



Llywodraeth Cymru
Welsh Government

PUBLICATION

Social landlords: tenant satisfaction survey 2023

What housing association and council tenants think about their homes.

First published: 24 July 2023

Last updated: 24 July 2023

This document was downloaded from GOV.WALES and may not be the latest version.

Go to <https://www.gov.wales/social-landlords-tenant-satisfaction-survey-2023-html> for the latest version.

Get [information on copyright](#).

Contents

Introduction

1. How satisfied or dissatisfied are you with the service provided by your social landlord?
2. How satisfied or dissatisfied are you with the overall quality of your home?
3. Generally, how satisfied or dissatisfied are you with the way your housing association deals with repairs and maintenance?
4. How satisfied or dissatisfied are you with your neighbourhood as a place to live?
5. How satisfied or dissatisfied are you that your rent provides value for money?
6. How satisfied or dissatisfied are you that your service charges provide value for money?
7. How satisfied or dissatisfied are you that your housing association listens to your views and acts upon them?
8. Thinking about your home specifically, how satisfied or dissatisfied are you that your housing association provides a home that is safe and secure?
9. How satisfied or dissatisfied are you with the way your housing association deals with anti social behaviour?

10. How satisfied or dissatisfied are you with opportunities given to you to participate in [your social housing provider]'s decision making processes?

11. How satisfied or dissatisfied are you that [your social housing provider] gives you a say in how services are managed?

12. To what extent do you agree with the following statement - "I trust my housing association"

Introduction

May 2023 Data

This year's survey publication includes 12 standard questions which all landlords have asked their tenants within the last two years based on a standard methodology, but with a range of collection methods.

The data is provided by landlords, and published by the Welsh Government, to provide stakeholders with information which they can explore with the landlords. It is not validated by the Welsh Government.

Comparison of tenant satisfaction levels should consider a range of factors including the number of properties managed by the landlord and the age and location of the properties.

May 2022 Data

Last year's publication included 12 standard questions which all social landlords asked their tenants within the last two years of 2022 based on a standard methodology.

Data was not validated by the Welsh Government.

See: [Social landlords: tenant satisfaction survey May 2022 | GOV.WALES](#)

May 2021 Data

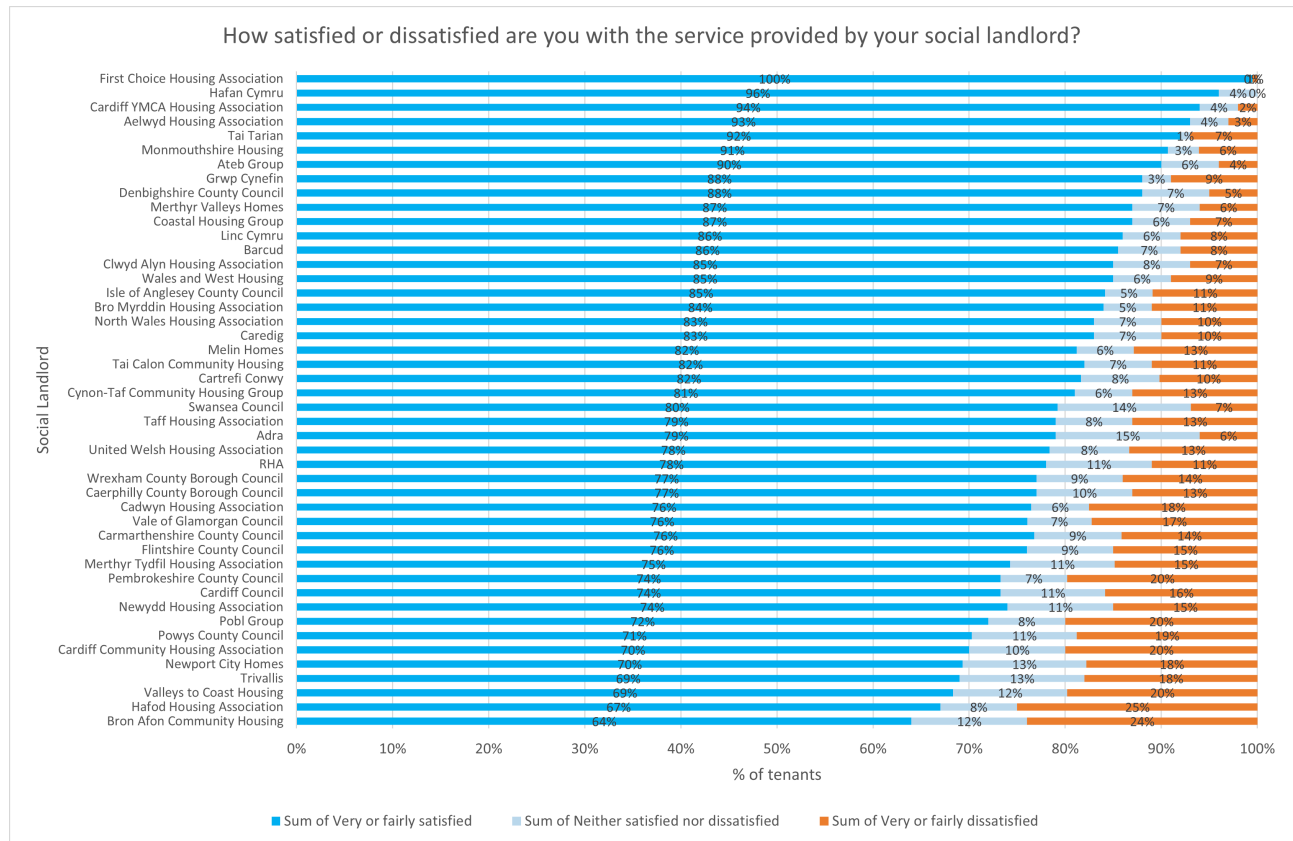
As part of the current 5-year social housing rent agreement, social landlords undertook a standardised tenant satisfaction survey. The intention was for the

survey results to be available for publication by April 2021 and surveys then to be carried out at least every two years. However, because of the impact of the COVID 19 pandemic, in May 2021 we published limited data across the following areas;

- service provided by the landlord
- quality of their home
- repairs and maintenance
- the neighbourhood
- value for money
- how well the landlord listens to them

See: [Social landlords: tenant satisfaction survey May 2021 | GOV.WALES](#)

1. How satisfied or dissatisfied are you with the service provided by your social landlord?

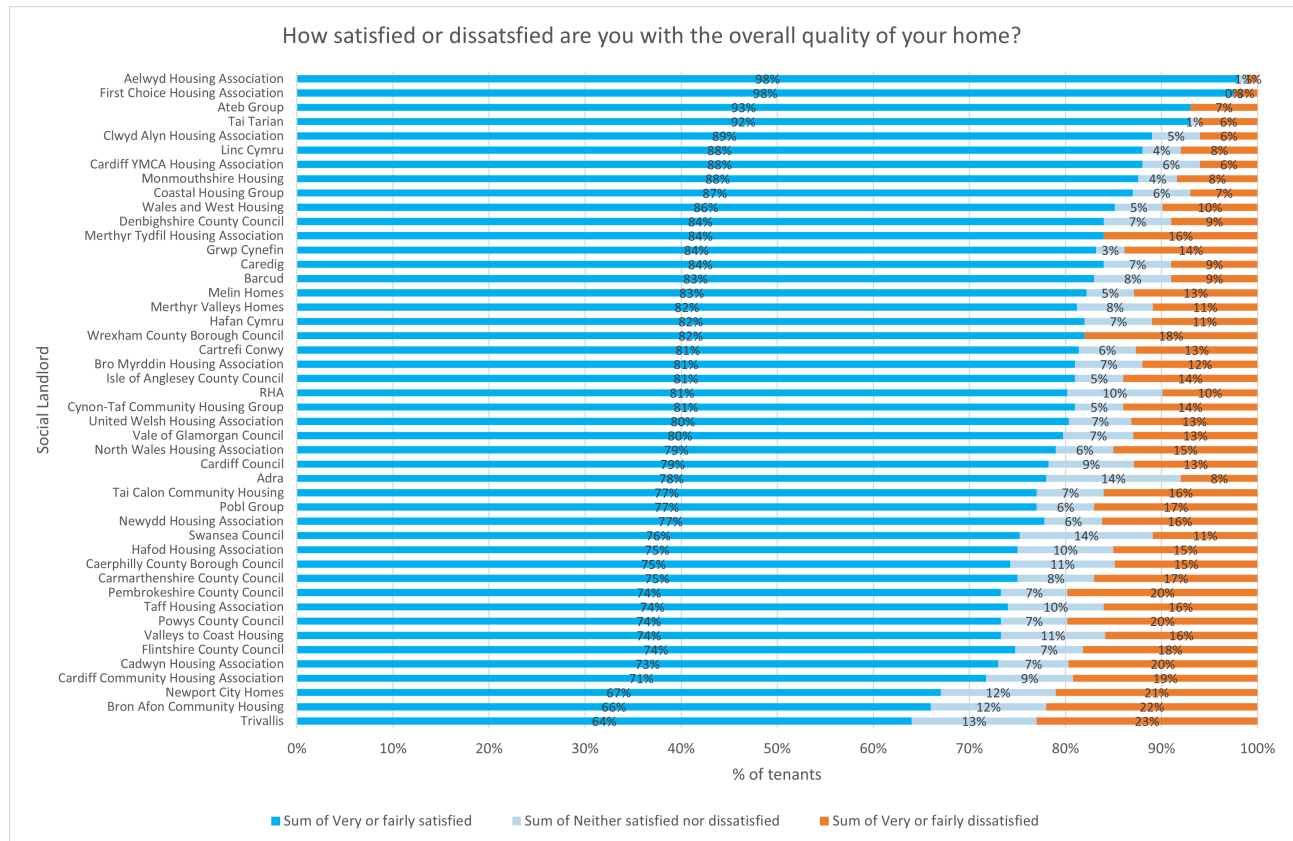


This document was downloaded from GOV.WALES and may not be the latest version.

Go to <https://www.gov.wales/social-landlords-tenant-satisfaction-survey-2023-html> for the latest version.

Get [information on copyright](#).

2. How satisfied or dissatisfied are you with the overall quality of your home?

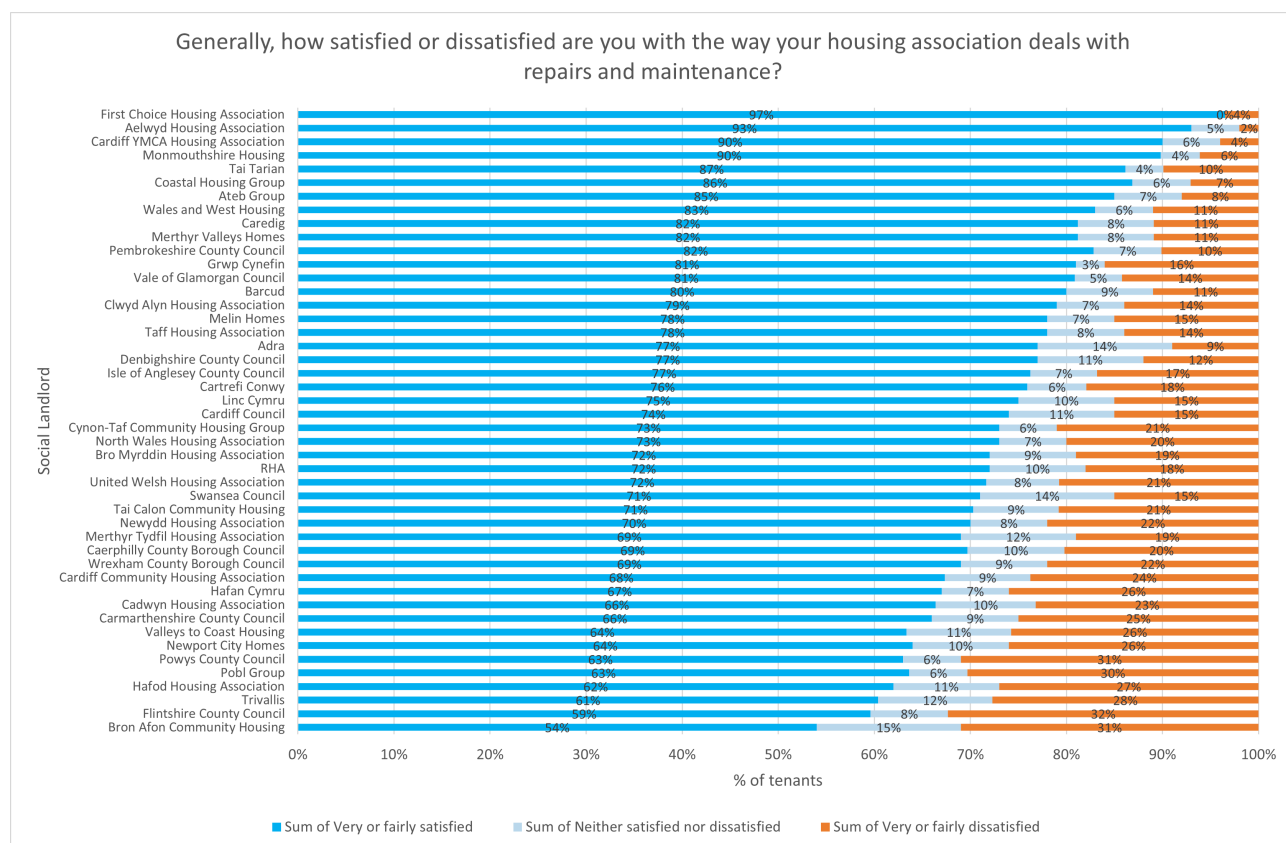


This document was downloaded from GOV.WALES and may not be the latest version.

Go to <https://www.gov.wales/social-landlords-tenant-satisfaction-survey-2023-html> for the latest version.

Get [information on copyright](#).

3. Generally, how satisfied or dissatisfied are you with the way your housing association deals with repairs and maintenance?

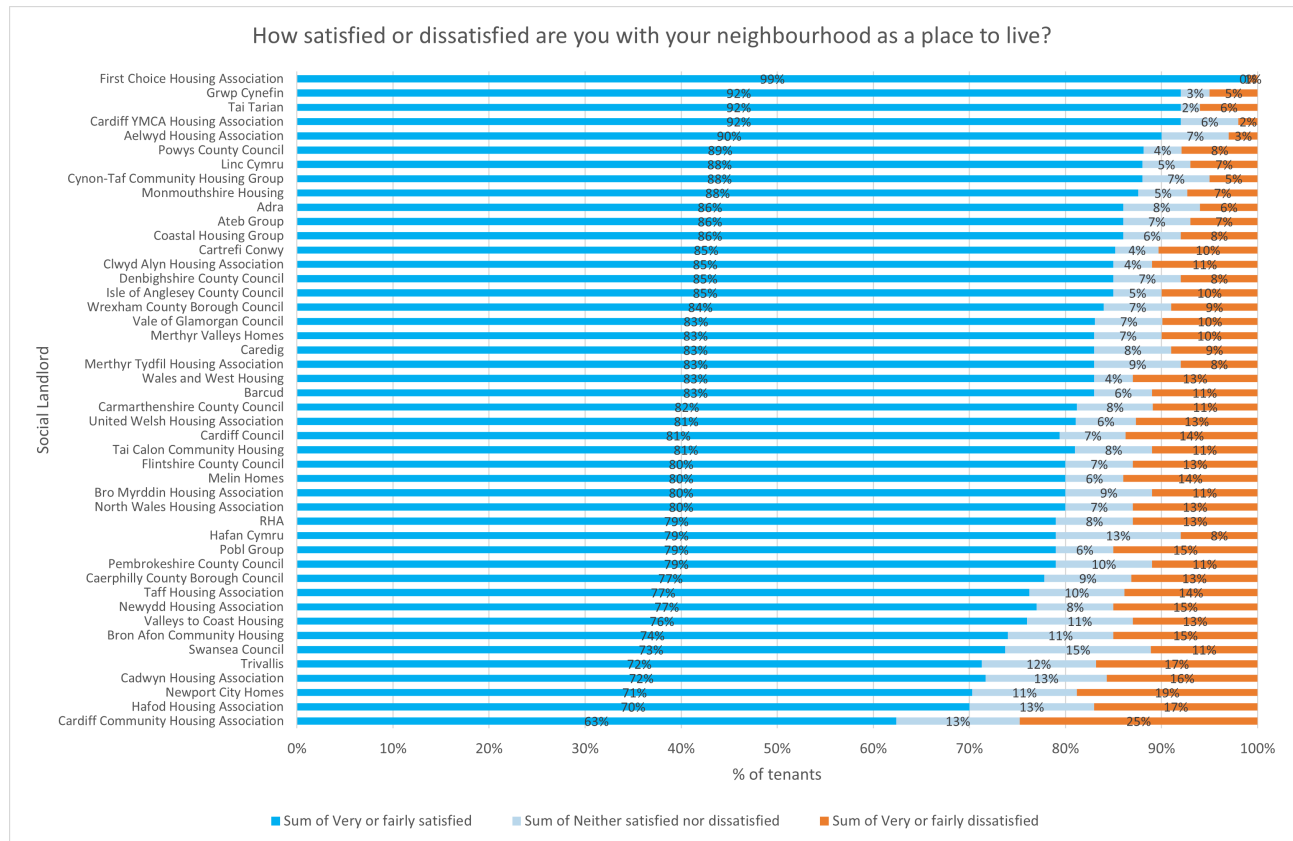


This document was downloaded from GOV.WALES and may not be the latest version.

Go to <https://www.gov.wales/social-landlords-tenant-satisfaction-survey-2023-html> for the latest version.

Get [information on copyright](#).

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

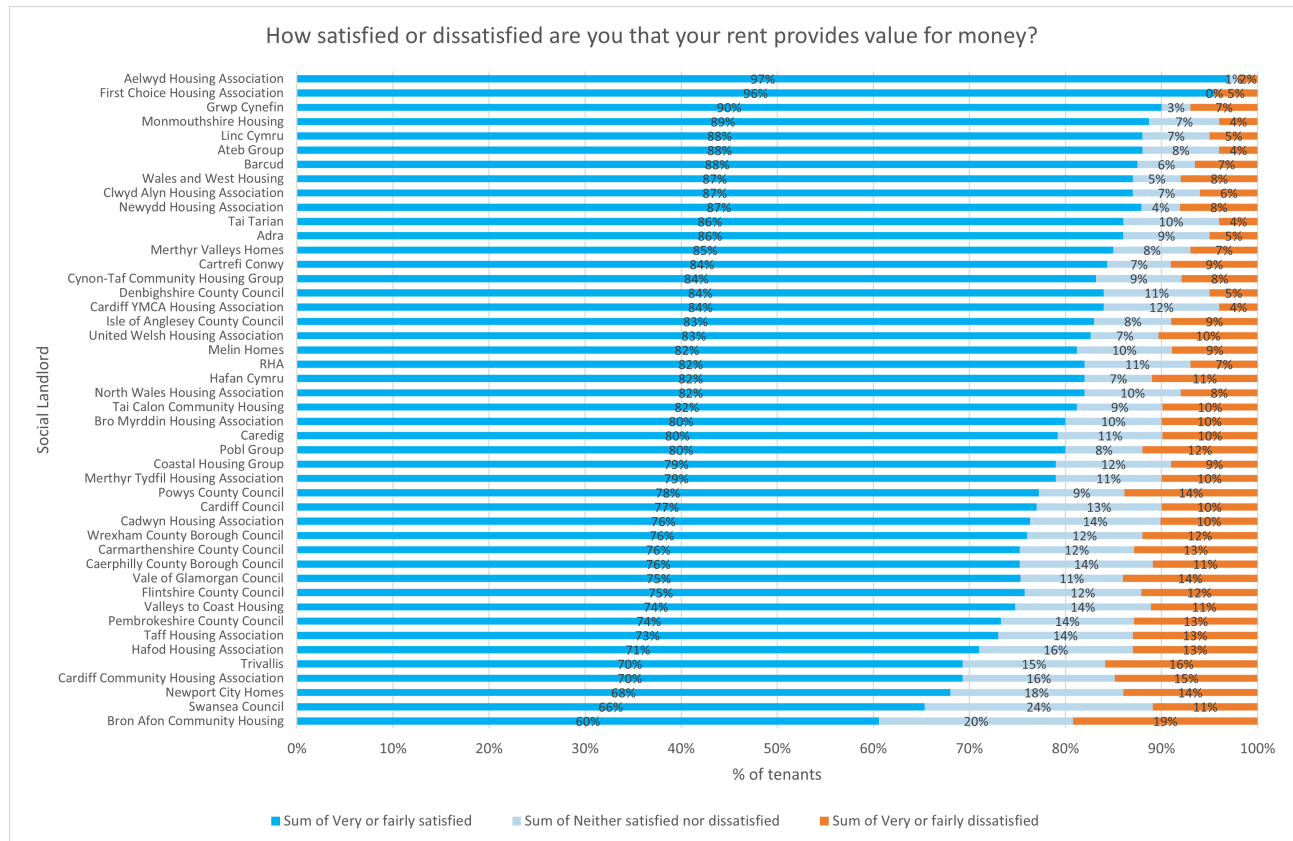


This document was downloaded from GOV.WALES and may not be the latest version.

Go to <https://www.gov.wales/social-landlords-tenant-satisfaction-survey-2023-html> for the latest version.

Get [information on copyright](#).

5. How satisfied or dissatisfied are you that your rent provides value for money?

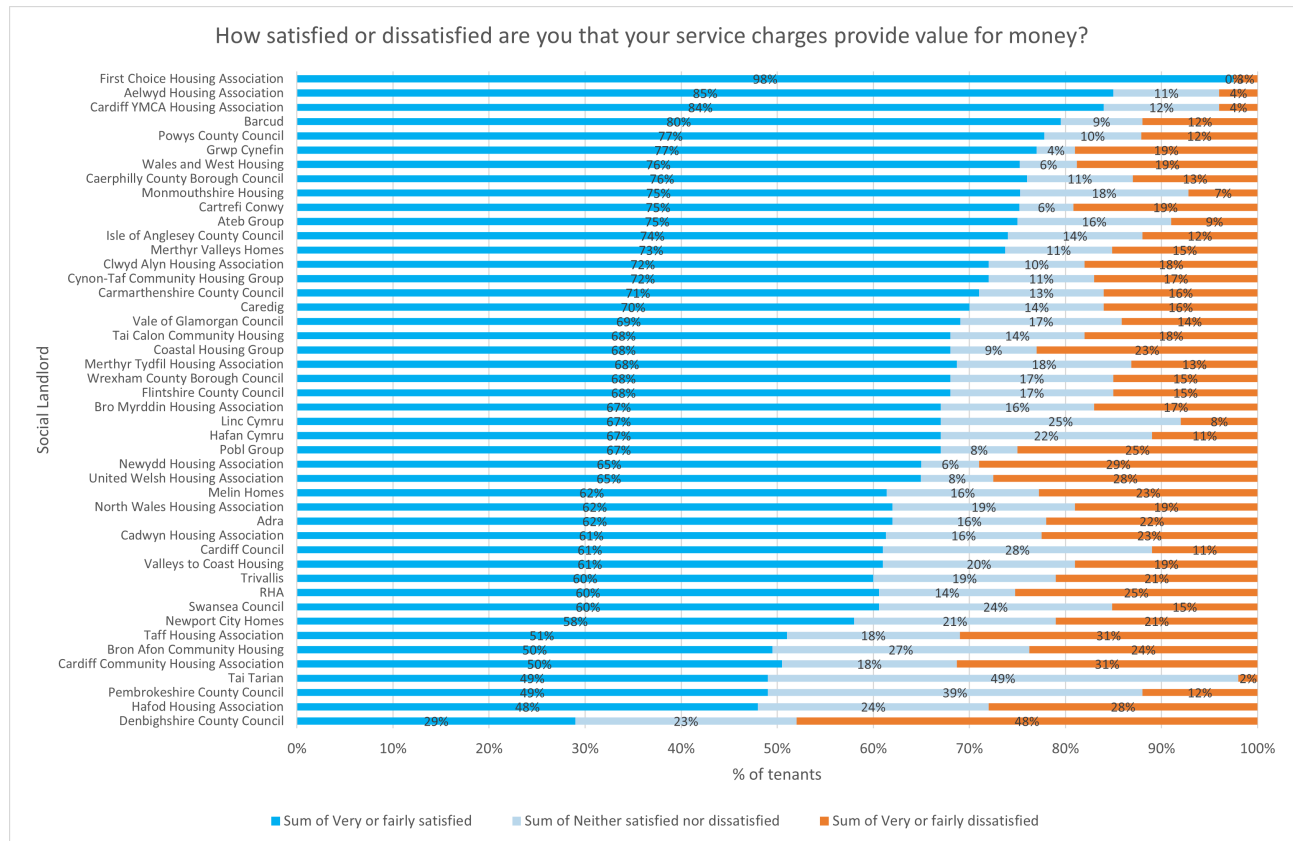


This document was downloaded from GOV.WALES and may not be the latest version.

Go to <https://www.gov.wales/social-landlords-tenant-satisfaction-survey-2023-html> for the latest version.

Get [information on copyright](#).

6. How satisfied or dissatisfied are you that your service charges provide value for money?

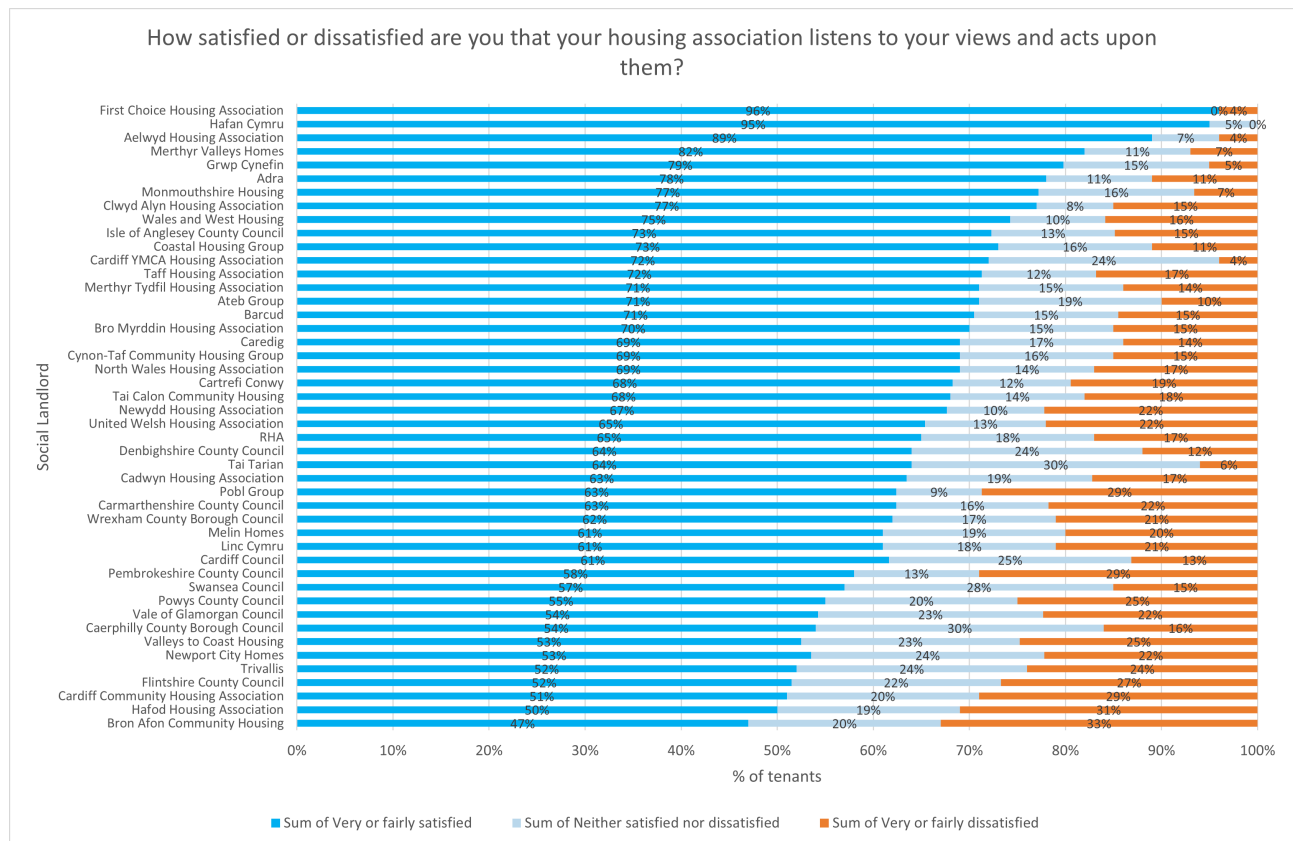


This document was downloaded from GOV.WALES and may not be the latest version.

Go to <https://www.gov.wales/social-landlords-tenant-satisfaction-survey-2023-html> for the latest version.

Get [information on copyright](#).

7. How satisfied or dissatisfied are you that your housing association listens to your views and acts upon them?

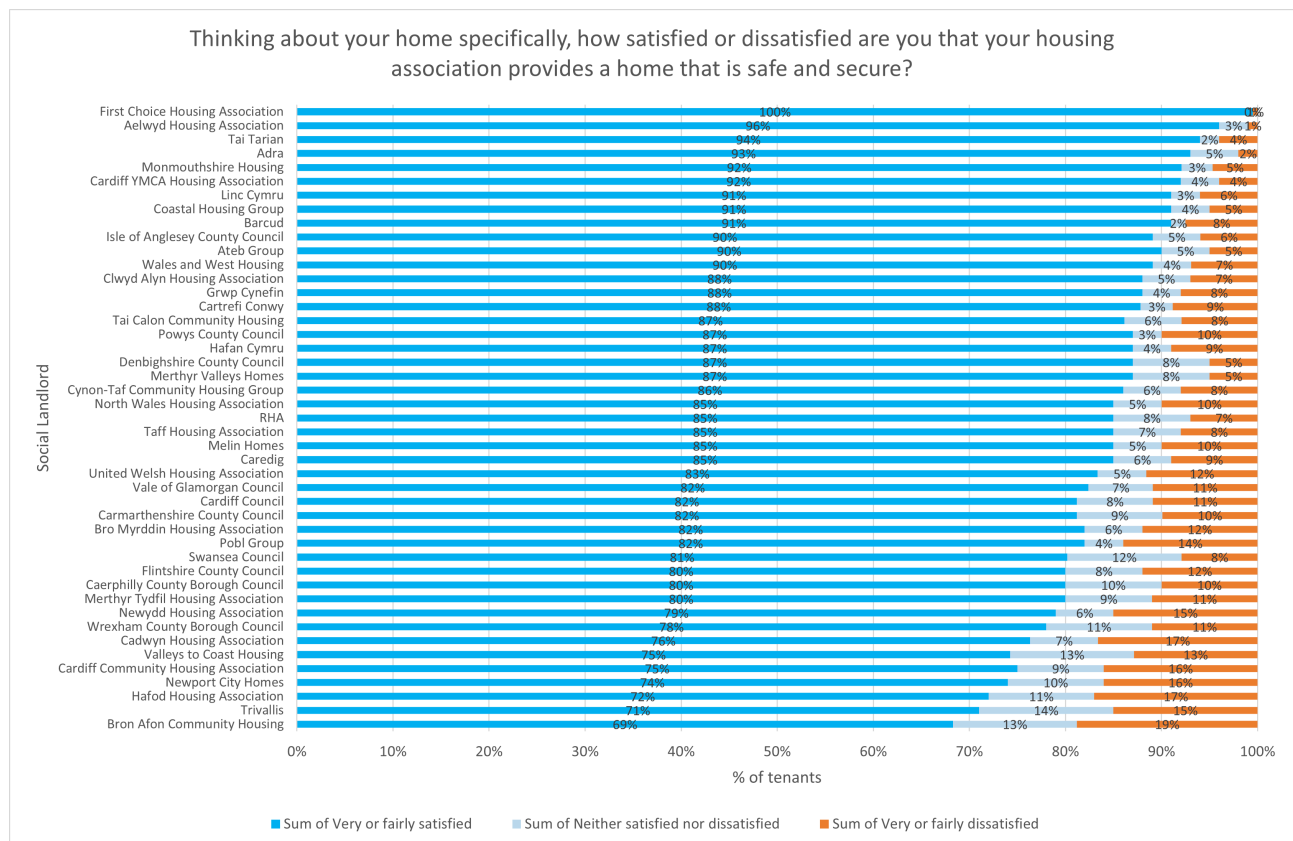


This document was downloaded from GOV.WALES and may not be the latest version.

Go to <https://www.gov.wales/social-landlords-tenant-satisfaction-survey-2023-html> for the latest version.

Get [information on copyright](#).

8. Thinking about your home specifically, how satisfied or dissatisfied are you that your housing association provides a home that is safe and secure?

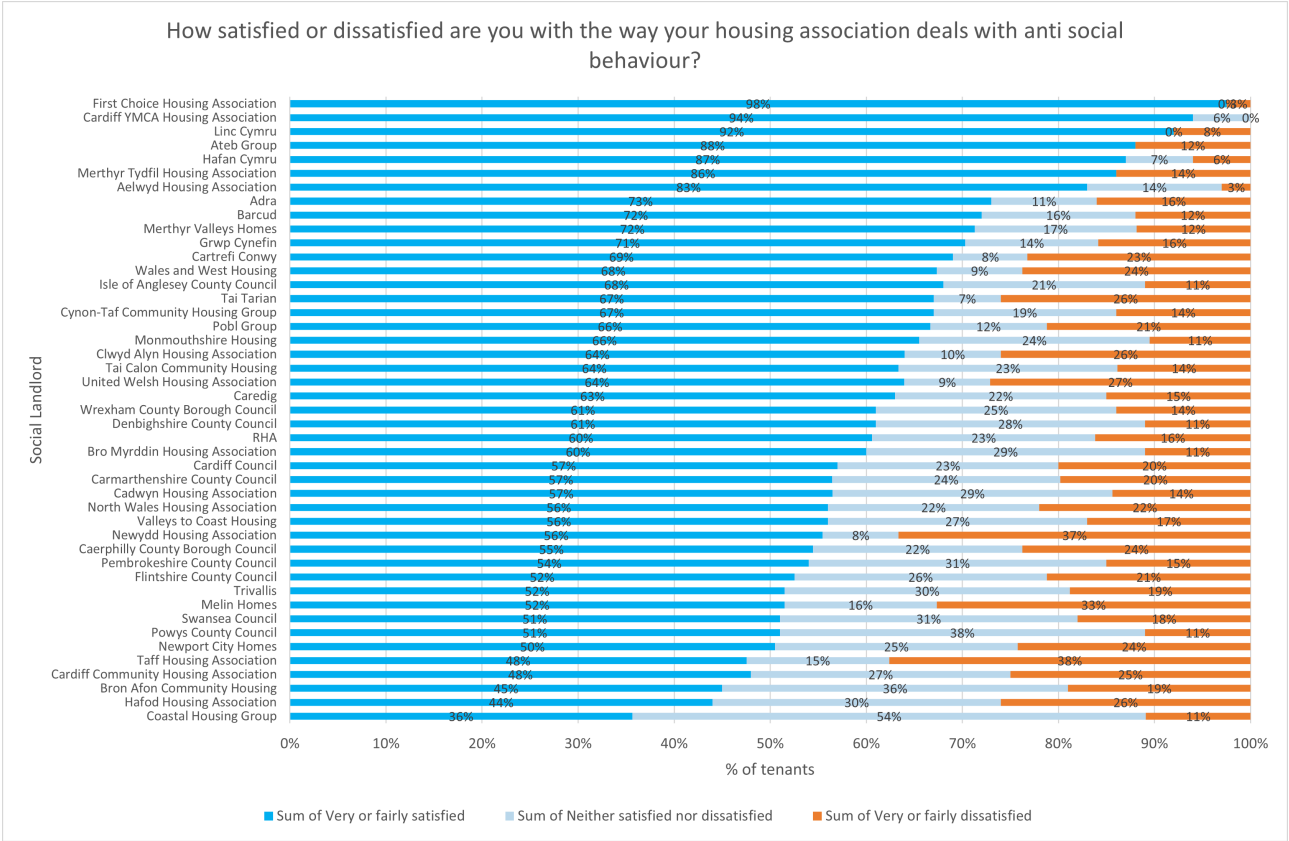


This document was downloaded from GOV.WALES and may not be the latest version.

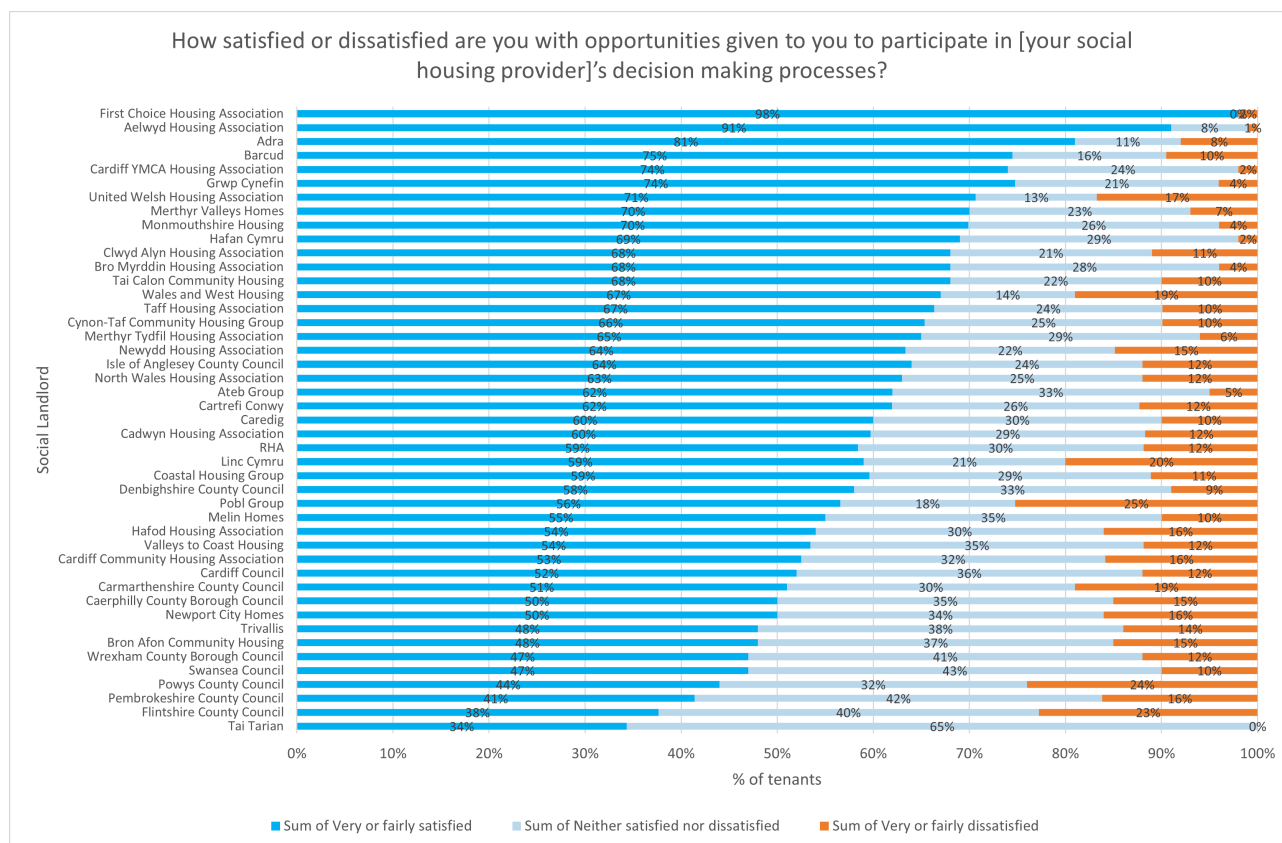
Go to <https://www.gov.wales/social-landlords-tenant-satisfaction-survey-2023-html> for the latest version.

Get [information on copyright](#).

9. How satisfied or dissatisfied are you with the way your housing association deals with anti social behaviour?



10. How satisfied or dissatisfied are you with opportunities given to you to participate in [your social housing provider]’s decision making processes?

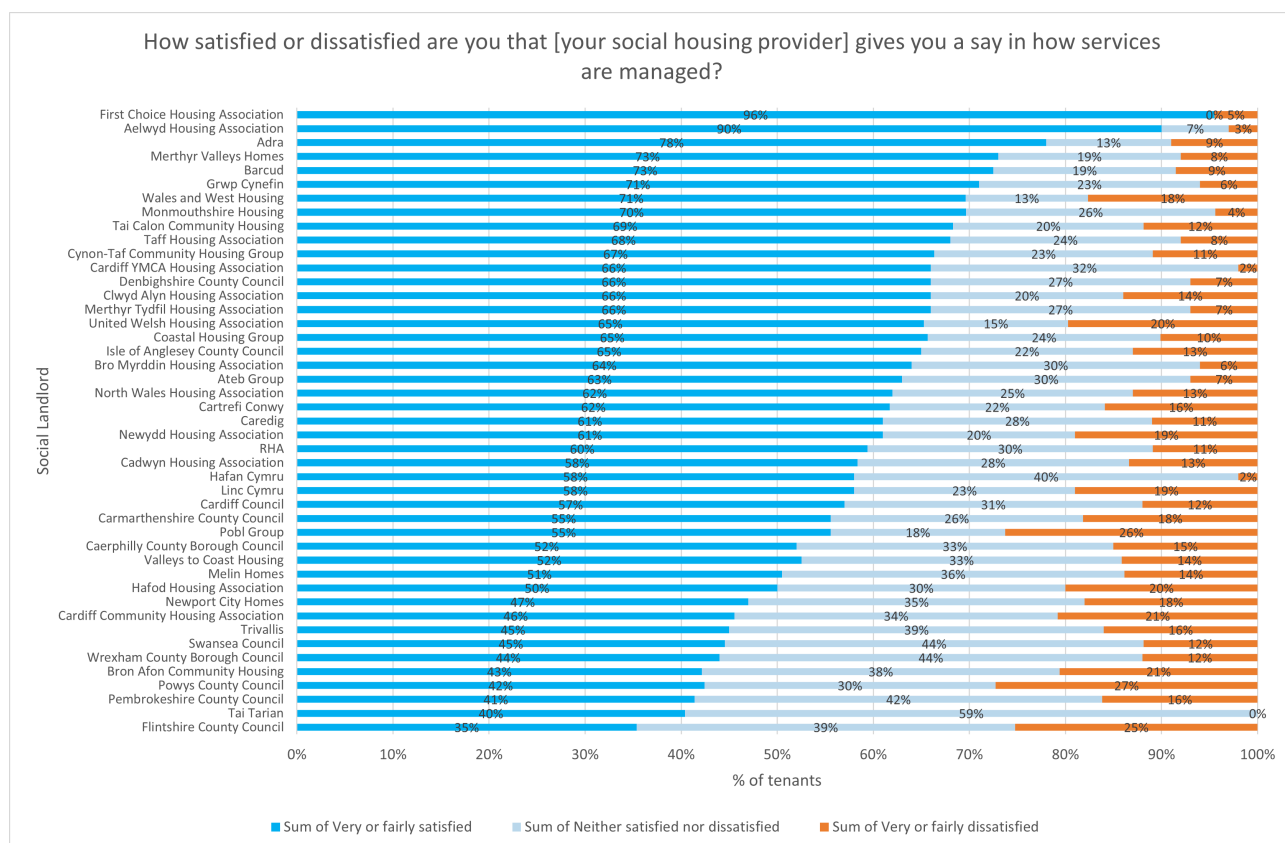


This document was downloaded from GOV.WALES and may not be the latest version.

Go to <https://www.gov.wales/social-landlords-tenant-satisfaction-survey-2023-html> for the latest version.

Get [information on copyright](#).

11. How satisfied or dissatisfied are you that [your social housing provider] gives you a say in how services are managed?

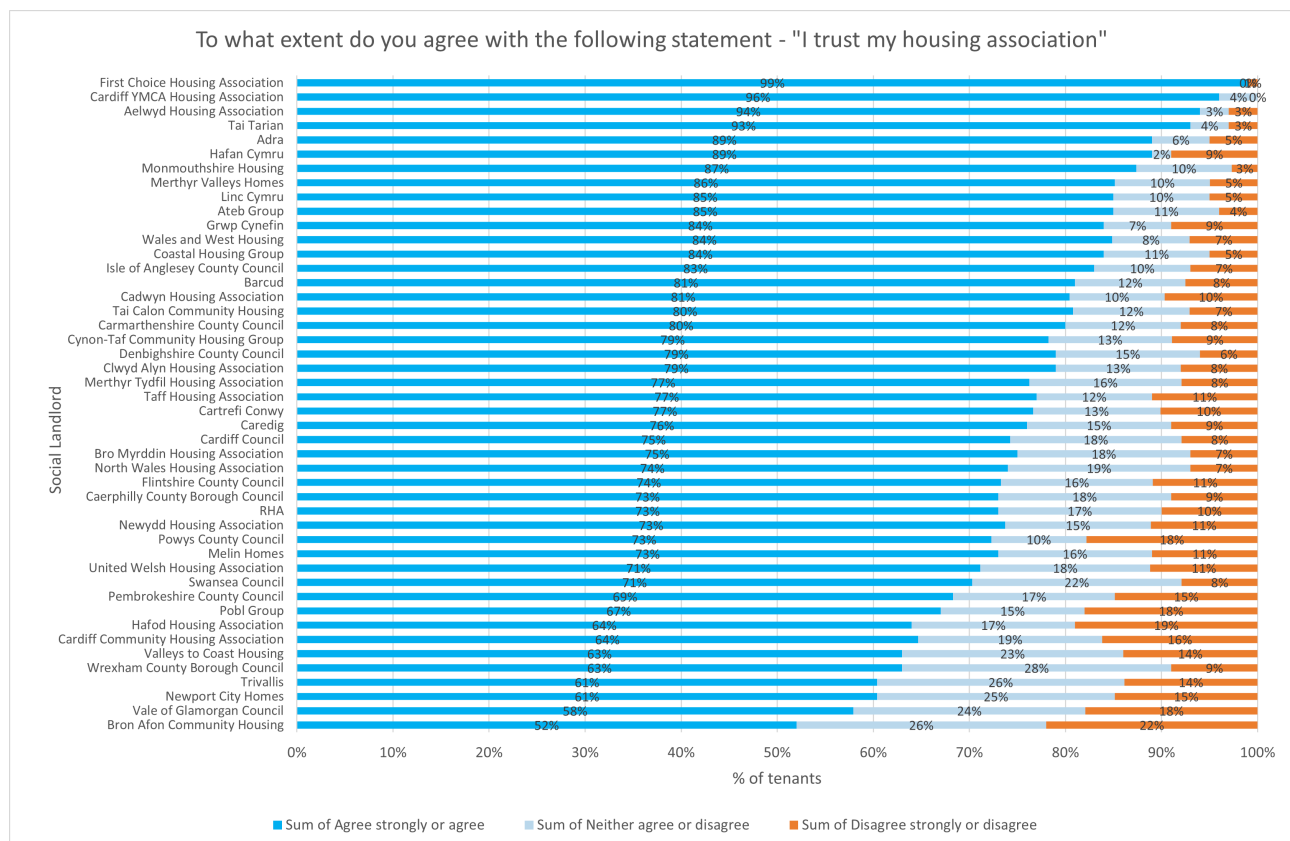


This document was downloaded from GOV.WALES and may not be the latest version.

Go to <https://www.gov.wales/social-landlords-tenant-satisfaction-survey-2023-html> for the latest version.

Get [information on copyright](#).

12. To what extent do you agree with the following statement - "I trust my housing association"



This document may not be fully accessible.

For more information refer to our [accessibility statement](#).

This document was downloaded from GOV.WALES and may not be the latest version.

Go to <https://www.gov.wales/social-landlords-tenant-satisfaction-survey-2023-html> for the latest version.

Get [information on copyright](#).