

# Your Views



## Tenant Satisfaction Survey 2024

### About the Survey

Between October and November 2024, 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.

**562**

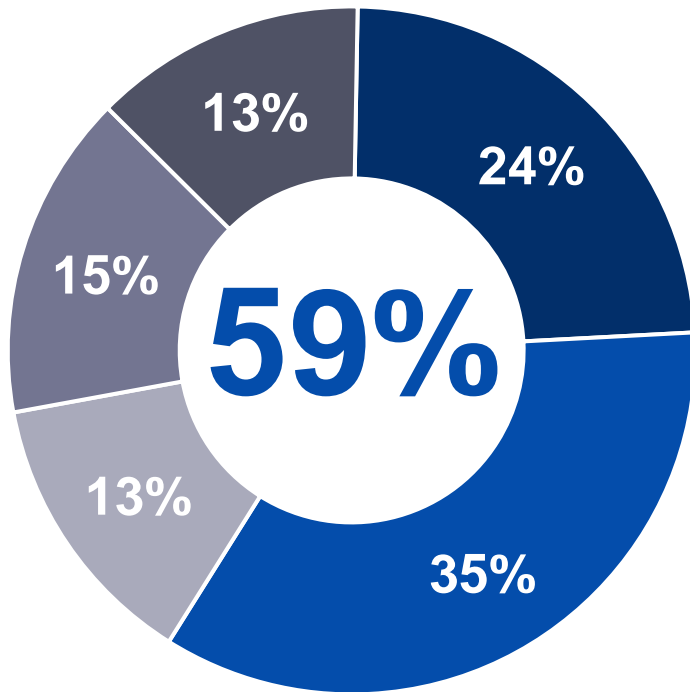
tenants took part out of a total of 2,510 (242 by post, 191 online & 128 by telephone)

**A big thank you to everyone who took part!**

# Overall Service



Six out of ten tenants are satisfied with the overall service provided by Adur Homes (**59%**).



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



# The Home and Communal Areas



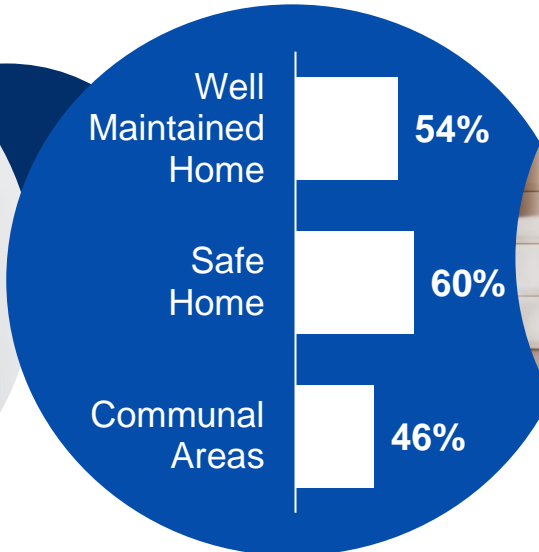
Around half of tenants are satisfied that they are provided with a home that is well maintained (**54%**).



Six out of ten tenants are satisfied that Adur Homes provides them with a home that is safe (**60%**).



Almost half of tenants with communal areas are satisfied that they are kept clean and well maintained (**46%**).



# Repairs Service



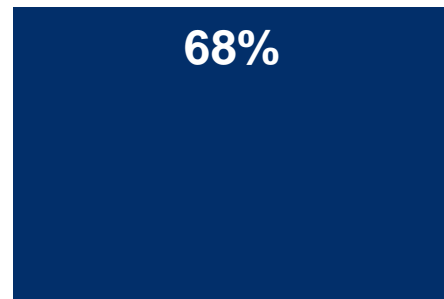
Around three-quarters of tenants said they had a repair carried out to their homes in the last 12 months (**73%**).



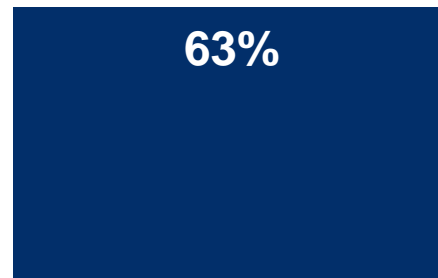
Of these tenants, **68%** are satisfied with the overall repairs service from Adur Homes during the last 12 months.



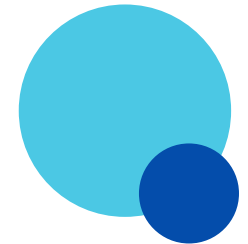
Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it (**63%**).



Overall Repairs Service  
(Last 12 months)



Time Taken to Complete  
Most Recent Repair





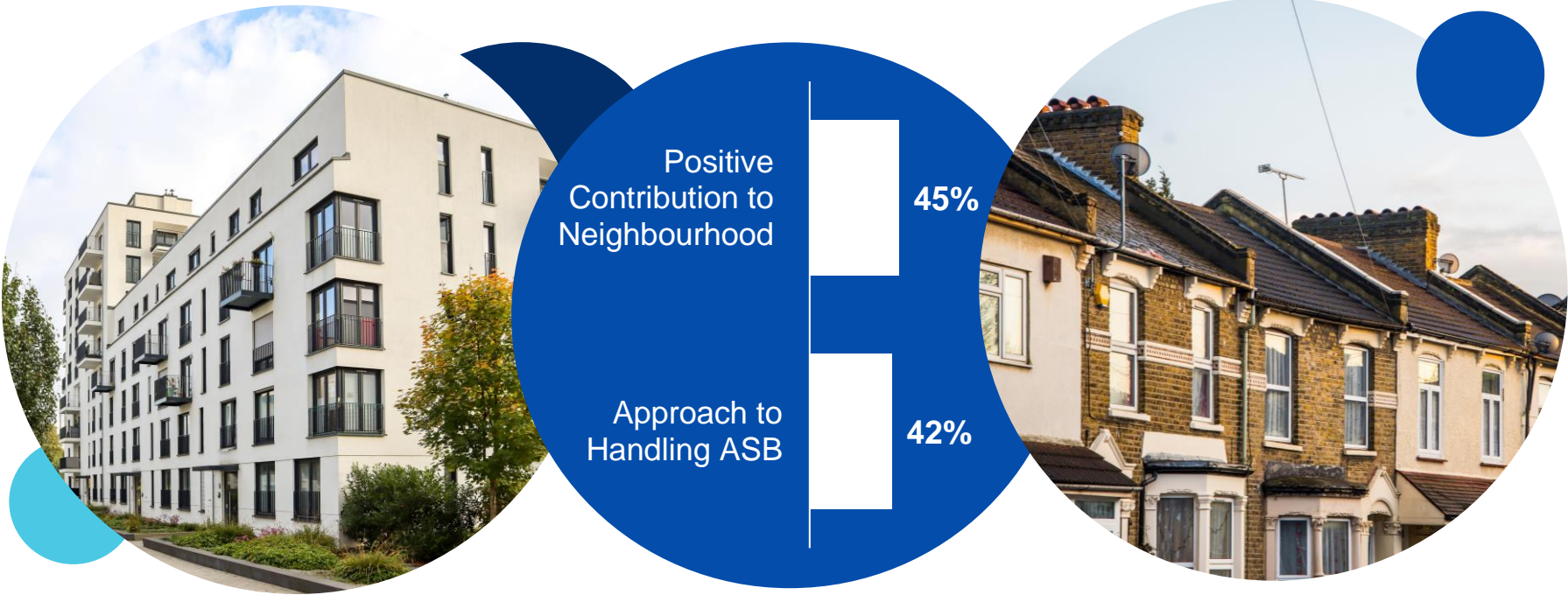
# The Neighbourhood



Over four out of ten tenants are satisfied that Adur Homes makes a positive contribution to their neighbourhood (**45%**).



Slightly fewer tenants are satisfied with Adur Homes' approach to handling anti-social behaviour (**42%**).



# 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%)**.



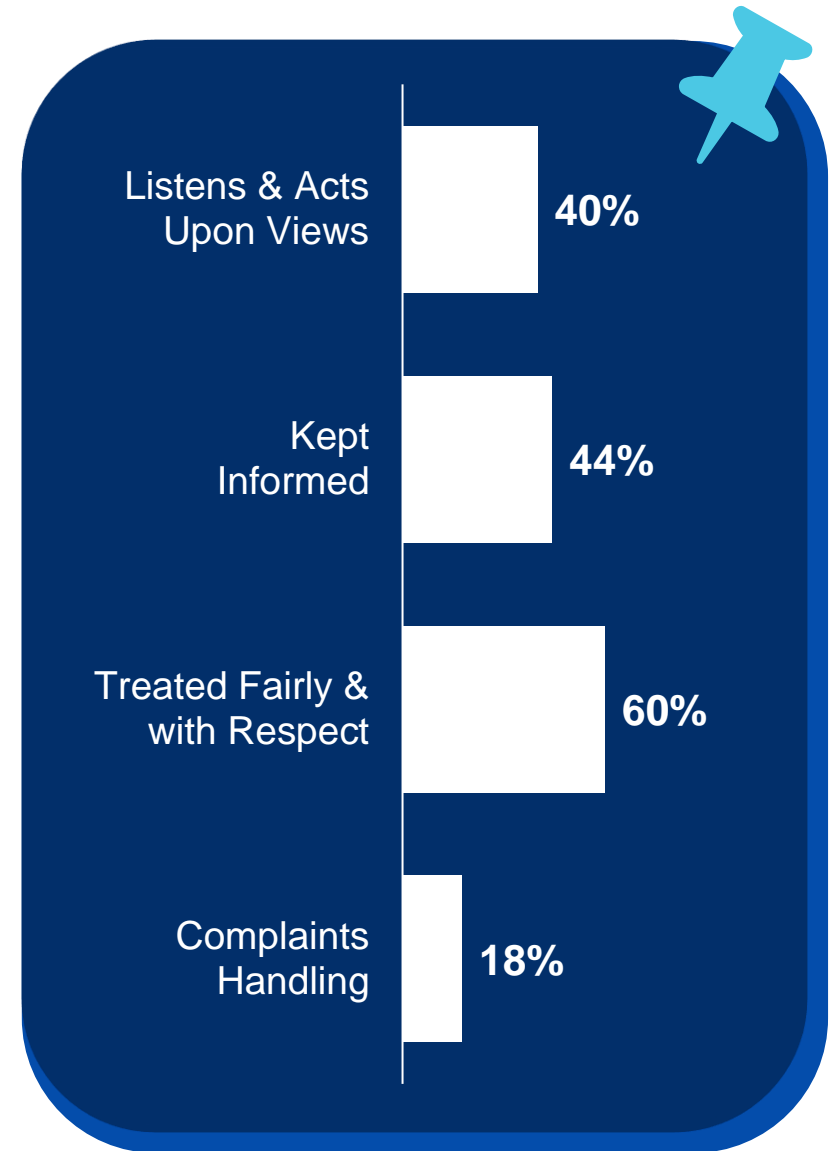
Six out of ten tenants agree that Adur Homes treats them fairly and with respect **(60%)**.



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 communal areas.

Tenants not satisfied with communications and customer service were also asked what could be improved. Tenants mentioned that they would like their contact to be returned, phones to be answered and to be kept more up to date. Other tenants once again commented upon the repairs service.

## Top comments – Home and Communal Areas



## Top comments – Communications and Customer Service



# Summary of Tenant Satisfaction Measures

<b>TP01</b>	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	<b>59%</b>
<b>TP02</b>	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	<b>68%</b>
<b>TP03</b>	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	<b>63%</b>
<b>TP04</b>	Proportion of respondents who report that they are satisfied that their home is well maintained.	<b>54%</b>
<b>TP05</b>	Proportion of respondents who report that they are satisfied that their home is safe.	<b>60%</b>
<b>TP06</b>	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	<b>40%</b>
<b>TP07</b>	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	<b>44%</b>
<b>TP08</b>	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	<b>60%</b>
<b>TP09</b>	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	<b>18%</b>
<b>TP10</b>	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	<b>46%</b>
<b>TP11</b>	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	<b>45%</b>
<b>TP12</b>	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	<b>42%</b>



# 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.



# TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	562
B.	Timing of survey	07/10/2024 to 15/11/2024
C.	Collection method(s)	Postal, telephone and online surveys
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Representativeness checks carried out by tenure type, housing need, age group, length of tenancy, property type, area, ward and ethnicity
F.	Details of any weighting applied to generate the reported perception measures	No weighting has been applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	None
I.	Reasons for any failure to meet the required sample size requirements	The required sample size has been met
J.	Type and amount of any incentives offered to tenants to encourage survey completion	Prize draw, with four tenants who responded to the survey randomly selected to win a £50 shopping voucher
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None