



Llywodraeth Cymru  
Welsh Government

REPORT

# Social landlords: tenant satisfaction survey May 2022

What housing association and council tenants think about their homes.

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## **Introduction**

### **May 2022 Data**

This year's survey publication includes 12 standard questions which all landlords have asked their tenants within the last two years based on a standard methodology.

The data is provided by landlords and published by the Welsh Government to provide stakeholders with information which they can explore with the landlords. It is not validated by the Welsh Government.

### **May 2021 Data**

As part of the current 5-year social housing rent agreement, social landlords undertake a standardised tenant satisfaction survey. The intention was for the survey results to be available for publication by April 2021 and surveys then to be carried out at least every two years. However, because of the impact of the COVID 19 pandemic, in May 2021 we published limited data across the following areas:

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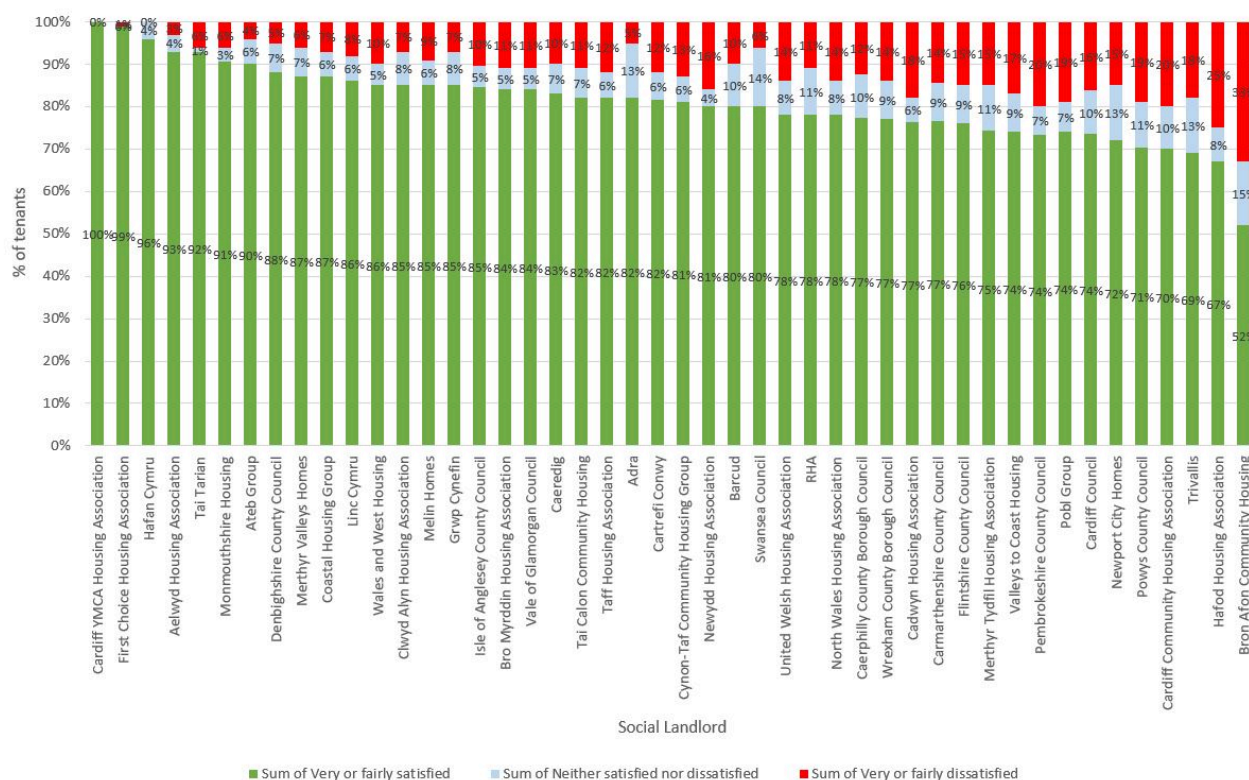
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- service provided by the landlord
- quality of their home
- repairs and maintenance
- the neighbourhood
- value for money
- how well the landlord listens to them

See [Social landlords: tenant satisfaction survey May 2021](#)

## How satisfied or dissatisfied are you with the service provided by your social landlord?



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# How satisfied or dissatisfied are you with the overall quality of your home?

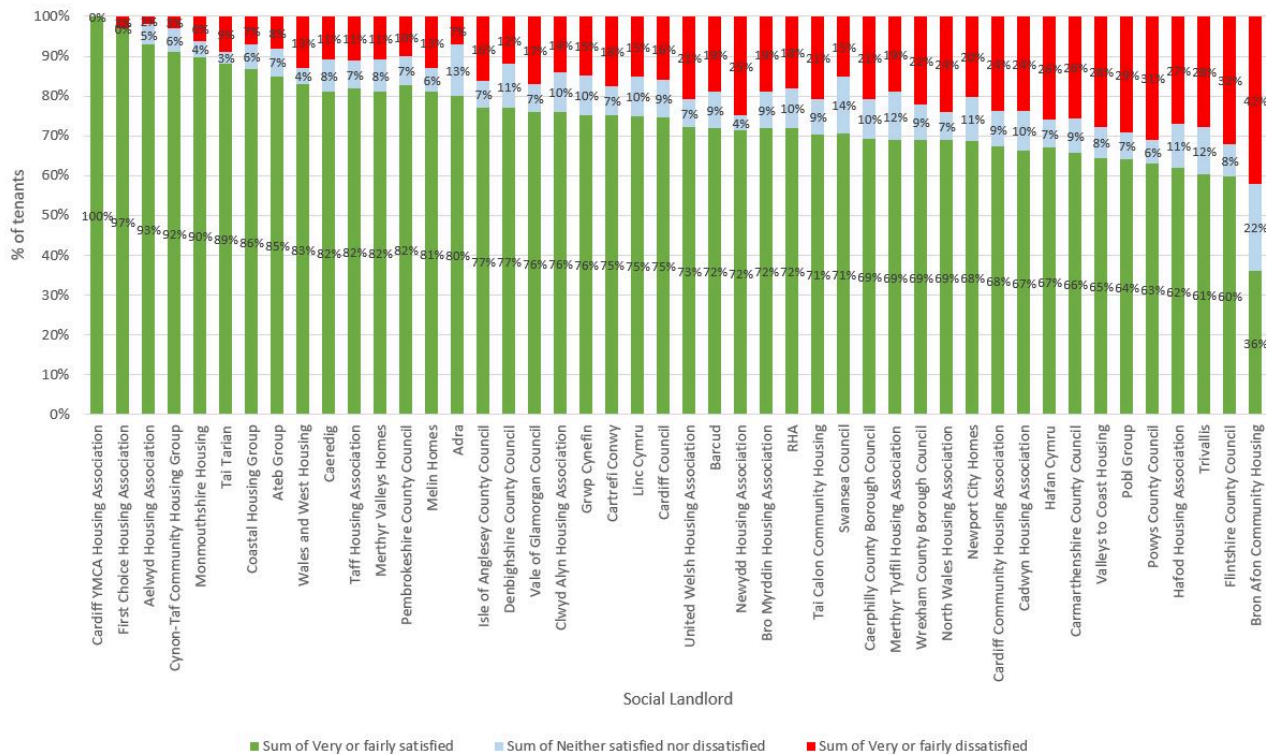


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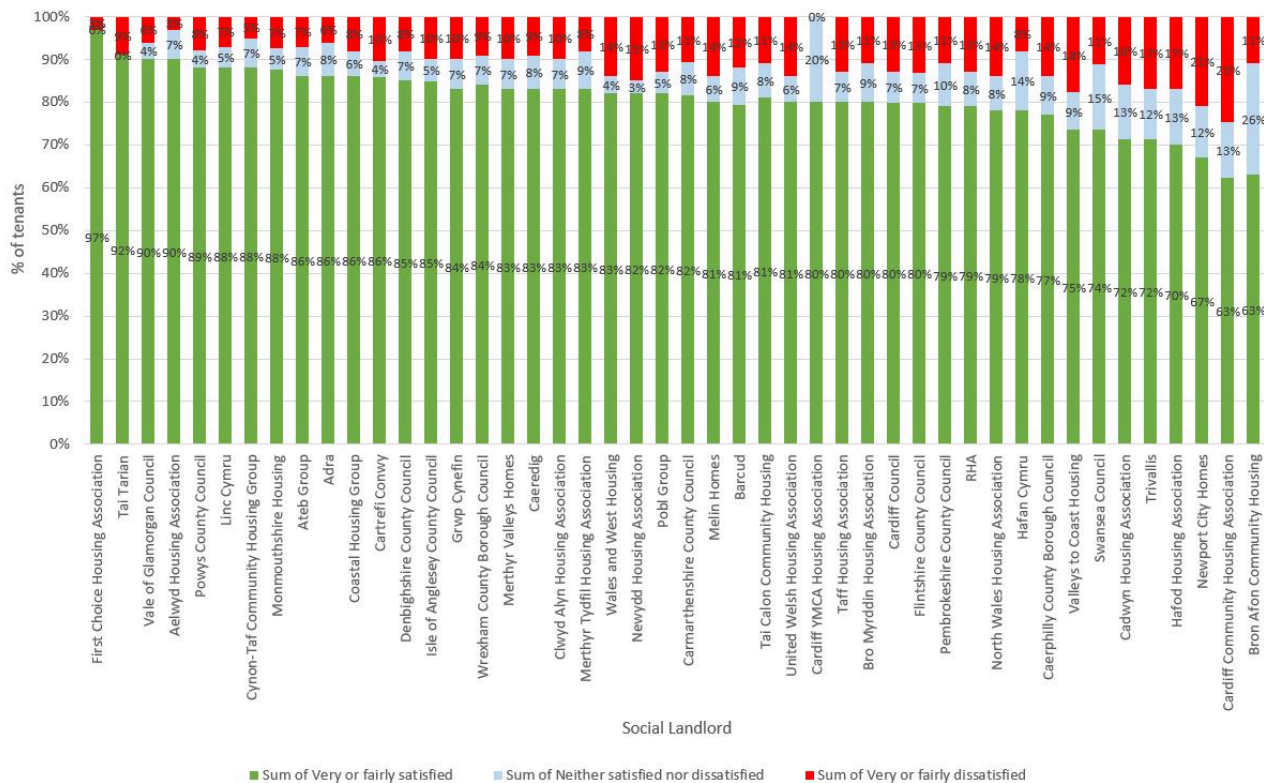
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# Generally, how satisfied or dissatisfied are you with the way your social landlord deals with repairs and maintenance?



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



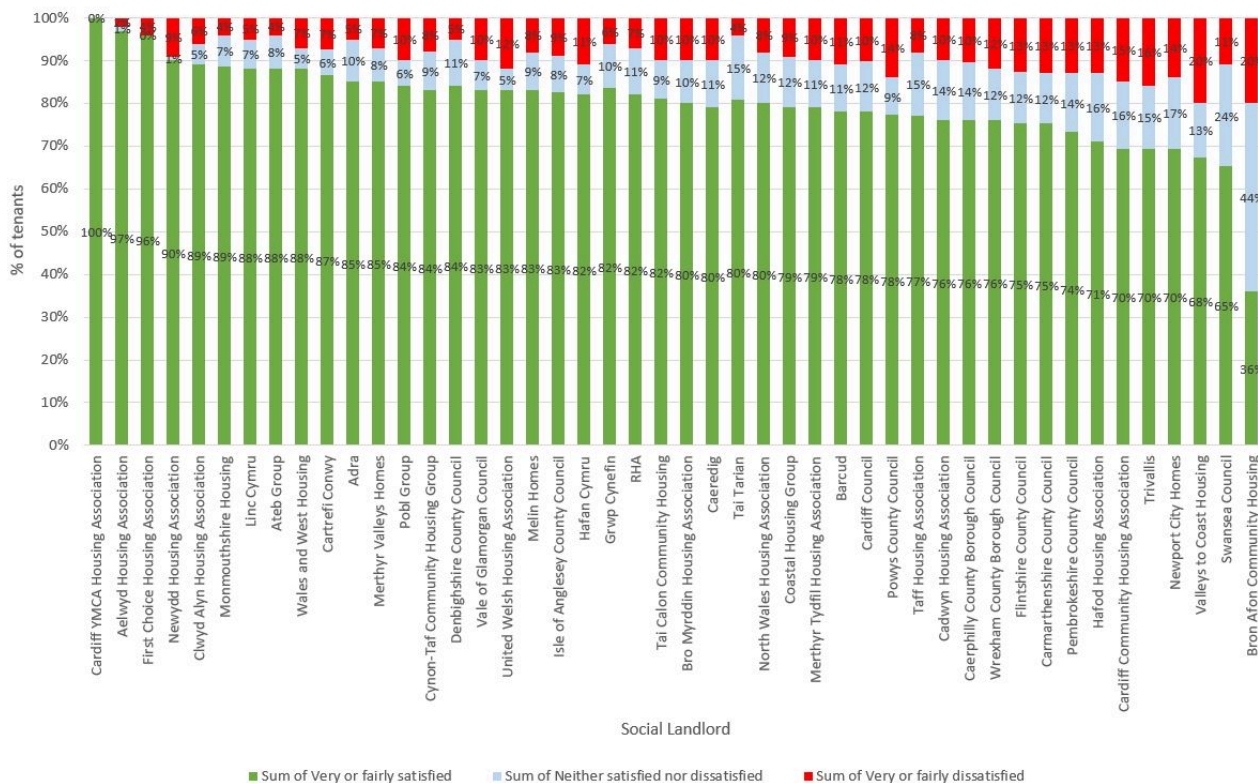
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# How satisfied or dissatisfied are you that your rent provides value for money?



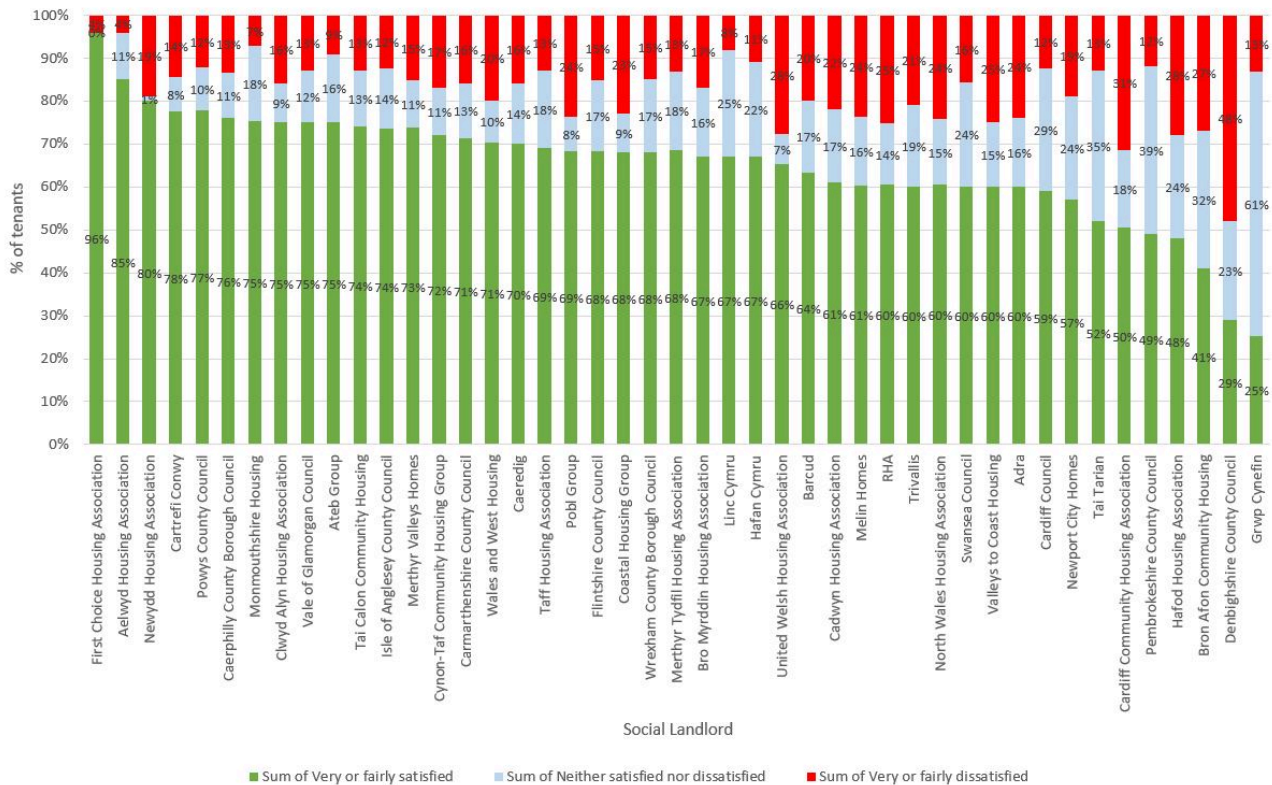
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# How satisfied or dissatisfied are you that your service charges provide value for money?

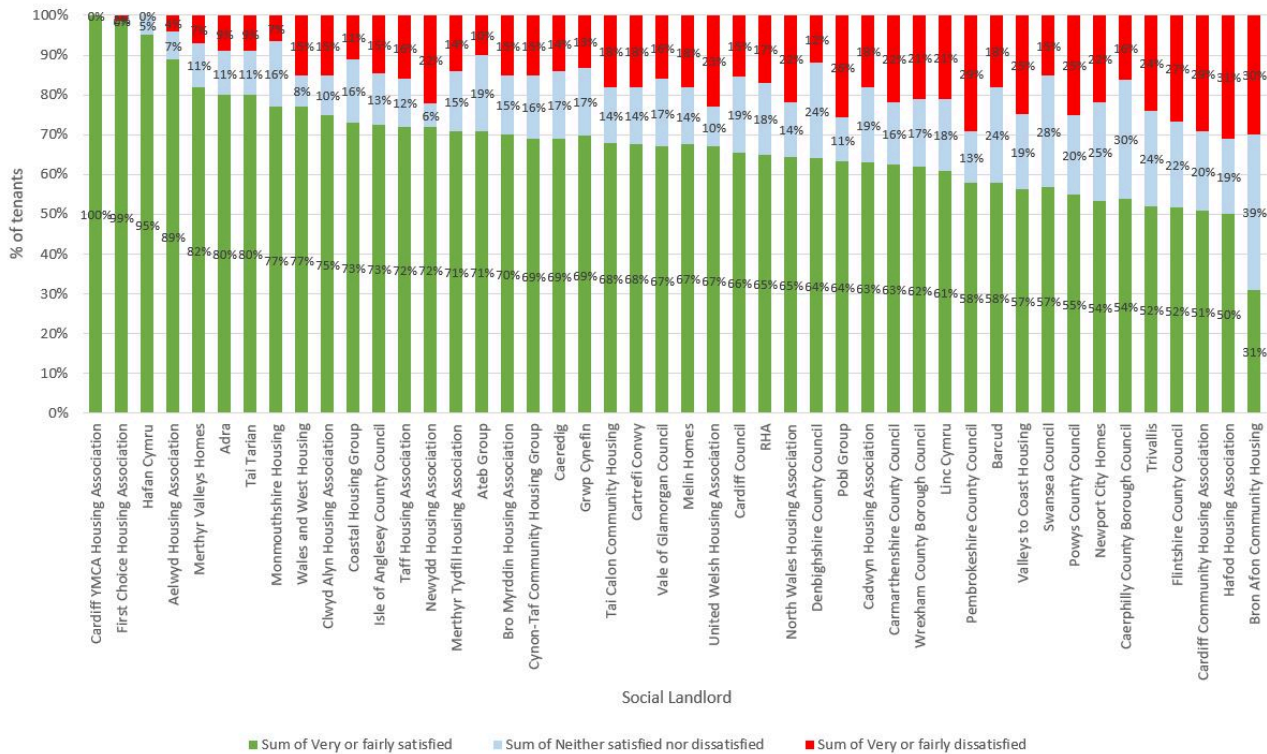


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# How satisfied or dissatisfied are you that your social landlord listens to your views and acts upon them?

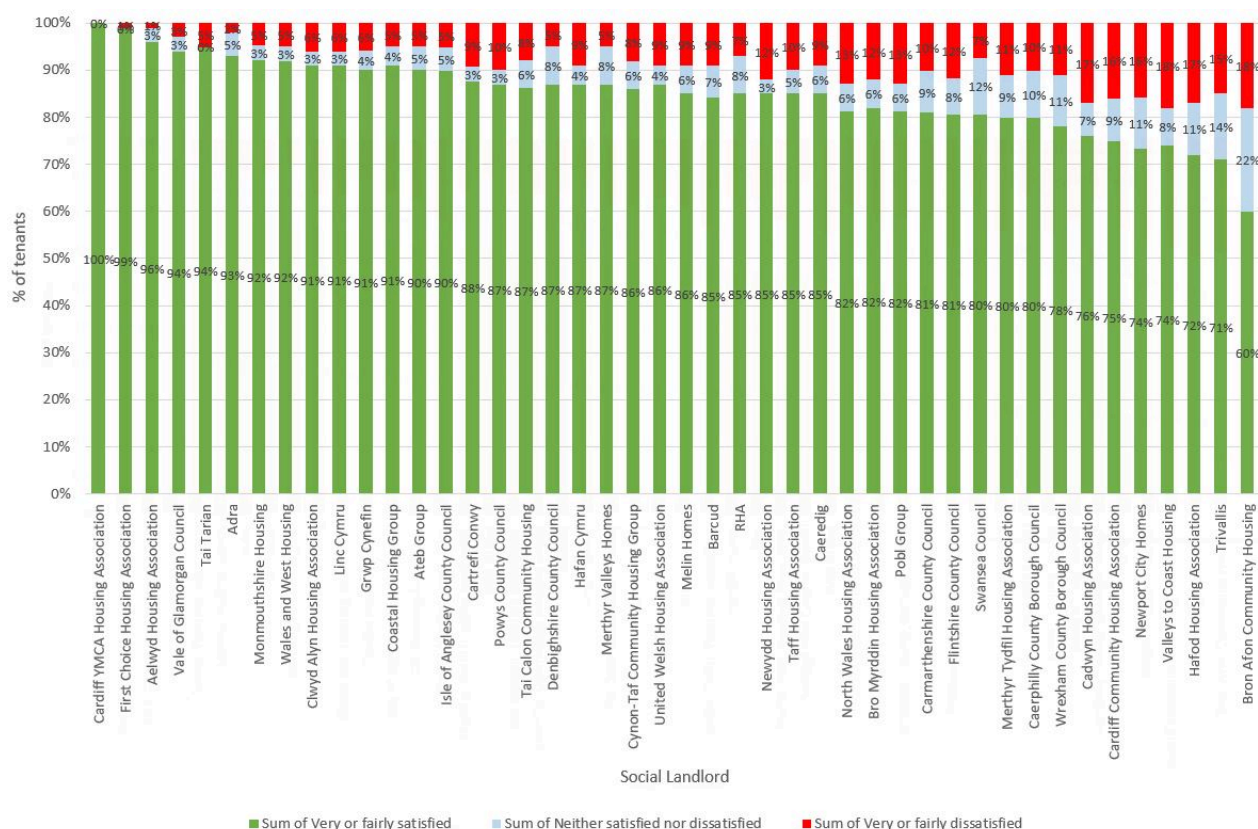


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# Thinking about your home specifically, how satisfied or dissatisfied are you that your social landlord provides a home that is safe and secure?

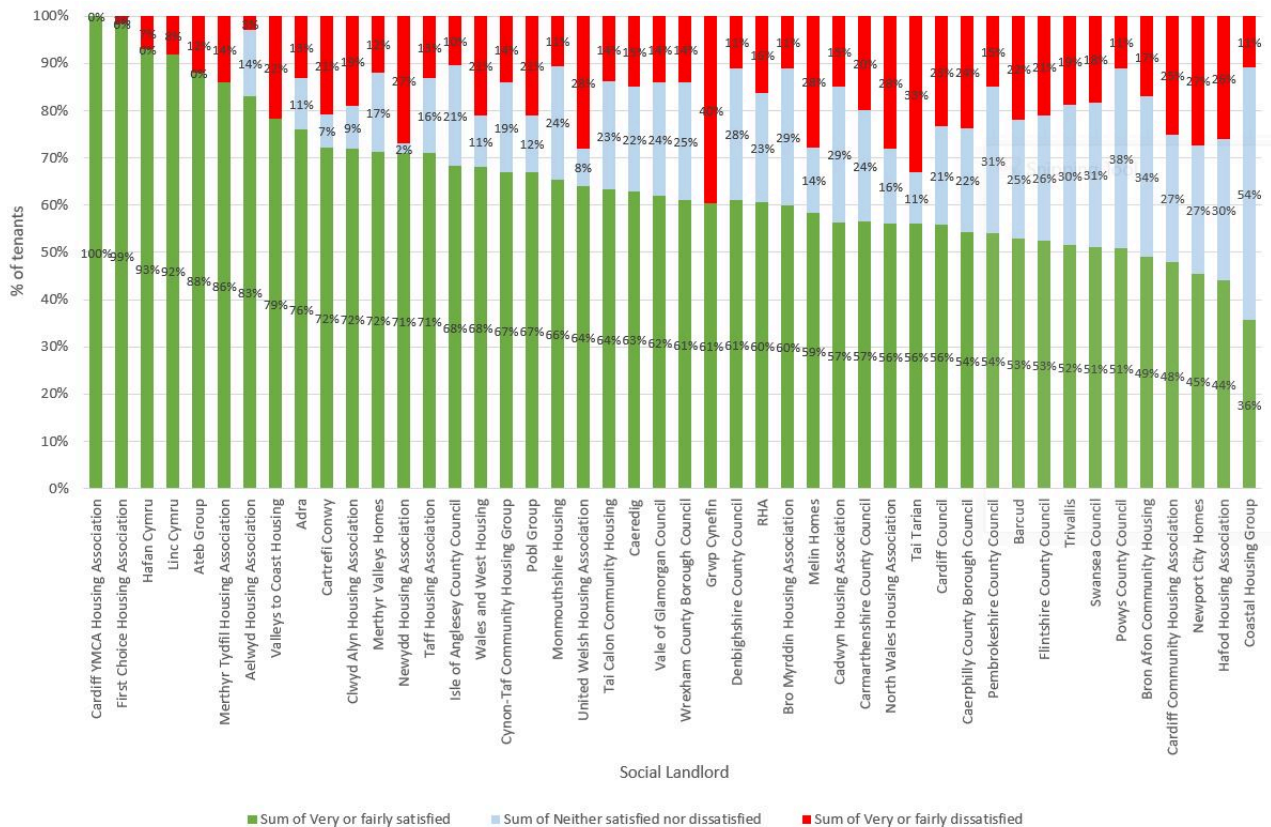


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# How satisfied or dissatisfied are you with the way your social landlord deals with anti social behaviour?

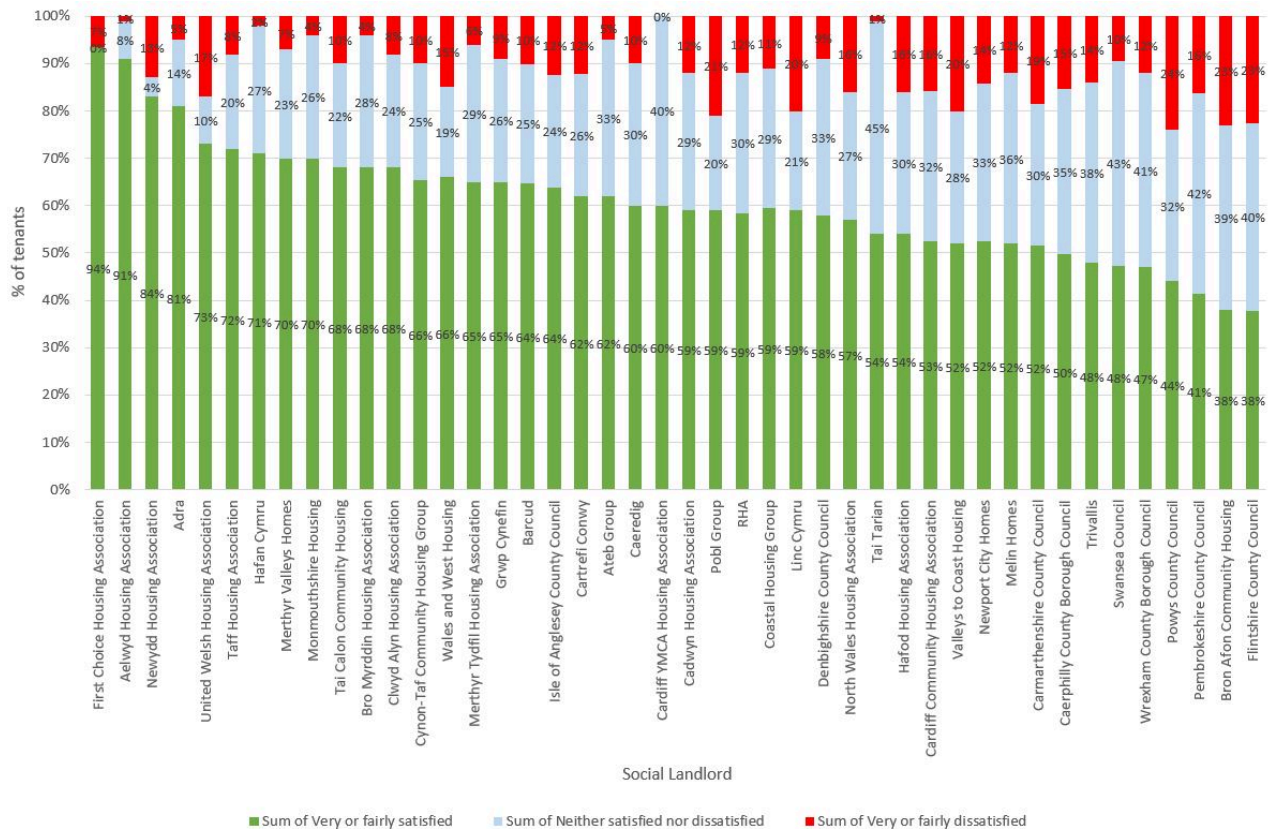


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# How satisfied or dissatisfied are you with opportunities given to you to participate in your social landlord's decision making processes?



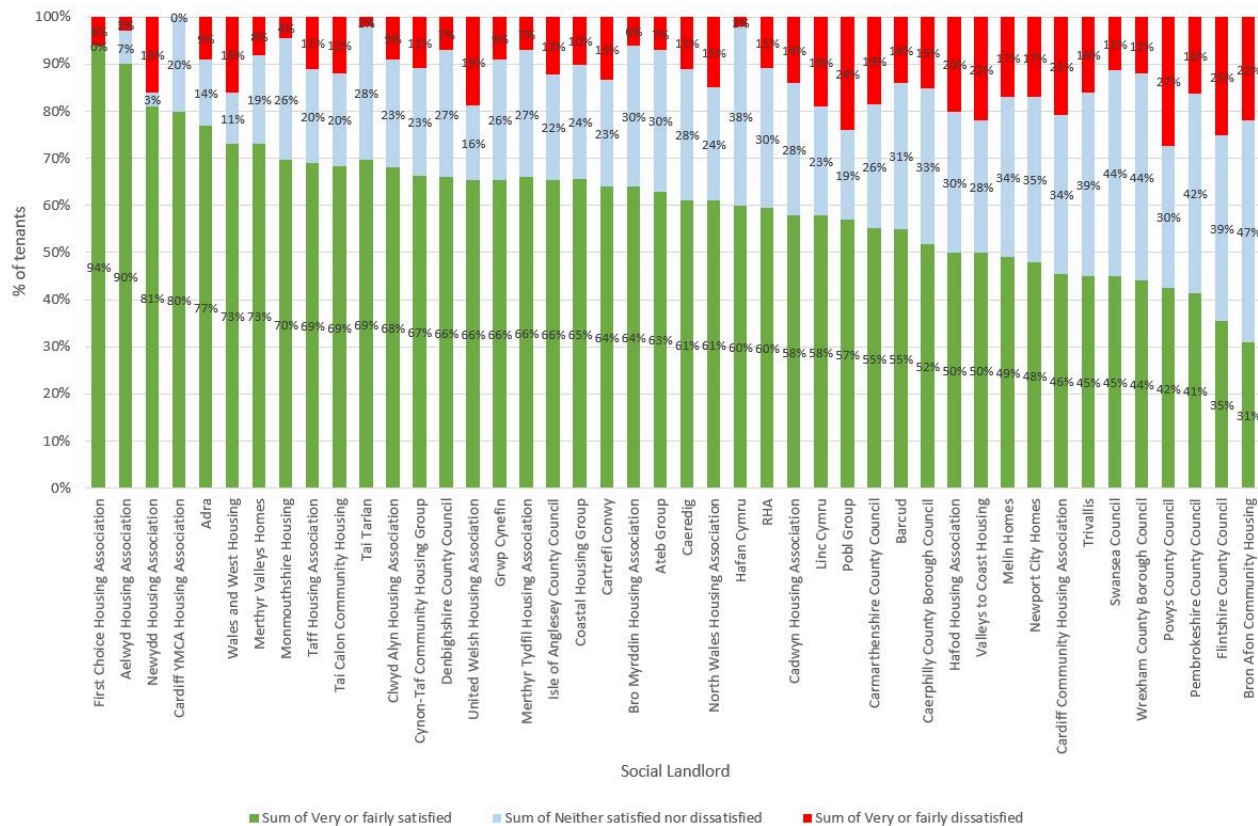
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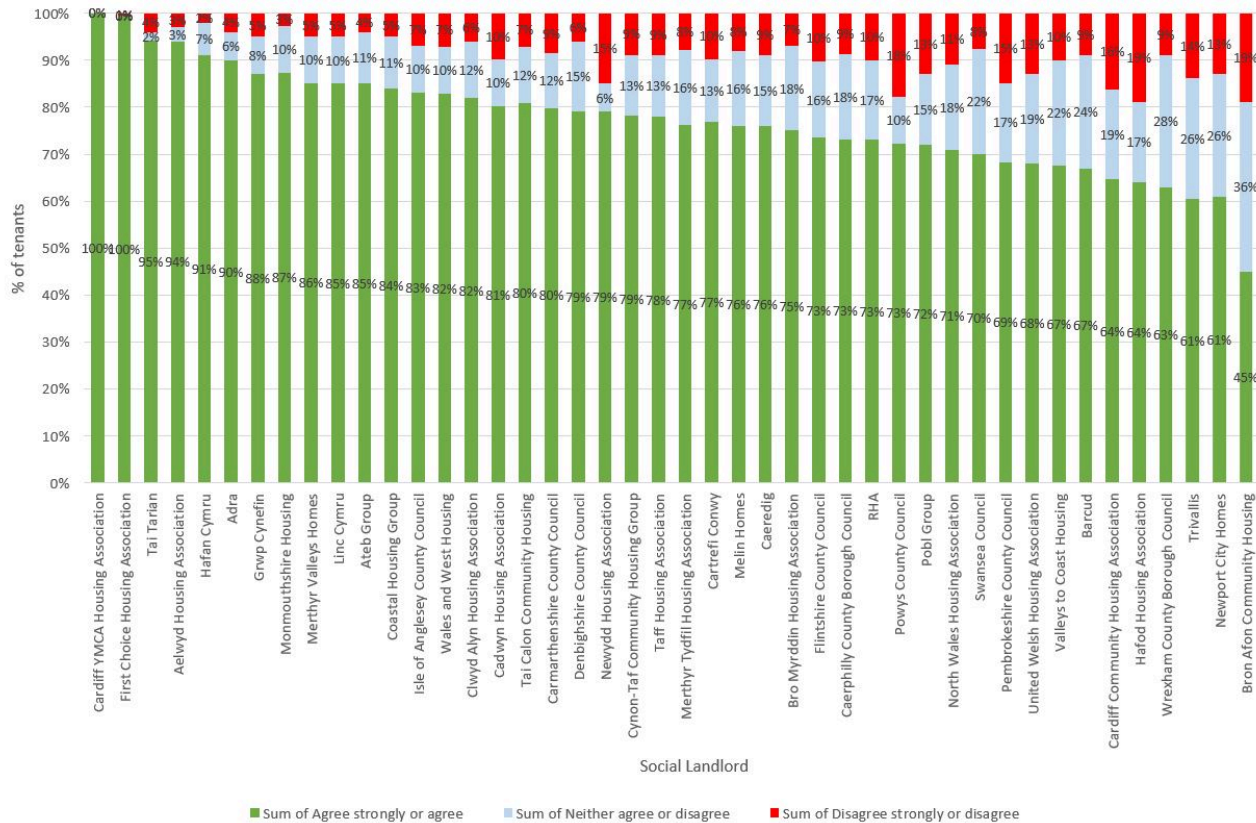
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# How satisfied or dissatisfied are you that your social landlord gives you a say in how services are managed?



# To what extent do you agree with the following statement - "I trust my social landlord".





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