

Your Views

Tenant Satisfaction Survey 2023/24

About the Survey

Between October 2023 and January 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 White Horse Housing 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 three winning a £100 shopping voucher.



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

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

224

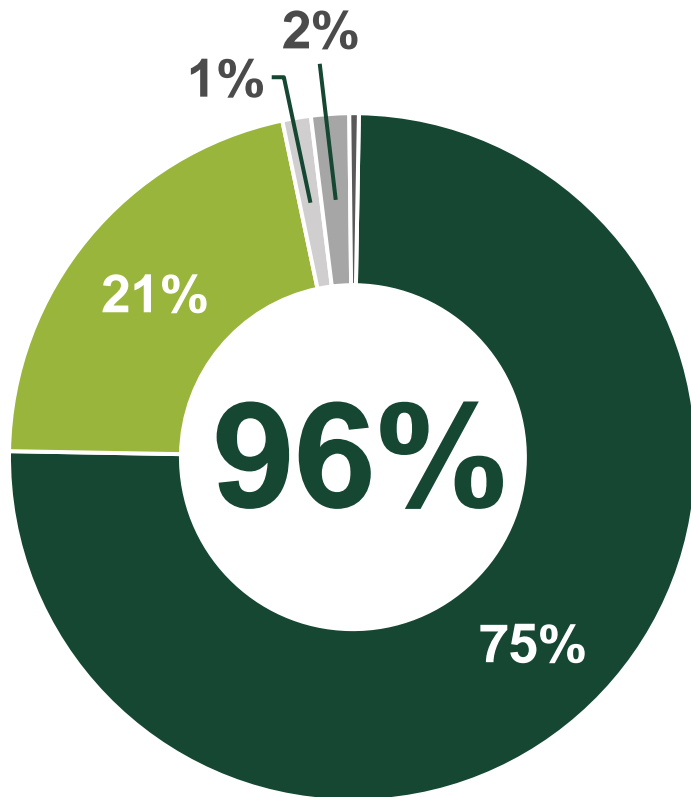
tenants took part out of a total of 386 (85 by post, 41 by telephone and 98 online)

A big thank you to everyone who took part!

Overall Service



Almost all tenants are satisfied with the overall service provided by White Horse Housing (**96%**).



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



The Home and Communal Areas



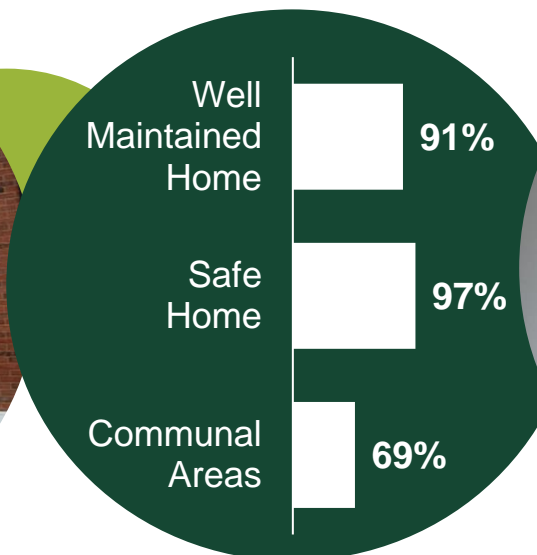
Nine out of ten tenants are satisfied that they are provided with a home that is well maintained (**91%**).



Almost all tenants are satisfied that White Horse Housing provides them with a home that is safe (**97%**).



Around two-thirds of tenants with communal areas are satisfied that they are kept clean and well maintained (**69%**).



Repairs Service



Around eight out of ten tenants said they had a repair carried out to their homes in the last 12 months **(83%)**.



Over nine out of ten of these tenants are satisfied with the overall repairs service over the last 12 months **(93%)**.



Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it **(93%)**.



93%

Overall Repairs Service
(Last 12 months)

93%

Time Taken to Complete
Most Recent Repair

The Neighbourhood



Over three-quarters of tenants are satisfied that White Horse Housing makes a positive contribution to their neighbourhood (**78%**).



Slightly fewer tenants are satisfied with White Horse Housing's approach to handling anti-social behaviour (**72%**).



Communications and Tenant Engagement



Six out of seven tenants are satisfied that White Horse Housing listens to their views and acts upon them **(85%)**.



Nine out of ten tenants are satisfied that they are kept informed about things that matter to them **(91%)**.



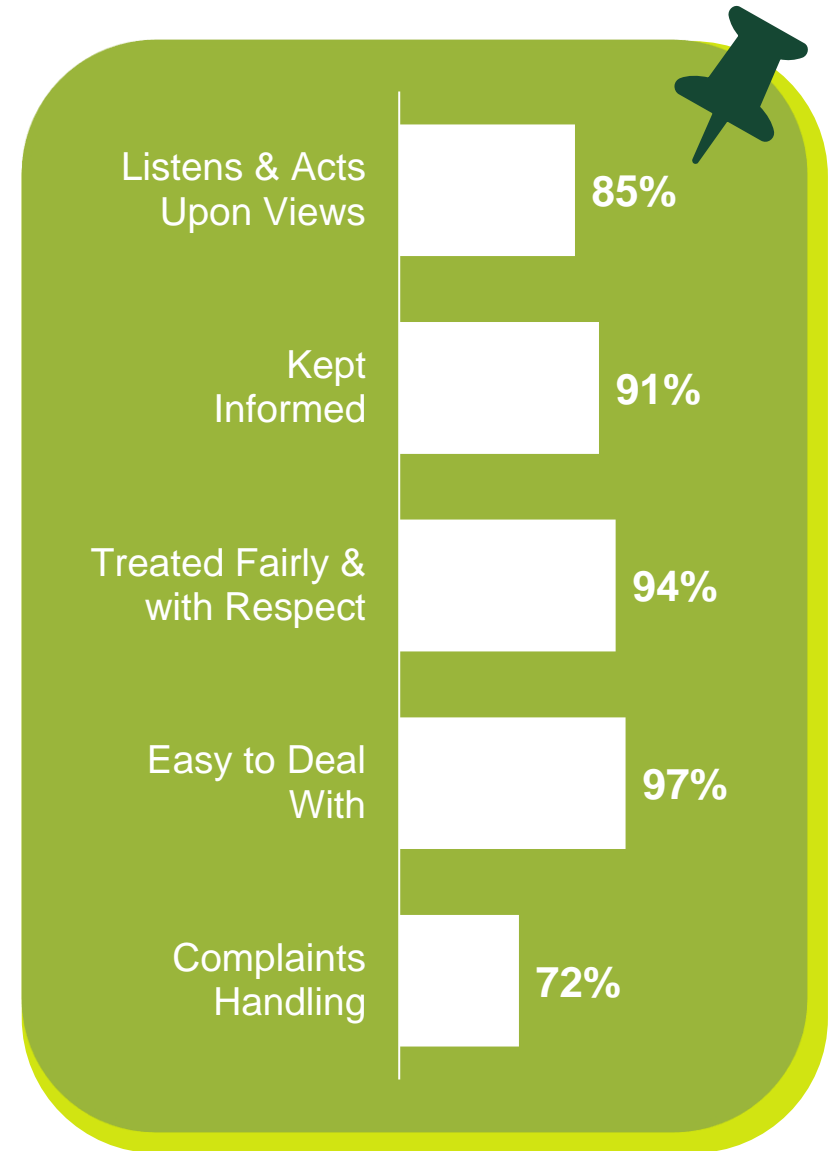
Over nine out of ten tenants agree that they are treated fairly and with respect by White Horse Housing **(94%)**.



Almost all tenants are satisfied that White Horse Housing is easy to deal with **(97%)**.



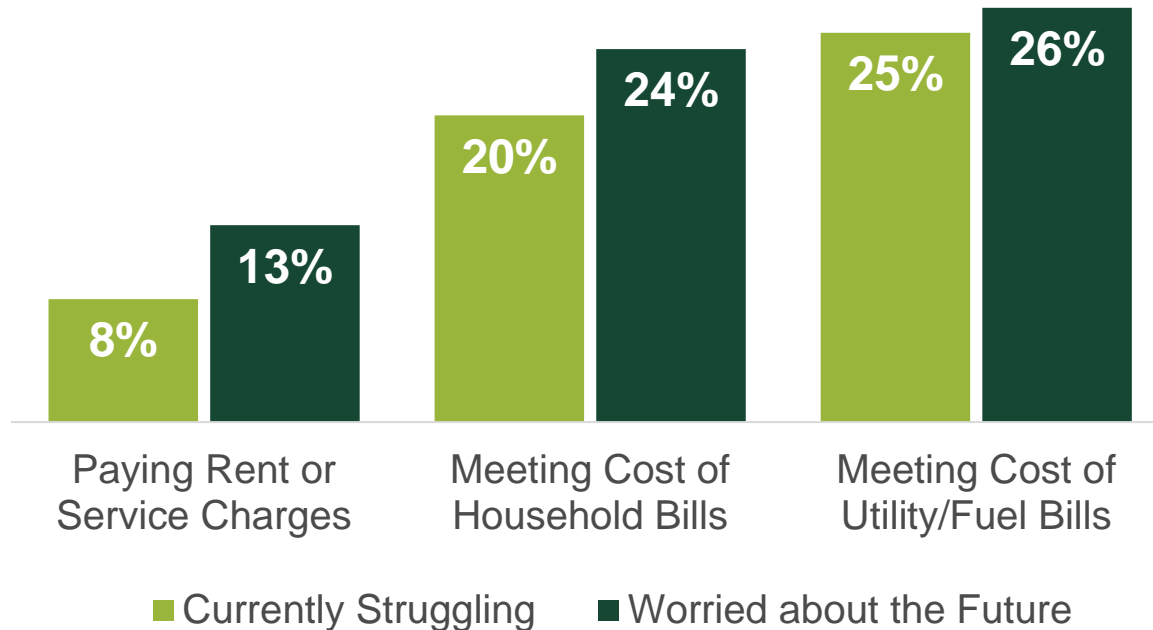
Over seven out of ten tenants who made a complaint in the last 12 months are satisfied with complaints handling **(72%)**.



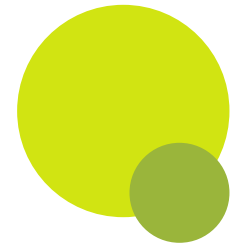
Wellbeing



Some tenants are currently struggling to pay their rent or service charges (**8%**), with more struggling to meet the costs of household bills (**20%**) and utility/fuel bills (**25%**). Other tenants are worried about meeting these different payments in the future (between **13%** and **26%**).



Two-thirds of tenants are satisfied with the energy efficiency of their homes (**67%**).



Recommending White Horse Housing



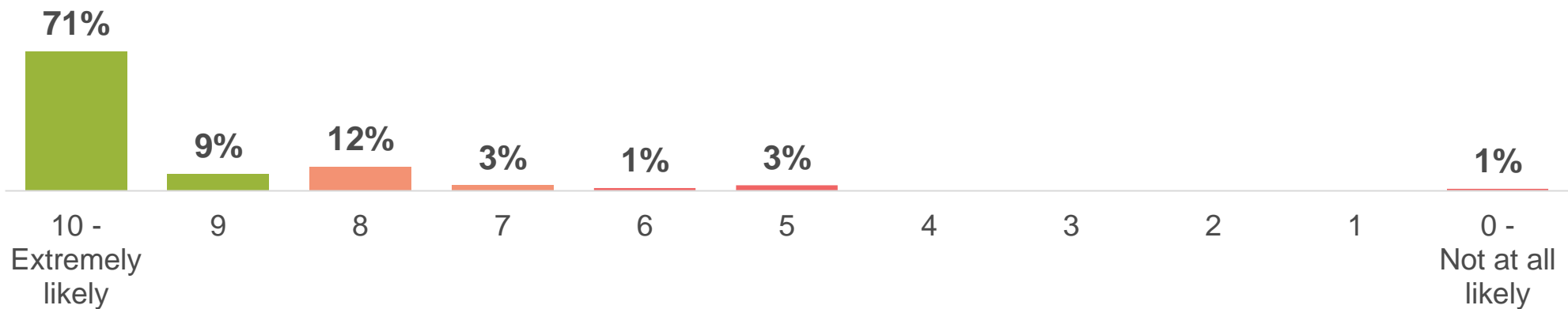
Residents were also asked how likely they would be to recommend White Horse Housing to other people. This is a 0-10 point rating. Those who would recommend White Horse Housing score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Eight out of ten tenants are very loyal and happy to recommend White Horse Housing to other people (**80%**). However, **15%** of tenants are unsure and **5%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for White Horse Housing (the percentage of those who would recommend White Horse Housing minus the percentage of those who would not) is **+75**.



Tenants' Comments

Finally, tenants were asked what one thing White Horse Housing could improve, and 133 tenants gave comments.

Tenants most frequently commented that they are happy with the services currently provided and had no improvement suggestions.

Of the more negative comments, tenants would like improvements to the grounds maintenance and the condition of their properties, including external property maintenance.

Tenants also mentioned home improvements they would like, such as upgraded heating systems, new doors or windows and better insulation.

Top comments



Your Views



WHITE HORSE
HOUSING

White Horse Housing 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 survey responses, invite you to participate in other feedback events or ask for more information.

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



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
e.g., grounds
maintenance, property
condition and repairs



Involve tenants in
shaping service
improvements

