



Tenant Satisfaction Survey 2024/25

About the Survey

Between June and July 2024, many of you took part in an important survey. A sample of tenants were invited to take part in the survey, by completing either a telephone or online questionnaire.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Willow Tree Housing Partnership (Willow Tree) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.

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.

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



369

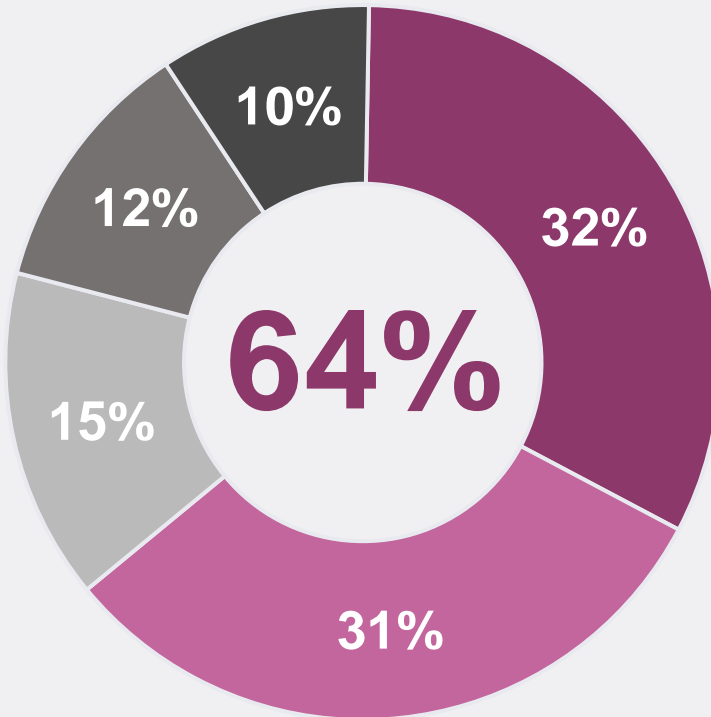
tenants took part
(277 by telephone
and 92 online) out
of a total of
1,385

A big thank you to
everyone who took part!

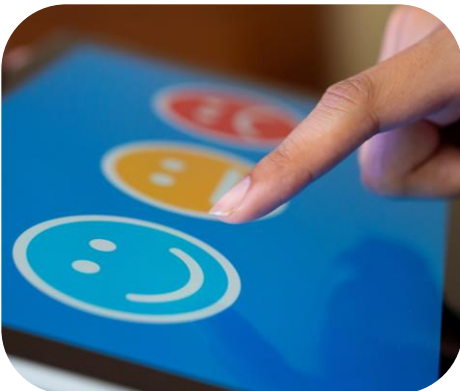
Overall Service



Over six out of ten tenants are satisfied with the overall service provided by Willow Tree **(64%)**.



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



The Home



Six out of ten tenants are satisfied they are provided with a home that is well maintained (**59%**).



Three-quarters of tenants are satisfied that Willow Tree provides a home that is safe (**74%**).



One-quarter of tenants are dissatisfied that their home is well maintained (**26%**), while **16%** are dissatisfied with the safety of their home.



Repairs and Maintenance



Seven out of ten tenants said they had a repair carried out by Willow Tree in the last 12 months **(69%)**.



Around six out of ten of these tenants are satisfied with the overall repairs service from Willow Tree over the last 12 months **(57%)**.



Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it **(56%)**.



Overall Repairs
Service (Last 12
months)

57%



Time Taken
to Complete
Last Repair

56%

Neighbourhood Management



Two out of three tenants with communal areas are satisfied that Willow Tree keeps these areas clean and well maintained **(66%)**.



Over half of tenants are satisfied that Willow Tree makes a positive contribution to their neighbourhood **(56%)**.



Tenants are similarly satisfied with Willow Tree's approach to handling anti-social behaviour **(56%)**.



Communications and Engagement



Three-quarters of tenants agree they are treated fairly and with respect by Willow Tree **(74%)**.



Around seven out of ten tenants are satisfied they are kept informed about things that matter to them **(68%)**.



Over half of tenants are satisfied Willow Tree listens to their views and acts upon them **(54%)**.

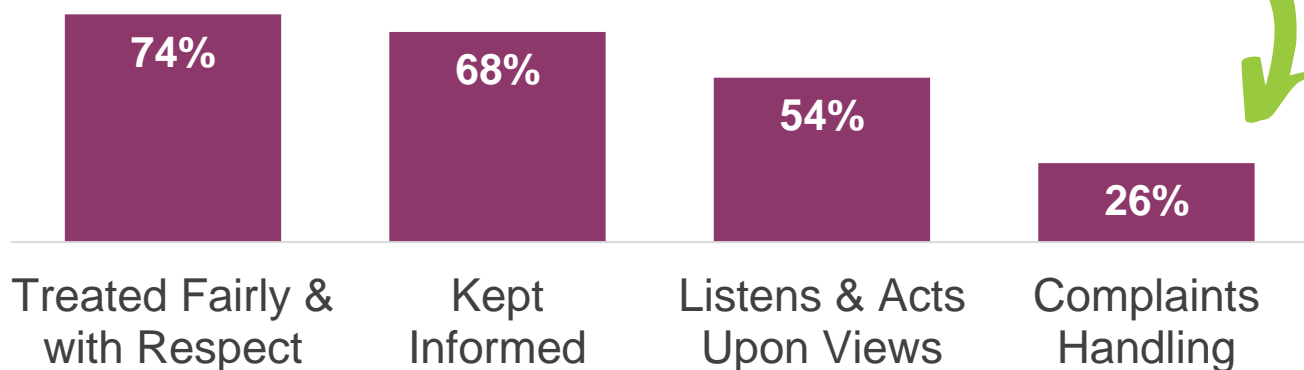


One-quarter of tenants are satisfied with Willow Tree's approach to complaints handling **(26%)**.



Around one-fifth of tenants are interested in getting more involved **(17%)**.

33% of tenants said they had made a complaint in the last 12 months.



Tenants' Comments

Tenants were then asked, *“Do you have any other comments you would like to make about Willow Tree?”* and 333 tenants gave comments. Around one-third of these tenants, took this opportunity to praise the services provided by Willow Tree.



Of the more negative comments, tenants most frequently referred to the repairs service, including outstanding repairs that have not been dealt with and the time taken to complete repairs. Other tenants mentioned they would like improvements to customer service, such as the returning of their contact, the care and support provided by staff and contact handling.



Your Views



WILLOW TREE
HOUSING PARTNERSHIP

Willow Tree Housing Partnership 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 provided.



Thank you
once again to
everyone who
took part.



Publish findings for
tenants



Use findings to plan
and improve
services, e.g.,
repairs and
customer service



Involve tenants in
shaping service
improvements

If you would like further information about the survey,
please get in touch with Willow Tree by calling
01934 750780 or via the website.

TSM Summary of Results & Approach

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	63.8%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	57.3%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	56.4%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	59.3%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	74.0%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	53.6%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	68.5%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	74.2%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	25.7%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	66.3%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	56.2%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	56.4%

A.	A summary of achieved sample size (number of responses)	369
B.	Timing of survey	17/06/2024 to 18/07/2024
C.	Collection method(s)	Telephone and online
D.	Sample method	Random stratified sample
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Representativeness checks carried out on age group, tenure type and local authority
F.	Details of any weighting applied to generate the reported perception measures	Weighting based on age and tenure type
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	N/A
I.	Reasons for any failure to meet the required sample size requirements	N/A
J.	Type and amount of any incentives offered to tenants to encourage survey completion	3 winners randomly selected to win £50 Amazon vouchers
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	N/A



WILLOW TREE

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