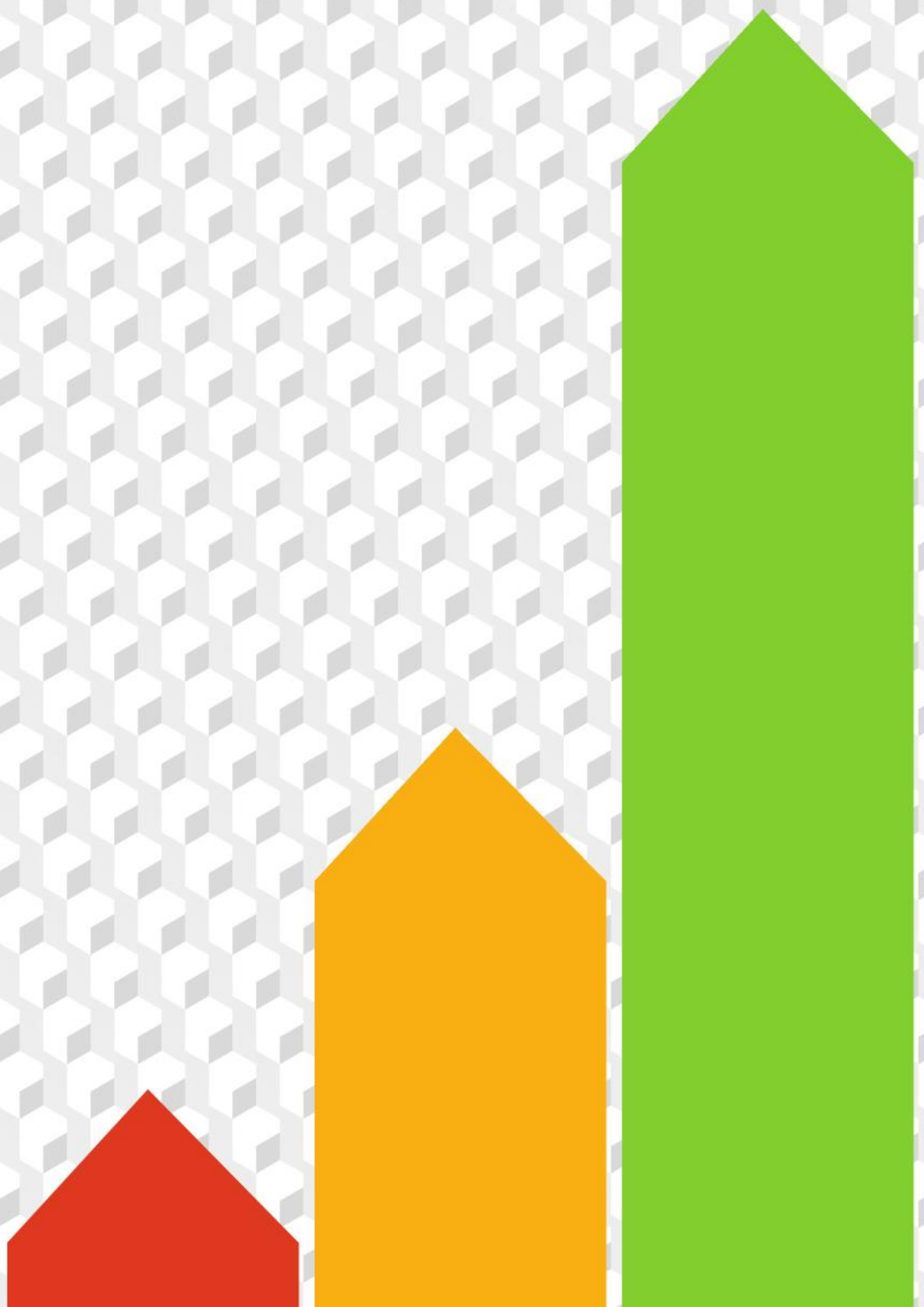




Dwell Housing Trust

Tenant Satisfaction Survey Report

September 2017



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SUMMARY

The survey results showed an overall high level of tenant satisfaction across Dwell's services and maintenance. Satisfaction with Dwell's staff and service has increased from 2015 to 2017. The satisfaction rate has increased to 92.31% highlighting the work Dwell staff has done to ensure the customer service experience for our tenants is first rate.

Similar to Dwell's staff and service, satisfaction with maintenance has increased from 2015 to 2017. For 2017, the satisfaction rate has increased to 92.31% highlighting the work Dwell staff has done to ensure the contractors we use and their workmanship is of a high standard.

The satisfaction with our services aligns with one of Dwell's organisational values, People Centred. This means we put people at the heart of everything we do and we are focused on building relationships that create better lives.

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SUMMARY



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INTRODUCTION

Dwell Housing Trust's vision is well-housed communities where people live well and do well. Our mission is to provide affordable, quality homes where people flourish.

To evaluate our housing services, we carry out an annual tenant satisfaction survey. The survey is an opportunity for tenants to give feedback on Dwell's services. This report will highlight strengths and areas for improvement.

A combination of paper surveys and an online survey were sent to all of our households.

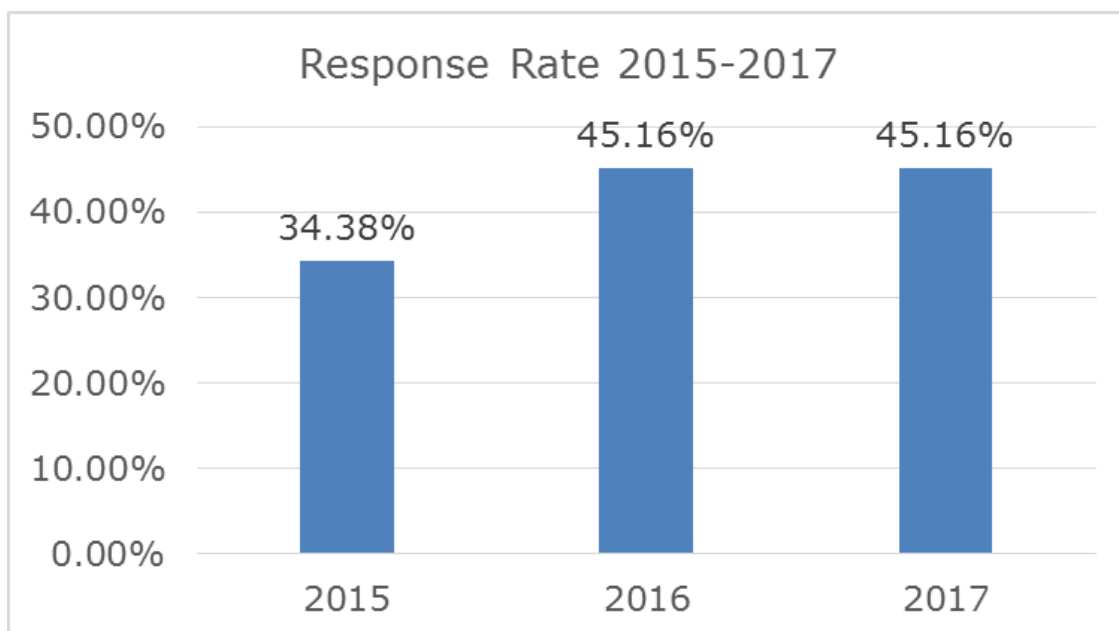
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RESULTS - RESPONSE RATE

62 surveys were sent out and we received 28 responses, 16 by post and 12 via the online survey. This is a response rate of 45%, which is typical of mail and online surveys of this type.

The figure below shows the response rate for the last three years.

The response rate is consistent with last year and both are an improvement on 2015.



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 **RESULTS - DWELL SERVICES AND STAFF**

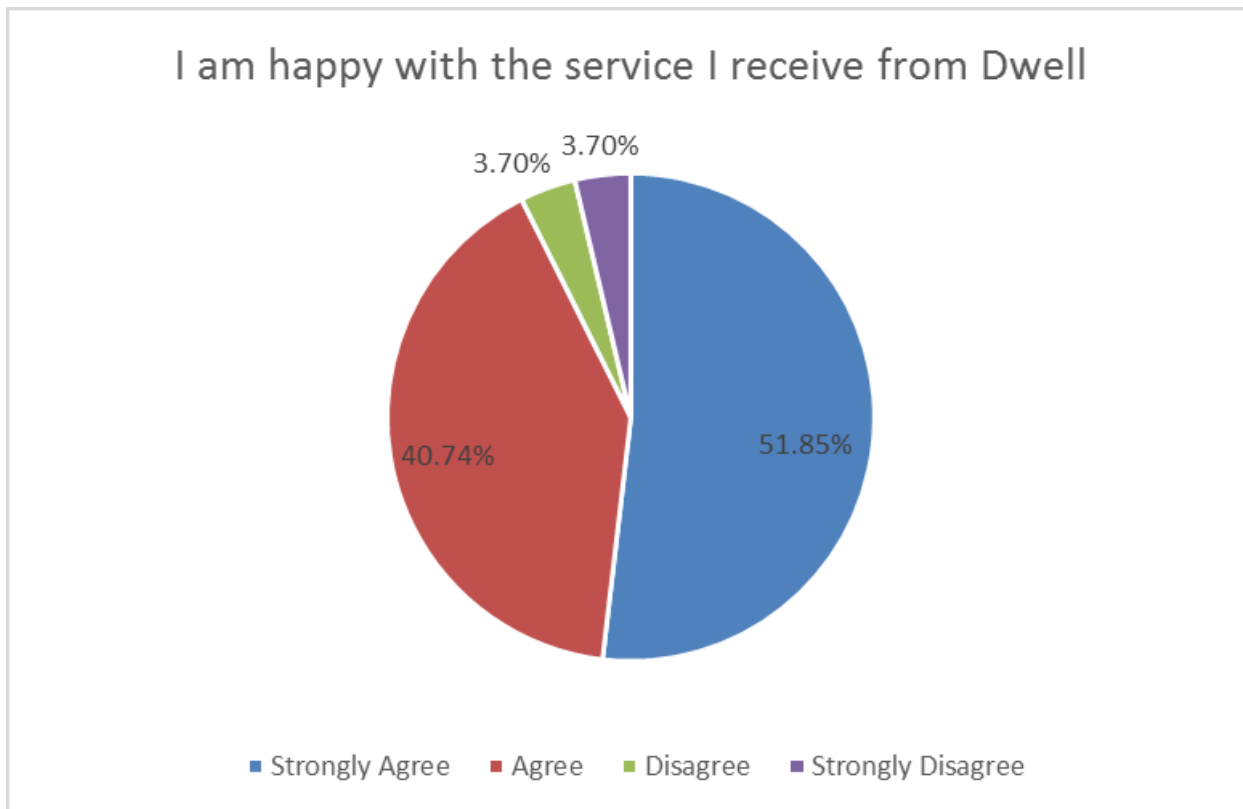
Tenants ticked a box to answer the following questions which best described how they feel about Dwell and the services we provide. On each question Dwell scored greater than 85% satisfaction (when adding together strongly agree and agree).

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
I have found it easy to contact Dwell	46.15%	53.85%	0.00%	0.00%	100.00%
I find Dwell staff friendly and helpful	46.43%	50.00%	3.57%	0.00%	96.43%
I receive enough information from Dwell about what is happening with Dwell	44.44%	40.74%	14.81%	0.00%	85.18%
I am happy with the service I receive from Dwell	51.85%	40.74%	3.70%	3.70%	92.59%

One of the key questions, 'I am happy with the service I receive from Dwell' received an overall satisfaction rating of 92.59%. This strongly suggests that Dwell and the services it offers are of a high standard from the perspective of our tenants.

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RESULTS - DWELL SERVICES AND STAFF



Comments made by tenants about Dwell and its staff included:

'I strongly support Dwell's services and anytime that I need their help, they're so friendly, helpful and do the best for our needs'.

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 **RESULTS - DWELL SERVICES AND STAFF**

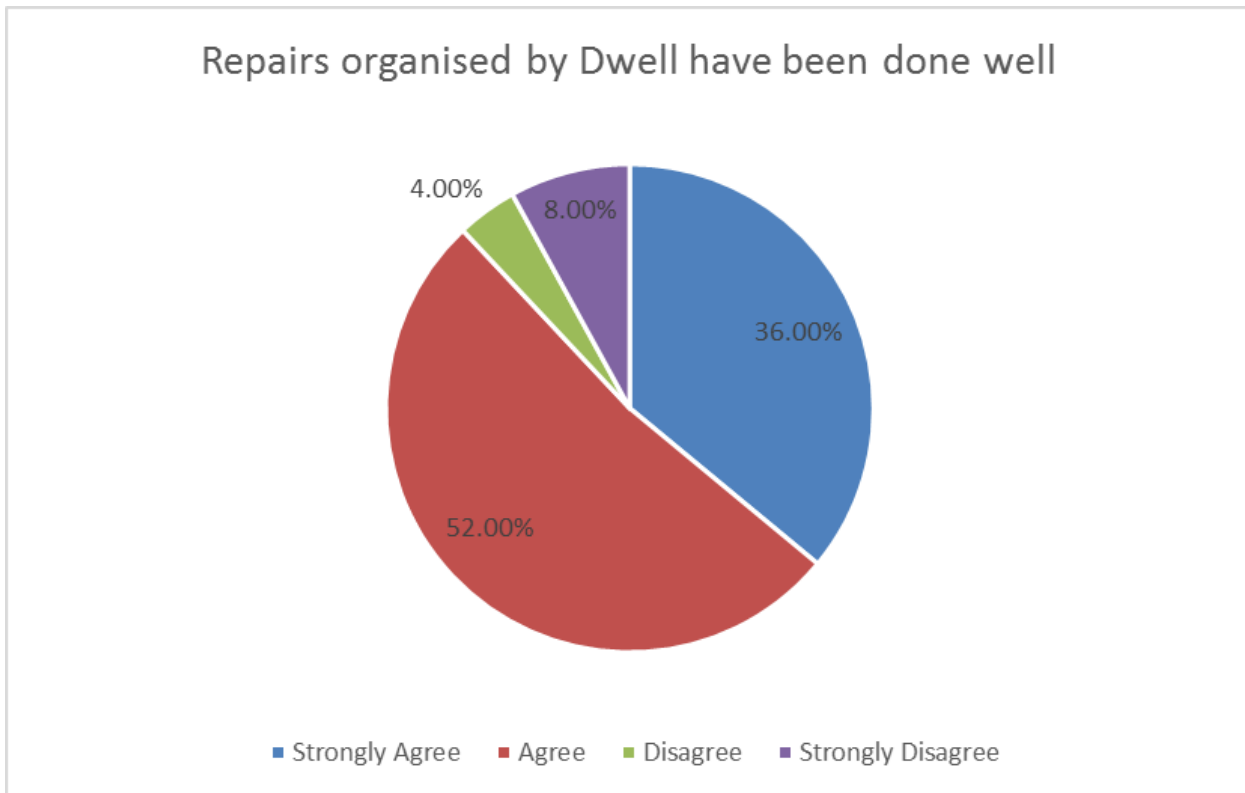
Tenants were also asked to tick a box to answer the following questions which best described how they feel about maintenance organised by Dwell. The trend of tenant satisfaction continues- with each question Dwell scored greater than 85% satisfaction (when adding together Strongly Agree and Agree).

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
Repairs organised by Dwell have been done in a reasonable time	37.50%	50.00%	8.33%	4.17%	87.50%
Repairs organised by Dwell have been done well (%)	36.00%	52.00%	4.00%	8.00%	88.00%
The trades people sent by Dwell are helpful, respectful and friendly	41.67%	58.33%	0.00%	0.00%	100.00%

Repairs organised by Dwell have been done well' received a satisfaction rating of 88.00%. This strongly suggests that maintenance has been completed to a high standard, highlighting the professionalism of our contractors and Dwell's goal to provide Quality Services.

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RESULTS - DWELL SERVICES AND STAFF



Comments made by tenants about maintenance included:

'I contacted Dwell re cooker, it resulted in being given a new cooker. I am absolutely thrilled. Many thanks.'