



Dwell Housing Trust

Tenant Satisfaction Survey Report

September 2022

2022

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INTRODUCTION AND SUMMARY

Introduction

Dwell Housing Trust's mission is to provide affordable quality homes where people flourish. We want people to live well, be well, do well in our homes.

To help achieve this Dwell seeks feedback from its tenants and this takes various forms throughout the year. One tool we use is a tenant satisfaction survey done annually. The survey is one chance for tenants to give feedback on the Dwell's services. Dwell uses the results of the survey to highlight strengths and opportunities for improvement.

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 phone.

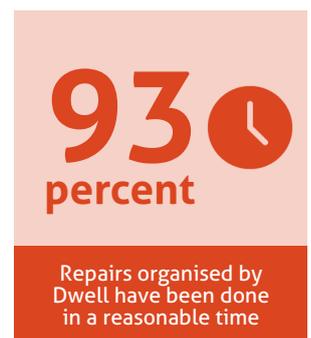
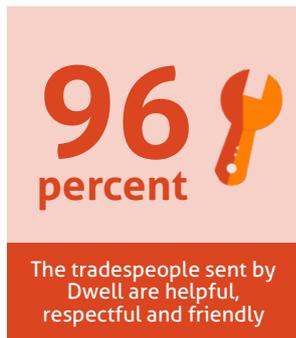
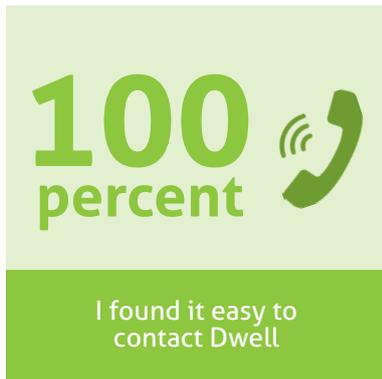
Summary

Our 2022 survey was undertaken through July and August and the results indicate a high level of satisfaction with Dwell's homes, staff, services and maintenance.

Interaction and communication with Dwell staff was very highly rated. 100% of respondents reported they were happy with the service they received from Dwell. In five years this has not dropped below 97%.

100% of respondents stated they strongly agreed or agreed that it was easy to contact Dwell and that Dwell staff were friendly and helpful. This is particularly pleasing as Dwell places a strong emphasis being more than a landlord.

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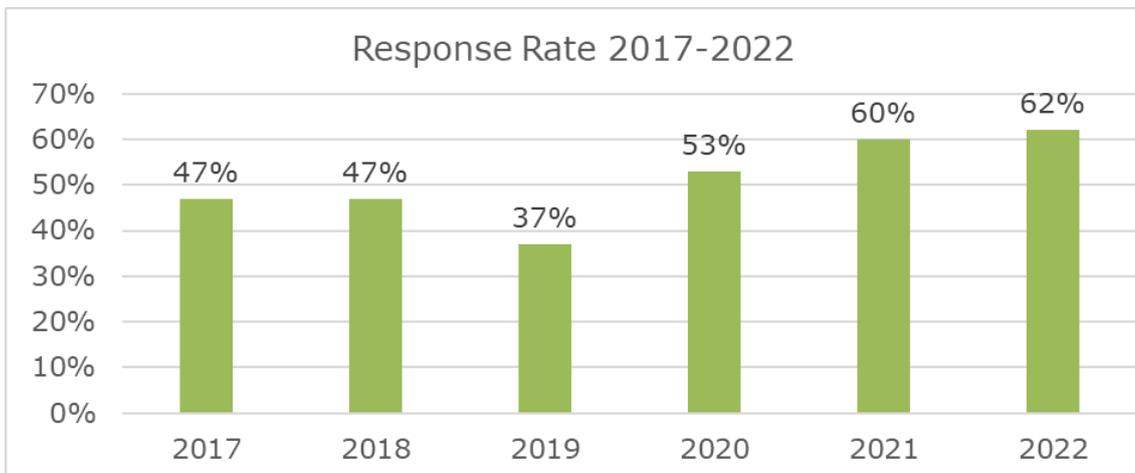


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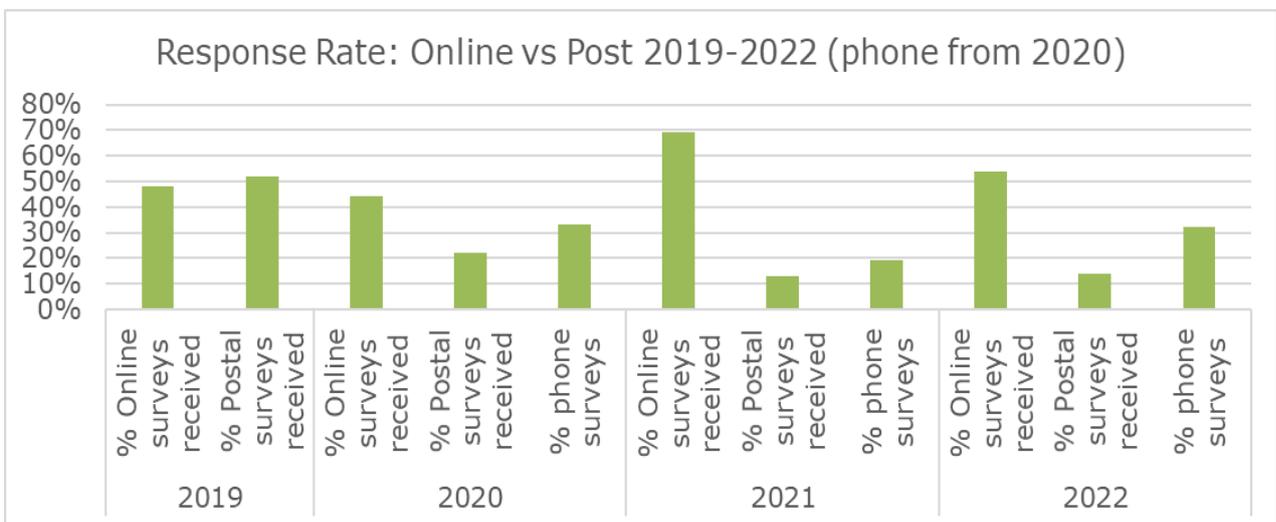
RESPONSE

Dwell sent out 79 surveys and received 50 responses. This is the highest response rate Dwell has had for a tenant survey. Dwell continues to work on

ensuring it has the correct contact information for tenants (working emails and up to date phone numbers) and this has helped achieved this response rate.



Dwell remains committed to obtaining tenant feedback, and is keen to put resources into getting responses. This year's surveys shows a continuing fall in the number of surveys returned by post. This year also has an increase in surveys completed over the phone.



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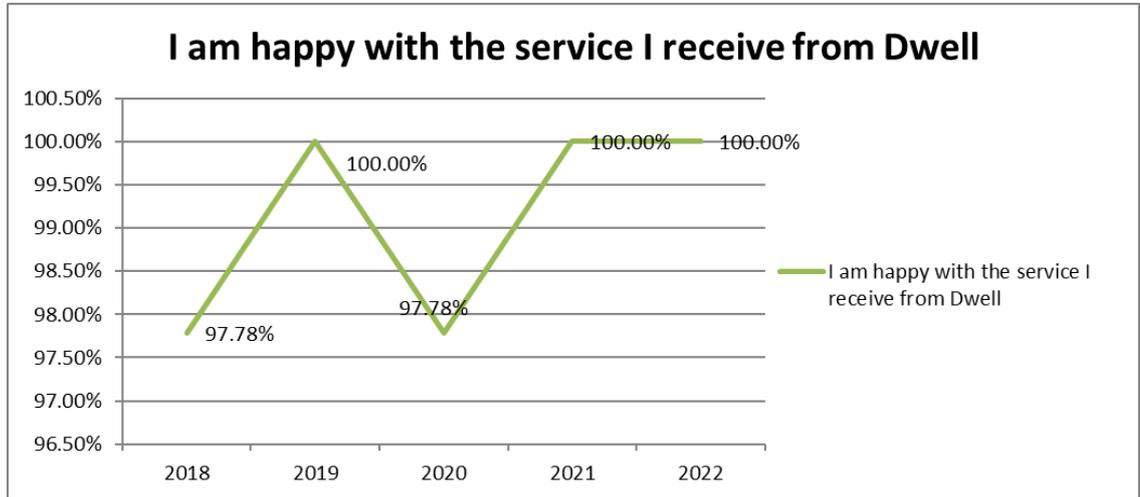
DWELL SERVICES AND STAFF

Again this year there was a positive response to the questions about interacting with Dwell staff. It was pleasing to see 100% satisfaction with ease of contacting Dwell, Dwell staff being friendly and helpful and the service received from Dwell.

There was a slight decrease from 98% to 96% of respondents feeling they received enough information about what is happening with Dwell. Dwell staff continue to proactively explore ways of communicating with tenants.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
I have found it easy to contact Dwell	60%	40%	0%	0%	100%
I find Dwell staff friendly and helpful	73%	27%	0%	0%	100%
I receive enough information from Dwell about what is happening with Dwell	52%	43%	4%	0%	96%
I am happy with the service I receive from Dwell	72%	27%	0%	0%	100%

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REPAIRS

Dwell asked tenants what they thought of maintenance organised by Dwell. The results this year showed a slight drop in satisfaction with the time taken to organise repairs. Dwell has had more difficulties with securing tradespeople post Covid so was not surprised with this slight drop.

There was an increase in respondents stating Dwell had done repairs well and the tradespeople sent by Dwell were helpful, respectful and friendly.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
Repairs organised by Dwell have been done in a reasonable time	65%	27%	9%	0%	93%
Repairs organised by Dwell have been done well (%)	71%	25%	5%	0%	96%
The trades people sent by Dwell are helpful, respectful and friendly	57%	39%	5%	0%	96%

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WELLBEING

Each year Dwell asks questions about tenants' overall happiness with their homes and the contribution their homes has made to their general wellbeing.

As with last year, the responses ranged from 94% to 98% strongly agree or disagree. Dwell is very pleased with this result which indicated that Dwell tenants' wellbeing is high.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
I am happy with my Dwell home	67%	31%	2%	0%	94%
I like the area where I live	67%	31%	2%	0%	97%
My home allows me to pursue other goals in life	56%	42%	2%	0%	98%
Moving into a Dwell home has improved my life	58%	40%	2%	0%	94%
My home allows me to feel safe	53%	42%	5%	0%	95%
My home contributes positively to my overall wellbeing	51%	47%	2%	0%	98%

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TENANT COMMENTS

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

Kind, courteous behaviour and positive proactive and attentive actions.

Respect and politeness - I have both from everyone I've dealt with in Dwell . I hope I've been the same way back.

Dwell Housing has been amazing with everything, and you can contact them at any time and get an immediate response for which I am extremely grateful.

You guys are brilliant
This has been the best place I have ever lived in.