



# Tenant Survey – 2024



This report tells you about the results of the tenant survey that took place in October and November 2024.

# About the Survey



In October and November 2024, you may have taken part in an important survey.



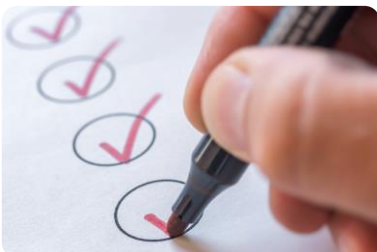
The survey asked about how happy you are with the way BeST delivers services and looks after your home.



An independent market research company called Acuity Research & Practice carried out the survey.



Tenants were all sent a questionnaire by post, which also included the option to answer the survey online.



In total 379 of you completed the questionnaire (369 by post and 10 online) out of 1,247 – that is 30%.

# 1. Overall Satisfaction



Taking everything into account, how satisfied or dissatisfied are you with the service provided by BeST?

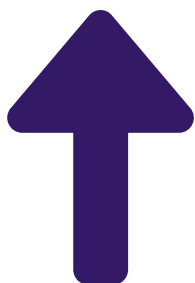


This means:

Thinking about everything BeST does. How happy you are with the service from BeST.



Around two out of three tenants are satisfied with the overall service from BeST **(67%)**.



This is **5%** more than in the survey last year.

## 2. Safe Home



Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that BeST provides a home that is safe?

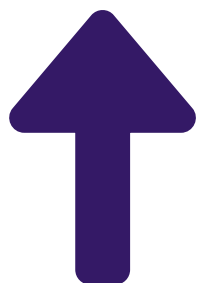


This means:

Think about the building where you live. How happy or unhappy are you that BeST makes sure it is safe for you to live in.



Seven out of ten tenants are satisfied that their home is safe to live in (**69%**).



This is **8%** more than in the survey last year.

### 3. Well Maintained Home

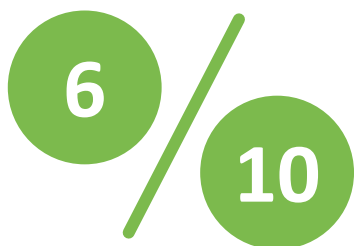


How satisfied or dissatisfied are you that BeST provides a home that is well maintained?

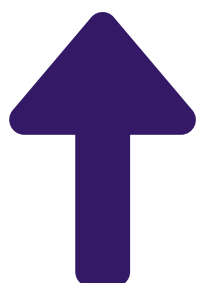


This means:

Thinking about the home where you live. How happy or unhappy are you that BeST looks after your home.



Six out of ten tenants are satisfied that their home is well maintained (**61%**).



This is **8%** more than in the survey last year.

## 4. Communal Areas



How satisfied or dissatisfied are you that BeST keeps these communal areas clean and well maintained?

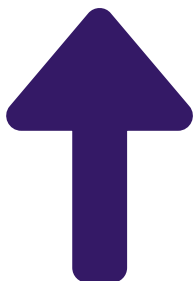


This means:

If you have any communal areas (for example, hallways, stairs, or gardens), does BeST look after them and keep them clean.



Around six out of ten tenants are satisfied their communal areas are kept clean and well maintained (**58%**).



This is **8%** more than in the survey last year.

## 5. Repairs to your Home

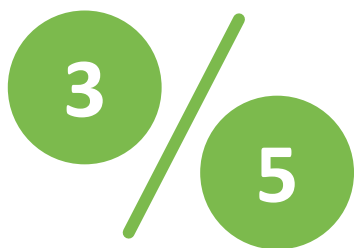


How satisfied or dissatisfied are you with the overall repairs service from BeST over the last 12 months?

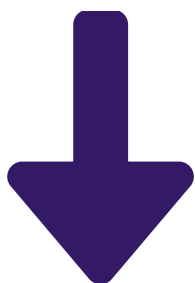


This means:

How happy or unhappy are you with any repairs BeST has done to your home in the past year.



Around three out of five tenants who had a repair, are satisfied with the repairs service in the last 12 months **(60%)**.



This is **5%** less than in the last survey.

## 6. Time Taken for Repairs



How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

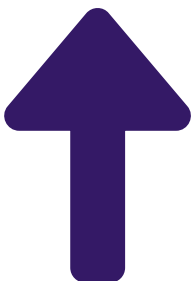


This means:

Are you happy with how quickly BeST did any repairs after you told them something was broken.



Over half of tenants who had a repair are satisfied with the time taken to complete their last repair (**54%**).



This is **3%** more than in the last survey.



## 7. Your Local Area

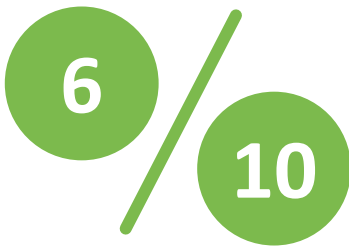


How satisfied or dissatisfied are you that BeST makes a positive contribution to your neighbourhood?

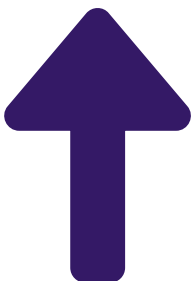


This means:

Are you happy that BeST helps make the area around where you live a nice place.



Six out of ten tenants are satisfied with the positive contribution made to their neighbourhood (**59%**).



This is **12%** more than in the last survey.

## 8. Anti-social Behaviour



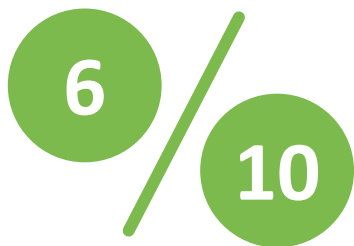
How satisfied or dissatisfied are you with BeST's approach to handling anti-social behaviour?

This means:

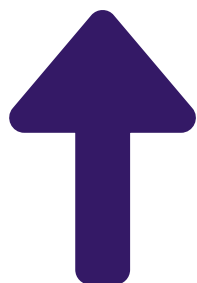


Anti-social behaviour is when people make you feel upset, worried or scared.

Are you happy with how BeST sorts out anti-social behaviour.



Six out of ten tenants are also satisfied with BeST's approach to handling anti-social behaviour (**60%**).



This is **8%** more than in the last survey.

## 9. Listening to Tenants



How satisfied or dissatisfied are you that BeST listens to your views and acts upon them?

This means:

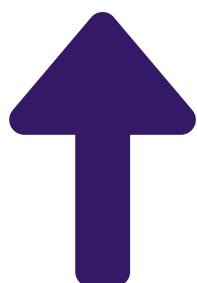


How happy are you that your landlord listens to what you say.

Then, if your landlord needs to do something they do it.



Over half of tenants are satisfied that BeST listens to their views and acts upon them (**55%**).



This is **9%** more than in the last survey.

# 10. Keeping you Informed

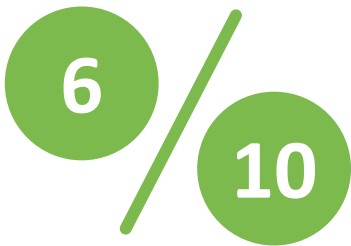


How satisfied or dissatisfied are you that BeST keeps you informed about things that matter to you?

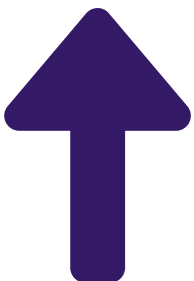


This means:

How happy you are that your landlord tells you any information you need to know.



Around six out of ten tenants are satisfied they are kept informed about things that matter to them (**58%**).



This is **4%** more than in the last survey.

# 11. Treated Fairly



To what extent do you agree or disagree with the following ‘BeST treats me fairly and with respect’?

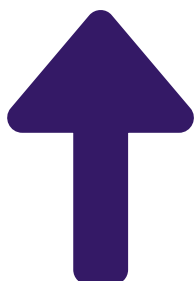


This means:

How much do you agree that BeST treats you fairly and with respect.



Around seven out of ten tenants are satisfied that they are treated fairly and with respect (**72%**).



This is **11%** more than in the last survey.

## 12. Handling of Complaints



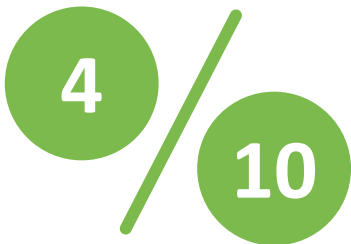
How satisfied or dissatisfied are you with BeST's approach to complaints handling?

This means:

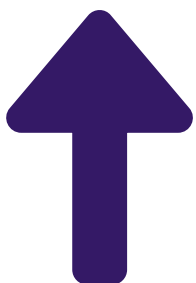


A complaint is telling your landlord you are not happy about something they have done.

Are you happy with how BeST sorts out complaints.



Around four out of ten tenants are satisfied with BeST's approach to complaints handling (**42%**).



This is **11%** more than in the last survey.

## 13. Tenant Groups



The tenants that took part in the survey can be organised into different groups. For example, which area they are from or which type of property they live in.



This means:

You can breakdown the results to see if some groups of tenants are more satisfied than others.



Tenants in the North East are generally the most satisfied of the different areas, with tenants in Wales and London the least satisfied.



Tenants who have moved into their home most recently are the most satisfied, compared with those who have been tenants for over one year.

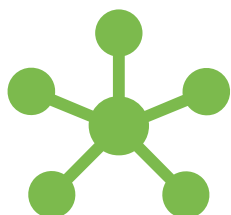
## 14. Conclusion



Tenants are the happiest with that they are treated fairly, their homes are safe to live in and with the overall service from BeST.



Tenants are the unhappiest with how complaints are sorted out, how quickly repairs are done, and that BeST listens to what they say.



Tenants are more likely to be happy with the overall service from BeST if they feel their homes are looked after.



Tenants are more satisfied than in the last survey, apart from with the repairs service over the last 12 months.