



Dwell Housing Trust

Tenant Satisfaction Survey Report
September 2020

2020

INTRODUCTION AND SUMMARY

Introduction

Dwell Housing Trust has a vision for well housed communities where people live well, be well, do well.

A tenant satisfaction survey is carried out every year, one of the opportunities Dwell provides to our tenants to give feedback on the Dwell's services. The aim is to highlight Dwell's strengths and areas where we can improve.

Dwell tenants all had the option of responding to a paper survey posted to their address or an online survey sent by email. Some tenants completed the survey over the telephone.

Summary

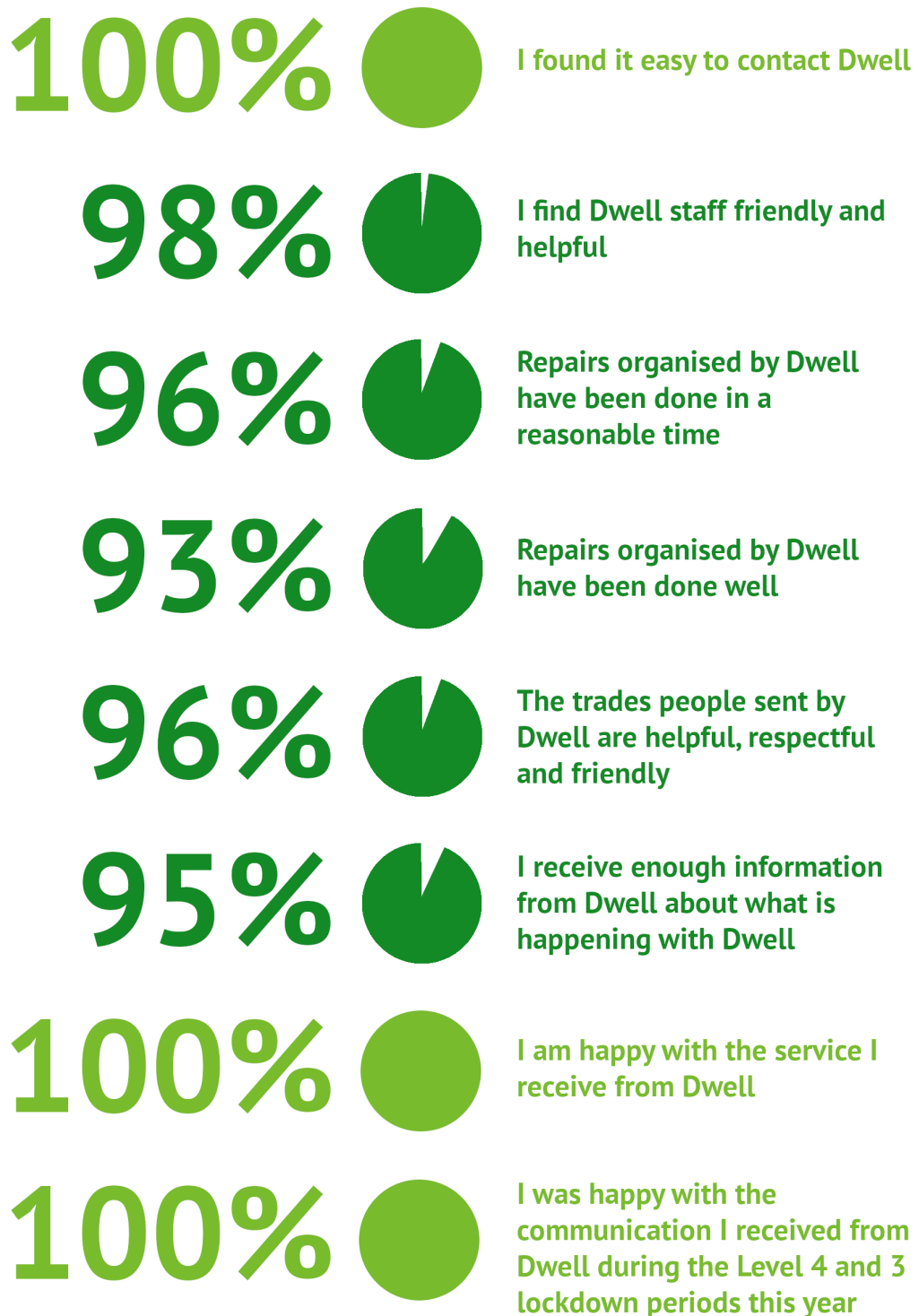
The survey showed a continuing high level of satisfaction with Dwell's homes, services and maintenance.

Interaction and communication with Dwell staff was very highly rated. 98% of respondents reported they were happy with the service they received from Dwell.

This year we asked an additional question about what Dwell did during the Level 4 and 3 lockdown periods due to Covid 19.

We were very pleased to see that 100% of respondents considered that Dwell managed this period well and were satisfied with the communications from Dwell throughout lockdown.

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RESPONSE

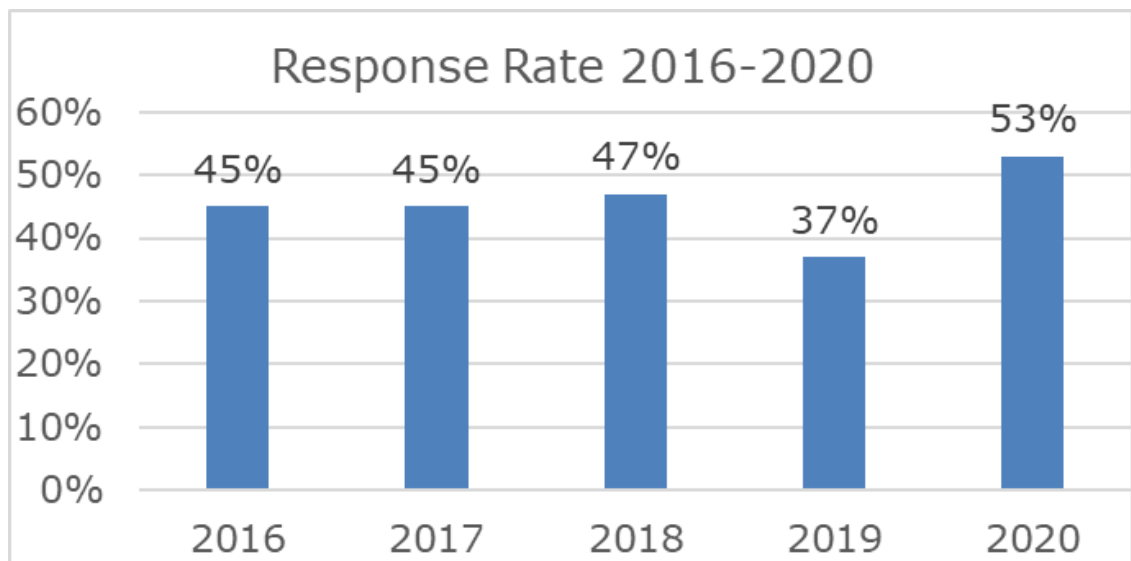
Dwell sent out 85 surveys and received 45 responses.

This included responses that were completed over the telephone with one of our volunteers who followed up tenants.

This was a higher response rate compared to previous years.

Having better contact information for tenants (working emails and up to date phone numbers) helped with this response rate.

Our staff spent sometime over the year checking and updating contact details.



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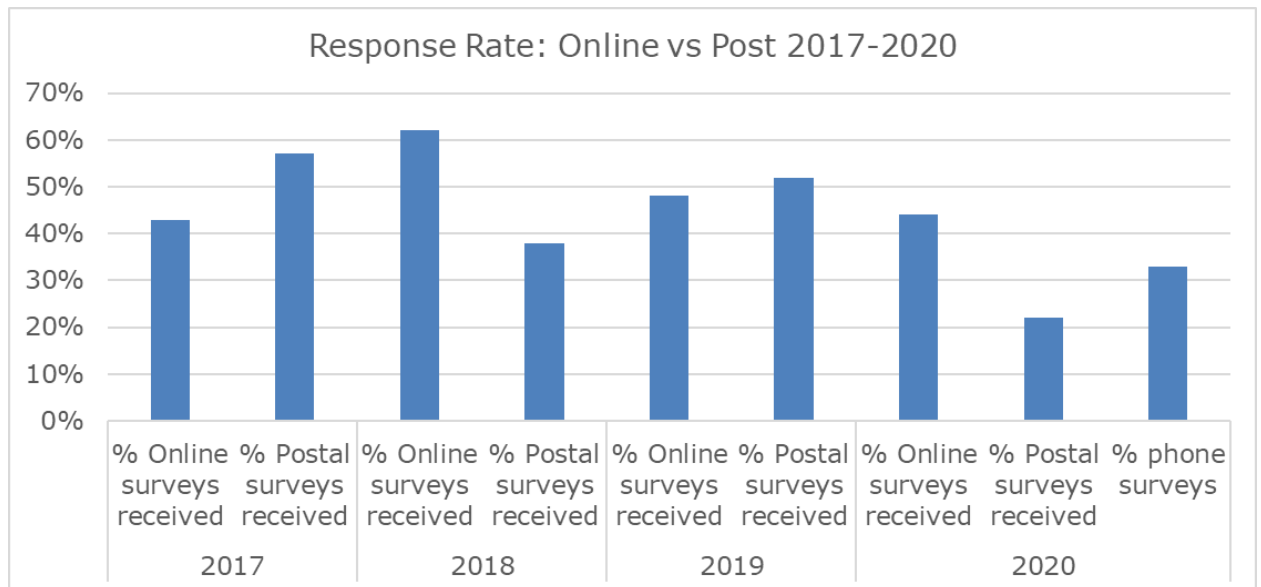


A comparison of the return rate of surveys online versus post shows a drop on the return of postal surveys.

With a general drop in post in the community this was to be expected. A significant

amount of responses were gathered through telephoning tenants.

Dwell is committed to obtaining tenant feedback so we were very keen to put resources into getting responses.



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DWELL SERVICES AND STAFF

There was a positive response to the question of how tenants felt about interacting with Dwell staff, with all respondents agreeing that they found Dwell easy to contact.

98% of respondents agreed they found Dwell staff friendly and helpful. Again 98% agreed they were happy with the service they received from Dwell which is a fantastic result.

It was particularly encouraging to see an increase from 88% to 96% of respondents stating they

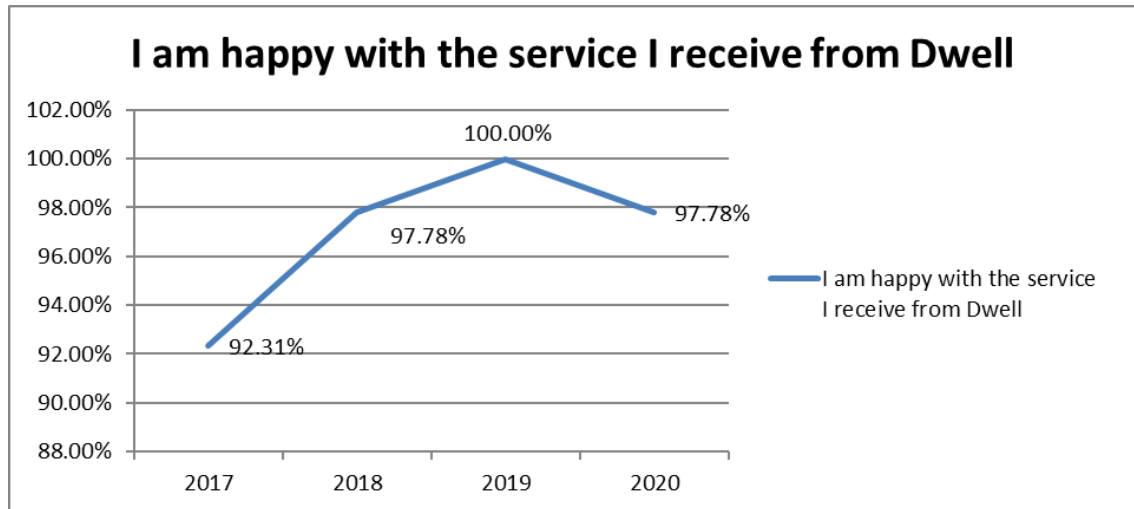
receive enough information about what is happening at Dwell.

Dwell staff have worked hard to ensure they have up-to-date contact details for tenants and have proactively looked at communication over the past year. To see a significant increase in satisfaction in this area is very pleasing after our work in this area.

Dwell is continuing to review the way we communicate with tenants and hope to see even higher satisfaction in next year's survey.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
I have found it easy to contact Dwell	55%	45%	0%	0%	100%
I find Dwell staff friendly and helpful	58%	40%	2%	0%	98%
I receive enough information from Dwell about what is happening with Dwell	49%	47%	4%	0%	96%
I am happy with the service I receive from Dwell	56%	42%	2%	0%	98%

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There was a slight drop to 98% from last year's 100% response to the statement "I am happy with the service I receive from Dwell".

However, this is still a significantly high level of satisfaction that we are very proud of.

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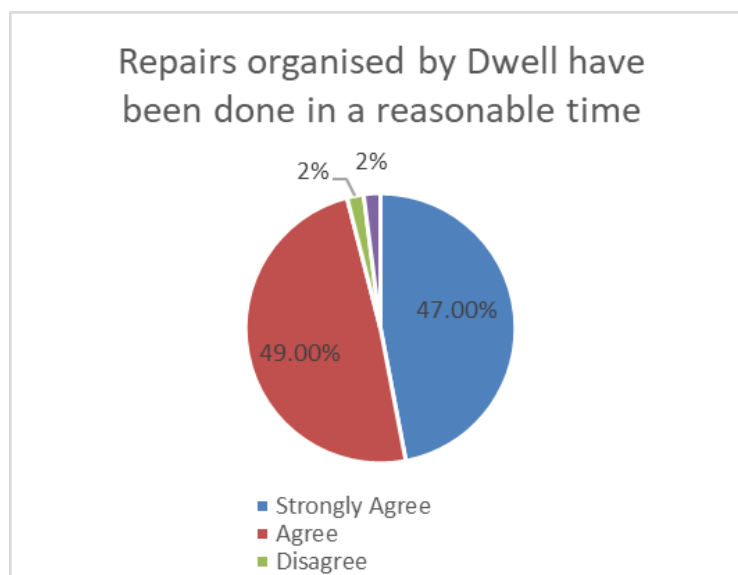
REPAIRS

Tenants were asked about what they thought of maintenance organised by Dwell.

There was an increase from 96% last year, to 100% satisfaction with the tradespeople Dwell use.

There was a slight drop in satisfaction with the time taken to organise repairs and the standard of repairs themselves.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
Repairs organised by Dwell have been done in a reasonable time	47%	49%	2%	2%	96%
Repairs organised by Dwell have been done well (%)	44%	49%	7%	0%	93%
The trades people sent by Dwell are helpful, respectful and friendly	53%	47%	0%	0%	100%



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WELLBEING

Each year we like to ask questions about our tenants' overall happiness with their homes and the contribution they made to their general wellbeing.

Several questions got a 97% positive response rating and the lowest was 91%, a reliable indication of the ongoing benefits of good quality housing to our tenants and to the wider community.

It was also pleasing to see that the response to the question "moving into a Dwell homes has improved my life" had a significant increase from 87.5% last year to 97%.

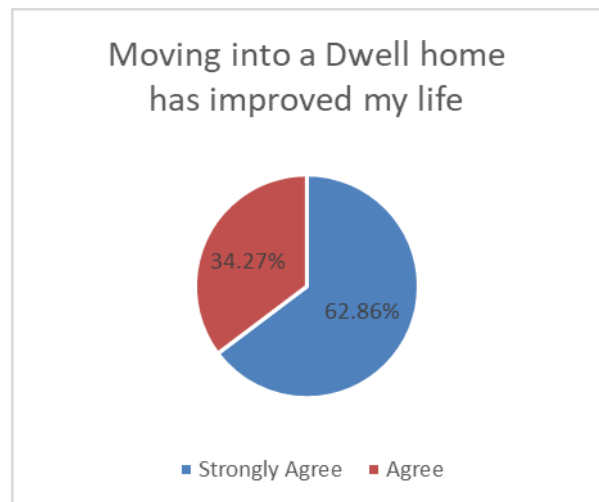
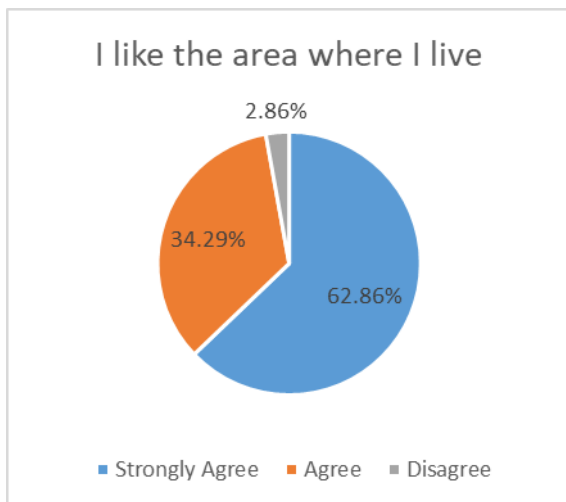
In addition, this year we also asked about tenants' experiences with the communication they received from Dwell during the Covid lockdown periods.

We worked hard during lockdown to make sure our tenants were doing OK so we are very pleased that tenants had 100% satisfaction.

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	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
I am happy with my Dwell home	56%	41%	3%	0%	97%
I like the area where I live	63%	34%	3%	0%	100%
My home allows me to pursue other goals in life	43%	51%	6%	0%	94%
Moving into a Dwell home has improved my life	63%	34%	0%	3%	97%
My home allows me to feel safe	51%	40%	9%	0%	91%
My home contributes positively to my overall wellbeing	54%	40%	6%	0%	94%
I was happy with the communication I received from Dwell during the Level 4 and 3 lockdown periods this year	56%	44%	0%	0%	100%



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TENANT COMMENTS

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

I have every respect for Dwell Homes staff and housing, i especially liked the way they chose the right people to live together in this dwelling. great neighbours and wonderful Home, we love it here.... thank you to all the staff at Dwell Mauri Ora

I'm grateful to be in nice housing. It's made a difference in my life to be able to be independent again.

I am thankful for Dwell Housing to accommodate me, as I was in a women's refuge. I love it here, and our little community of people here.

No problem at all when it comes to communication and the staff are very helpful.