

Our survey said...





#### Context

"It is always disappointing when satisfaction scores go down, however, it does have to be viewed in the context of events since the last survey.

"The pandemic significantly suppressed customer satisfaction scores across the sector, especially those related to property maintenance, with recovery hampered by the fact that tenants are struggling to cope with the cost-of-living crisis.

"In addition, landlords are affected by high inflation with most having to increase rents and deal with shortages in labour and materials."



#### Response rate

2019

2023

**Tenants** 

40%

39%

294



"I know what SHAL's required to do as a landlord."

"I know what I'm required to do as a tenant."





### SHAL overall





#### **Satisfaction overall (TP01)**

2019

Benchmark

2023

85%

72%







Keeping properties in good repair





#### Repairs service in last 12 months (TP02)

2019

Benchmark

2023

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70%





#### Time taken to complete last repair (TP03)

2019

Benchmark

2023

65%





#### Home is well maintained (TP04)

2019

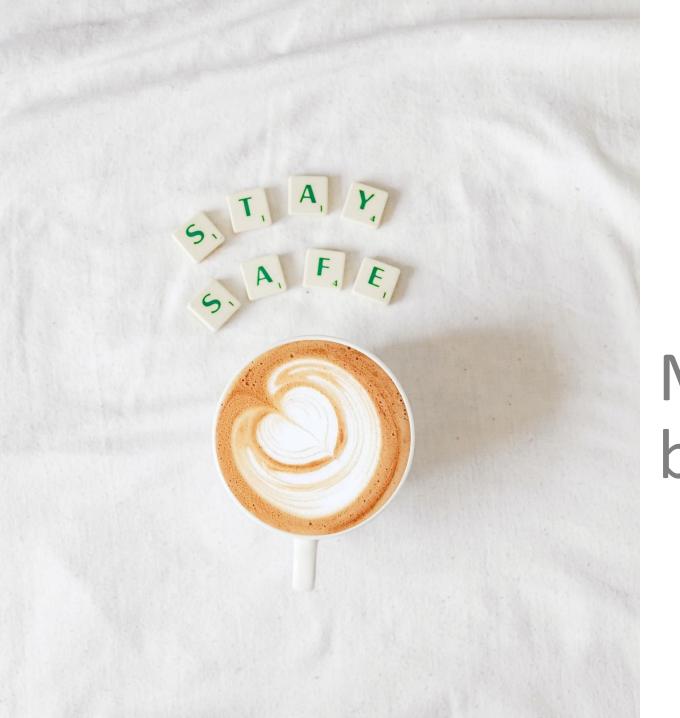
Benchmark

2023

67%







# Maintaining building safety



#### Home is safe (TP05)

2019

Benchmark

2023

90%

72%







Respectful & helpful engagement





#### Listens to views & acts on them (TP06)

2019

Benchmark

2023

82%

57%





#### Being kept informed (TP07)

2019

Benchmark

2023

81%

61%





#### Treated fairly & with respect (TP08)

2019

Benchmark

2023

85%

72%







# Effective handling of complaints





#### Approach to handling complaints (TP09)

2019

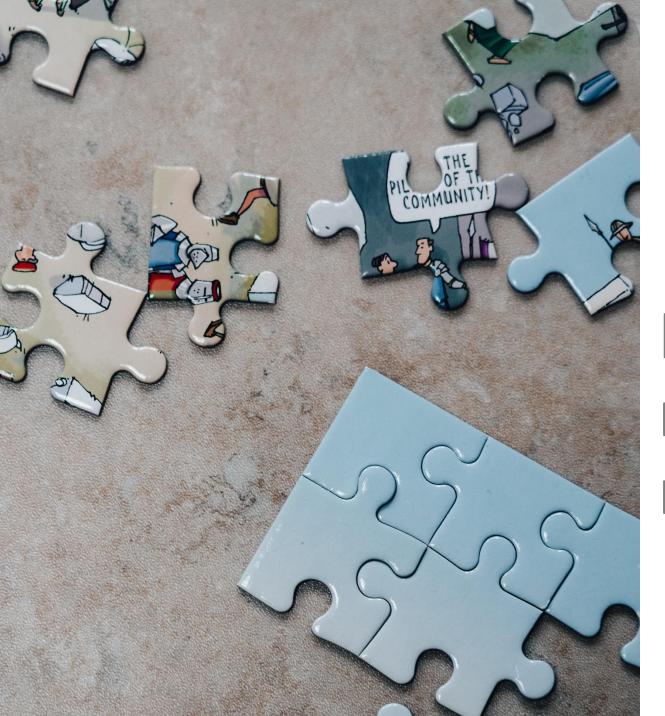
Benchmark

2023

33%







Responsible neighbourhood management





#### Communal areas clean & maintained (TP10)

2019

Benchmark

2023

58%







# Makes a positive contribution to neighbourhood (TP11)

2019

Benchmark

2023

- 58%







#### **Approach to handling ASB (TP12)**

2019

Benchmark

2023

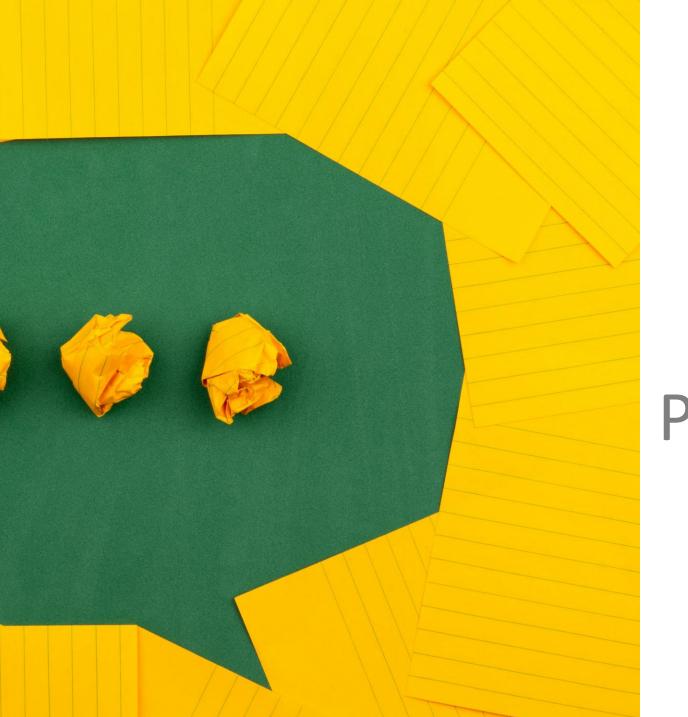
65%

52%













Priority (1/3)	2023	2019	
Invest in maintaining and improving the standard of our homes	1	1	<b>&gt;</b>
Invest in improving the energy efficiency of our homes	2	1	•
Support people who are struggling financially	3	13	
Do more to help people with disabilities get the support they need	4	3	
Support people who want to maintain and improve their home themselves	5	4	•





Priority (2/3)	2023	2019	
Help people improve their mental health and wellbeing	6	5	•
Build more homes	7	8	
More help dealing with conflict and anti-social behaviour in our communities	8	7	•
Help and encourage people to maintain their gardens better	9	9	$\triangleright \blacktriangleleft$
Help people get onto the property ladder (e.g. shared ownership)	10	6	•





Priority (3/3)	2023	2019	
Help people improve their physical health and wellbeing	11	12	
Provide access to independent advice when things go wrong	12	10	
Improve the information available about the services SHAL provides	13	11	
Provide better ways for people to share their views and have their say	14	14	<b>&gt;</b>





#### **Communication channels**

	2023	2019	
Email	61%	35%	
Telephone	59%	66%	
SMS	46%	49%	
Letter	32%	22%	
Face to face	21%	27%	







# Money matters





#### Financially comfortable

"Very/quite difficult"

"Just about getting

"Doing alright or living comfortably"

20%

45%



#### Unable to heat the home

2019

2023

15%



