

## Tenant Survey 2023 - Housing & Services

### Household

Choices	Percentage	Count
Single	59.26%	48
Two adults with one child or more	14.81%	12
Two adults	13.58%	11
One adult and one child or more	8.64%	7
Other	2.47%	2
Single parent	1.23%	1
<b>Total</b>		<b>81</b>

### Economic Status

Choices	Percentage	Count
Full Time Work	77.78%	63
Permanently Sick or Disabled	8.64%	7
Part-Time Work	6.17%	5
Other	3.70%	3
Unemployed	3.70%	3
<b>Total</b>		<b>81</b>

### WCH have friendly and approachable staff

Choices	Percentage	Count
Strongly Agree	53.09%	43
Agree	28.40%	23
Neither agree nor disagree	13.58%	11
Disagree	3.70%	3
Strongly Disagree	1.23%	1
<b>Total</b>		<b>81</b>

### Housing Officer provides effective and efficient Service

Choices	Percentage	Count
Strongly Agree	40.74%	33
Agree	24.69%	20
Neither agree nor disagree	13.58%	11
Strongly Disagree	11.11%	9
Disagree	9.88%	8
<b>Total</b>		<b>81</b>

### Happy to recommend WCH to family and friends

Choices	Percentage	Count
Strongly Agree	58.02%	47
Agree	23.46%	19
Neither agree nor disagree	13.58%	11
Strongly Disagree	3.70%	3
Disagree	1.23%	1
<b>Total</b>		<b>81</b>

### WCH Easy to communicate with

Choices	Percentage	Count
Strongly Agree	43.21%	35
Agree	24.69%	20
Strongly Disagree	11.11%	9
Neither agree nor disagree	11.11%	9
Disagree	9.88%	8
<b>Total</b>		<b>81</b>

### Provide safe and secure home

Choices	Percentage	Count
Strongly Agree	51.85%	42
Agree	25.93%	21
Neither agree nor disagree	8.64%	7
Disagree	7.41%	6
Strongly Disagree	6.17%	5
<b>Total</b>		<b>81</b>

### Issues requiring WCH attention

Choices	Percentage	Count
Communal Repairs	43.21%	35
Anti-Social Behaviour	30.86%	25
Communication	25.93%	21
Estate Services ( Gardening/Cleaning etc)	20.99%	17
Major Works	14.81%	12
Advice about your Tenancy	11.11%	9
Help With Paying	9.88%	8
Other	<a href="#">View</a>	
<b>Total Entries</b>		<b>81</b>
	<i>Unanswered</i>	12

Overall Satisfaction with service provider

Choices	Percentage	Count
Very Satisfied	49.38%	40
Satisfied	30.86%	25
Dissatisfied	8.64%	7
Very Dissatisfied	6.17%	5
Neither Satisfied nor Dissatisfied	4.94%	4
<b>Total</b>		<b>81</b>

Quality of home

Choices	Percentage	Count
Very Satisfied	40.74%	33
Satisfied	33.33%	27
Neither Satisfied nor Dissatisfied	12.35%	10
Dissatisfied	11.11%	9
Very Dissatisfied	2.47%	2
<b>Total</b>		<b>81</b>

Rent is value for money

Choices	Percentage	Count
Very Satisfied	53.09%	43
Satisfied	23.46%	19
Neither Satisfied nor Dissatisfied	16.05%	13
Dissatisfied	4.94%	4
Very Dissatisfied	2.47%	2
<b>Total</b>		<b>81</b>

Clean communal areas

Choices	Percentage	Count
Very Satisfied	39.51%	32
Neither Satisfied nor Dissatisfied	22.46%	19
Satisfied	18.52%	15
Dissatisfied	13.58%	11
Very Dissatisfied	3.70%	3
Not applicable	1.23%	1
<b>Total</b>		<b>81</b>

Options for paying rent

Choices	Percentage	Count
Very Satisfied	53.09%	43
Satisfied	28.40%	23
Neither Satisfied nor Dissatisfied	11.11%	9
Dissatisfied	6.17%	5
Not applicable	1.23%	1
<b>Total</b>		<b>81</b>

Repair response times

Choices	Percentage	Count
Very Satisfied	32.10%	26
Satisfied	27.16%	22
Very Dissatisfied	14.81%	12
Neither Satisfied nor Dissatisfied	11.11%	9
Dissatisfied	9.88%	8
Not Applicable	4.94%	4
<b>Total</b>		<b>81</b>

Quality of repairs

Choices	Percentage	Count
Very Satisfied	38.27%	31
Very Dissatisfied	16.05%	13
Neither Satisfied nor Dissatisfied	16.05%	13
Satisfied	13.58%	11
Dissatisfied	9.88%	8
Not applicable	6.17%	5
<b>Total</b>		<b>81</b>

Communal areas clean, safe and well maintained

Choices	Percentage	Count
Very Satisfied	38.27%	31
Satisfied	30.86%	25
Neither Satisfied nor Dissatisfied	14.81%	12
Dissatisfied	12.35%	10
Not applicable	2.47%	2
Very Dissatisfied	1.23%	1
<b>Total</b>		<b>81</b>

Approach to handling anti-social behaviour

Choices	Percentage	Count
Very Satisfied	38.27%	31
Neither Satisfied nor Dissatisfied	19.75%	16
Not applicable	14.81%	12
Very Dissatisfied	9.88%	8
Satisfied	9.88%	8
Dissatisfied	7.41%	6
<b>Total</b>		<b>81</b>

Approach to handling of complaints

Choices	Percentage	Count
Very Satisfied	35.80%	29
Neither Satisfied nor Dissatisfied	18.52%	15
Dissatisfied	14.81%	12
Satisfied	11.11%	9
Not applicable	11.11%	9
Very Dissatisfied	8.64%	7
<b>Total</b>		<b>81</b>

Listen to tenants views and act upon them

Choices	Percentage	Count
Very Satisfied	43.21%	35
Neither Satisfied nor Dissatisfied	18.52%	15
Satisfied	12.35%	10
Not applicable	12.35%	10
Very Dissatisfied	7.41%	6
Dissatisfied	6.17%	5
<b>Total</b>		<b>81</b>

Treat tenants fairly and with respect

Choices	Percentage	Count
Very Satisfied	55.56%	45
Satisfied	22.22%	18
Neither Satisfied nor Dissatisfied	14.81%	12
Very Dissatisfied	3.70%	3
Not applicable	2.47%	2
Dissatisfied	1.23%	1
<b>Total</b>		<b>81</b>

Keep tenants informed about things that matter to them

Choices	Percentage	Count
Very Satisfied	61.73%	50
Satisfied	16.05%	13
Neither Satisfied nor Dissatisfied	12.35%	10
Very Dissatisfied	6.17%	5
Dissatisfied	2.47%	2
Not applicable	1.23%	1
<b>Total</b>		<b>81</b>

Make a positive contribution to the neighbourhood

Choices	Percentage	Count
Very Satisfied	54.32%	44
Satisfied	23.46%	19
Neither Satisfied nor Dissatisfied	16.05%	13
Dissatisfied	2.47%	2
Very Dissatisfied	2.47%	2
Not applicable	1.23%	1
<b>Total</b>		<b>81</b>