



# Tenants Survey

2022



# About the Survey

In August, September and October 2022 many of you took part in an important survey.

The survey focused on how happy you are with the way BeST delivers key services and maintains your homes. The survey was anonymous and carried out by an independent market research company – Acuity.

The survey was carried out by post, with all tenants being sent a postal questionnaire.

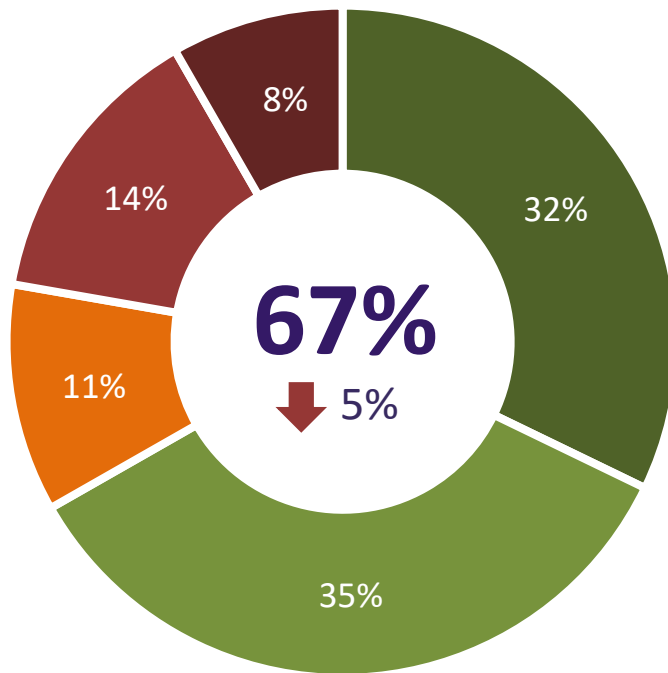
This report contains key results from the survey in respect of tenants' opinions about their homes and the services received.

A total of  
**381** tenants  
took part out  
of a possible  
1,400.

# Overall Services



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



■ Very satisfied ■ Fairly satisfied ■ Neither ■ Fairly dissatisfied ■ Very dissatisfied



# The Home



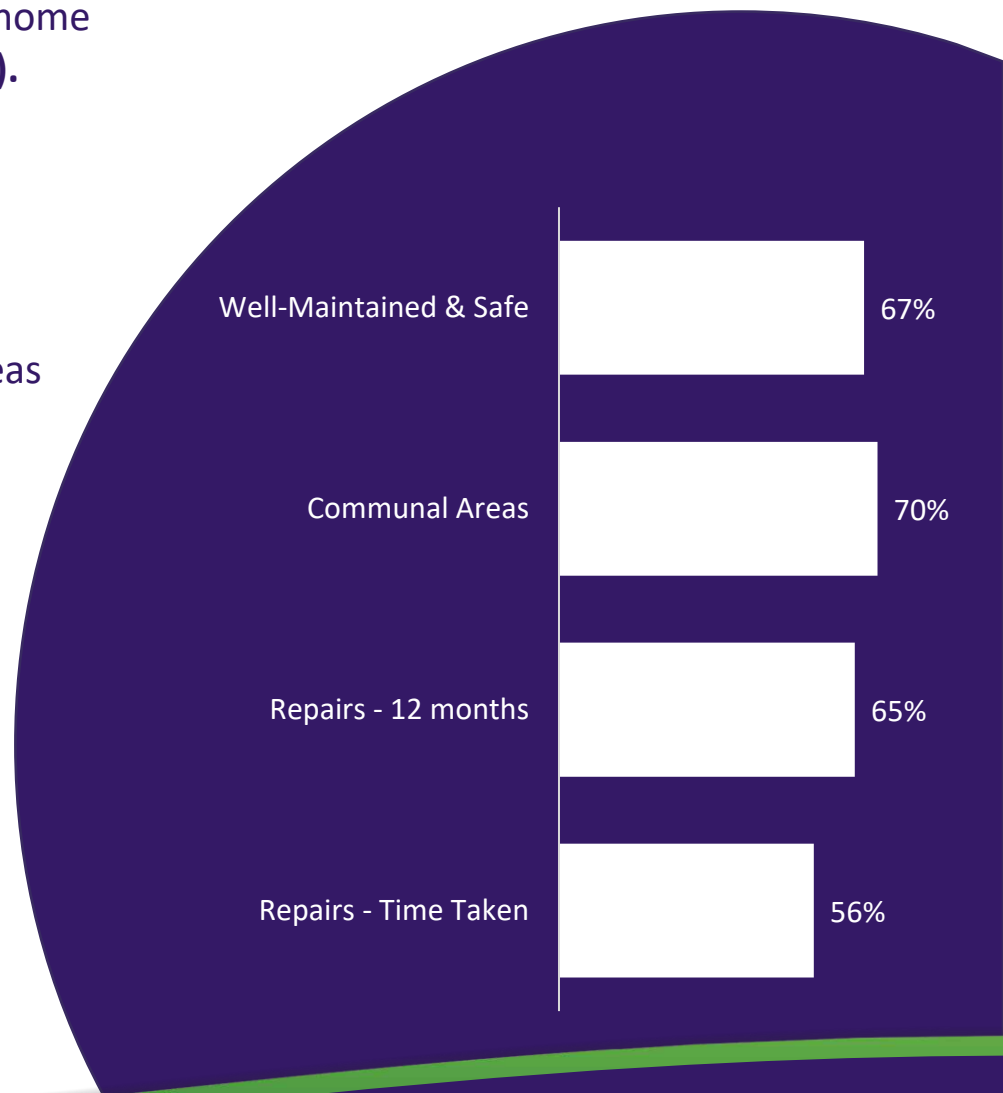
Two-thirds of tenants are satisfied that BeST provides a home that is well-maintained and safe for them to live in **(67%)**.



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



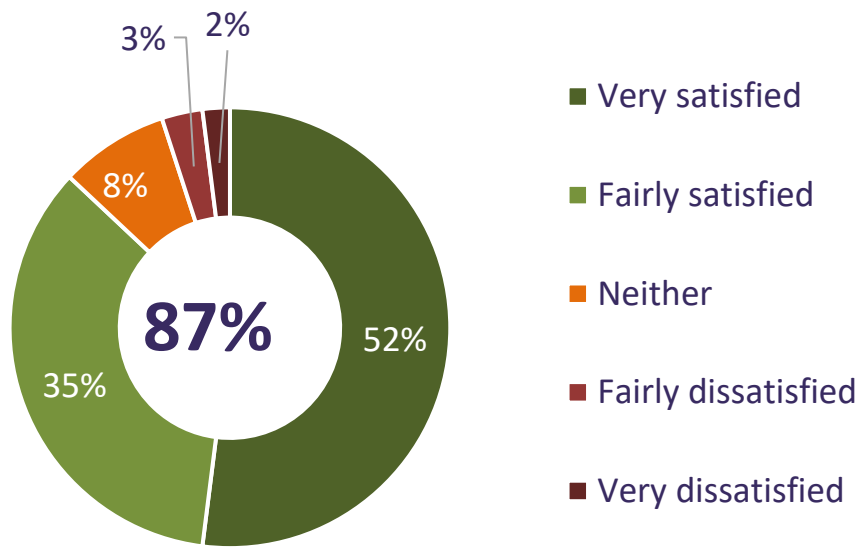
Around two-thirds of tenants that had a repair completed in the last 12 months are satisfied with the service they received **(65%)**. Over half are satisfied with the time taken to complete this repair **(56%)**.





# Neighbourhood

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



Two-thirds of tenants are satisfied with BeST’s approach to handling anti-social behaviour (**66%**), **14%** are dissatisfied and a further **19%** are neither satisfied nor dissatisfied. This question included a not applicable/don’t know option and **134** tenants chose this.

# Communications & Engagement



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



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



A further **56%** are satisfied with BeST's approach to complaints handling.



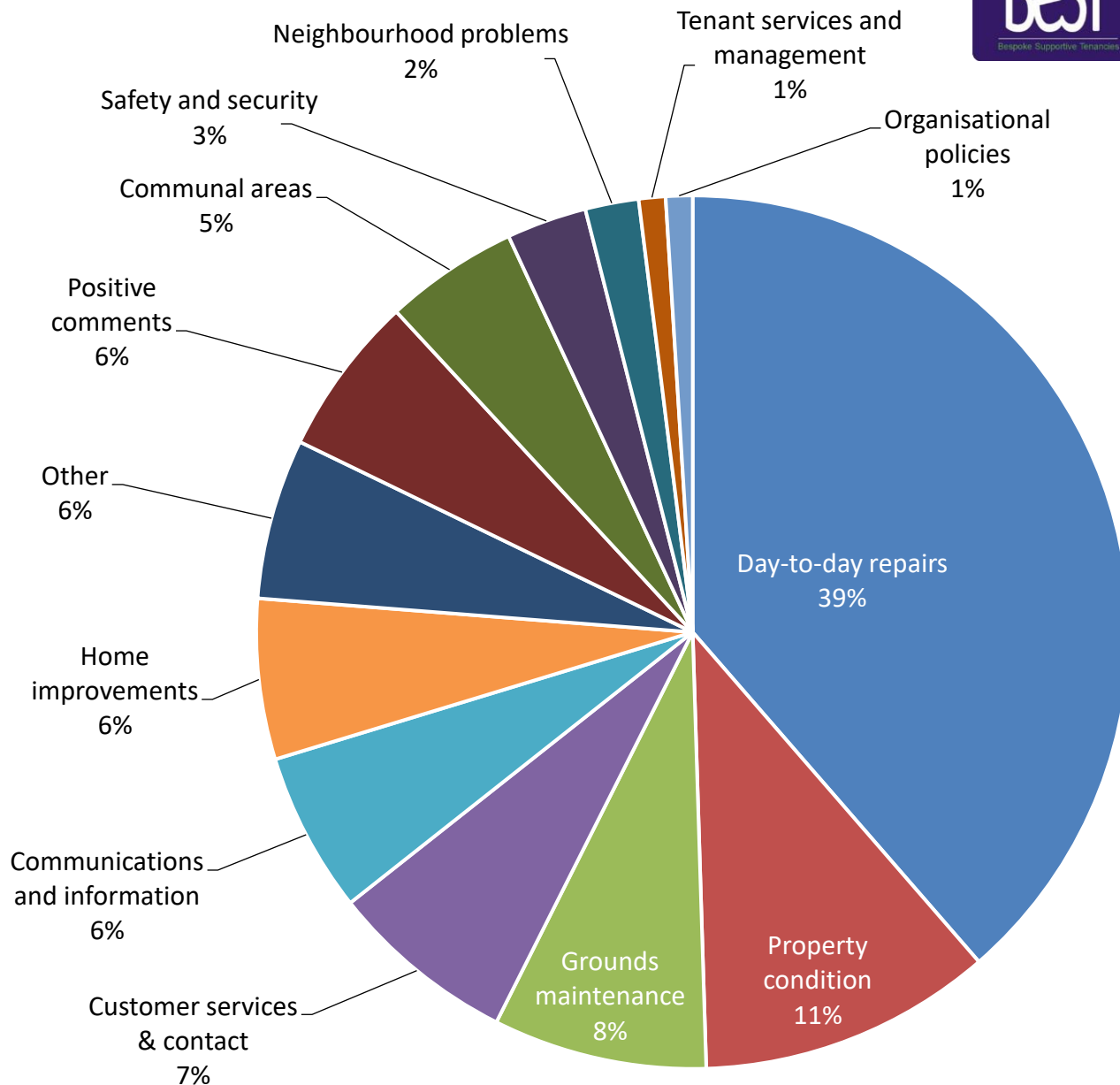
Finally, **67%** of tenants feel they are kept informed about things that might affect them and **71%** feel that BeST treats them fairly and with respect.



# Improving Services

Tenants were asked if there was one thing that BeST could do to improve its services, and what would they like it to be. 361 comments were received from the tenants, and 6% gave positive comments. A further 6% gave 'other' answers (almost all of which are no suggestions), and it could be construed that they also don't feel improvement is necessary.

There is a wide variety of suggestions for improvement and these are summarised on the chart to the right. Some 39% of comments concern day-to-day repairs, 11% property condition, 8% grounds maintenance, 7% customer service and contact, 6% communications and information, 6% home improvements, 5% communal areas, 3% safety and security, 2% neighbourhood problems, 1% tenant services and management and 1% organisational policies.



# You Say – We Do

Carrying out this survey is just part of the work BeST does to involve you in developing its 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 they provide.







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