



Tenant Satisfaction Survey 2023

About the Survey

In June and July 2023, many of you took part in an important survey.

The survey was carried out via postal and online questionnaires. It focused on how happy you are with the way Willow Tree Housing Partnership delivers key services and maintains your homes, as well as how you are coping financially. The survey was carried out by an independent market research company – Acuity Research and Practice.

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

462
tenants took
part out of a
total of
1,403

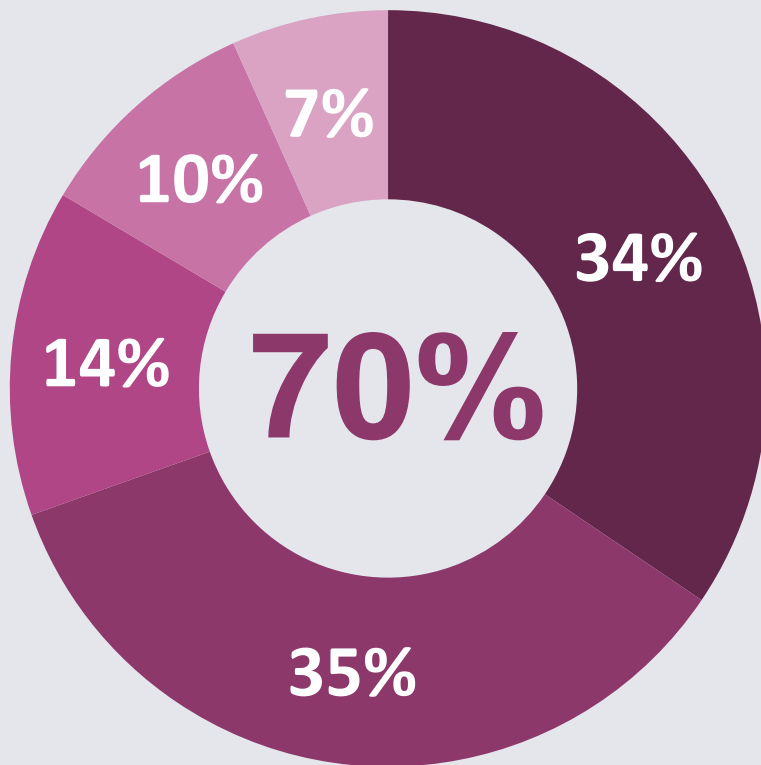
This report contains key results from the survey in respect of tenants' opinions about their homes and the services received.

A big thank you to everyone
who took part!

Overall Services



Seven out of ten tenants are satisfied with the overall service provided by Willow Tree Housing Partnership (70%).



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



The Home



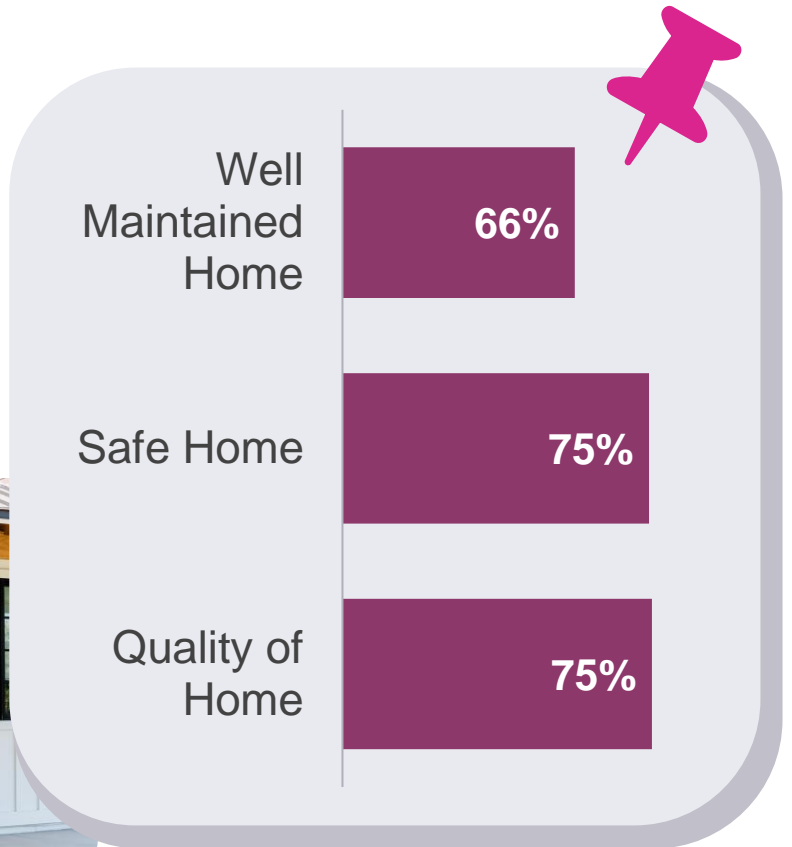
Two-thirds of tenants are satisfied that their homes are well maintained (**66%**).



Three-quarters of tenants are satisfied that Willow Tree provides a home that is safe (**75%**).



The same number of tenants are satisfied with the overall quality of their homes (**75%**).



Communal Areas



Just under six out of ten tenants are satisfied with their internal communal areas (**57%**).



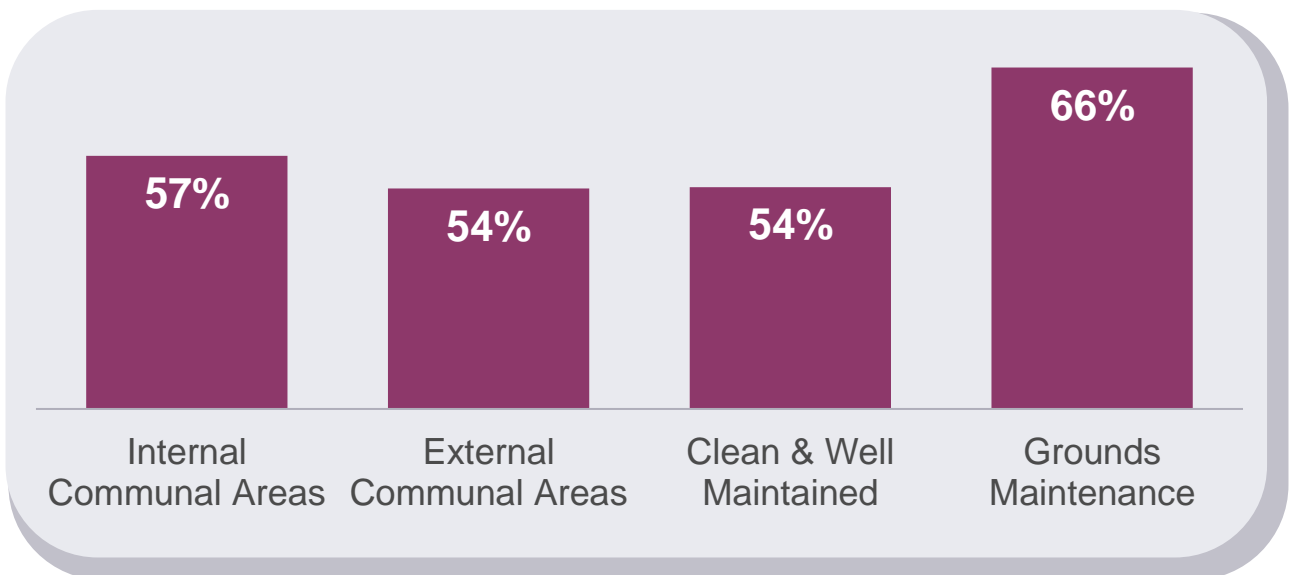
Slightly fewer tenants are satisfied with their external communal areas (**54%**).



Some **54%** of tenants are satisfied that Willow Tree keeps their communal areas clean and well maintained.



Two-thirds of tenants are satisfied with the grounds maintenance (**66%**).



Repairs and Maintenance Service



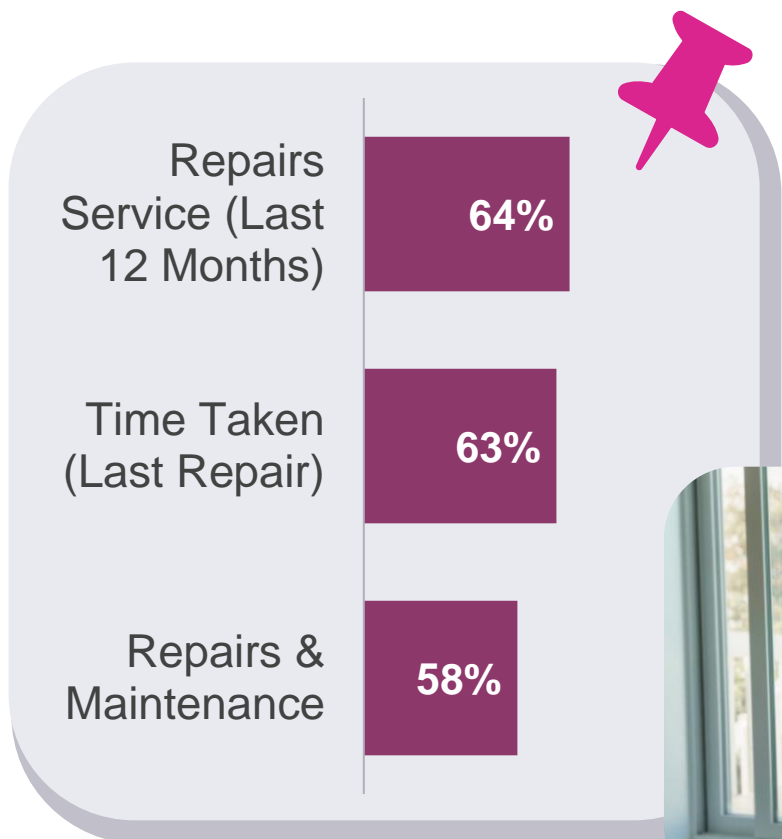
Over six out of ten tenants are satisfied with the overall repairs service from Willow Tree over the last 12 months **(64%)**.



A similar number of tenants are satisfied with the time taken to complete their most recent repair after they reported it **(63%)**.



Just under three-fifths of tenants are satisfied with how Willow Tree deals with repairs and maintenance generally **(58%)**.



Neighbourhood Management



Almost half of tenants are satisfied that Willow Tree makes a positive contribution to their neighbourhood **(46%)**.

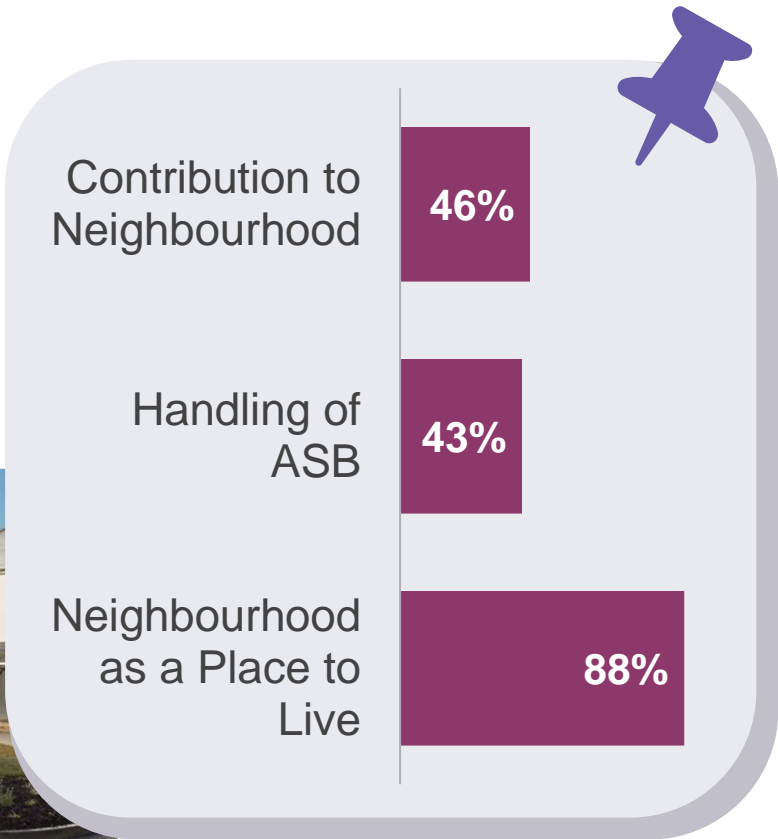


Over four out of ten tenants are satisfied with Willow Tree's approach to handling anti-social behaviour **(43%)**.



Around nine out of ten tenants are satisfied with their neighbourhood as a place to live **(88%)**.

The biggest neighbourhood issue is car parking **(39%)**, followed by rubbish or litter **(25%)**, noisy neighbours **(17%)**, and dog mess **(17%)**.



Communications and Engagement



Seven out of ten tenants find Willow Tree easy to deal with **(69%)**.



Around half of tenants are satisfied that Willow Tree listens to their views and acts upon them **(52%)**.



Two-thirds of tenants are satisfied that they are kept informed about things that matter to them **(66%)**.

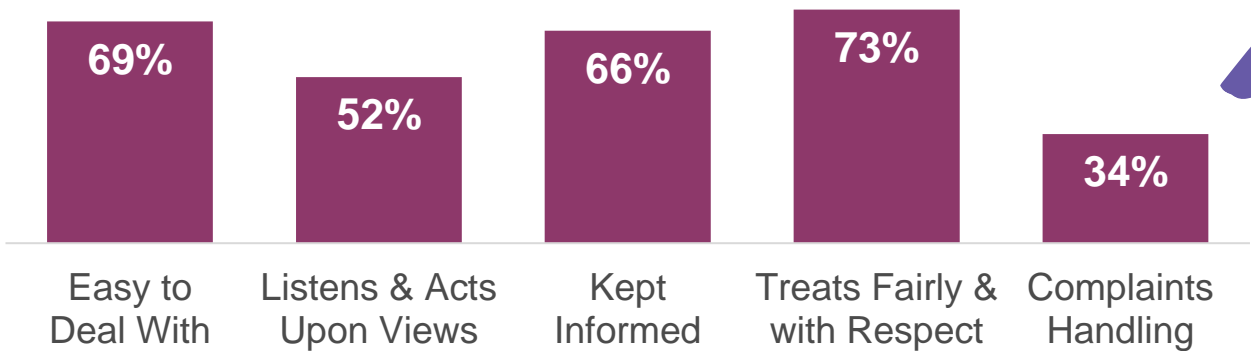


Over seven out of ten tenants are satisfied that Willow Tree treats them fairly and with respect **(73%)**.



One-third of tenants are satisfied with how complaints are handled **(34%)**.

25% of tenants said they had made a complaint in the last 12 months.



Affordability & Sustainability

Tenants satisfied with...

Value for Money of Rent

75%

Value for Money of Service Charge

57%



56% of tenants are satisfied they are getting the best value from and understand their energy-efficient measures.

Tenants currently struggling with...

16%

Paying Rent/
Service Charges

37%

Cost of
Utility Bills

36%

Cost of
Household Bills

18%

Cost of Loan/
Debt Repayments



Some **55%** of tenants are satisfied that Willow Tree is committed to providing energy-efficient and sustainable homes.



Less than half of tenants feel their heating system provides value for money (**43%**) and is affordable to run (**46%**).

Tenants Comments'

Tenants were asked, "Is there anything Willow Tree Housing Partnership could do to improve its services?" Some 168 tenants gave comments. Although 23% of the comments are positive, stating that they are happy with the current services.



Of the more negative comments, tenants most frequently referred to the repairs service, including outstanding repairs that have not been dealt with and the timescales to complete repairs. Tenants would also like improvements to customer services, including staff to provide more care, empathy and support, and to return their contact, as well as better communications.



Recommending Willow Tree



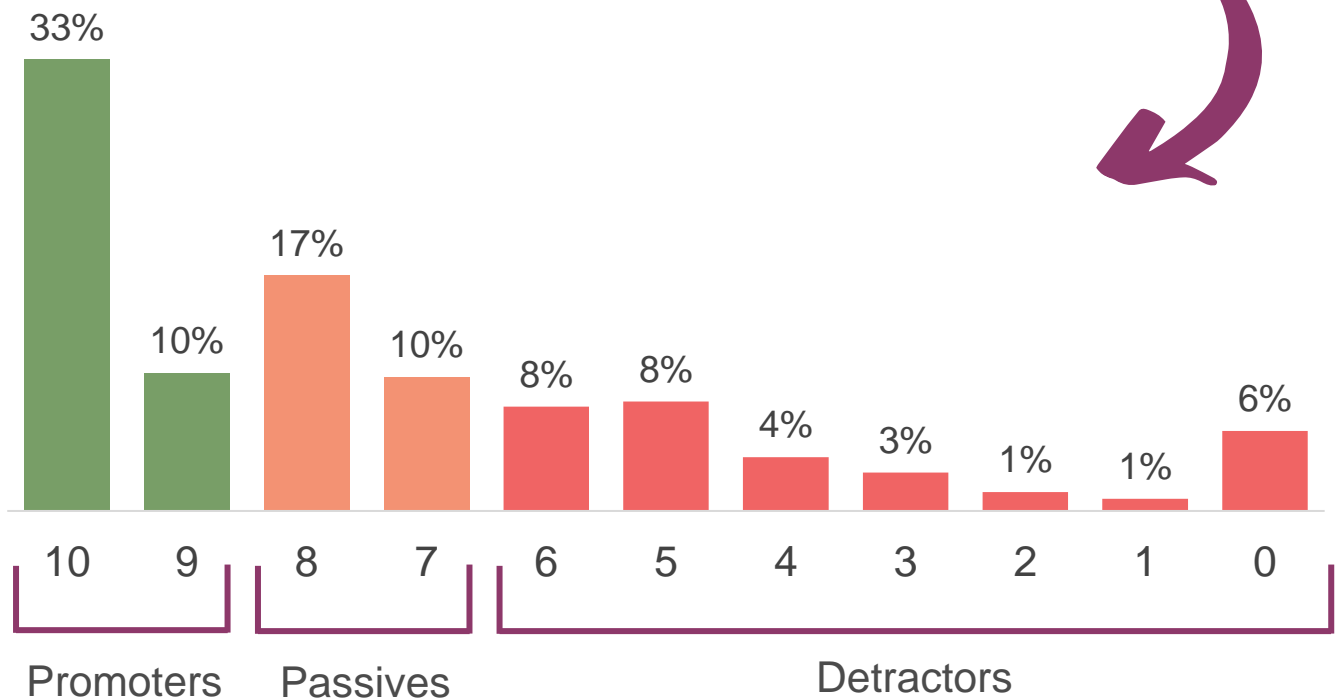
Tenants were also asked how likely they would be to recommend Willow Tree to other people. This is a 0-10 point rating. Those who would recommend the organisation score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Over four out of ten tenants are very loyal and happy to recommend Willow Tree (**43%**). However, **27%** of tenants are unsure and **30%** would not recommend Willow Tree, feeling rather more negatively about the organisation.



The 'Net Promoter Score' for Willow Tree (the percentage of those who would recommend Willow Tree minus the percentage of those who would not) is **+13**.



Next Steps



WILLOW TREE
HOUSING PARTNERSHIP

Willow Tree 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 might contact you to discuss an issue you have raised, invite you to participate in other feedback events or ask for more information.

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



If you would like more information about the survey, please call us on 01934 750780 or get in touch via the website.