



Dwell Housing Trust

Tenant Satisfaction Survey Report
September 2019

2019

02

SUMMARY

Dwell Housing Trust's vision is for well housed communities where people live well and do well.

A tenant satisfaction survey is carried out every year, giving tenants the opportunity to provide feedback on the services Dwell provides. This highlights Dwell's strengths and any areas where we could improve.

Dwell tenants all had the option of responding to a paper survey or an online version.

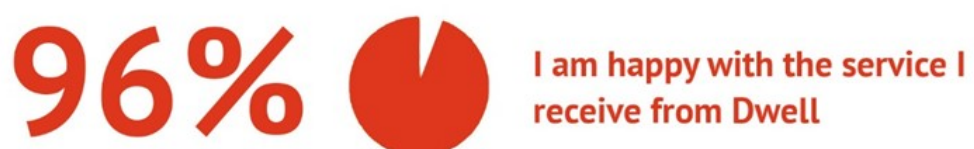
This year's survey results showed a continuing high level of satisfaction with Dwell's services and maintenance. Interaction with Dwell staff and Dwell's management of repairs were rated at 100%. Our tenants were also very satisfied with the trades people sent by Dwell to carry out work.

This continued satisfaction highlights how the work of our staff aligns with Dwell's strategic goal of Great Services and our organisational values which include People Centred. We put people at the heart of everything we do, and we

are focused on building relationships that create better lives.

This survey is one of the many tools Dwell uses to try to support our tenants to live well, be well, do well – Dwell.

03

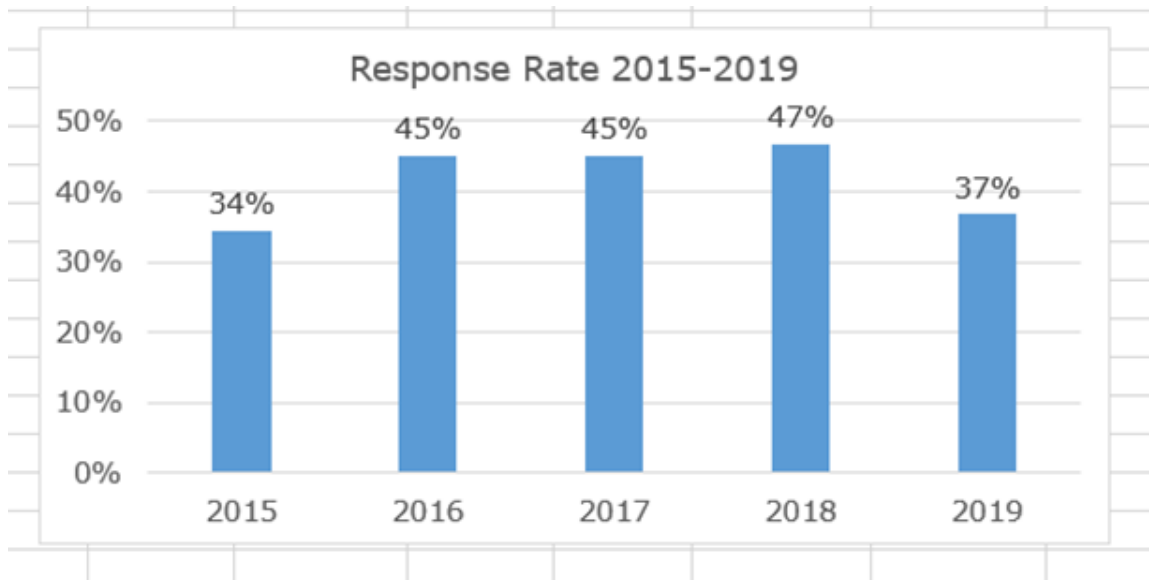


04

RESPONSE

68 surveys were sent out and we received 25 back. The response rate dropped to 37% this year which is disappointing. The survey is done at the same time each year and in 2019 it coincided with a full work programme

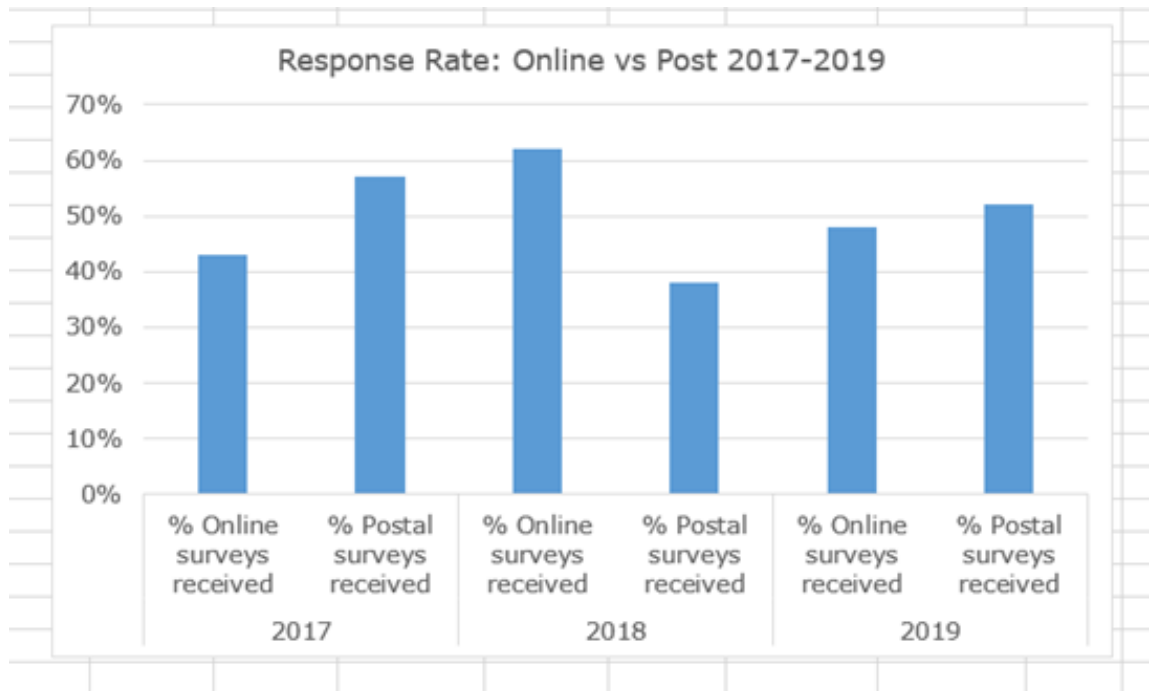
so we did not have the same opportunity to remind and encourage tenants to return a survey response, as we usually do. The figure below shows the response rate for the last five years.



05



A comparison of the return rate of surveys online versus post shows an interesting reversal of the previous year's response pattern, with the rate of online surveys narrowly eclipsed by the postal returns.



06

DWELL SERVICES AND STAFF

The following table shows the questions tenants are asked and they select what best describes how they feel about Dwell and the services we provide. There was a very healthy reaction to the question of how tenants felt about interacting with Dwell

staff, with all respondents indicating that they found Dwell people easy to deal with and happy with the service they received from Dwell.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
I have found it easy to contact Dwell	40%	60%	0%	0%	100%
I find Dwell staff friendly and helpful	48%	52%	0%	0%	100%
I receive enough information from Dwell about what is happening with Dwell	24%	64%	12%	0%	88%
I am happy with the service I receive from Dwell	48%	48%	0.00%	4%	96%

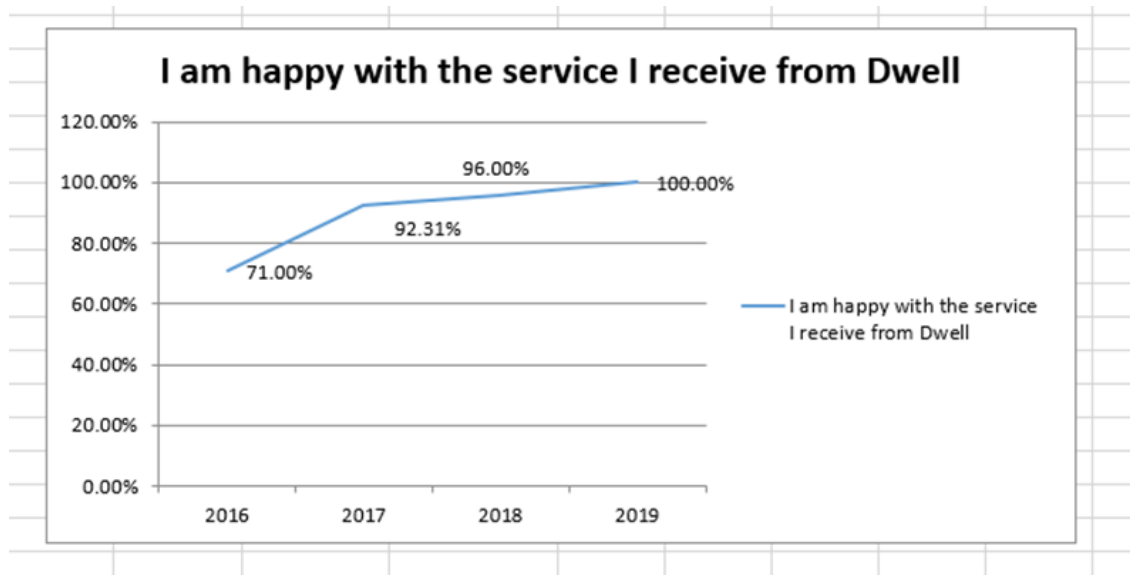
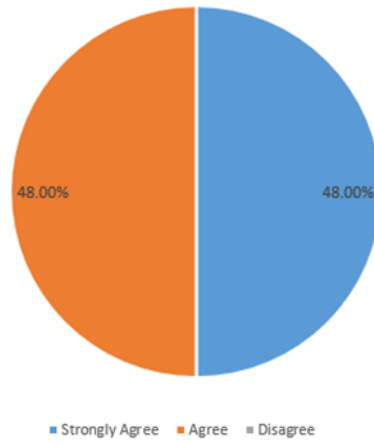
There was a 96% response to the statement "I am happy with the service I receive from Dwell". We always want 100% for this question but are very pleased with the result again this year. This shows that Dwell and the

services it offers are of an extremely high standard from the perspective of our tenants. The work we do to provide Great Services has paid off again this year.

07



I am happy with the service I receive from Dwell



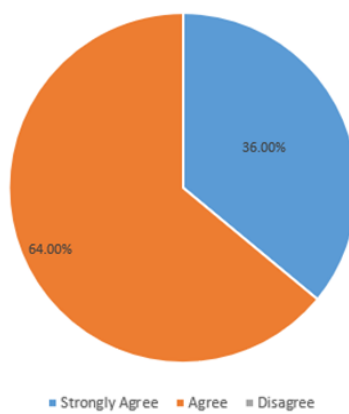
08

REPAIRS

Tenants were asked about what they thought of maintenance organised by Dwell. There was complete satisfaction with the repairs being done in a reasonable time and near unanimity about the high standard of repairs and the helpfulness of the trades people who came to do the jobs.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
Repairs organised by Dwell have been done in a reasonable time	36%	64%	0%	0%	100%
Repairs organised by Dwell have been done well (%)	29.17%	66.67%	4.17%	0%	95.83%
The trades people sent by Dwell are helpful, respectful and friendly	32%	64%	4%	0%	96%

Repairs organised by Dwell have been done in a reasonable time



09

WELLBEING

This year we again included some questions about our tenants' overall happiness with their homes and the contribution they made to their general wellbeing. Several questions got a 100% positive response

rating and the lowest was 87.5%, a reliable indication of the ongoing benefits of good quality housing to our tenants and to the wider community.

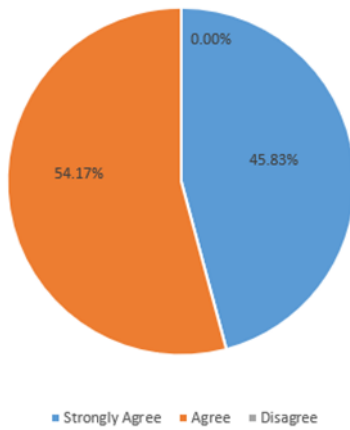
Live well, be well, do well.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
I am happy with my Dwell home	76.19%	19.05%	4.76%	0%	95.24%
I like the area where I live	66.67%	33.33%	0%	0%	100%
My home allows me to pursue other goals in life	45.83%	54.17%	0%	0%	100%
Moving into a Dwell home has improved my life	50%	37.5%	12.5%	0%	87.50%
My home allows me to feel safe	48%	52%	0%	0%	100%
My home contributes positively to my overall wellbeing	56%	44%	0%	0%	100%

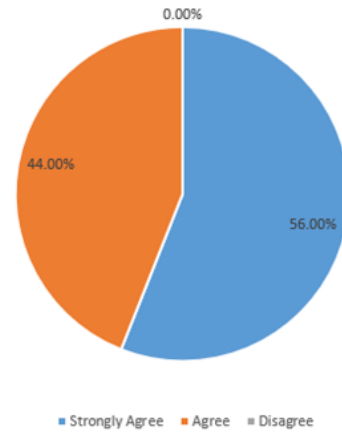
10



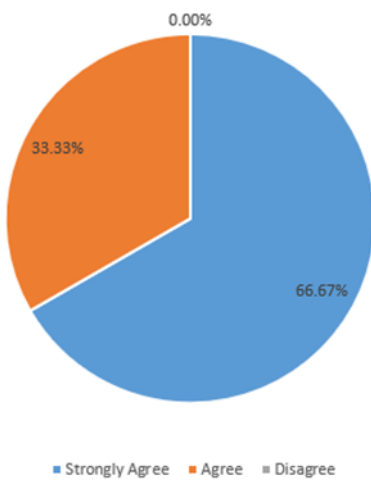
My home allows me to pursue other goals in life (%)



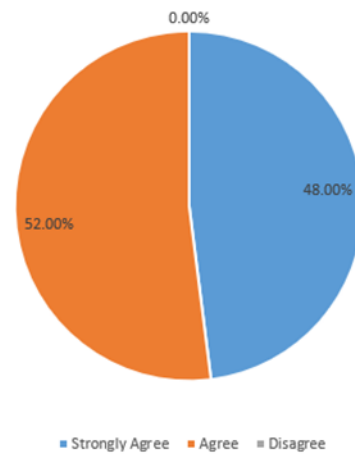
My home contributes positively to my overall well-being (%)



I like the area where I live (%)



My home allows me to feel safe (%)



11

TENANT COMMENTS

Here are some of the comments tenants made in their survey responses:

I constantly feel privileged to be in my Dwell home. It has empowered me to work towards my goals, keep my family warm and healthy and encouraged me to work towards owning my own home one day. I am deeply appreciative.

All is fine with my new Dwell home thank you. Great response by staff, and flexible to support unexpected situations.

I live in this house after a lot of suffering but now in this house and in this place my life is completely different. I am very happy.

I have found them (Dwell staff) forthcoming, helpful, organising repairs promptly and checking repairs have been completed. Whenever either of us have a question or issue it's very simple to resolve it with a phone call or text. Thank you.