

# Yoker

Housing Association



 **researchresource**

**Yoker  
Housing  
Association**

**Tenant Satisfaction  
Research 2024**



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# What did we do?

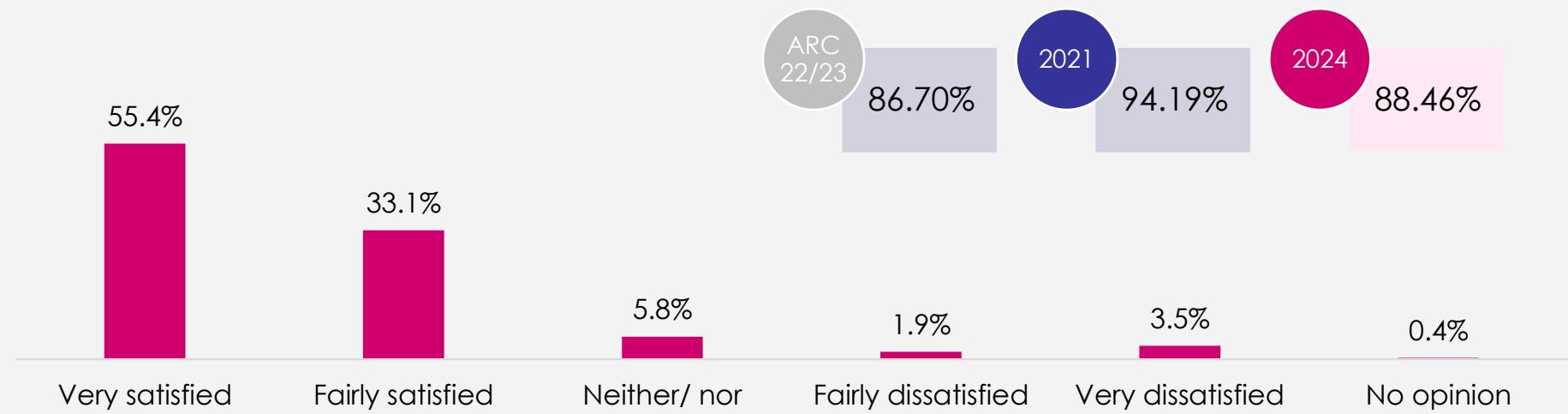


- Yoker Housing Association commissioned Research Resource to carry out a tenant satisfaction survey on their behalf.
- 260 interviews were carried out with tenants between the 1<sup>st</sup> and 15<sup>th</sup> of February 2024. This is a 40% response rate and provides data accurate to +/-4.7% accuracy (based upon a 50% estimate at the 95% level of confidence).
- 65 interviews were completed with factored owners between the 20<sup>th</sup> of February and 14<sup>th</sup> of March 2024, a response rate of 31%.
- Interviews were undertaken by telephone.

# Overall satisfaction



**Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Yoker Housing Association?**



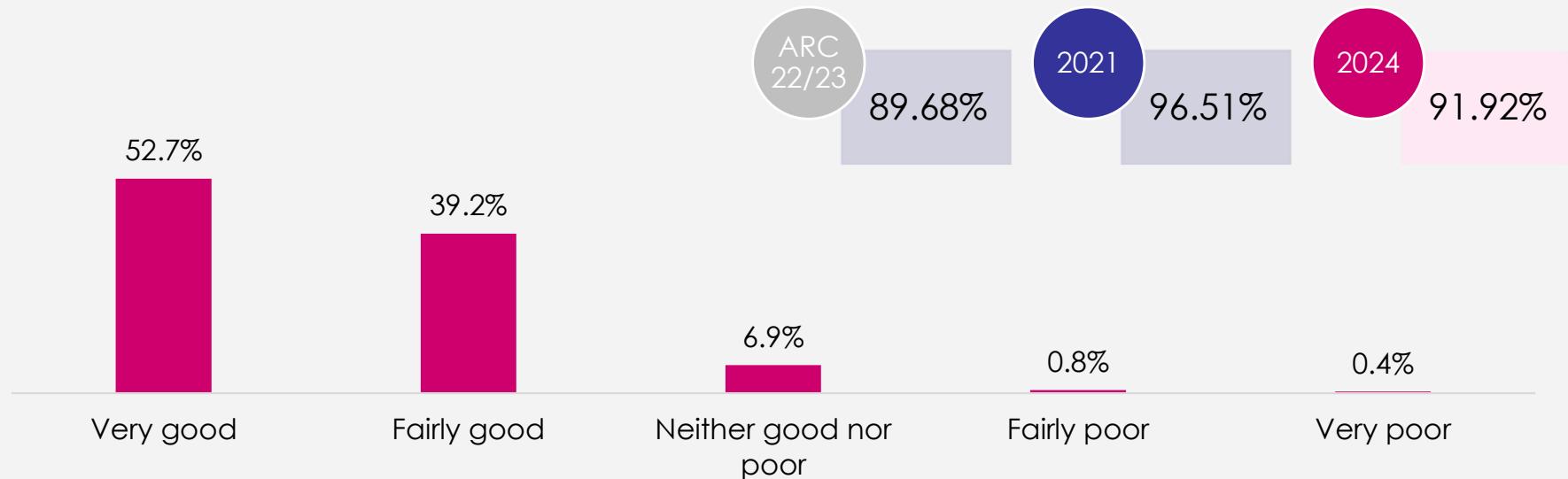
Base: All respondents, n=260

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# Keeping tenants informed



**Q6 How good or poor do you feel Yoker is at keeping you informed about their services and decisions?**



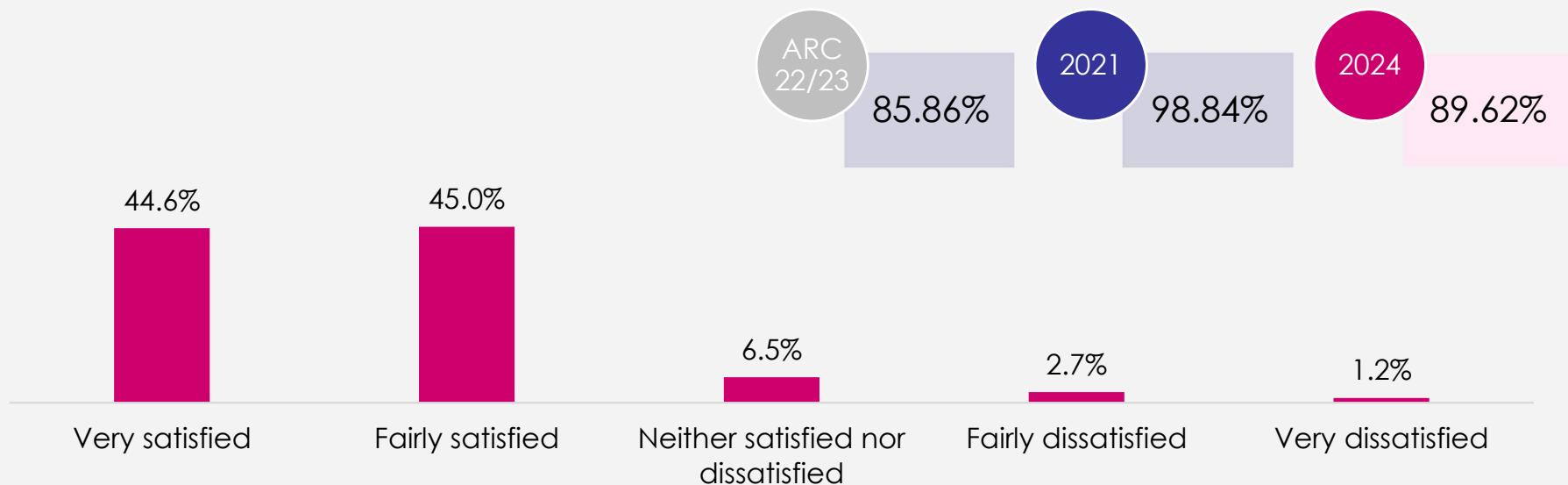
Base: All respondents, n=260

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# Opportunities to participate



**Q11 How satisfied or dissatisfied are you with the opportunities given to you to participate in Yoker's decision making process?**



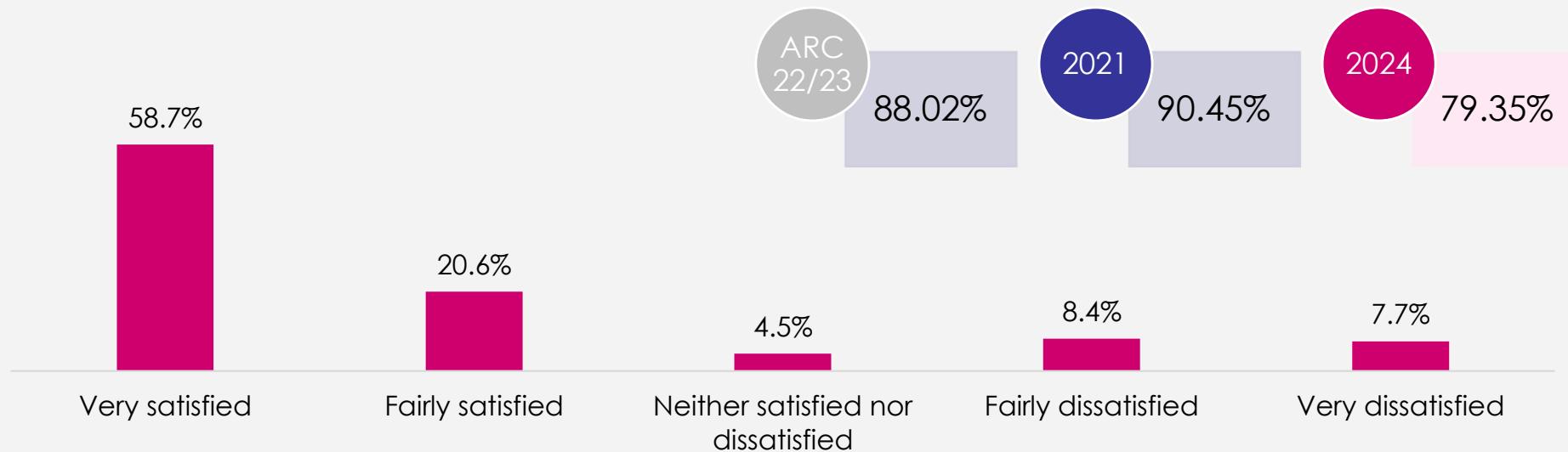
Base: All respondents, n=260

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## Satisfaction with last repair



**Q15 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Yoker?**



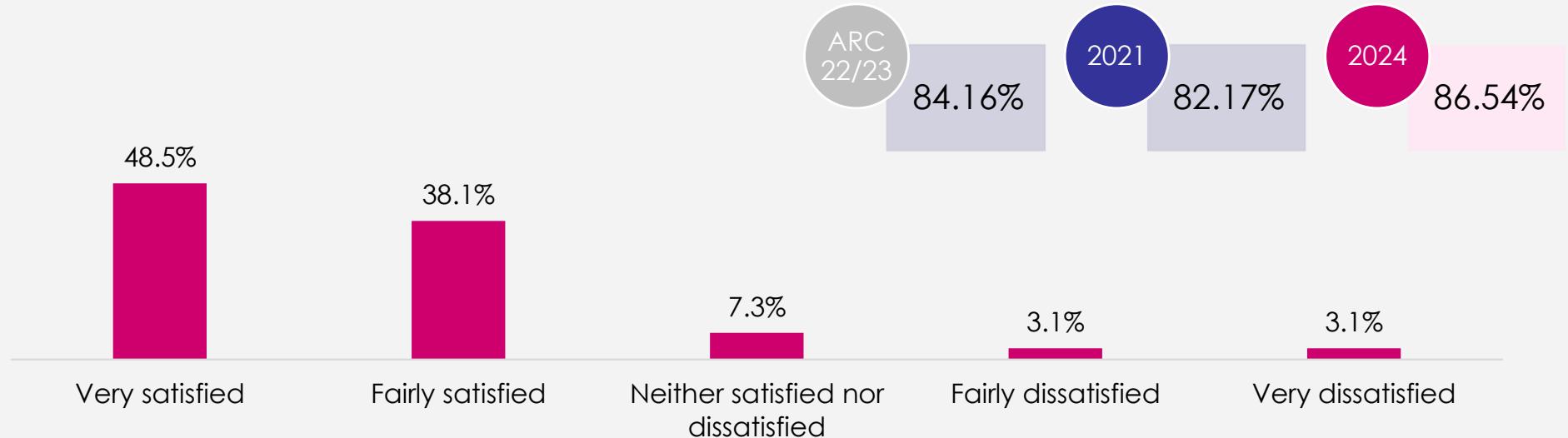
Base: Reported repairs in last 12 months, n=155

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# Quality of the home



**Q17 Overall, how satisfied or dissatisfied are you with the quality of your home?**



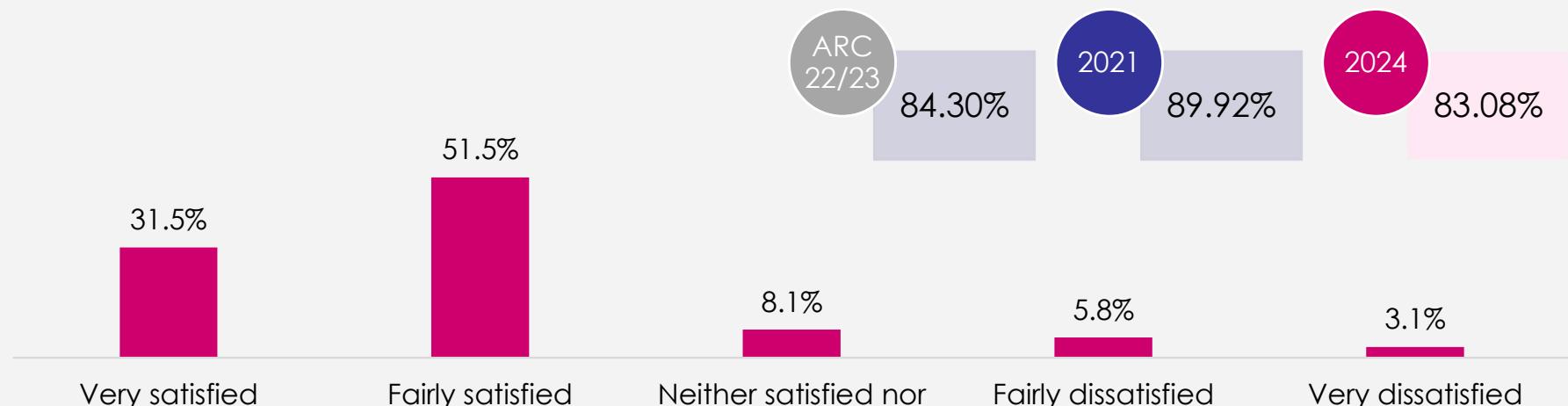
Base: All respondents, n=260

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# Contribution to management of the neighbourhood



**Q27 Overall, how satisfied or dissatisfied are you with Yoker's contribution to the management of the neighbourhood you live in?**



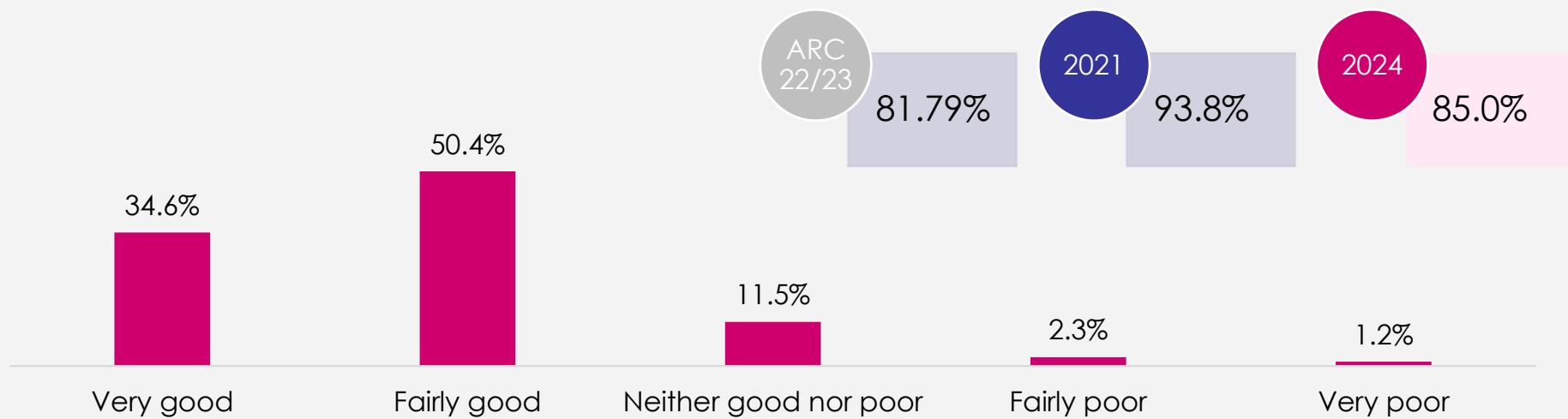
Base: All respondents, n=260

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## Value for money



**Q24 Taking into account the accommodation and services Yoker provides, to what extent do you think your rent represents value for money? Is it...**



Base: All respondents, n=260

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# Preferred sources of information



**39%**  
letter



38% 16-34  
35% 35-54  
39% 55-64  
47% 65+



**34%**  
email



36% 16-34  
39% 35-54  
37% 55-64  
23% 65+



**29%**  
telephone



18% 16-34  
29% 35-54  
35% 55-64  
34% 65+



**28%**  
text



32% 16-34  
30% 35-54  
29% 55-64  
21% 65+

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## Affordability



57% said they find it very or fairly easy to afford the rent payments for their home (down from 75% in 2021)

49% aware of the Association's welfare rights service.

Where tenants have used this service, 100% were satisfied.

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# Strengths and priorities for improvement



Happy with service/ they do a good job (21%)

Repairs/ maintenance (20%)

Customer service/ helpful staff (17%)

Everything (13%)

Communication/ kept informed (11%)

Upgrades/ improvements to homes (10%)

Better repairs service (8%)

Improve close cleaning (7%)

Better communication/ keep informed (6%)

Allocation of houses (5%)

# Factored owner satisfaction



**Q1 Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by Yoker Housing Association Limited?**



Base: All respondents, n=65

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# Thank you for listening!



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