



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**

**40%**

**2023**

**39%**

***Tenants***

**294**

“I know what SHAL’s required to do as a landlord.”

81%

“I know what I’m required to do as a tenant.”

89%



# SHAL overall



## Satisfaction overall (TP01)

2019

*Benchmark*

2023

85%

72%

81%







Keeping  
properties in  
good repair



# Repairs service in last 12 months (TP02)

2019

*Benchmark*

2023

–

70%

88%





# Time taken to complete last repair (TP03)

2019

*Benchmark*

2023

–

65%

85%



# Home is well maintained (TP04)

2019

*Benchmark*

2023

–

67%

72%



STAY  
SAFE



# Maintaining building safety



# Home is safe (TP05)

2019

*Benchmark*

2023

90%

72%

82%







Respectful &  
helpful  
engagement





# Listens to views & acts on them (TP06)

2019

*Benchmark*

2023

82%

57%

65%



## Being kept informed (TP07)

2019

*Benchmark*

2023

81%

61%

76%



# Treated fairly & with respect (TP08)

2019

*Benchmark*

2023

85%

72%

85%





# Effective handling of complaints



# Approach to handling complaints (TP09)

2019

*Benchmark*

2023

–

33%

47%







# Responsible neighbourhood management



# Communal areas clean & maintained (TP10)

2019

*Benchmark*

2023

–

58%

59%



# Makes a positive contribution to neighbourhood (TP11)

2019

*Benchmark*

2023

–

58%

48%



# Approach to handling ASB (TP12)

2019

*Benchmark*

2023

65%

52%

54%







# Priorities





# Priorities

| Priority (1/3)  | 2023 | 2019 |    |
|---|------|------|----|
| Invest in maintaining and improving the standard of our homes         | 1    | 1    | ◀▶ |
| 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    | ▼  |

# Priorities

| 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    | ◀▶ |
| Help people get onto the property ladder (e.g. shared ownership)             | 10   | 6    | ▼  |

# Priorities

| 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   | ◀▶ |

# 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  
by”

“Doing alright or  
living comfortably”

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20%

45%

35%

# Unable to heat the home

2019

2023

15%

35%