

# Your Views

## Tenant Satisfaction Survey

### Report 2023



# Introduction

## About the Survey

In September and October 2023, many of you took part in an important survey.

The survey was carried out by telephone and online, by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Railway Housing Association (Railway) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Railway's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.

**A big thank you to everyone who took part!**



**315**

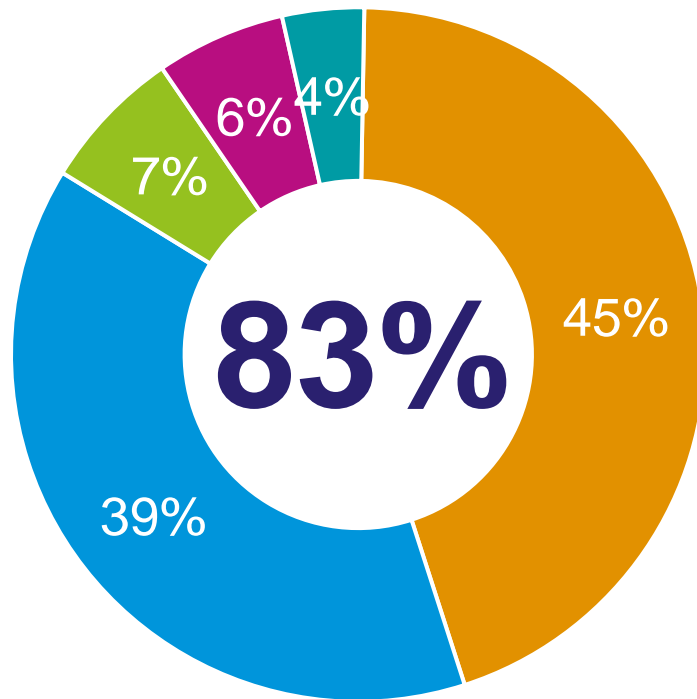
tenants took part  
(310 by telephone  
& 5 online) out of  
a total of around  
1,500\*

\*Stratified sampling was used, with quotas set on tenure type, age and area to ensure the results are representative of the whole tenant base.

# Overall Service



Over eight out of ten tenants are satisfied with the overall service provided by Railway (83%).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied





# The Home and Communal Areas



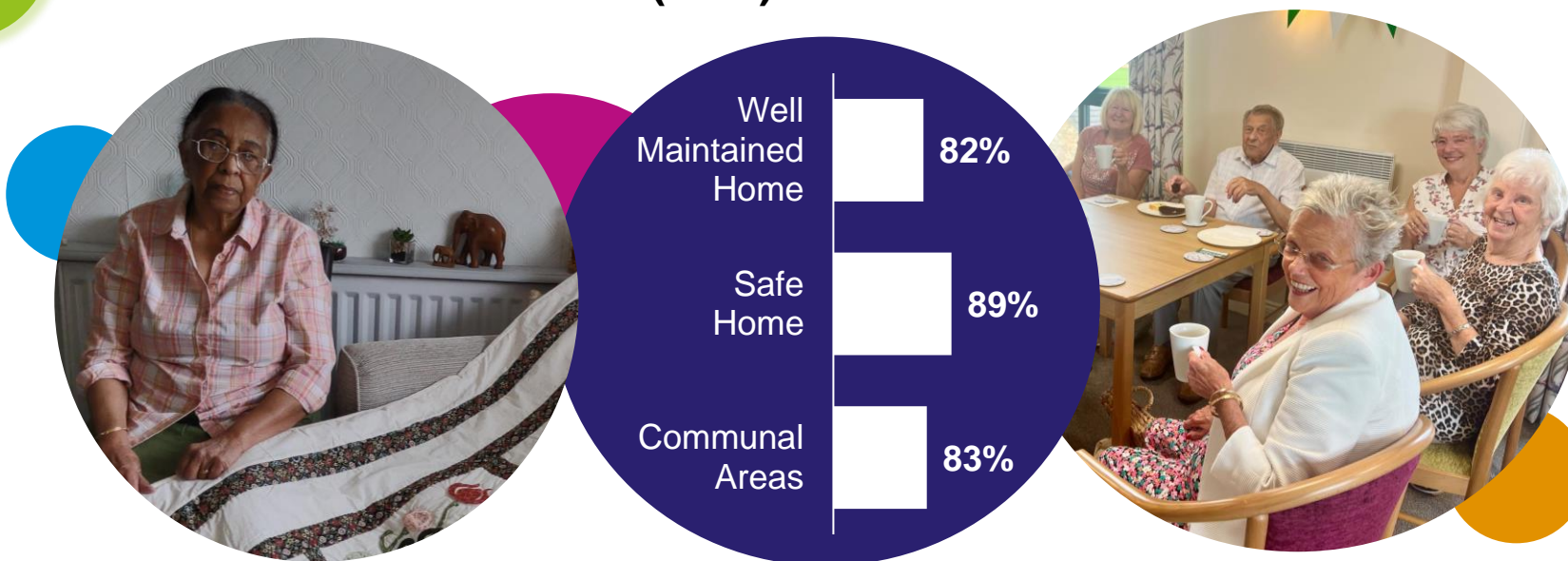
Around eight out of ten tenants are satisfied that their homes are well maintained **(82%)**.



Nine out of ten tenants are satisfied that Railway provides a home that is safe **(89%)**.



Over four-fifths of tenants with communal areas are satisfied that they are kept clean and well maintained **(83%)**.



# Repairs and Maintenance



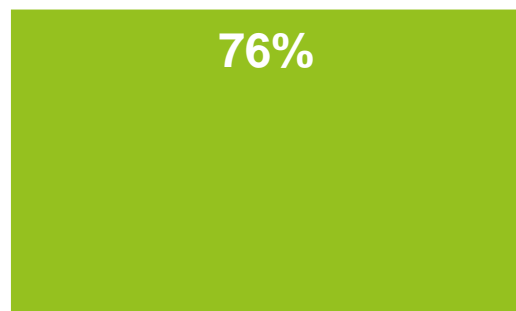
Around two-thirds of tenants said that they had a repair carried out to their homes in the last 12 months **(65%)**.



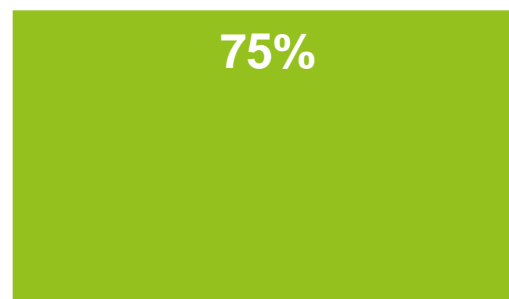
Three-quarters of these tenants are satisfied with the overall repairs service from Railway over the last 12 months **(76%)**.



Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it **(75%)**.



Overall Repairs Service  
(Last 12 months)



Time Taken to Complete  
Last Repair



# The Neighbourhood



Eight out of ten tenants are satisfied that Railway makes a positive contribution to their neighbourhood **(80%)**.



A similar proportion of tenants are satisfied with Railway's approach to handling anti-social behaviour **(79%)**.



Positive  
Contribution to  
Neighbourhood

80%

Approach to  
Handling ASB

79%



# Communications and Tenant Engagement



Around seven out of ten tenants are satisfied that their views are listened to and acted upon **(72%)**.



More tenants are satisfied that they are kept informed about things that matter to them **(84%)**.



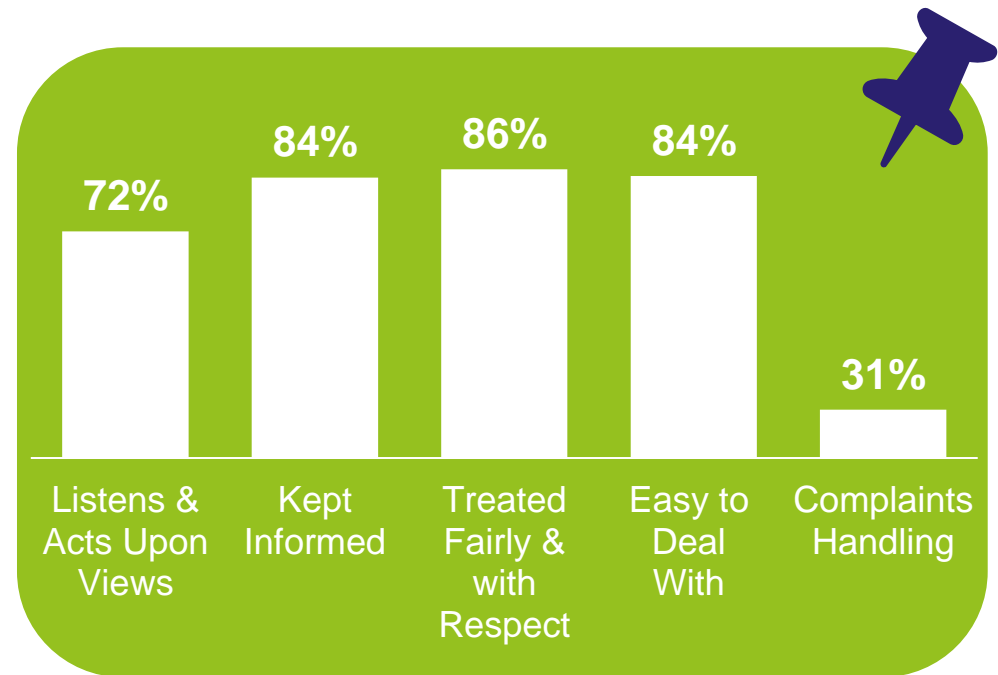
Six out of seven tenants agree that Railway treats them fairly and with respect **(86%)**.



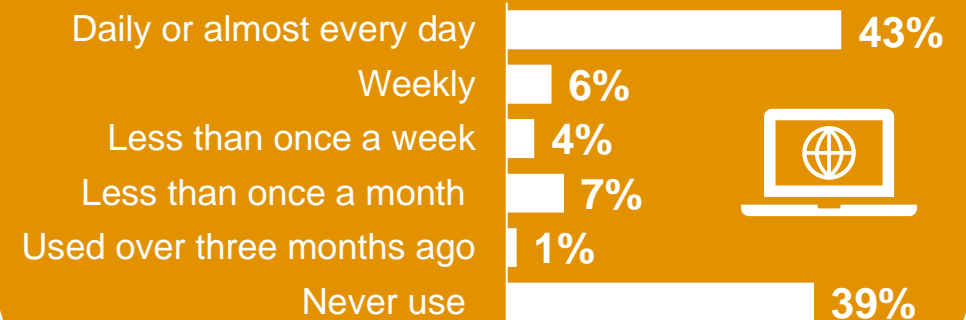
Over eight out of ten tenants are also satisfied that Railway is easy to deal with **(84%)**.



Three out of ten tenants who made a complaint in the last 12 months are satisfied with the approach to handling complaints **(31%)**.



## How Often Use the Internet

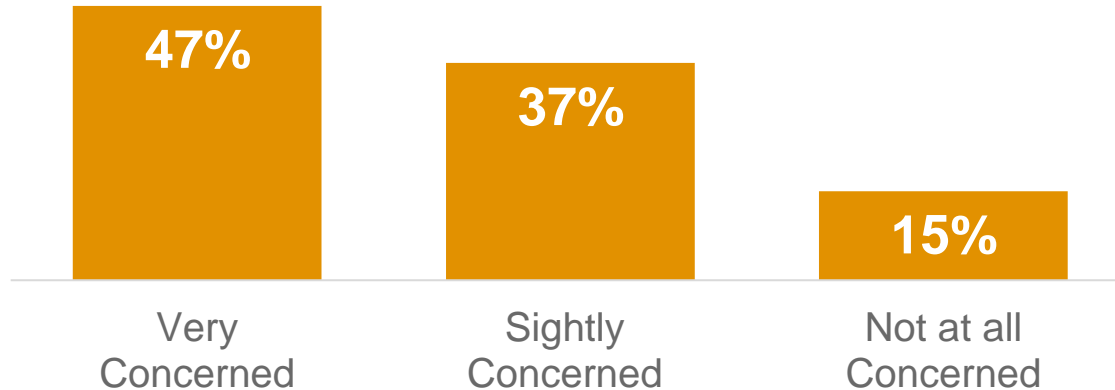




# Wellbeing and Affordability



Over eight out of ten tenants are at least slightly concerned about the cost of living crisis (**85%**); **47%** are very concerned and **37%** are slightly concerned. Just **15%** of tenants are not at all concerned.



Three-quarters of tenants are satisfied with the energy efficiency of their homes (**76%**).



Six out of seven tenants are satisfied that their rent provides value for money (**86%**).



# Recommending Railway



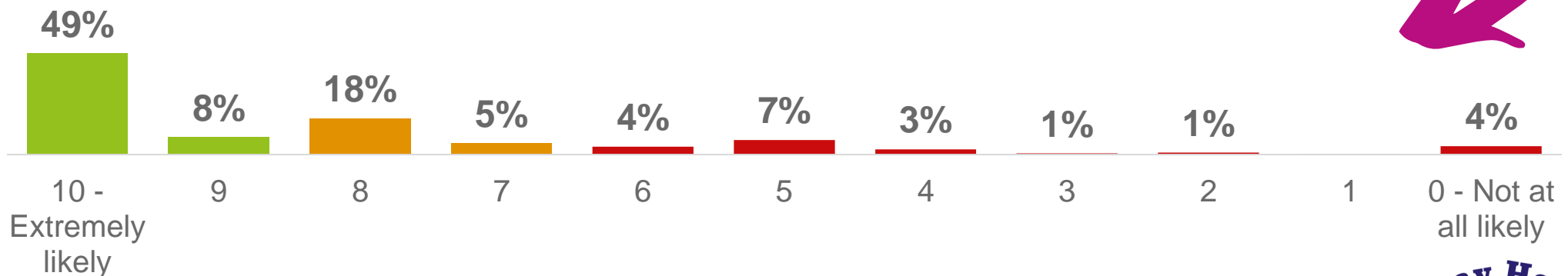
Tenants were also asked how likely they would be to recommend Railway to other people. This is a 0–10-point rating. Those who would recommend the association score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Almost six out of ten tenants are very loyal and happy to recommend Railway to other people (**57%**). However, **23%** of tenants are unsure and **20%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for Railway (the percentage of those who would recommend the association minus the percentage of those who would not) is **+38**.



# Tenants' Comments

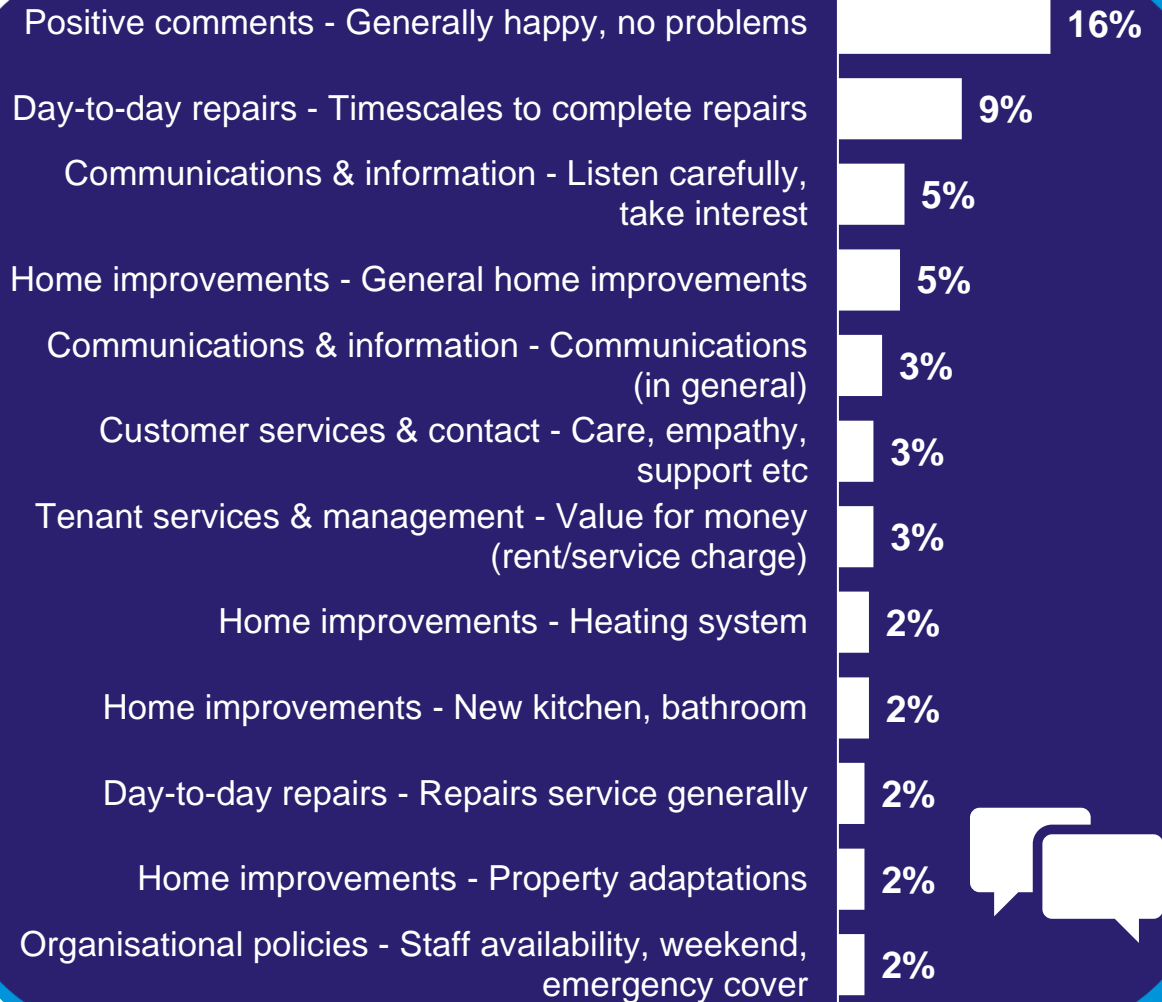
Finally, tenants were asked what one thing Railway could do to improve its services and 296 tenants gave comments.

Tenants most frequently commented upon the repairs service, including the timescales to complete repairs.

Tenants would also like improvements to communications and information and customer services, such as how they are listened to, and the care provided by staff.

While other tenants are happy with the services provided and had no improvement suggestions, instead praising the services that they currently receive.

## Top comments



# Your Views



Railway appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Railway does to involve you in developing services. As well as publishing the results of the survey, Railway plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you  
once again to  
everyone who  
took part.



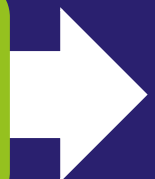
Publish findings to  
tenants



Use findings to plan  
and improve services,  
e.g., repairs,  
communications and  
customer service



Involve tenants in  
shaping service  
improvements







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