



Dwell Housing Trust

Tenant Satisfaction Survey Report

December 2023

2023

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INTRODUCTION AND SUMMARY

Introduction

Dwell Housing Trust's mission is to provide affordable, quality, secure homes where people flourish. We have a vision for well housed communities where people live well, be well, do well in our homes.

To help achieve this, Dwell seeks feedback from its tenants, and this takes various forms throughout the year. One tool we use is an annual tenant satisfaction survey. The survey is one way for tenants to give feedback on Dwell's services. Dwell uses the results of the survey to highlight strengths and opportunities for improvement.

Dwell tenants all had the option of responding to a paper survey posted to their address or an online survey sent by email. Some tenants completed the survey over the phone.

Summary

The survey took place during August and September 2023. The results indicate a high level of satisfaction with Dwell's homes, staff, services and maintenance.

Interaction and communication with Dwell staff was very highly rated. 97% of respondents reported they were happy with the service they received from Dwell. This is the sixth year in a row that we have achieved a rating of 97% or higher.

97% of respondents strongly agreed or agreed that it was easy to contact Dwell and that Dwell staff were friendly and helpful. This is particularly pleasing as Dwell places a strong emphasis on being more than a landlord.

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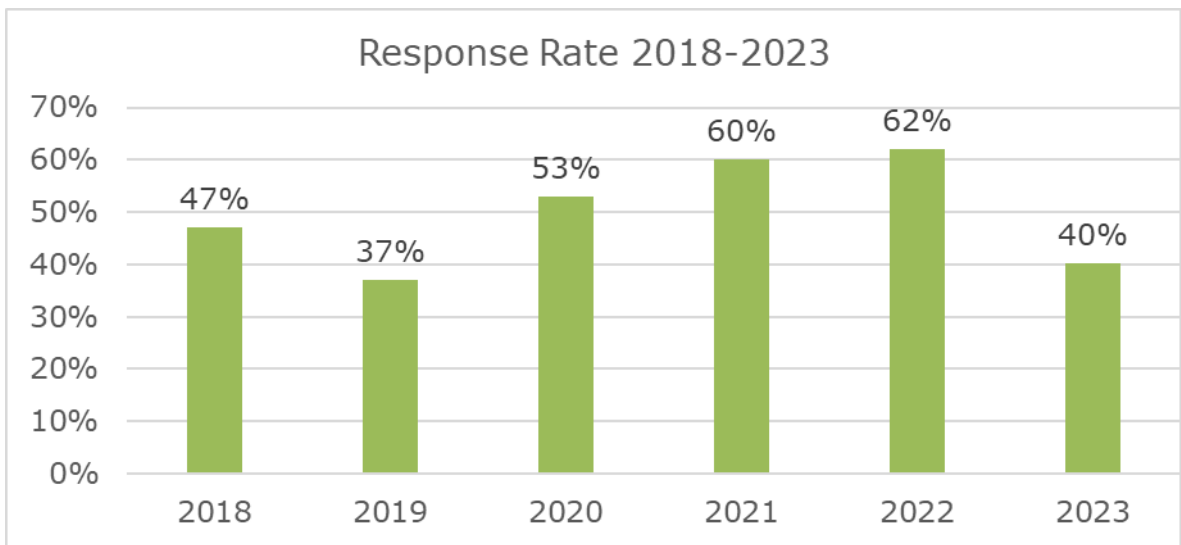


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RESPONSE

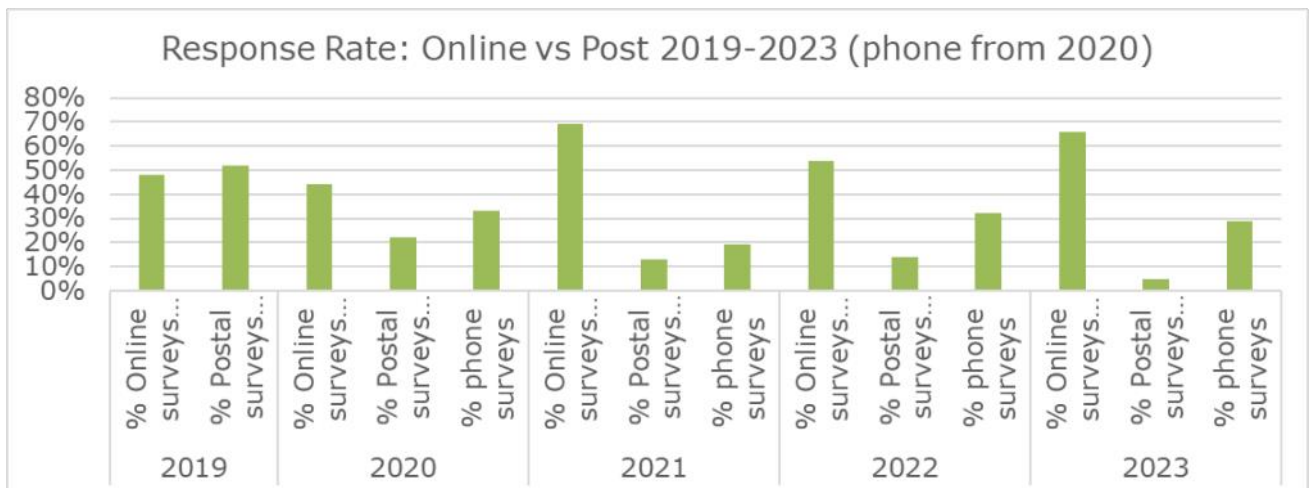
Dwell sent out 97 surveys and received 38 responses. This is the lowest response rate Dwell has had since 2019.

Dwell continues to work on ensuring it has the correct contact information for tenants (working emails and up to date phone numbers).



We have seen a continuing fall in the number of surveys returned by post, with only 5% of the responses mailed this year. At the same time, we have seen the number of surveys completed over the phone rising. Dwell may consider phasing out postal surveying in 2024.

Dwell now records a preferred contact method for tenants to use for correspondence.



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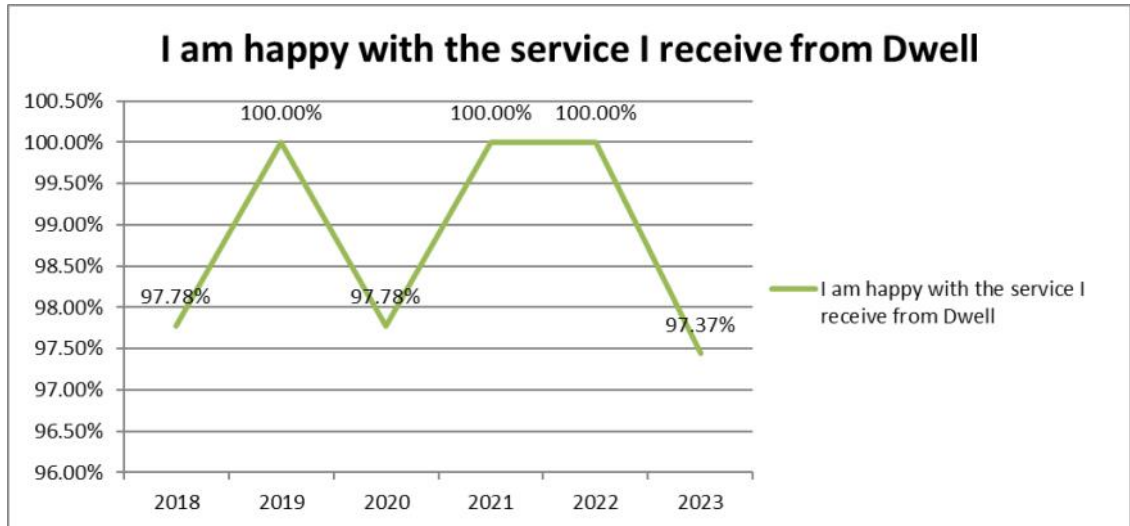
DWELL SERVICES AND STAFF

Interactions with Dwell staff continue to receive positive responses in 2023. There are high satisfaction ratings relating to the ease of contacting Dwell, the friendly nature of Dwell staff and the service received from Dwell.

There was a decrease from 96% to 84% of respondents who feel that they are not receiving enough information about what is happening with Dwell. While Dwell is happy to note that this number is well above average, the team will consider ways to improve the information being sent to tenants and how best to deliver it.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
I have found it easy to contact Dwell	63%	34%	3%	0%	97%
I find Dwell staff friendly and helpful	68%	29%	3%	0%	97%
I receive enough information from Dwell about what is happening with Dwell	50%	34%	13%	3%	84%
I am happy with the service I receive from Dwell	55%	42%	3%	0%	97%

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REPAIRS

Dwell asked tenants what they thought of maintenance organised by Dwell. All of the figures remain over 90%, which shows a high level of satisfaction.

The time taken to organise repairs has improved slightly on 2022 numbers and there is a small reduction from last year (from 96% to 92%) in satisfaction with the quality of the repairs done and with the friendliness and respectfulness of the trades people sent by Dwell.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
Repairs organised by Dwell have been done in a reasonable time	48%	47%	5%	0%	95%
Repairs organised by Dwell have been done well	53%	39%	8%	0%	92%
The trades people sent by Dwell are helpful, respectful and friendly	47%	45%	8%	0%	92%

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WELLBEING

As with previous years, Dwell continues to ask questions about tenants' overall happiness with their homes to find out if their home has had a positive impact on their general wellbeing.

For the third year in a row the responses are high, ranging from 95% to 98% of tenants who strongly agree or agree. Dwell is pleased with this result, which indicates that our tenants' wellbeing remains high.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
I am happy with my Dwell home	63%	34%	3%	0%	97%
I like the area where I live	66%	32%	3%	0%	98%
My home allows me to pursue other goals in life	61%	37%	2%	0%	98%
Moving into a Dwell home has improved my life	58%	37%	2.5%	2.5%	95%
My home allows me to feel safe	61%	34%	5%	0%	95%
My home contributes positively to my overall wellbeing	63%	32%	5%	0%	95%

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TENANT COMMENTS

When we asked our tenants what they expect from Dwell here's what they told us :

Kind, Good Communication and friendly staff and a safe and up-to-standard house, and Dwell is doing all of those.

To always have a forever home. Thank you.

To be there when I need you.

Continued support and affordable rent.

Understanding, caring and helpful.

Since moving into our home, I have seen a change in my daughters' attitude - they are both a lot more positive because our home has a warming loving feeling.

