

# Bridgwater (central)

82

44%

homes

responded





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

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“Have lived here for  
24 years.”

“Me and my children  
love it here and are so  
comfortable.”

“I’m happy with my home. It  
is in an ideal location for me  
and I am able to make it feel  
like mine.”

“It’s a lovely home and  
a lovely area.”



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

“Don’t  
know.”

“Hard to  
say.”

“Nothing to say.”

*“SHAL does everything it can to make a positive contribution to our neighbourhood.*

*“They monitor and act on any behaviour that causes nuisance where they can, and I recognise they can only do so much.”*



# 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”?**

**89%**

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

**75%**

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

**83%**

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

**81%**

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

**61%**

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

**69%**

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

**69%**

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

Alright or comfortable

**42%**

Just about getting by

**39%**

Finding it difficult

**18%**



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

**76%**

A detailed street map of Taunton, Devon, UK. The map shows a network of streets including Victoria Road, North Street, Mount Street, and Broadway. Key landmarks such as Northgate Primary School, Victoria Park Community Centre, and various shops like Asda and Superdrug are visible. A prominent orange line highlights a route starting from the west, passing through the town center, and heading towards the east. The text 'Your Housing Officer' is overlaid in large black font at the top.

**Your Housing Officer**

**Nicola Butt (Squibbs House)**

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

**01278 442001**

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# Your Housing Officer

**Louise Franks**

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

**01278 442009**

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# 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 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, Durdley, 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 properties. Two large blue callout boxes are overlaid on the map, containing statistics. The background is a light green and yellow map with road networks and geographical features.

**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 Weston-super-Mare, Banwell, Winscombe, Burnham-on-Sea, and Frome. Numerous small 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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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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## Your tenancy explained

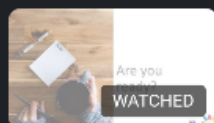
Here are some information videos that explain all the different aspects of your tenancy with SHAL, including the responsibilities you have. See all



SHAL  
200 followers

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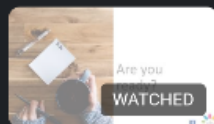


EPISODE 1

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...

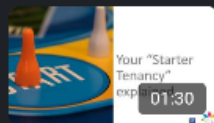
### Episodes



EPISODE 1

Tenancy: are you ready?

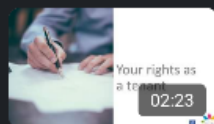
Moving home is a big deal and we give you lots of information to look through. Here are some important things you need to think about...



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...



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.

