



Tai Teulu



Family Housing



Family Housing Association (Wales) Ltd Survey of Tenants and Residents (STAR) 2019



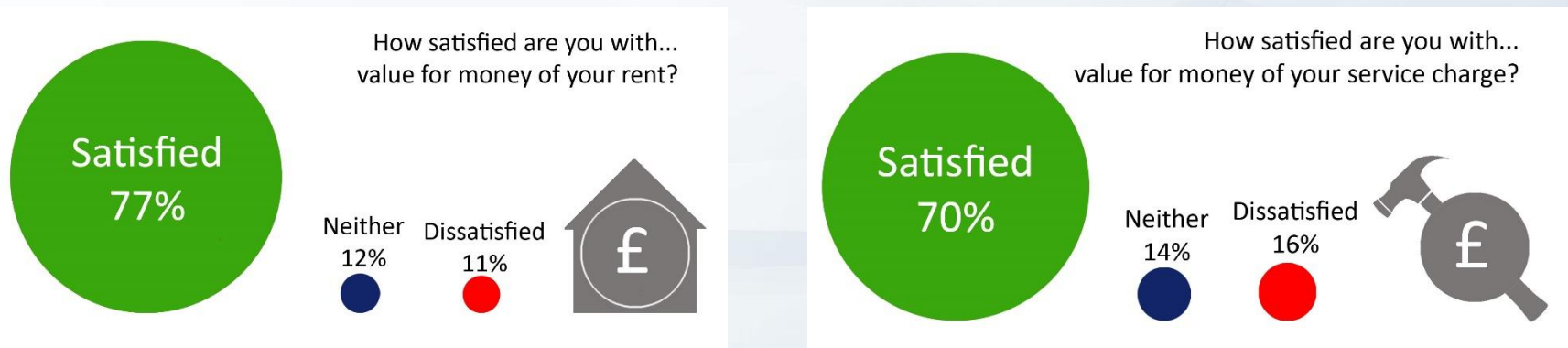
Overall Service

Core Questions

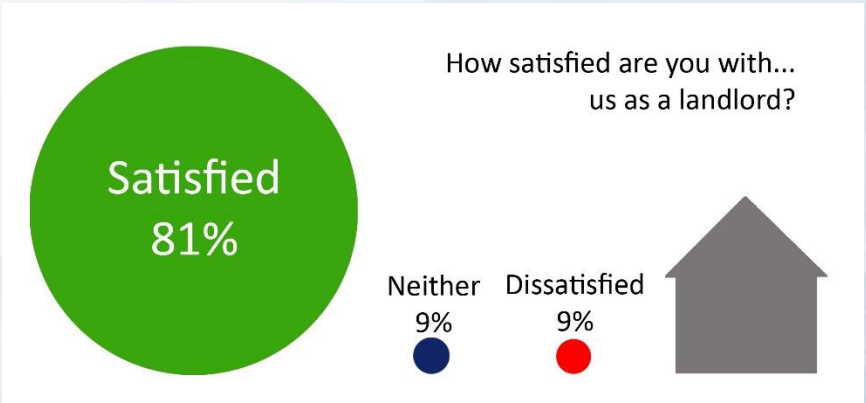
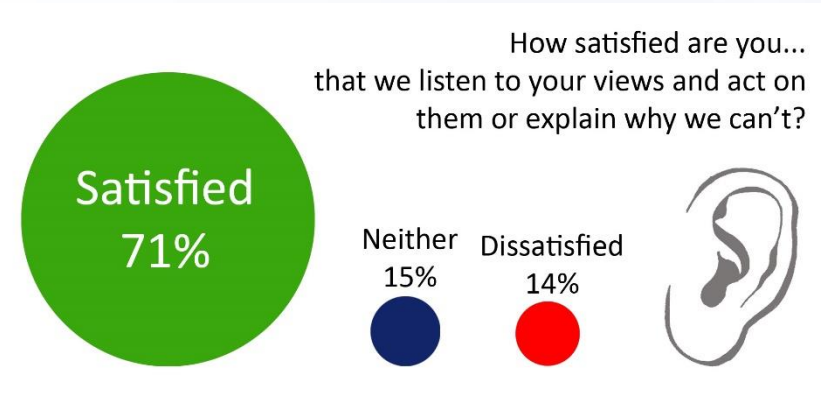
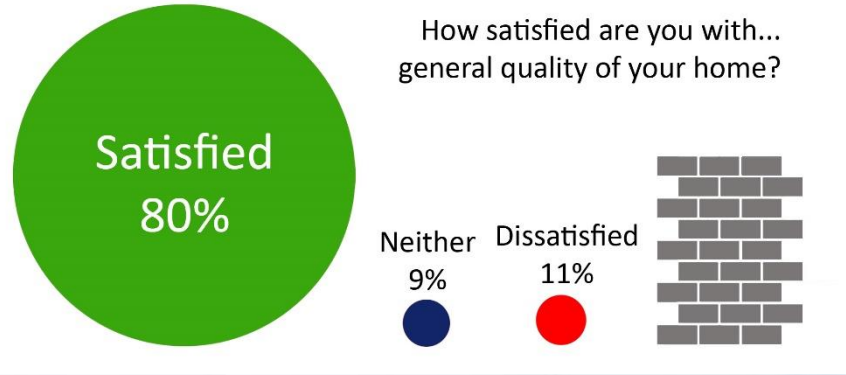
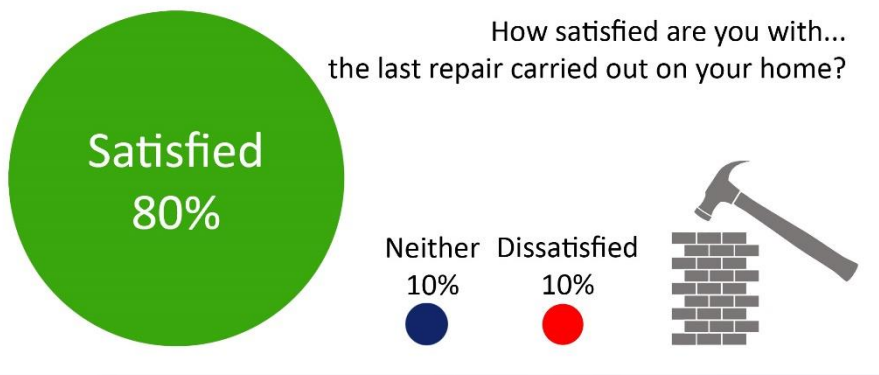
Tenants were asked a range of questions on how satisfied or dissatisfied* they are with aspects of the service provided by Family Housing.

These questions are standard STAR (survey of tenants and residents) 'core questions'.

By asking these core questions, Family Housing are asking exactly the same questions as other housing associations in the UK meaning that they can compare their results with other housing associations.



*Using the STAR standard, *very* and *quite* satisfied or dissatisfied have been added together to form 'Satisfied' and 'Dissatisfied'





How satisfied are you...
that we give you information that
is helpful and easy to understand?

Neither
10%

Dissatisfied
9%



How satisfied are you with...
your neighbourhood as a good place to live?

Neither
8%

Dissatisfied
10%



How satisfied are you with...
the opportunities we give you to have
your say about the way we do things?

Neither
14%

Dissatisfied
11%

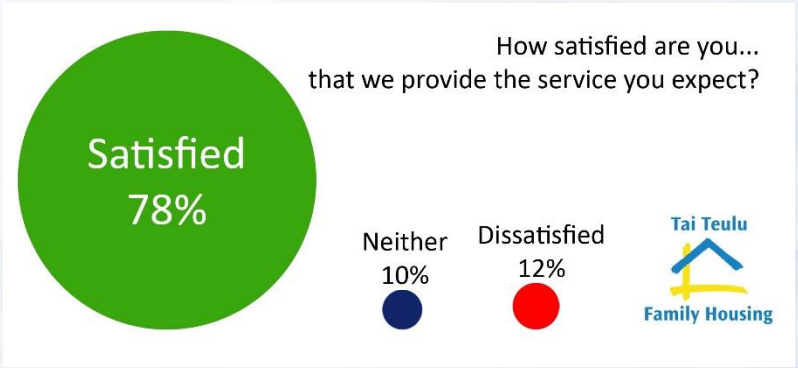




How satisfied are you with...
the way we maintain your home?



How satisfied are you...
that we are open & honest with you?



How satisfied are you...
that we provide the service you expect?



Final Conclusions and Recommendations

Key conclusions

The STAR results has shown the following implications for Family Housing and identify the following areas for improvement:

Decline in levels of satisfaction with service provision

Although levels of satisfaction for the various areas of service provision covered in the core questions are still generally high, all have dropped slightly compared to the previous STAR in 2018.

Benefits of service charges need to be communicated

One of the largest falls in satisfaction this year is for 'service charges are value for money (70%, from 75% in 2018).

Maintenance is key

Last year, satisfaction '*with the quality of your home*' and '*with the way [Family Housing] maintain your home*' saw the largest declines, whereas this year they declined the least. This is still an area that requires work, but is an indication that efforts over the last year are having an impact.



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