



Pineview Housing Association

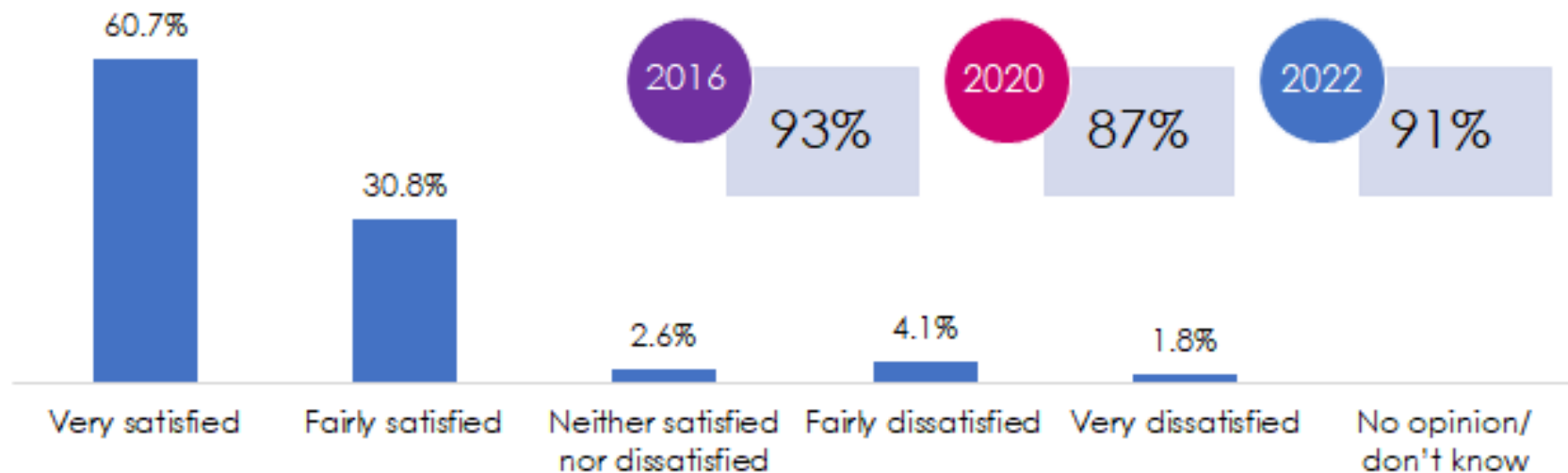
Tenant Satisfaction Research 2022

What did we do?

- Pineview Housing Association commissioned Research Resource to carry out a tenant satisfaction survey.
- 341 interviews were carried out with Pineview tenants, a 42% response rate.
- Interviews were carried out between 30th of November and the 13th December 2022.
- Analysis of the participant profile shows that the survey sample is representative by management area across your stock.
- This provides robust (+/-4%) and representative data upon which you can be confident about making decisions.

Overall satisfaction

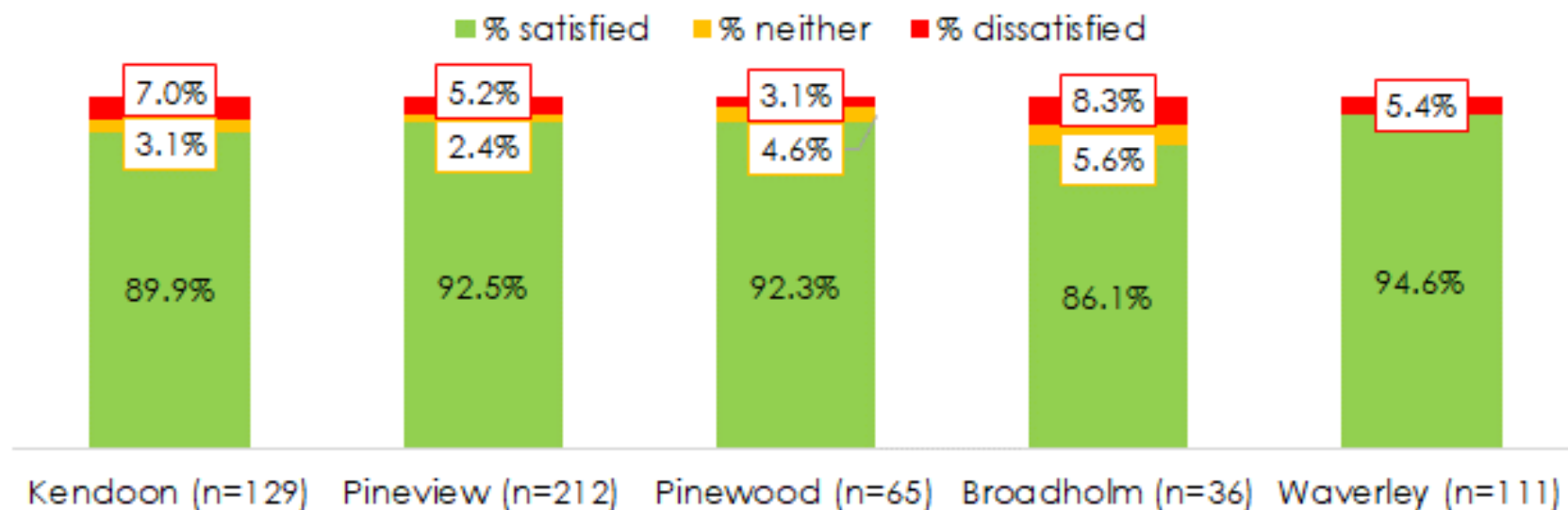
Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Pineview Housing Association?



Base: All respondents, n=341

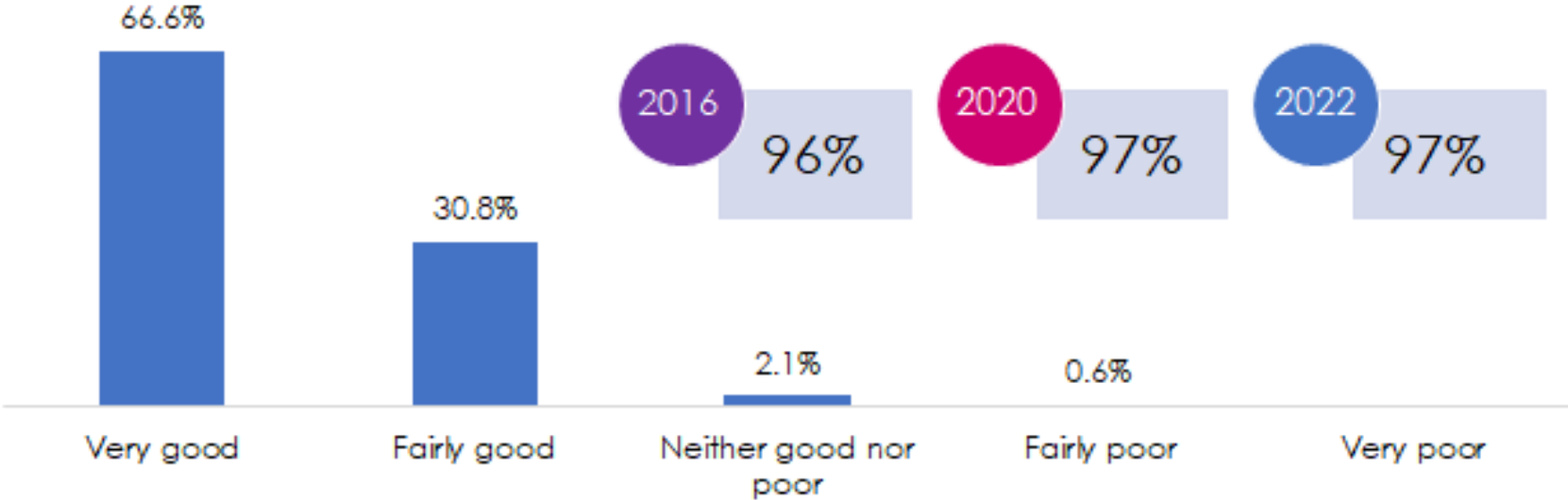
Overall satisfaction

Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Pineview Housing Association?



Keeping tenants informed

Q7 How good or poor do you feel Pineview HA is at keeping you informed about their services and decisions?



Base: All respondents, n=341

Keeping tenants informed

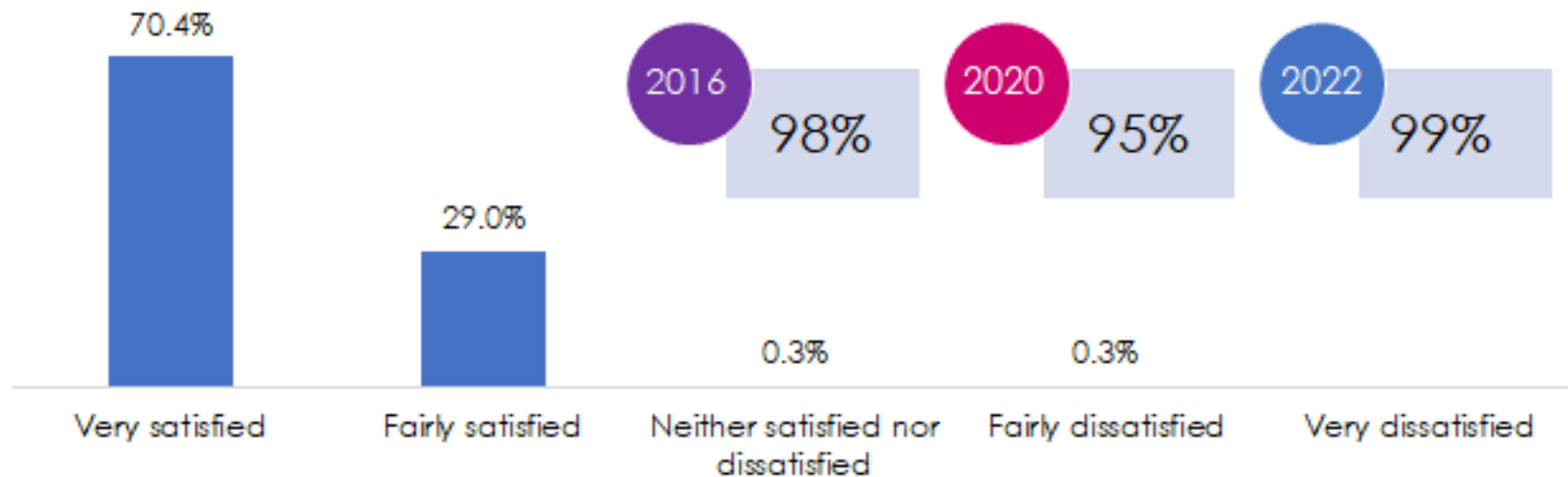
Q7 How good or poor do you feel Pineview HA is at keeping you informed about their services and decisions?

■ % good ■ % neither ■ % poor



Opportunities to participate

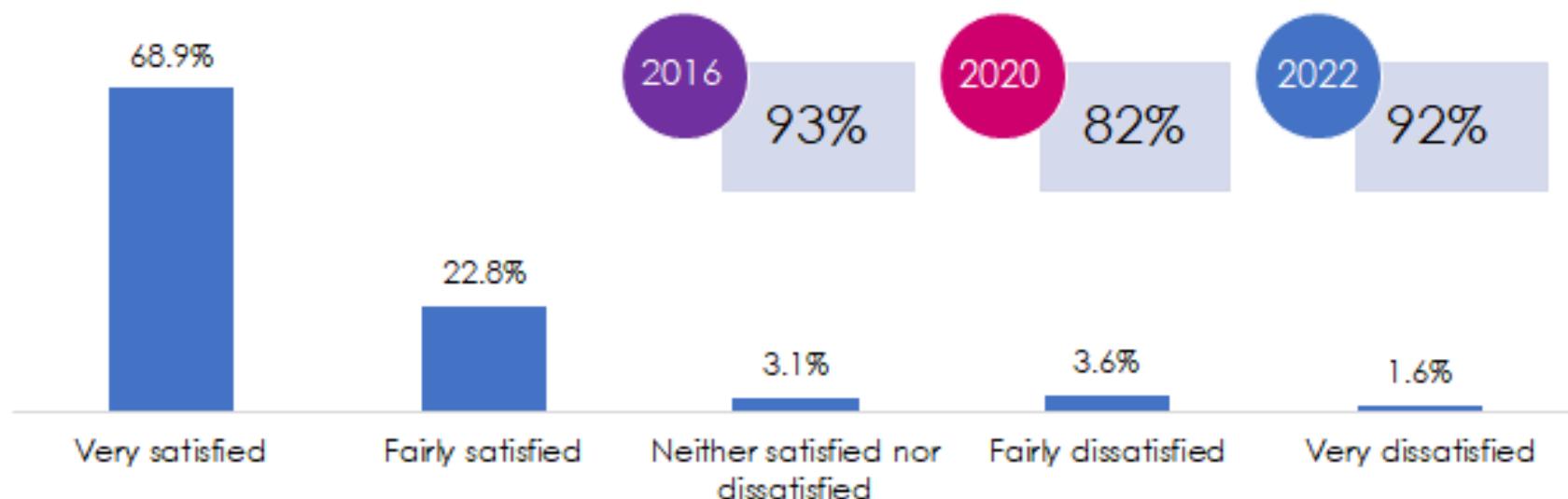
Q11 How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?



Base: All respondents, n=341

Repairs service

Q19 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Pineview Housing Association?

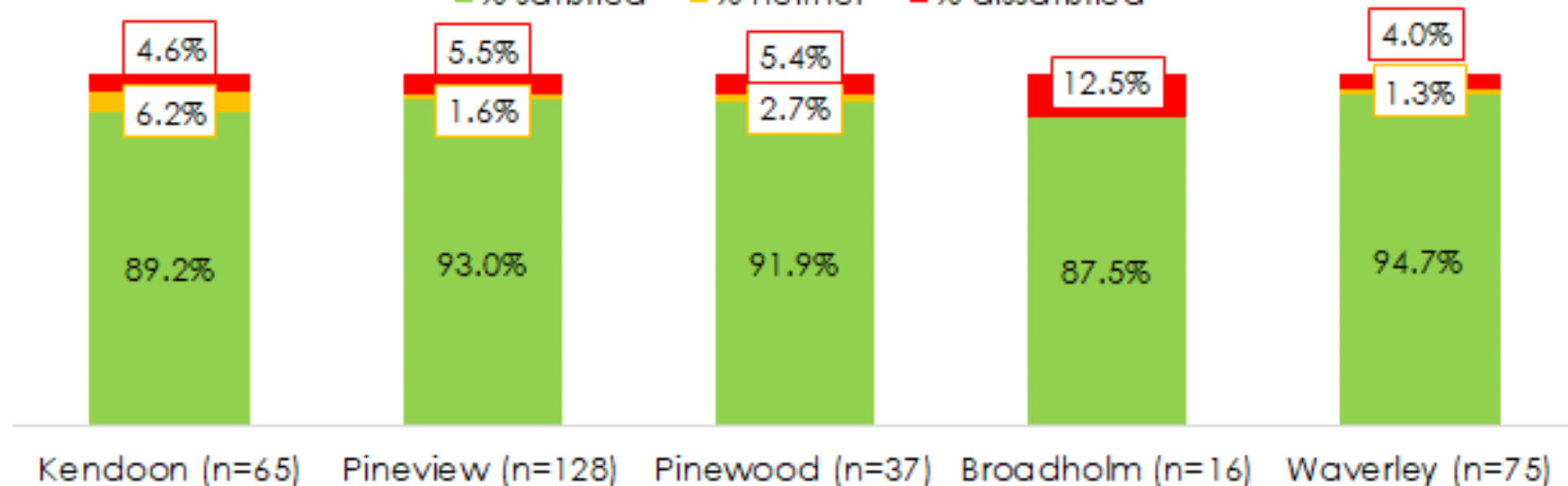


Base: Had repairs carried out, n=193

Repairs service

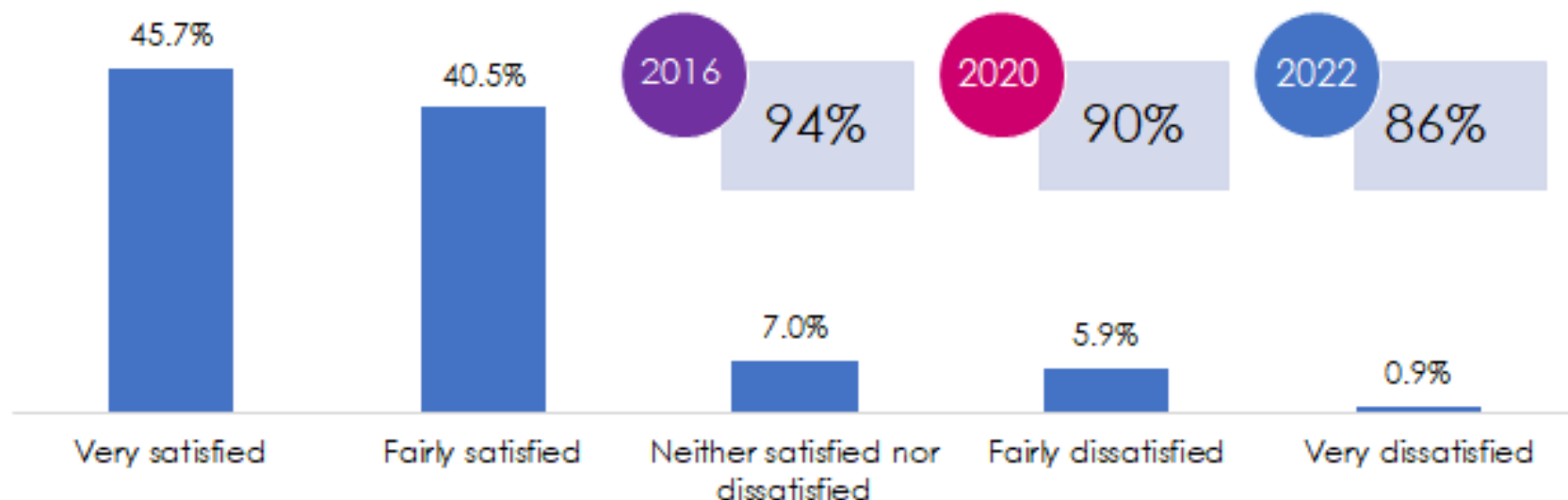
Q19 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Pineview Housing Association?

■ % satisfied ■ % neither ■ % dissatisfied



Quality of the home

Q21 Overall, how satisfied or dissatisfied are you with the quality of your home?

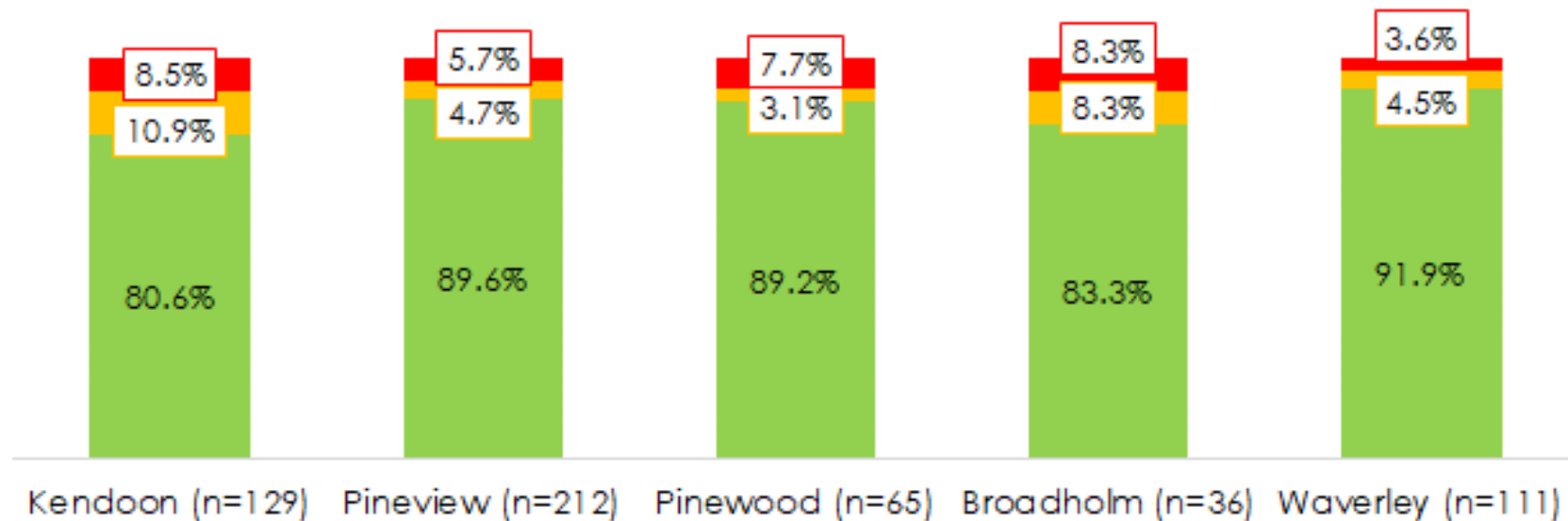


Base: All respondents, n=341

Quality of the home

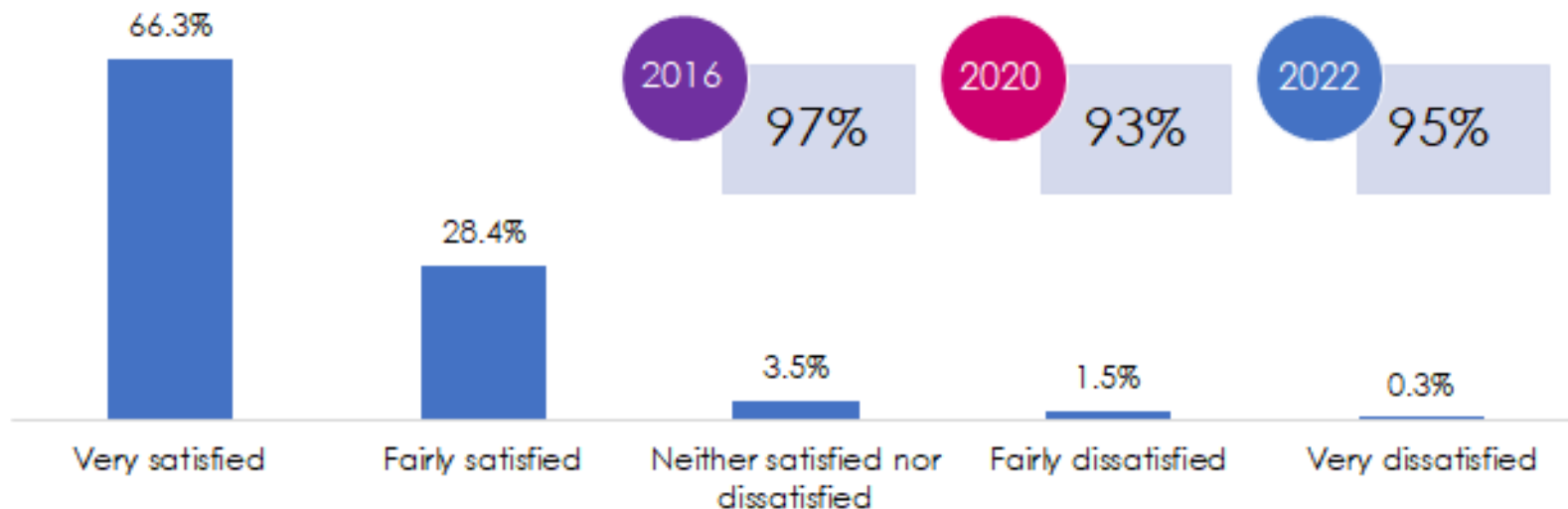
Q21 Overall, how satisfied or dissatisfied are you with the quality of your home?

■ % satisfied ■ % neither ■ % dissatisfied



Contribution to management of the neighbourhood

Q26 Overall, how satisfied or dissatisfied are you with Pineview's contribution to the management of the neighbourhood you live in?

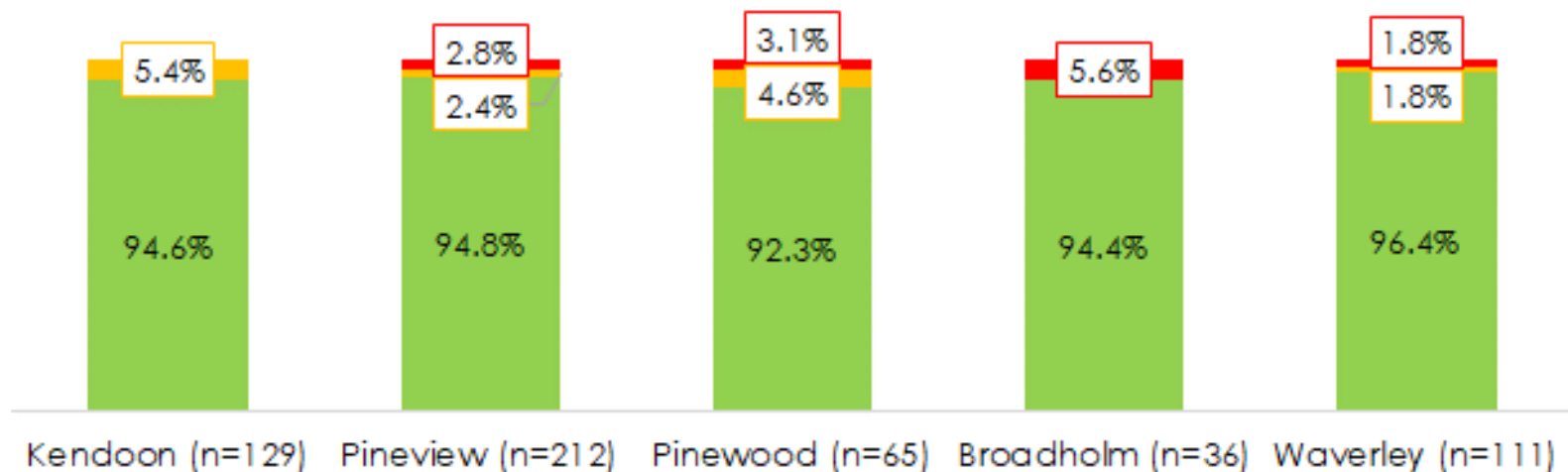


Base: All respondents, n=341

Contribution to management of the neighbourhood

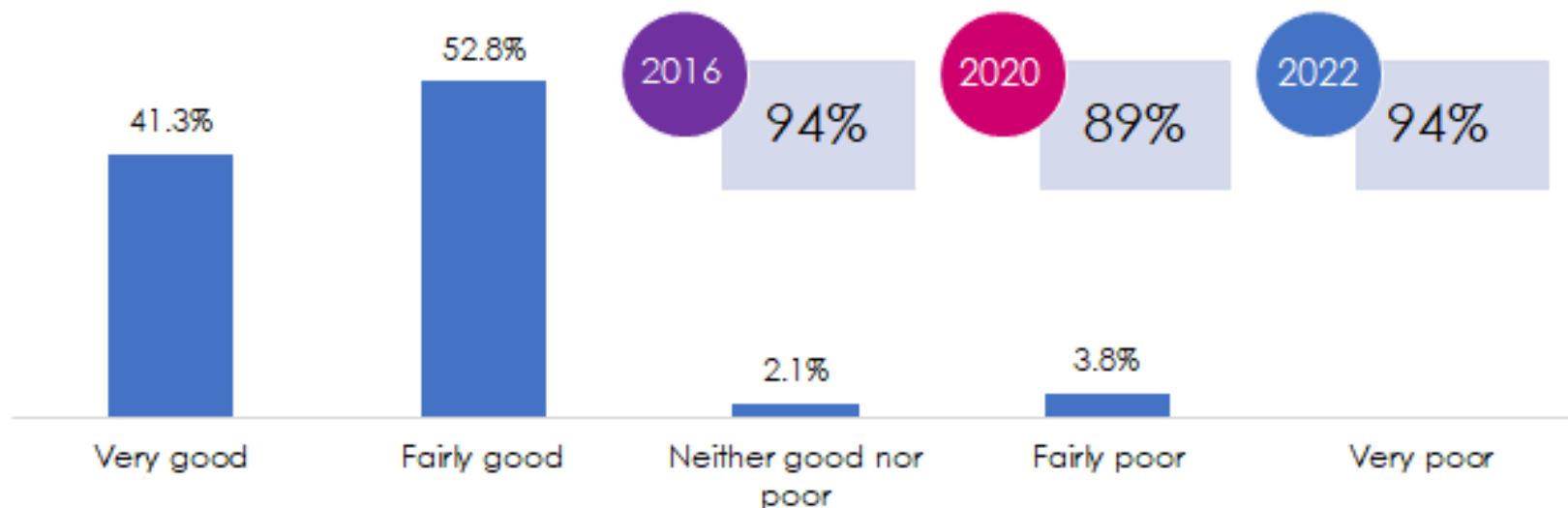
Q26 Overall, how satisfied or dissatisfied are you with Pineview's contribution to the management of the neighbourhood you live in?

■ % satisfied ■ % neither ■ % dissatisfied



Value for money

Q31 Taking into account the accommodation and services Your Landlord provides, do you think your rent for this property represents good or poor value for money?

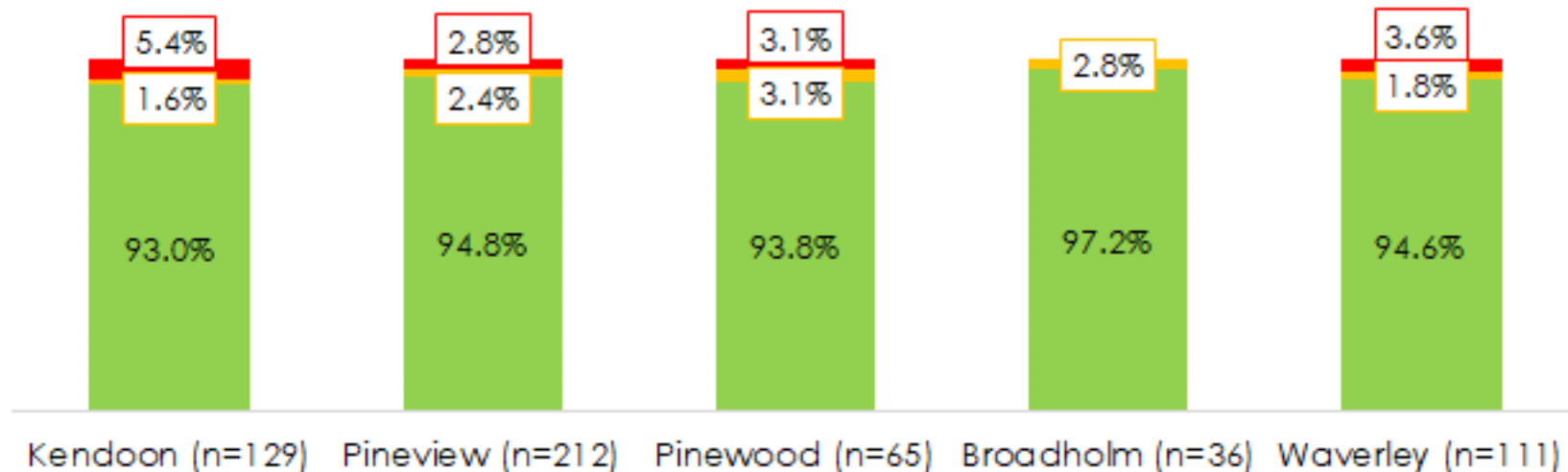


Base: All respondents, n=341

Value for money

Q31 Taking into account the accommodation and services Your Landlord provides, do you think your rent for this property represents good or poor value for money?

■ % good ■ % neither ■ % poor



Preferred methods of keeping tenants informed



65%
Newsletter



78%
Letter



13%
website



13%
email



25% 16-34
14% 35-64
3% 65+



21% 16-34
14% 35-64
4% 65+

Preferred methods of having contact with Pineview



97%
phone



60%
Letter



57%
Office visit



29%
email



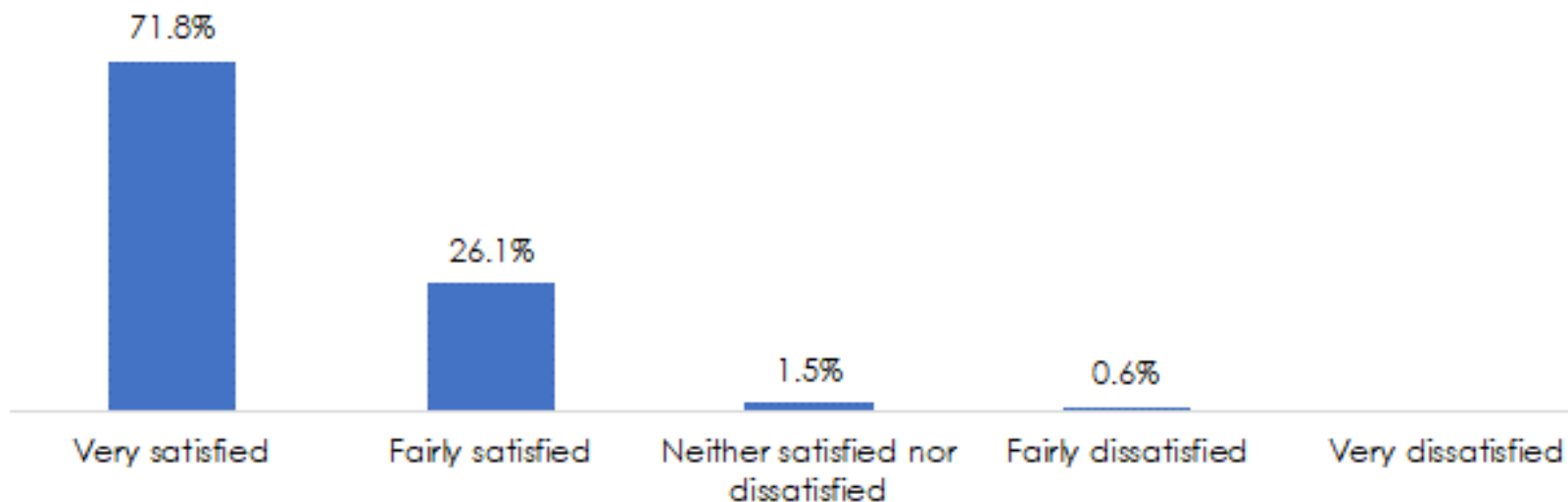
26%
text

28% of tenants make use of Pineview digital service via the website

(64% 2 parent families, 44% single parent families, 56% aged 16-34)

Satisfaction with customer care

Q16 Thinking of the contact you have with Pineview staff, how satisfied or dissatisfied are you with the customer care provided?



Base: All respondents, n=341

Improvement priorities for the home



37% windows



Insulation against
heat loss/ draught
proof (30%)



Bathroom (25%)



External doors (16%)



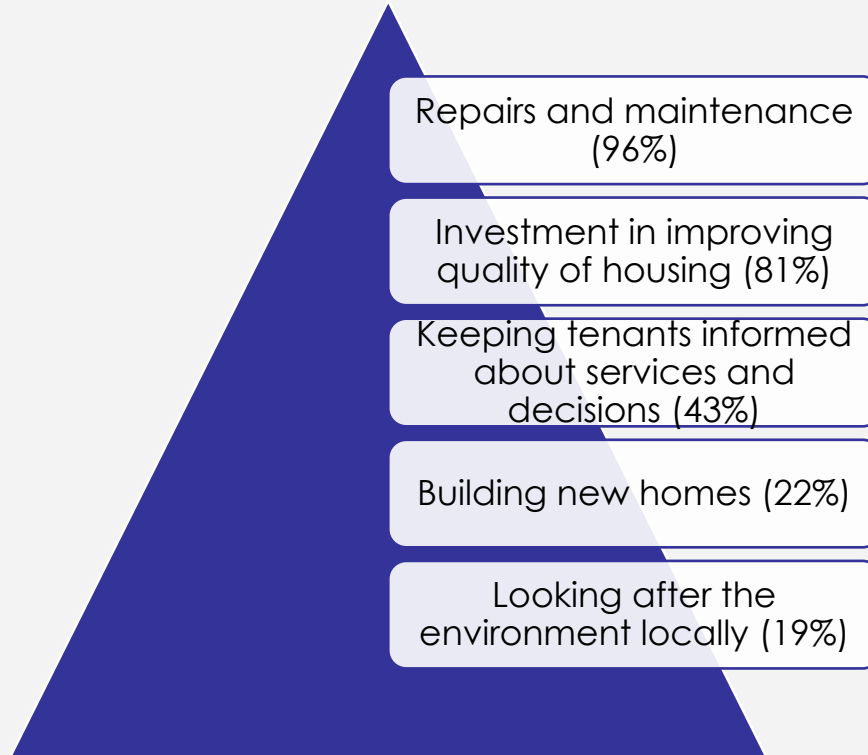
Affordability

58% said they find it very or fairly easy to afford their rent payments, 39% said it is just about affordable and 3% said they find them very or fairly difficult to afford.

9% of those said they find it very or fairly easy to afford the cost of their fuel bills, 61% just about affordable and 30% difficult to afford (paying by pre paid card or key, single parent families and aged 16-34 experience greater problems)

41% have chosen not to put their heating on because they couldn't afford to.

Tenant priorities



Thank you for listening!

