

# Your Views

## Tenant Satisfaction Survey 2023/24

### About the Survey

Between March and April 2024 many of you took part in an important survey. All tenants were invited to take part in the survey, by either online questionnaires or a telephone interview.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Oakapple Housing Co-operative 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 Oakapple Housing Co-operative's future strategic and operational planning.

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



21

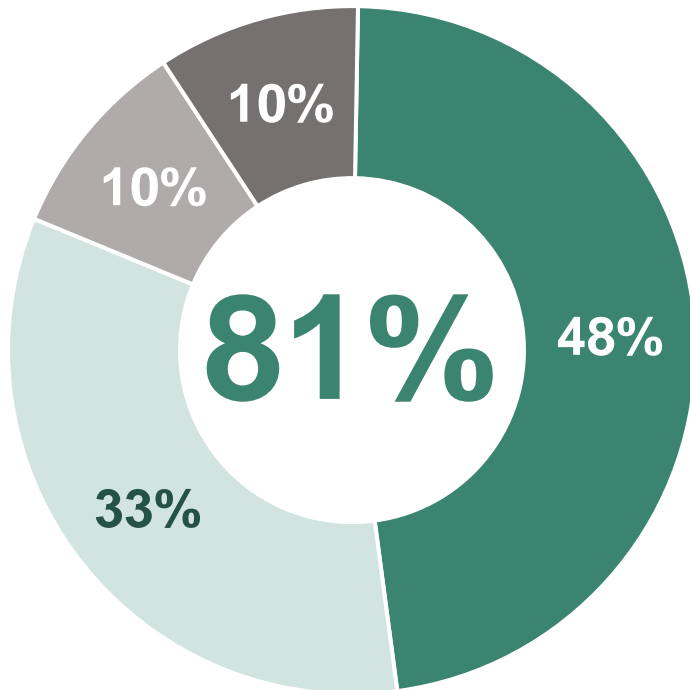
tenants took part  
out of a total of  
25 (18 online & 3  
by telephone)

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

# Overall Service



Eight out of ten tenants are satisfied with the overall service provided by Oakapple Housing Co-operative (**81%**).



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



# The Home and Communal Areas



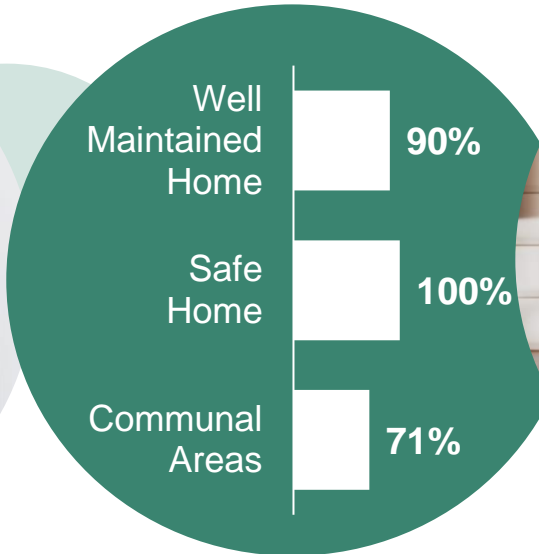
Nine out of ten tenants are satisfied that they are provided with a home that is well maintained (**90%**).



All tenants are satisfied that Oakapple Housing Co-operative provides them with a home that is safe (**100%**).



Seven out of ten tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**71%**).



# Repairs Service



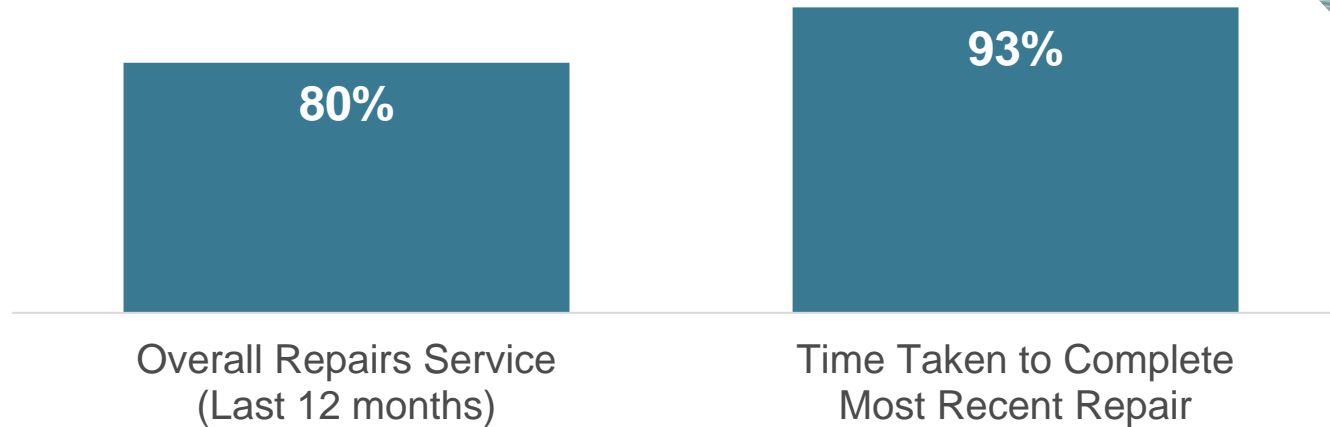
Three-quarters of tenants said they had a repair carried out to their home in the last 12 months **(76%)**.



Eight out of ten of these tenants are satisfied with the overall repairs service over the last 12 months **(80%)**.



More tenants are satisfied with the time taken to complete their most recent repair after they reported it **(93%)**.



# The Neighbourhood



Seven out of ten tenants are satisfied that Oakapple Housing Co-operative makes a positive contribution to their neighbourhood **(70%)**.



Tenants are equally satisfied with Oakapple Housing Co-operative's approach to handling anti-social behaviour **(70%)**.



# Communications and Tenant Engagement



Around three out of five tenants are satisfied that the Co-operative listens to their views and acts upon them (**62%**).



Seven out of ten tenants are satisfied that they are kept informed about things that matter to them (**71%**).



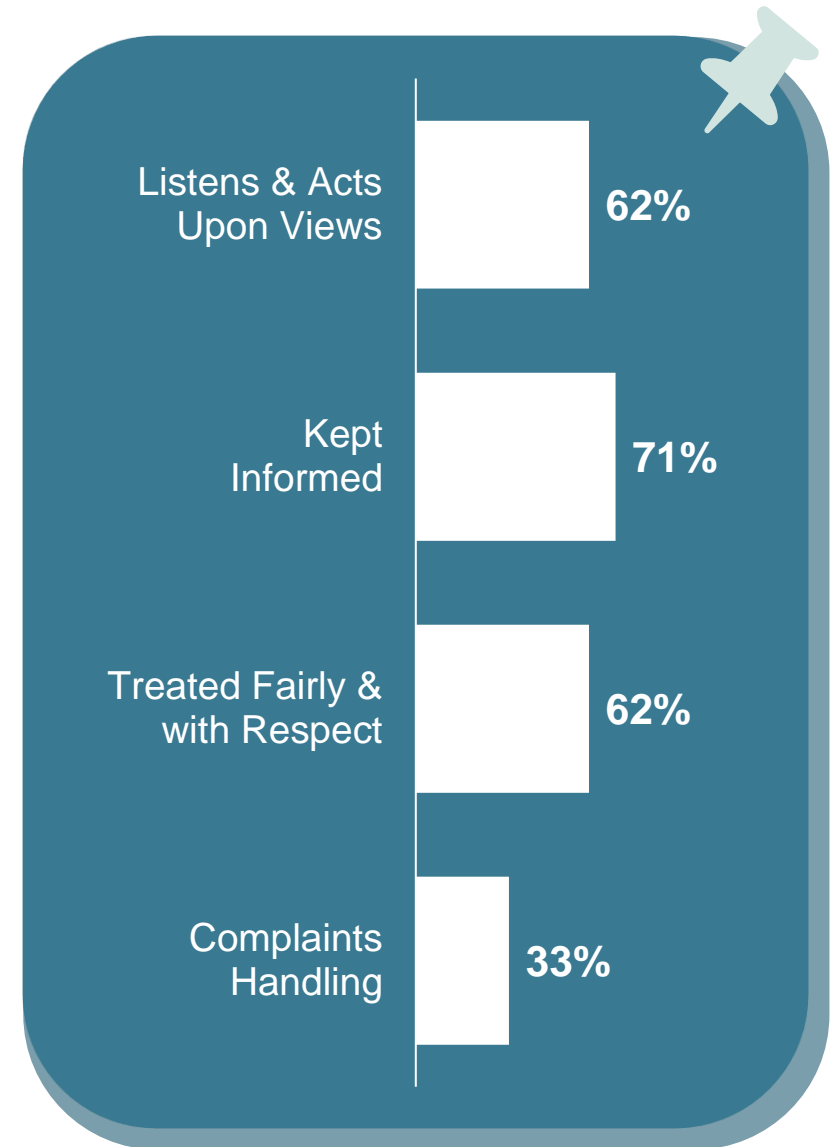
Around six out of ten tenants agree that they are treated fairly and with respect by Oakapple Housing Co-operative (**62%**).



One out of seven tenants said they had made a complaint to Oakapple Housing Co-operative in the last 12 months (**15%**).



Of these tenants, **33%** are satisfied with Oakapple Housing Co-operative's approach to complaints handling.



# Your Views



OAKAPPLE HOUSING  
Co-Operative Limited

Oakapple Housing Co-operative 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.

Carrying out this survey is just part of the work Oakapple Housing Co-operative does to involve you in developing services. As well as publishing the results of the survey, Oakapple Housing Co-operative 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., communications,  
complaints, and  
property condition



Involve tenants in  
shaping service  
improvements



# TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	21
B.	Timing of survey	21 March to 7 April 2024
C.	Collection method(s)	Online (via email) and telephone surveys
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	N/A
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	
I.	Reasons for any failure to meet the required sample size requirements	N/A
J.	Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None