



# Tenant Survey – 2022



This report tells you about the results of the tenant survey that took place in August, September and October 2022.

## About the survey



In August, September and October 2022 you may have taken part in an important survey.



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



The survey was anonymous and carried out by an independent market research company called Acuity Research & Practice.



The survey was carried out by post.

# 1. Overall satisfaction with BeST

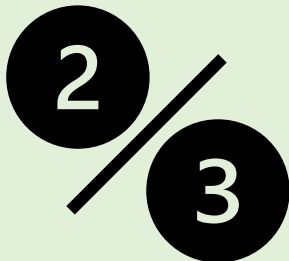


Taking everything into account, how satisfied or dissatisfied are you with the service provided by BeST?

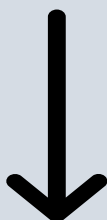


This means:

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



Two-thirds of tenants are satisfied with the services that they receive from BeST (**67%**).



This is **5%** less than last year.

## 2. Well-maintained & safe home

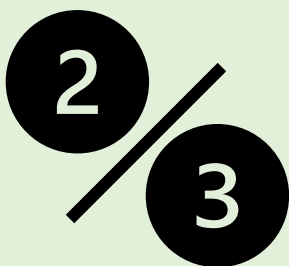


Thinking specifically about the building you live in... How satisfied or dissatisfied are you that BeST provides a home that is well maintained and safe for you to live in?



This means:  
Think about the building you live in.

How happy or unhappy are you that BeST looks after your home and makes sure it is safe for you to live in.



Two-thirds of tenants are satisfied that their home is well-maintained and safe to live in (67%).

### 3. Communal areas

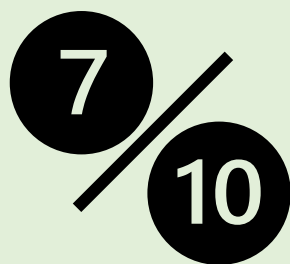


How satisfied or dissatisfied are you that BeST keeps these communal areas clean, safe and well maintained?

This means:



Does your landlord look after communal areas (e.g., hallways, stairs, gardens) and keep them clean.



Seven in ten tenants are satisfied that the communal areas associated with their homes are clean, safe and well-maintained (70%).

## 4. Your local area

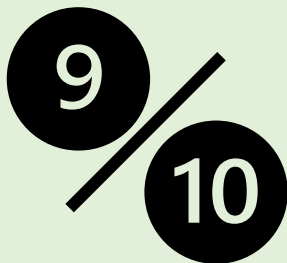


How satisfied or dissatisfied are you with your neighbourhood as a place to live?



This means:

Do you like the area around where you live?



The vast majority of tenants **(87%)** are satisfied with their neighbourhood as a place to live.

## 5. Anti-social behaviour



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

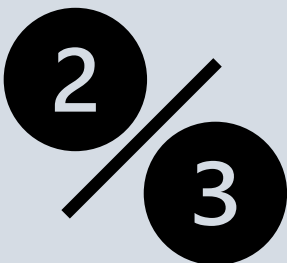


Anti-social behaviour is when people make you feel upset, worried or scared.



This question means:

Are you happy with how your landlord sorts out anti-social behaviour?



Two-thirds of tenants are satisfied with BeST's approach to handling anti-social behaviour **(66%)**.

## 6. Repairs to your home

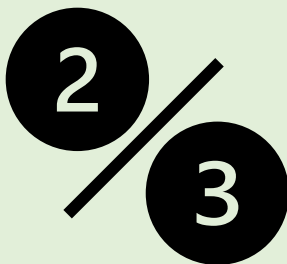


How satisfied or dissatisfied are you with the repairs service you have received to your home from BeST over the last 12 months?



This means:

Are you happy with any repairs your landlord has done in the last 12 months.



Around two-thirds of the tenants who had a repair completed in the last 12 months are satisfied with the service received **(65%)**.



## 7. How long it takes to repair your home

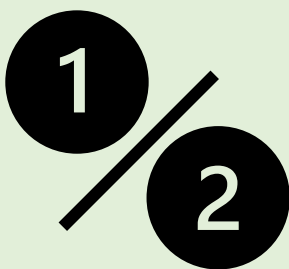


How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



This means:

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



Around half of the tenants who had a repair completed in the last 12 months are satisfied with the time taken to complete this repair (56%).

## 8. Is BeST easy to deal with

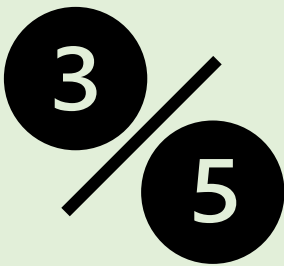


How satisfied or dissatisfied are you that BeST is easy to deal with?



This means:

Do you find BeST easy to talk to and helpful when you contact them?



Around three-fifths of tenants find BeST easy to deal with **(59%)**.

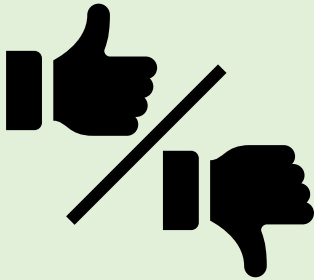
## 9. How complaints are handled



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

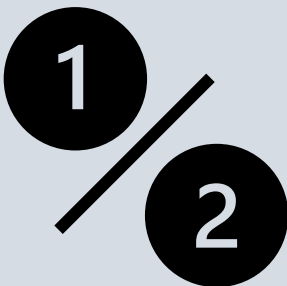


A complaint means telling your landlord you are not happy about something they have done.



This question means:

Are you happy with how your landlord sorted out your complaint?



**56%** of tenants are satisfied with BeST's approach to complaints handling.

## 10. Keeping tenants informed

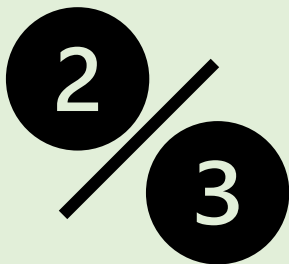


How satisfied or dissatisfied are you that BeST keeps you informed about things that matter to you?



This means:

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



67% of tenants feel they are kept informed about things that might affect them.

## 11. Listening to tenants



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

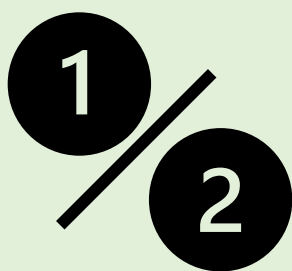


This means:

how happy are you that your landlord listens to what you say



then, if your landlord needs to do something they do it



Around half of tenants feel that BeST listens to their views and acts upon them **(53%)**.

## 12. Treating tenants fairly and with respect

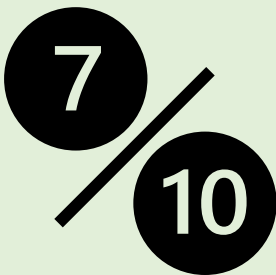


To what extent do you agree or disagree with the following “my landlord treats me fairly and with respect”?



This means:  
How much do you agree with this:

My landlord treats me fairly and they treat me with respect.



**71%** of tenants feel that BeST treats them fairly and with respect.

## 13. Improving services



What could BeST do to improve its services?



This means:

What do you think BeST should do to improve its service to you?



**39%** of tenants want improvements to repairs.



**11%** of tenants want improvements to the condition of their homes.



**8%** of tenants want improvements to the grounds maintenance