

TENANT SATISFACTION SURVEY RESULTS 2016



We sent a survey out to all of our tenants in the summer of 2016 and were very pleased with the amount of responses we received. The results have been reviewed and compared with previous surveys and against other Housing Associations.

What you told us...

90%

of tenants are satisfied with the service provided by Cartrefi Conwy. This matches the satisfaction levels from the 2014 survey and the high satisfaction level is something we are proud of.

88%

of tenants felt their rent provides Value for Money. We are pleased with this result as it puts Cartrefi Conwy in the high performers when compared with other Housing Associations.

71%

of tenants felt their service charges provide Value for Money. This score matches the majority of other Housing Associations and is an area we are looking to improve on by reviewing the services we provide.

88%

of tenants are satisfied with the quality of their home and 86% are satisfied with their neighbourhood as a place to live. This is something we take great pride in and making sure all of our homes meet the Welsh Housing Quality Standard.

83%

of tenants are satisfied with the Repairs and Maintenance service. This is similar to our 2014 result (84%) and something we are always looking to improve.

74%

of tenants are satisfied with how Cartrefi Conwy listens to their views and acts upon them. This puts us very close to the top performing housing associations.

68%

of tenants who had made a complaint in the previous year were satisfied with the way it was handled. We have increased focus on how quickly we deal with complaints and have seen a recent improvement.

What we will do next...

Your views will help us focus on what needs improving and shape our services.

Your feedback has helped add to our Customer Experience strategy where we are looking to improve our service levels with all customers. We'll share our changes and improvements to services with you during the year.

The Scrutiny Panel will also analyse the results for areas of improvement.



Make your voice heard.

A prize draw was made in October and a lucky tenant from Mochdre won £250 of vouchers for completing her survey. If you want to make sure your voice is heard, you can sign up to Voices@Cartrefi and be in with a chance to win £100 every 3 months.



For more information, please call 0300 124 0040 and ask for Laura Thomas.

