



Tenant Survey – 2023



This report tells you about the results of the tenant survey that took place in September and October 2023.

About the Survey



In September and October 2023, you may have taken part in an important survey.



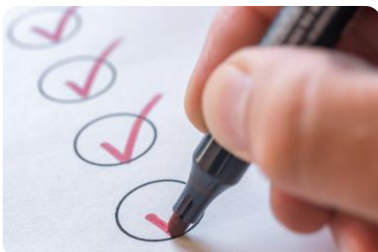
The survey asked about how happy you are with the way BeST delivers services and looks after your home.



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



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



In total 350 of you completed the questionnaire (336 by post, 14 online) out of 1,252 – that is 28%.

1. Overall Satisfaction



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

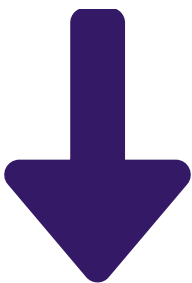


This means:

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



Around six out of ten tenants are satisfied with the overall service from BeST (**62%**).



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

2. Safe Home

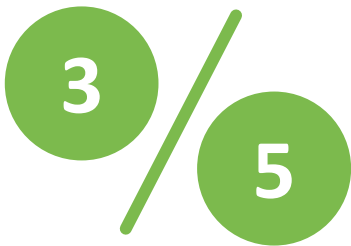


Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that BeST provides a home that is safe?

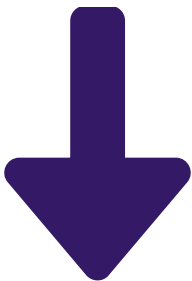


This means:

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.



Three out of five tenants are satisfied that their home is safe to live in (**61%**).



This is **6%** less 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.



Over half of tenants are satisfied that their home is well maintained (**53%**).

4. Communal Areas



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

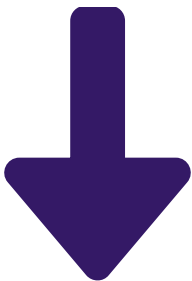


This means:

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



Half of tenants are satisfied that their communal areas are kept clean and well maintained (**50%**).



This is **20%** less 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?

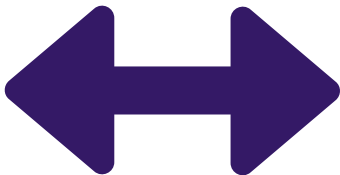


This means:

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



Around two out of three tenants who had a repair, are satisfied with the repairs service in the last 12 months **(65%)**.



This is the same as 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?

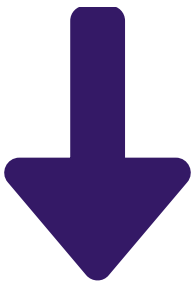


This means:

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



Around half of tenants who had a repair are satisfied with the time taken to complete their last repair (**51%**).



This is **5%** less 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.



Just under half of tenants are satisfied with the positive contribution made by BeST to their neighbourhood (**46%**).

8. Anti-social Behaviour



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



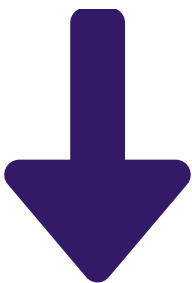
This means:

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

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



Around half of tenants are also satisfied with BeST's approach to handling anti-social behaviour (**52%**).



This is **14%** less than in the last survey.

9. Easy to Deal With



How satisfied or dissatisfied are you that BeST is easy to deal with?

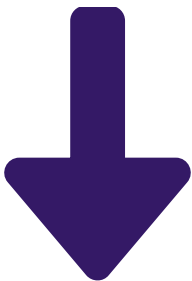


This means:

Do you find BeST easy to talk to and helpful when you contact them about anything.



Just under six out of ten tenants are satisfied that BeST is easy to deal with (**57%**).



This is **2%** less than in the last survey.

10. Listening to Tenants



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



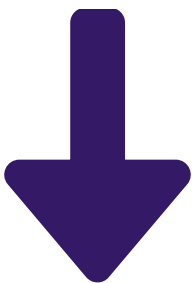
This means:

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

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



Almost half of tenants are satisfied that BeST listens to their views and acts upon them (**46%**).



This is **7%** less than in the last survey.

11. Keeping you Informed



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

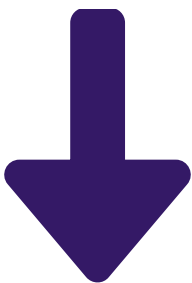


This means:

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



Over half of tenants are satisfied that they are kept informed about things that matter to them (**54%**).



This is **13%** less than in the last survey.

12. Treated Fairly

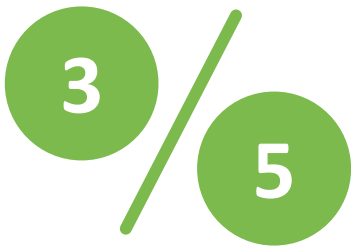


To what extent do you agree or disagree with the following 'BeST treats me fairly and with respect'?

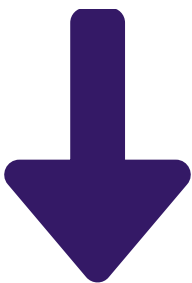


This means:

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



Three out of five tenants are satisfied that they are treated fairly and with respect (**61%**).



This is **10%** less than in the last survey.

13. Handling of Complaints



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

This means:

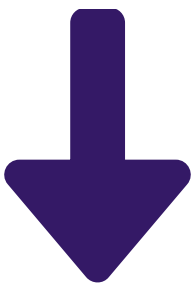


A complaint is telling your landlord you are not happy about something they have done.

Are you happy with how BeST sorts out complaints.



Three out of ten tenants are satisfied with BeST’s approach to complaints handling (**31%**).



This is **25%** less than in the last survey.

14. Improving Services



What could BeST do to improve its services?

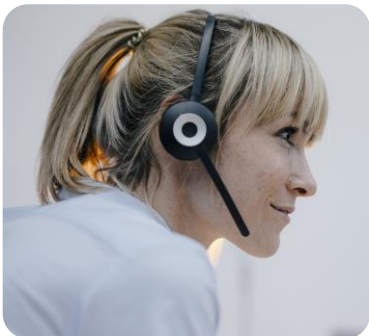


This means:

What do you think BeST should do to make the services they provide better.



39% of tenants would like improvements to the repairs service, such as how long it takes for repairs to be completed.



Other tenants would like the condition of their homes to be improved, and better customer service and communication.

15. 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 are generally the most satisfied of the different areas, with tenants in the South West the least satisfied.



Tenants who live in a flat are more satisfied than tenants who live in a room, apart from with how anti-social behaviour is sorted out.

16. Conclusion



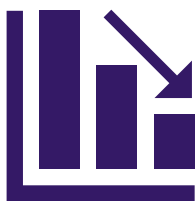
Tenants are the happiest with the repairs service over the last year, the overall service from BeST and that their homes are safe to live in.



Tenants are the unhappiest with how complaints are sorted out, how quickly BeST does repairs and that their homes are well maintained.



Tenants said that they would like BeST to do repairs more quickly and for anything that is still broken to be fixed.



Tenants are less satisfied than in the last survey, apart from with the repairs service over the last 12 months (stayed the same).