

# Newtown & Warren Close

101

homes

31%

responded



**Do you think of your current home as a “home for life”?**

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shal

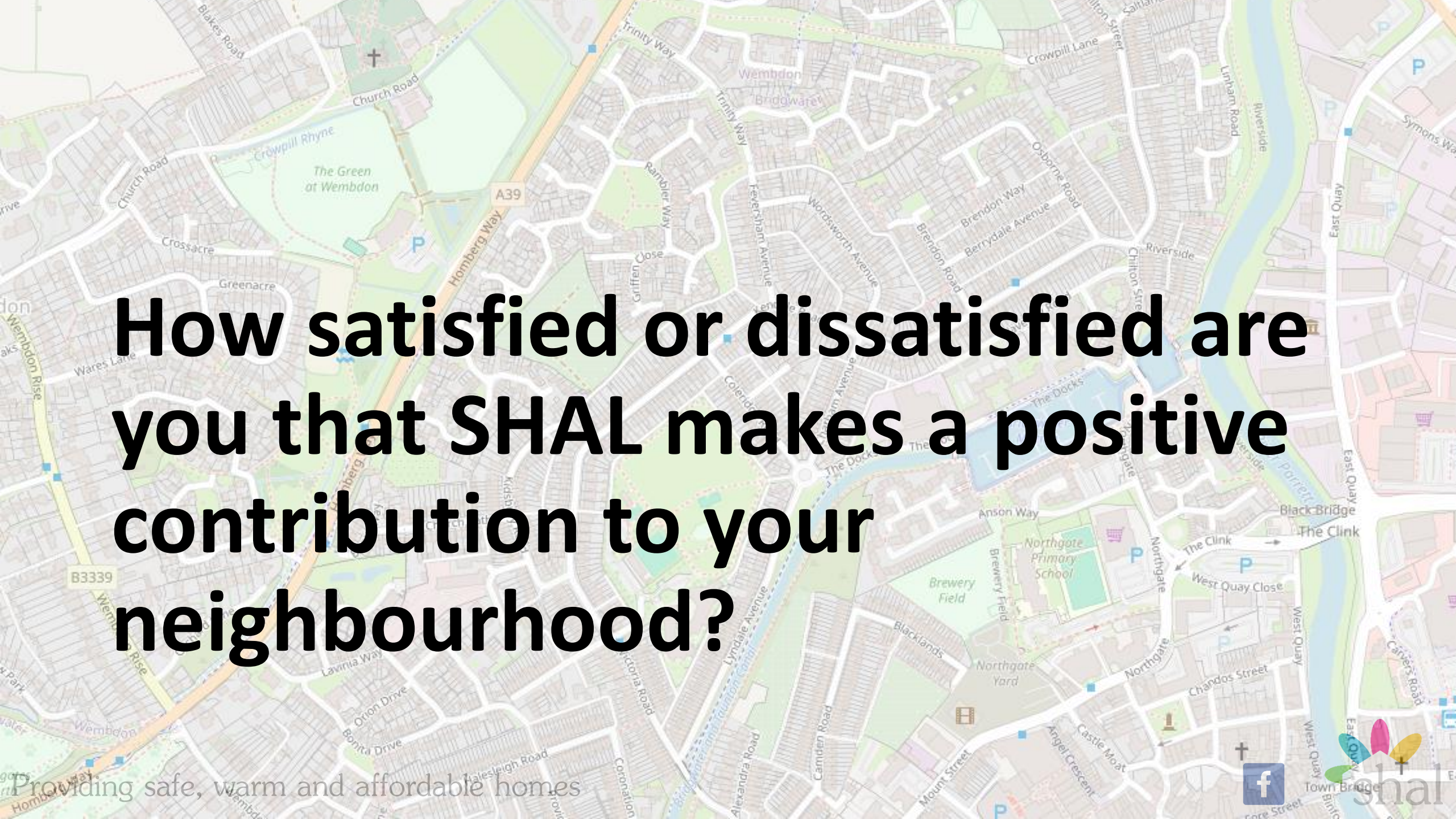
“I love the area, it is quite peaceful, I have great neighbours and I'm comfortable in my home.”

“Affordable rent and happy with service SHAL provides.”

“It's in a quiet area and SHAL are good landlords.”

*“I’ve been living here a long time and like it here.”*

*“Have brought my family up in this house and have done a lot of work to both the interior and the garden.”*



**How satisfied or dissatisfied are you that SHAL makes a positive contribution to your neighbourhood?**

*“Cannot remember anything SHAL has done in my neighbourhood.”*

*“We get no information.”*

*“I don't know what SHAL does for my neighbourhood and community.”*

*“Don't know if they do anything in the area.”*



# Tenant Satisfaction Measures (TSMs)

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# 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.”



# TSMs

Measure (1/3)	2019	Benchmark	2023
Satisfaction overall	85%	72%	81% ▲
Repairs service in the last 12 months	-	70%	88% ▲
Time taken to complete last repair	-	65%	85% ▲
Home is well maintained	-	67%	72% ▲

# TSMs

Measure (2/3)	2019	Benchmark	2023
Home is safe	90%	72%	82% ▲
Listens to views and acts on them	82%	57%	65% ▲
Being kept informed	81%	61%	76% ▲
Treated fairly and with respect	85%	72%	85% ▲

# TSMs

Measure (3/3)	2019	Benchmark	2023
Approach to handling complaints	-	33%	47% ▲
Communal areas clean & maintained	-	58%	59% ▲
Makes a positive contribution to neighbourhood	-	58%	48% ▼
Approach to handling anti-social behaviour	65%	52%	54% ▲



# What are your priorities?

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# Priorities

Priority (1/4)	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	▼

# Priorities

Priority (2/4)	2023	2019	
Support people who want to maintain and improve their home themselves	5	4	▼
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	▼

# Priorities

Priority (3/4)	2023	2019	
Help and encourage people to maintain their gardens better	9	9	◀▶
Help people get onto the property ladder (e.g. shared ownership)	10	6	▼
Help people improve their physical health and wellbeing	11	12	▲
Provide access to independent advice when things go wrong	12	10	▼

# Priorities

## Priority (4/4)

	2023	2019	
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	◀▶



**To what extent do you agree or disagree with the following “SHAL treats me fairly and with respect”?**

**87%**

**To what extent do you agree or disagree with the following “I trust SHAL”?**

**81%**

**How satisfied or  
dissatisfied are you  
that SHAL provides a  
home that is well  
maintained?**

**72%**

**How satisfied or  
dissatisfied are you  
with your  
neighbourhood as a  
place to live?**

**69%**

**How much do you agree or disagree that you feel part of your local community?**

**31%**

**Before this survey, had  
you heard of SHAL's  
Community Chats?**

**64%**

**Do you read our  
newsletter  
(Grapevine)?**

**76%**

**How well would you say you are managing financially at the moment?**

Alright or comfortable

**45%**

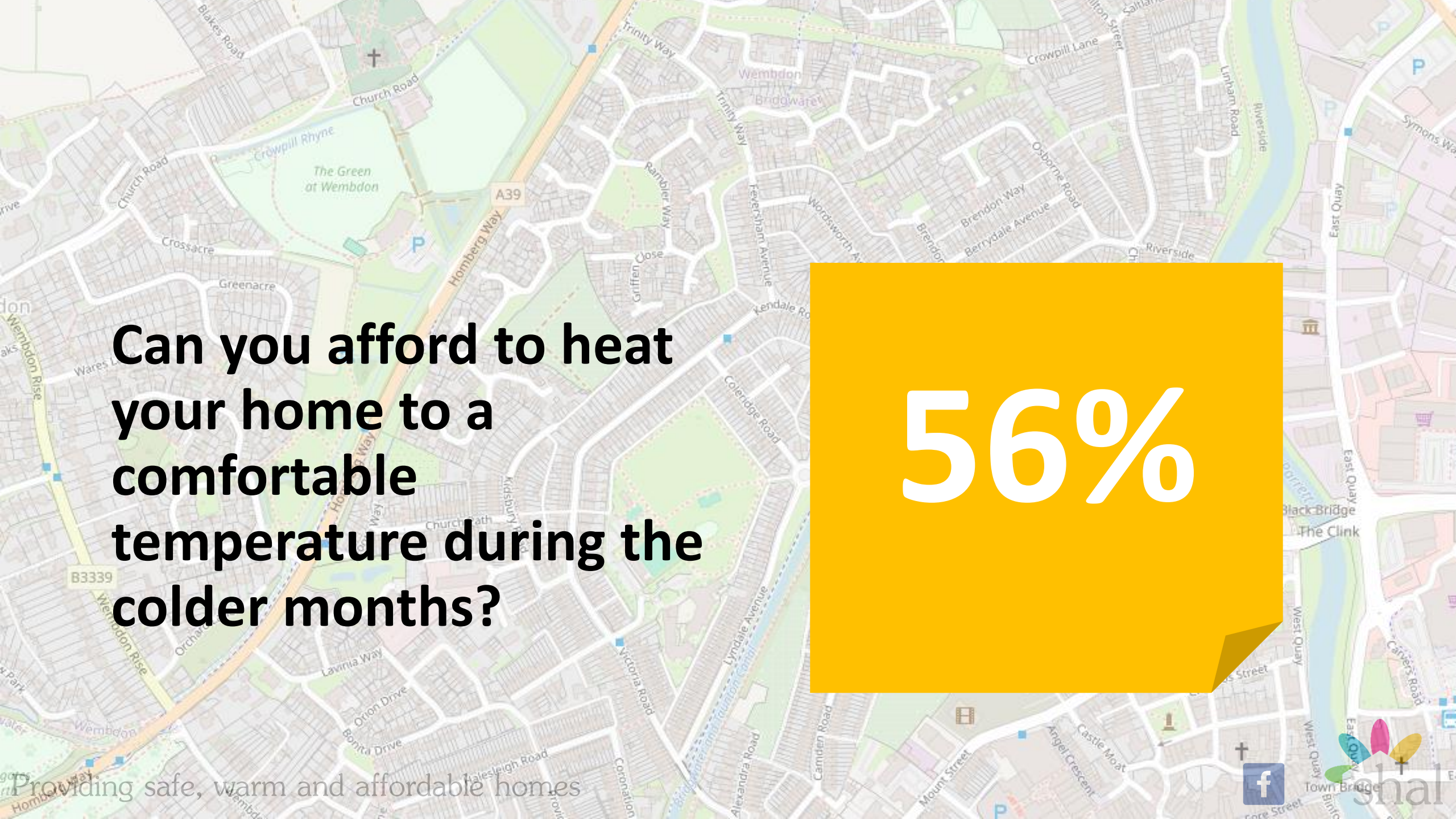
Just about getting by

**41%**

Finding it difficult

**14%**





**Can you afford to heat  
your home to a  
comfortable  
temperature during the  
colder months?**

**56%**

# Your Housing Officer

**Louise Franks**

**[Louise@shal.org](mailto:Louise@shal.org)**

**01278 442009**



# What's happened at SHAL since the last survey in 2019?

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64

new homes for rent

4

new homes for shared ownership

A map of the Mendip Hills National Landscape in Somerset, England. The map is overlaid with numerous yellow house icons, representing homes. Two large blue callout boxes are positioned over the map, one on the left and one on the right. The left box contains the number '123' and the text 'homes re-let'. The right box contains the number '38' and the text 'mutual exchanges'. The map shows various towns and villages, including Yatton, Congresbury, Chew Magna, Weston-super-Mare, Banwell, Winscombe, Brean, Burnham-on-Sea, Highbridge, Carleton, Durdley, Monkton Heathfield, Ilminster, Chard, Cricket St Thomas, Crewkerne, Dunkswell, Willand, Peverell, Tiverton, Witheridge, Rose Ash, North Molton, South Molton, Lynton, and Frome. Major roads like the A30, A36, A37, A39, A35, and M5 are also visible.

**123**

**homes re-let**

**38**

**mutual exchanges**



4

homes sold

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A map of the Mendip Hills National Landscape area in Somerset, England. The map shows various towns and villages, including Yatton, Congresbury, Chew Magna, Weston-super-Mare, Banwell, Winscombe, Brean, Burnham-on-Sea, Highbridge, Carleton, Dorrington, Peterton, Monkton Heathfield, Ilminster, Chard, Cricket St Thomas, Crewkerne, Blackdown Hills AONR, Dunkswell, Willand, Peverell, Tiverton, Witheridge, Rose Ash, North Molton, South Molton, Bossington Park, Lynton, and Frome. Numerous yellow house icons are scattered across the map, representing the locations of energy performance certificates. Two large yellow callout boxes are overlaid on the map, containing statistics.

**748**

energy performance  
certificates renewed

**24,532**

day to day repair  
orders raised

10

new multi-traders

2

new customer service  
advisors





3

areas created for  
housing officers

2

new housing officers



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SHAL

Our  
Community ▾



## Our strategic priorities:

- Investing well in our homes
- Supporting people who are struggling financially
- Ensuring SHAL is financially robust

Click to find out more!



## SHAL

147 likes • 193 followers

We're a community based provider of social housing with over 770 homes across Somerset.

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### Details

**Page** · Community organisation

[shal.org](http://shal.org)

**Crypton Technology Business Park,  
Bridgwater, United Kingdom**

+44 1278 444344

[Information@shal.org](mailto:Information@shal.org)

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See SHAL's About info

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## Your tenancy explained

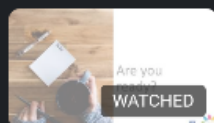
Here are some information videos that explain all the different aspects of your tenancy with SHAL, including the responsibilities you have as a tenant. See all



SHAL  
200 followers

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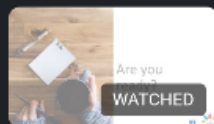


EPISODE 1

Tenancy: are you ready?

Moving home is a big deal and we give you lots of information to look through. Here are some important things you need to think about...

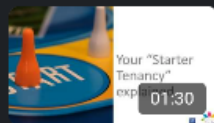
### Episodes



EPISODE 1

Tenancy: are you ready?

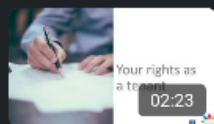
Moving home is a big deal and we give you lots of information to look through. Here are some important things you need to think about...



EPISODE 2

Tenancy: your "starter tenancy" explained

The "starter tenancy" relates to the first 12 months of a new tenancy. Here you can find out what that means and what happens at the end of the period.



EPISODE 3

Tenancy: your rights



## SHAL

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### Latest videos



### Community Chats 2024



Tenants' priorities

8 Jan at 10:00 · 9 views



Community Chat 2023-12 (tenant satisfaction survey)

- We are:
  - Creating a strong community
  - Building strong relationships
  - Providing quality homes and services
  - Including, listening and understanding
  - Being transparent and accountable

We're proud to provide safe, warm and affordable homes in our community.

