

2022 Tenant survey

Mid-way progress Report

Economic Status

Choices	Percentage	Count
Full Time Work	<input type="text" value="81.19%"/> 81.19%	82
Permanently Sick or Disabled	<input type="text" value="6.93%"/> 6.93%	7
Part-Time Work	<input type="text" value="4.95%"/> 4.95%	5
Other	<input type="text" value="3.96%"/> 3.96%	4
Unemployed	<input type="text" value="2.97%"/> 2.97%	3
Total		101

WCH have friendly and approachable staff?

Choices	Percentage	Count
Strongly Agree	<input type="text" value="58.42%"/> 58.42%	59
Agree	<input type="text" value="32.67%"/> 32.67%	33
Neither agree nor disagree	<input type="text" value="4.95%"/> 4.95%	5
Disagree	<input type="text" value="2.97%"/> 2.97%	3
Strongly Disagree	<input type="text" value="0.99%"/> 0.99%	1
Total		101

Provide an efficient and effective service

Choices	Percentage	Count
Strongly Agree	<input type="text" value="50.50%"/> 50.50%	51
Agree	<input type="text" value="25.74%"/> 25.74%	26
Neither agree nor disagree	<input type="text" value="10.89%"/> 10.89%	11
Disagree	<input type="text" value="9.90%"/> 9.90%	10
Strongly Disagree	<input type="text" value="2.97%"/> 2.97%	3
Total		101

Would be happy to recommend them to friend and family

Choices	Percentage	Count
Strongly Agree	<input type="text" value="63.37%"/> 63.37%	64
Agree	<input type="text" value="21.78%"/> 21.78%	22
Neither agree nor disagree	<input type="text" value="10.89%"/> 10.89%	11
Strongly Disagree	<input type="text" value="2.97%"/> 2.97%	3
Disagree	<input type="text" value="0.99%"/> 0.99%	1
Total		101

Easy to communicate with?

Choices	Percentage	Count
Strongly Agree	<input type="text" value="53.47%"/> 53.47%	54
Agree	<input type="text" value="23.76%"/> 23.76%	24
Neither agree nor disagree	<input type="text" value="11.88%"/> 11.88%	12
Disagree	<input type="text" value="7.92%"/> 7.92%	8
Strongly Disagree	<input type="text" value="2.97%"/> 2.97%	3
Total		101

Safe and secure home?

Choices	Percentage	Count
Strongly Agree	<input type="text" value="58.42%"/> 58.42%	59
Agree	<input type="text" value="21.78%"/> 21.78%	22
Neither agree nor disagree	<input type="text" value="10.89%"/> 10.89%	11
Strongly Disagree	<input type="text" value="4.95%"/> 4.95%	5
Disagree	<input type="text" value="3.96%"/> 3.96%	4
Total		101

Quality of your home?

Choices	Percentage	Count
Very Satisfied	<input type="text" value="43.56%"/> 43.56%	44
Satisfied	<input type="text" value="34.65%"/> 34.65%	35
Neither Satisfied nor Dissatisfied	<input type="text" value="9.90%"/> 9.90%	10
Dissatisfied	<input type="text" value="8.91%"/> 8.91%	9
Very Dissatisfied	<input type="text" value="2.97%"/> 2.97%	3
Total		101

Rent is value for money?

Choices	Percentage	Count
Very Satisfied	<input type="text" value="48.51%"/> 48.51%	49
Satisfied	<input type="text" value="32.67%"/> 32.67%	33
Neither Satisfied nor Dissatisfied	<input type="text" value="12.87%"/> 12.87%	13
Very Dissatisfied	<input type="text" value="2.97%"/> 2.97%	3
Dissatisfied	<input type="text" value="1.98%"/> 1.98%	2
Not applicable	<input type="text" value="0.99%"/> 0.99%	1
Total		101

Cleaning of communal areas

Choices	Percentage	Count
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Choices	Percentage	Count
Very Satisfied	<input type="text" value="43.56%"/> 43.56%	44
Satisfied	<input type="text" value="26.73%"/> 26.73%	27
Neither Satisfied nor Dissatisfied	<input type="text" value="12.87%"/> 12.87%	13
Dissatisfied	<input type="text" value="7.92%"/> 7.92%	8
Very Dissatisfied	<input type="text" value="6.93%"/> 6.93%	7
Not applicable	<input type="text" value="1.98%"/> 1.98%	2
Total		101

Payment options for paying rent

Choices	Percentage	Count
Very Satisfied	<input type="text" value="64.36%"/> 64.36%	65
Satisfied	<input type="text" value="22.77%"/> 22.77%	23
Neither Satisfied nor Dissatisfied	<input type="text" value="6.93%"/> 6.93%	7
Dissatisfied	<input type="text" value="2.97%"/> 2.97%	3
Not applicable	<input type="text" value="1.98%"/> 1.98%	2
Very Dissatisfied	<input type="text" value="0.99%"/> 0.99%	1
Total		101

How quick to respond the repairs team are?

Choices	Percentage	Count
Very Satisfied	<input type="text" value="41.58%"/> 41.58%	42
Satisfied	<input type="text" value="18.81%"/> 18.81%	19
Neither Satisfied nor Dissatisfied	<input type="text" value="14.85%"/> 14.85%	15
Dissatisfied	<input type="text" value="13.86%"/> 13.86%	14
Very Dissatisfied	<input type="text" value="9.90%"/> 9.90%	10
Not Applicable	<input type="text" value="0.99%"/> 0.99%	1
Total		101

Communal Areas are clean

Choices	Percentage	Count
Very Satisfied	<input type="text" value="46.53%"/> 46.53%	47
Satisfied	<input type="text" value="25.74%"/> 25.74%	26
Neither Satisfied nor Dissatisfied	<input type="text" value="12.87%"/> 12.87%	13
Dissatisfied	<input type="text" value="8.91%"/> 8.91%	9
Very Dissatisfied	<input type="text" value="5.94%"/> 5.94%	6
Total		101

Anti-Social Behaviour response to reports

Choices	Percentage	Count
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Choices	Percentage	Count
Very Satisfied	<input type="text" value="45.54%"/> 45.54%	46
Neither Satisfied nor Dissatisfied	<input type="text" value="21.78%"/> 21.78%	22
Satisfied	<input type="text" value="14.85%"/> 14.85%	15
Dissatisfied	<input type="text" value="6.93%"/> 6.93%	7
Very Dissatisfied	<input type="text" value="5.94%"/> 5.94%	6
Not applicable	<input type="text" value="4.95%"/> 4.95%	5
Total		101

WCH approach to handling of complaints

Choices	Percentage	Count
Very Satisfied	<input type="text" value="50.50%"/> 50.50%	51
Neither Satisfied nor Dissatisfied	<input type="text" value="18.81%"/> 18.81%	19
Satisfied	<input type="text" value="15.84%"/> 15.84%	16
Dissatisfied	<input type="text" value="6.93%"/> 6.93%	7
Very Dissatisfied	<input type="text" value="3.96%"/> 3.96%	4
Not applicable	<input type="text" value="3.96%"/> 3.96%	4
Total		101

Listens to tenants views and acts upon them

Choices	Percentage	Count
Very Satisfied	<input type="text" value="50.50%"/> 50.50%	51
Neither Satisfied nor Dissatisfied	<input type="text" value="21.78%"/> 21.78%	22
Satisfied	<input type="text" value="14.85%"/> 14.85%	15
Dissatisfied	<input type="text" value="5.94%"/> 5.94%	6
Very Dissatisfied	<input type="text" value="3.96%"/> 3.96%	4
Not applicable	<input type="text" value="2.97%"/> 2.97%	3
Total		101

WCH treats tenants fairly and with respect

Choices	Percentage	Count
Very Satisfied	<input type="text" value="63.37%"/> 63.37%	64
Satisfied	<input type="text" value="25.74%"/> 25.74%	26
Neither Satisfied nor Dissatisfied	<input type="text" value="5.94%"/> 5.94%	6
Dissatisfied	<input type="text" value="2.97%"/> 2.97%	3
Very Dissatisfied	<input type="text" value="1.98%"/> 1.98%	2
Total		101

Keeps tenants informed

Choices	Percentage	Count
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Choices	Percentage	Count
Very Satisfied	<input type="text" value="56.44%"/> 56.44%	57
Satisfied	<input type="text" value="29.70%"/> 29.70%	30
Neither Satisfied nor Dissatisfied	<input type="text" value="10.89%"/> 10.89%	11
Very Dissatisfied	<input type="text" value="1.98%"/> 1.98%	2
Not applicable	<input type="text" value="0.99%"/> 0.99%	1
Total		101

Makes a positive contribution to communities

Choices	Percentage	Count
Very Satisfied	<input type="text" value="58.42%"/> 58.42%	59
Satisfied	<input type="text" value="21.78%"/> 21.78%	22
Neither Satisfied nor Dissatisfied	<input type="text" value="12.87%"/> 12.87%	13
Very Dissatisfied	<input type="text" value="3.96%"/> 3.96%	4
Not applicable	<input type="text" value="1.98%"/> 1.98%	2
Dissatisfied	<input type="text" value="0.99%"/> 0.99%	1
Total		101

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