



# Tenant Satisfaction Survey 2023



# About the Survey

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

The survey was carried out by post, with all tenants being sent a postal questionnaire, by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way BeST 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 BeST's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received. The results have been checked and weighted by area to ensure they are representative.



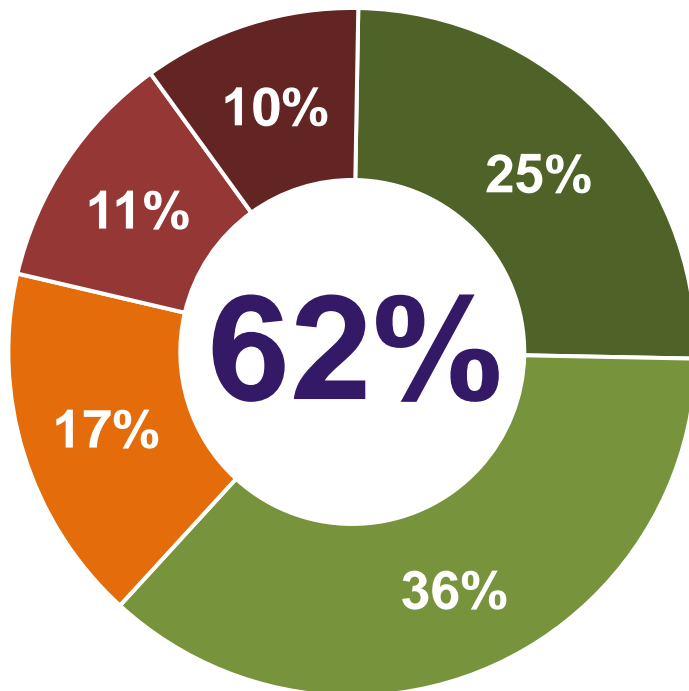
**350**  
tenants took  
part out of a  
possible  
1,252

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

# Overall Services



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



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





# The Home and Communal Areas



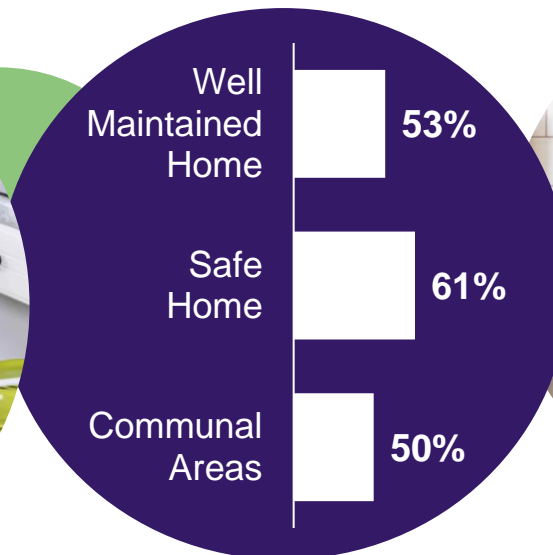
Over half of tenants are satisfied that they are provided with a home that is well maintained (**53%**).



Six out of ten tenants are satisfied that BeST provides them with a home that is safe (**61%**).



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



# Repairs Service



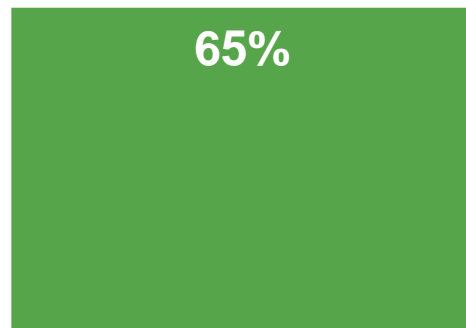
Around eight out of ten tenants said that they had a repair carried out to their homes in the last 12 months **(82%)**.



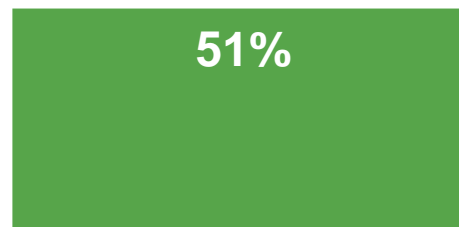
Just under two-thirds of these tenants are satisfied with the overall repairs service from BeST over the last 12 months **(65%)**.



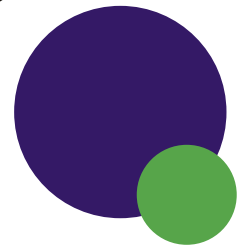
Fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(51%)**.



Overall Repairs Service  
(Last 12 months)



Time Taken to Complete  
Last Repair



# Neighbourhood Management



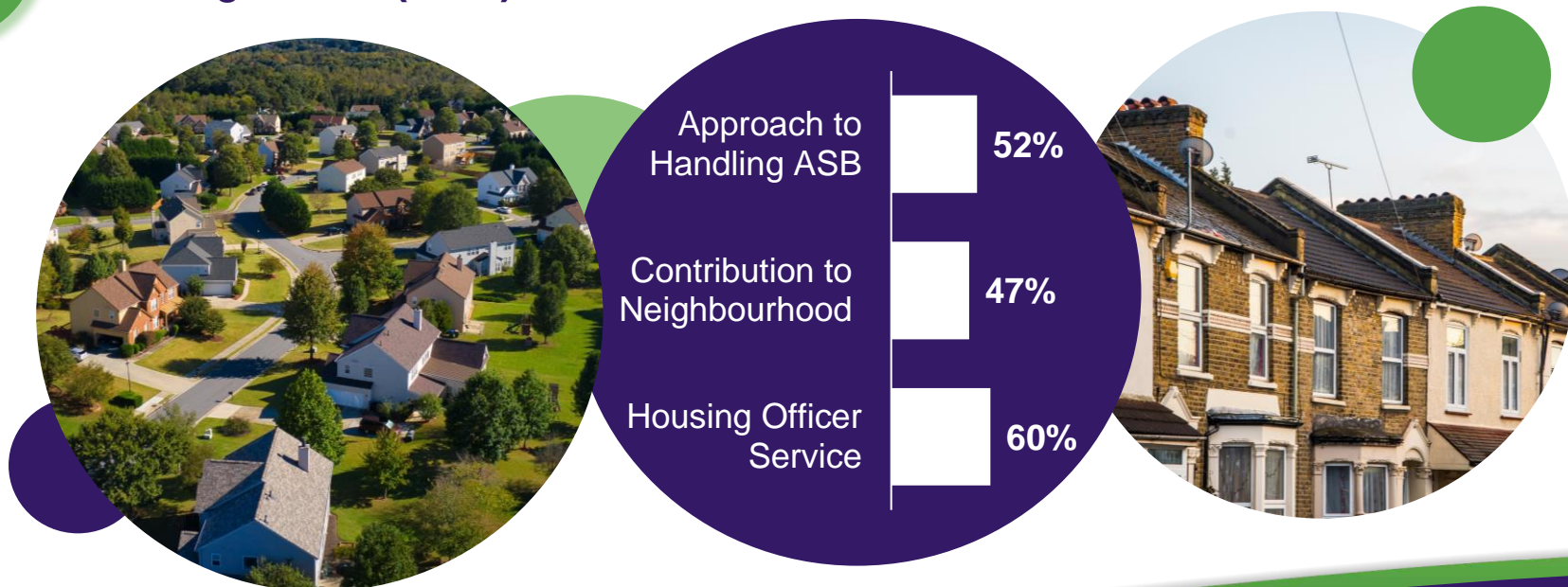
Around half of tenants are satisfied with BeST's approach to handling anti-social behaviour **(52%)**.



Slightly fewer tenants are satisfied that BeST makes a positive contribution to their neighbourhood **(47%)**.



Six out of ten tenants are satisfied with the overall service provided by their housing officer **(60%)**.



# Communications and Engagement



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



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



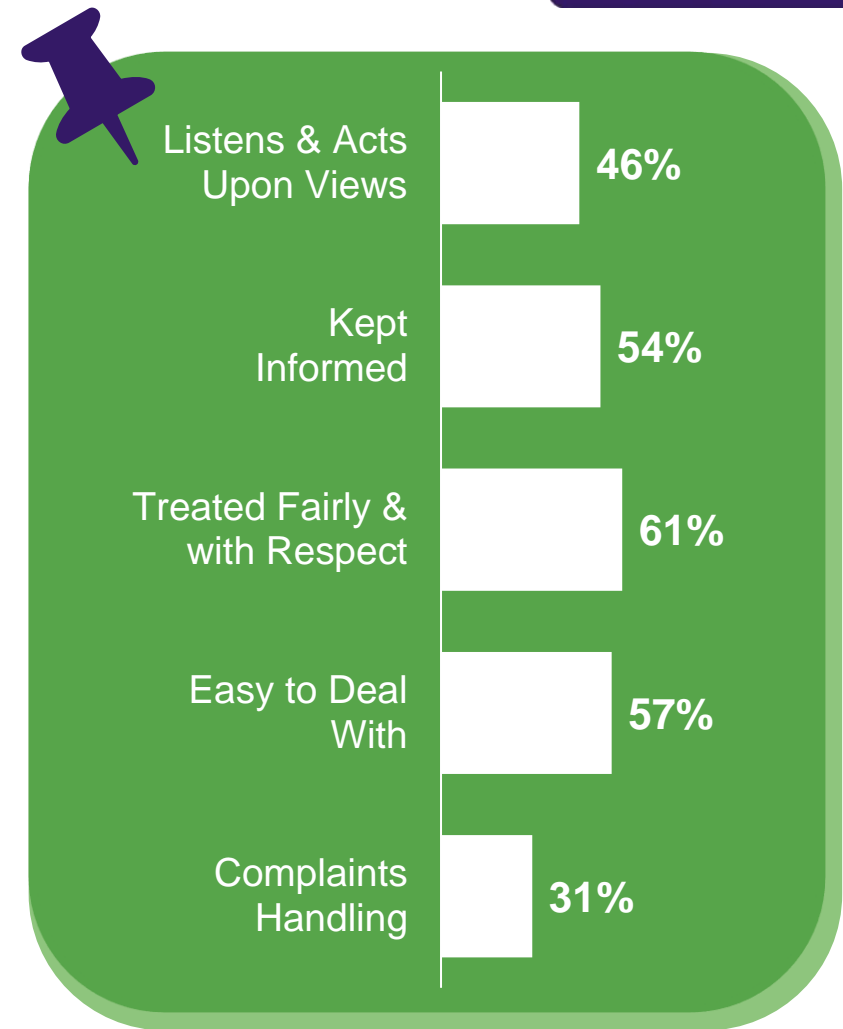
Six out of ten tenants agree that BeST treats them fairly and with respect **(61%)**.



Just under three-fifths of tenants are satisfied that BeST is easy to deal with **(57%)**.



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





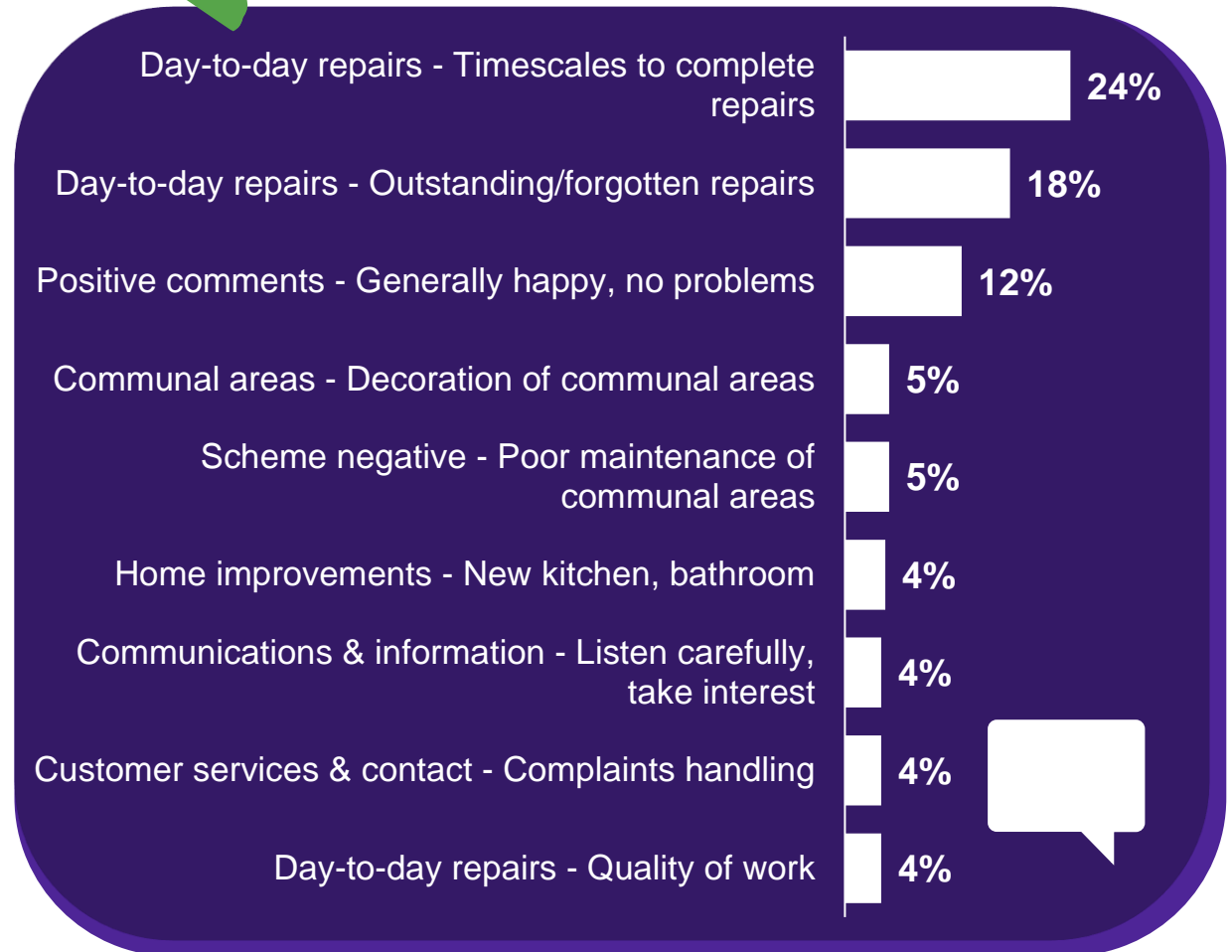
# Improving Services

Finally, tenants were asked what one thing BeST could do to improve its services and 233 tenants gave comments.

Tenants most frequently commented upon the repairs service, including the timescales to complete repairs and outstanding or forgotten repairs that have not been dealt with.

Tenants also mentioned communications and information, such as how they are listened to, as well as home improvements they would like.

Other tenants are happy with the services currently provided and had no improvement suggestions, instead giving positive comments.





# You Say – We Do

BeST 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 BeST does to involve you in developing services. As well as publishing the results of the survey, BeST 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  
communal areas



Involve tenants in  
shaping service  
improvements



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