

Tenant Satisfaction Survey 2023/24

About the Survey

In September and October 2023, many of you took part in an important survey. A randomly selected sample of tenants were invited to participate in the survey by telephone interview.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way emh maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) 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 emh's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



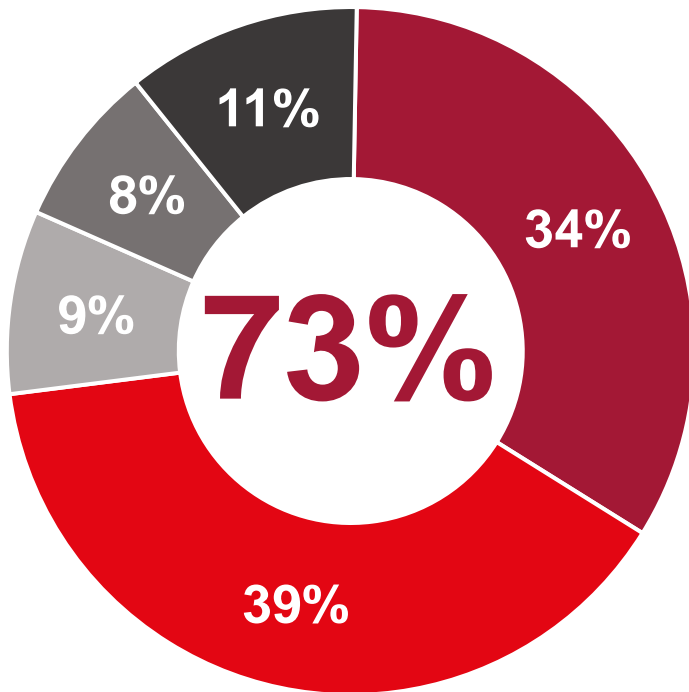
1,000
tenants took
part out of a
total of 15,942
households

A big thank you to everyone who took part!

Overall Service



Around three-quarters of tenants are satisfied with the overall service from emh (**73%**).



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



The Home and Communal Areas



Seven out of ten tenants are satisfied that they are provided with a home that is well maintained (**71%**).



Three-quarters of tenants are satisfied that emh provides them with a home that is safe (**75%**).



Around two-thirds of tenants with communal areas are satisfied that they are kept clean and well maintained (**65%**).



Repairs Service



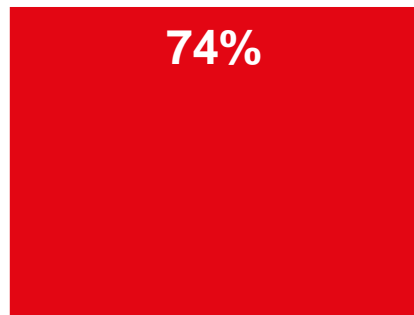
Seven out of ten tenants said they had a repair carried out to their home in the last 12 months **(70%)**.



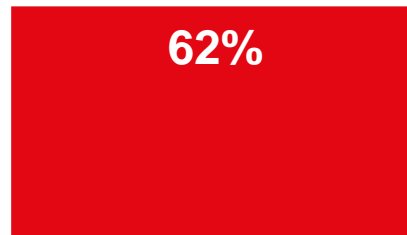
Three-quarters of these tenants are satisfied with the overall repairs service over the last 12 months **(74%)**.



Fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(62%)**.



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair



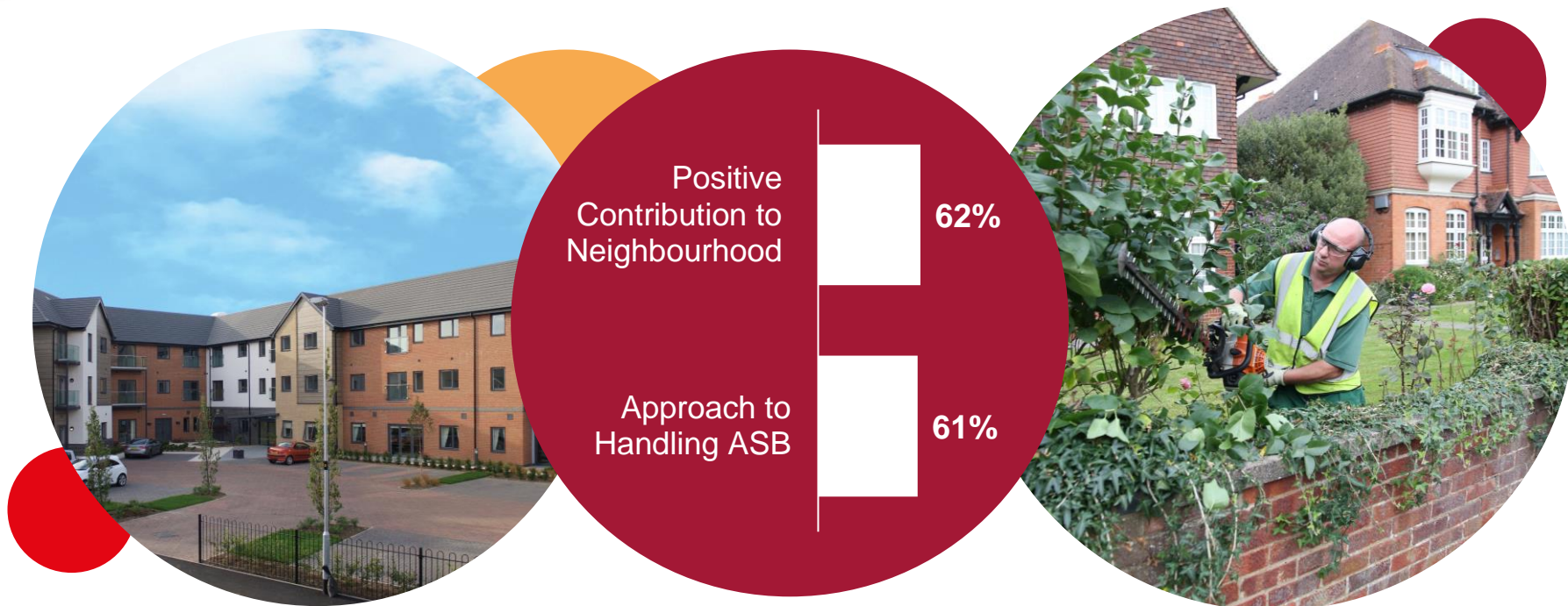
The Neighbourhood



Around six out of ten tenants are satisfied that emh makes a positive contribution to their neighbourhood **(62%)**.



Tenants are similarly satisfied with emh's approach to handling anti-social behaviour **(61%)**.



Communications and Tenant Engagement



Around six out of ten tenants are satisfied that emh listens to their views and acts upon them **(57%)**.



Seven out of ten tenants are satisfied that they are kept informed about things that matter to them **(69%)**.



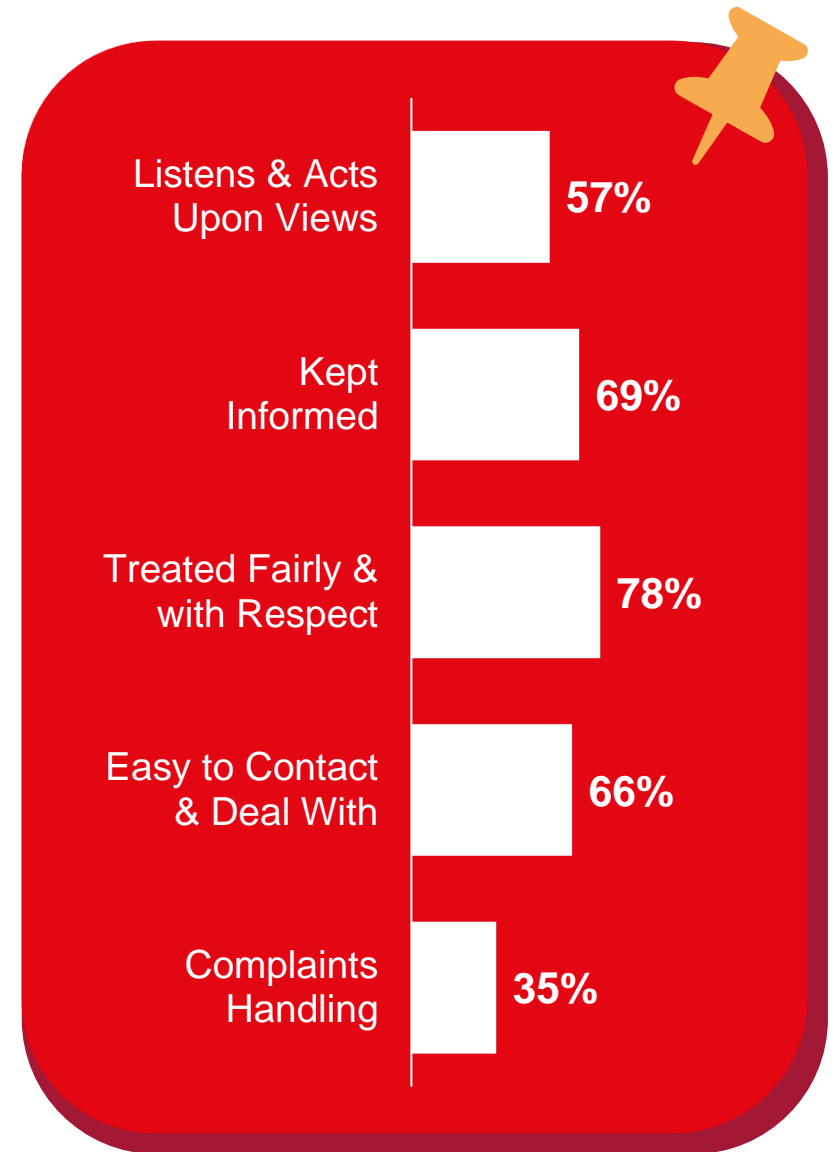
Just over three-quarters of tenants agree that they are treated fairly and with respect by emh **(78%)**.



Two out of three tenants are satisfied that emh is easy to contact and deal with **(66%)**.



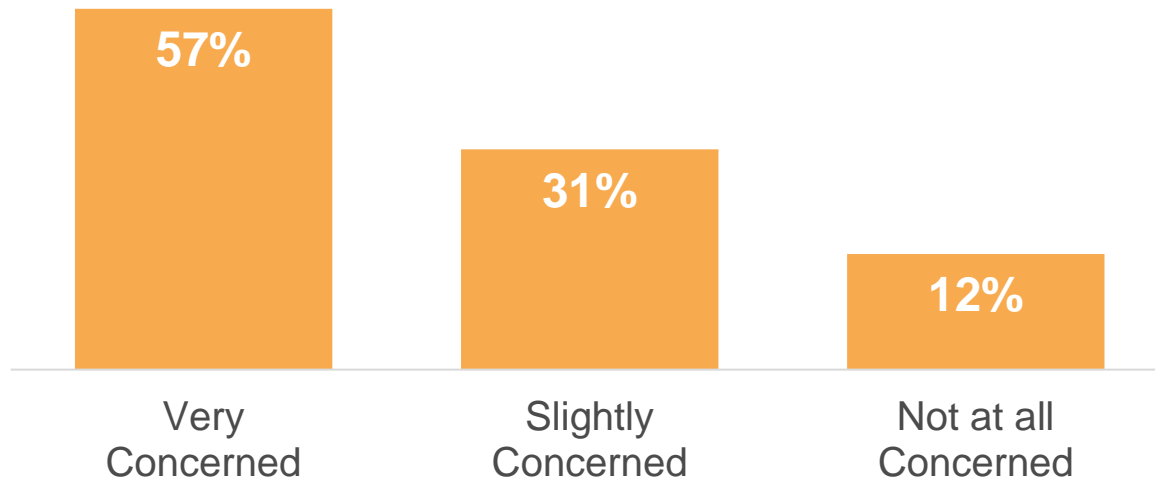
Around one-third of tenants who said they made a complaint in the last 12 months are satisfied with complaints handling **(35%)**.



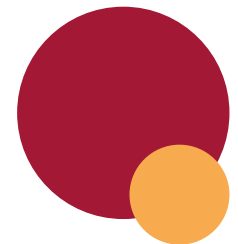
Wellbeing



Around nine out of ten tenants are at least slightly concerned about the cost of living crisis (**88%**), with **31%** slightly concerned and **57%** very concerned. Just **12%** of tenants are not at all concerned.



Around seven out of ten tenants said that they know how to make a complaint to emh if they are not happy with the service they receive (**72%**).



Tenants' Comments

Finally, tenants were asked, what emh does well, or if they would like to make any suggestions as to how the service provided could be improved, and 917 tenants gave comments.

Tenants most frequently positively commented that they are generally happy with the service provided by emh.

However, tenants would like improvements to the repairs service, including the time taken to complete repairs and outstanding repairs that have not been dealt with.

Tenants also mentioned that communications and customer services could be improved, such as the answering of phones.

Top comments





Your Views

emh 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. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work emh does to involve you in developing services. As well as publishing the results of the survey, emh plans to put the findings to good use by working with tenants to further improve the services provided.



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	1,000
B.	Timing of survey	September and October 2023
C.	Collection method(s)	Telephone surveys
D.	Sample method	Stratified sample using quotas
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Quotas set by tenure type, area and age to ensure representativeness
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	
I.	Reasons for any failure to meet the required sample size requirements	Required sample size has been met
J.	Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None