



ANNUAL TENANT SURVEY

During November 2016, the Association conducted its annual tenant telephone survey. A total of 439 tenants (25.5% of all tenants) participated in the survey from across all areas in which Mid Wales Housing has properties. We would like to thank everyone who participated because the feedback we receive is used to influence the way in which we prioritise work.

Below is a chart showing the results of the Annual Tenant Satisfaction Surveys the Association has carried out since 2012. As you will notice there has been a significant increase in tenant satisfaction with services over the years.

- In 2013 there was a drop in satisfaction, this was the year that Mid-Wales Housing underwent a major staffing restructure, in order to provide an improved service to our tenants and customers.
- In 2014 the Association we participated in an all Wales postal survey conducted by the Welsh Government. There was a much lower response rate and the data therefore cannot be reliably compared with that of the telephone surveys.
- In 2015 satisfaction levels began to increase again and in the most recent survey in 2016, there has been a significant increase in Tenant satisfaction with services provided.

	2016	2015	2014	2013	2012
1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Mid Wales Housing Association?	93%	84%	78%	81%	84%
2. How satisfied or dissatisfied are you with the overall quality of your home?	87%	79%	76%	78%	79%
3. Thinking about your neighbourhood. How satisfied or dissatisfied are you with your neighbourhood as a place to live?	87%	84%	78%	77%	78%
4. How satisfied or dissatisfied are you that your rent provides value for money?	89%	82%	67%	84%	87%
5. How satisfied or dissatisfied are you that your service charges provide value for money?	76%	64%		64%	66%
6. Generally, how satisfied or dissatisfied are you with the way Mid Wales Housing	82%	82%	70%	76%	75%

Association deals with repairs and maintenance?					
7. How satisfied or dissatisfied are you that Mid Wales Housing listens to your views and acts upon them?	85%	67%	64%	69%	74%

A full report has been produced and the feedback analysis will be used to shape the way in which Mid-Wales Housing works.

If you would like to receive a full copy of the report please contact Mo Woosnam at Mid-Wales Housing's office on 0300 111 3030.