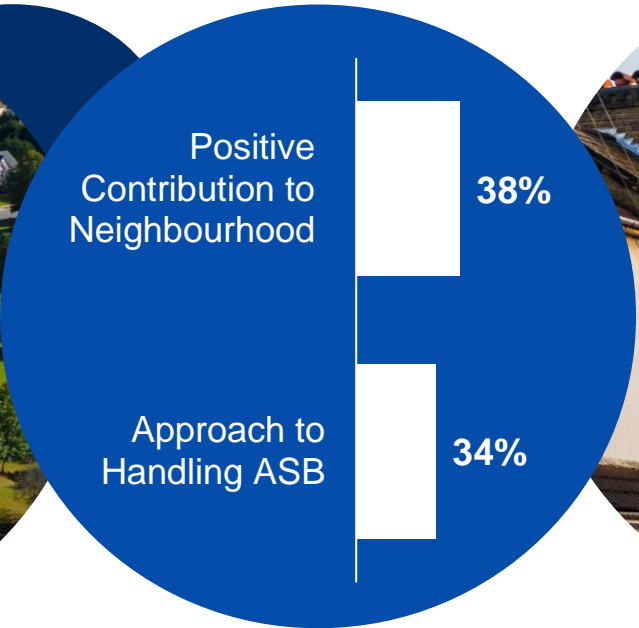
The Neighbourhood



Nearly four out of ten tenants are satisfied that Adur Homes makes a positive contribution to their neighbourhood (**38%**).



Slightly fewer tenants are satisfied with Adur Homes' approach to handling anti-social behaviour (**34%**).



Communications and Tenant Engagement



Four out of ten tenants are satisfied that Adur Homes listens to their views and acts upon them **(40%)**.



Over two-fifths of tenants are satisfied that they are kept informed about things that matter to them **(44%)**.



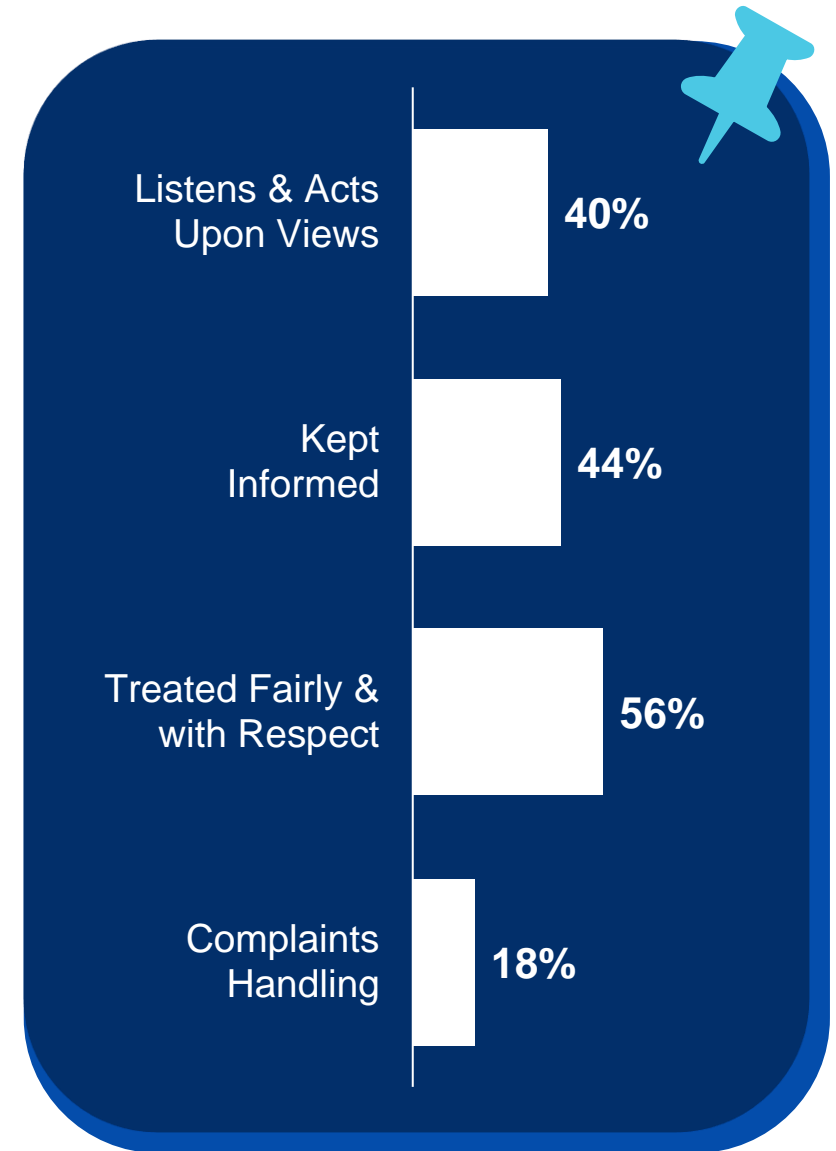
More than half of tenants agree that Adur Homes treats them fairly and with respect **(56%)**.



Three out of ten tenants said they had made a complaint to Adur Homes in the last 12 months **(31%)**.



Of these tenants, **18%** are satisfied with Adur Homes' approach to complaints handling.



Tenants' Comments

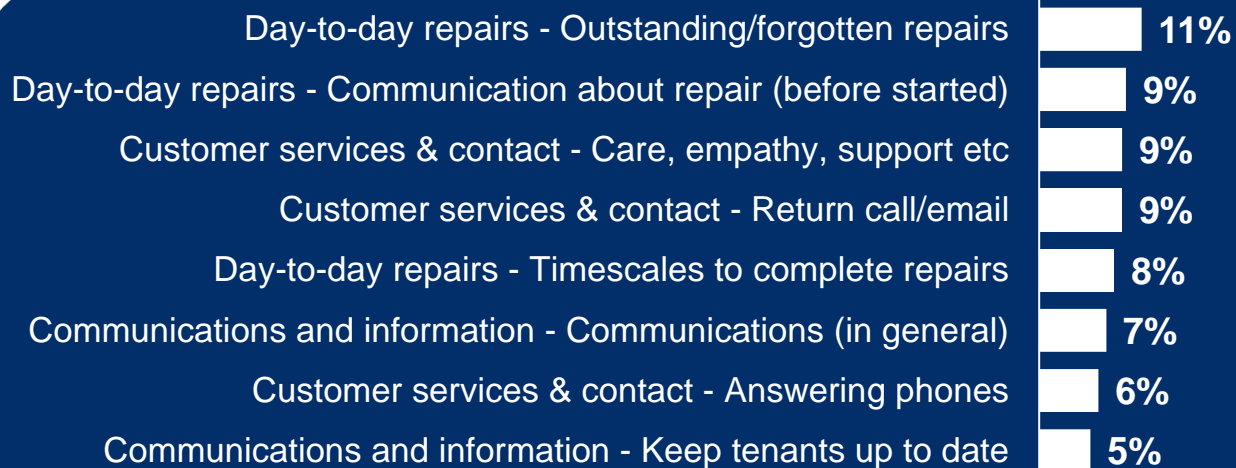
Tenants not satisfied with their home or communal areas were asked to explain why. Tenants most frequently commented upon the repairs service, including outstanding repairs that have not been dealt with. While others would like improvements to the condition of their property and the cleaning of communal areas.

Tenants not satisfied with communications and customer service were also asked what could be improved. Tenants mentioned the care, empathy and support provided by staff, and that they would like their contact to be returned. Other tenants once again commented upon the repairs service.

Top comments – Home and Communal Areas



Top comments – Communications and Customer Service



Your Views



Adur Homes 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 comments, invite you to participate in other feedback events or ask for more information.

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

