

Yoker

Housing Association



Yoker Housing Association

Tenant Satisfaction
Research 2024



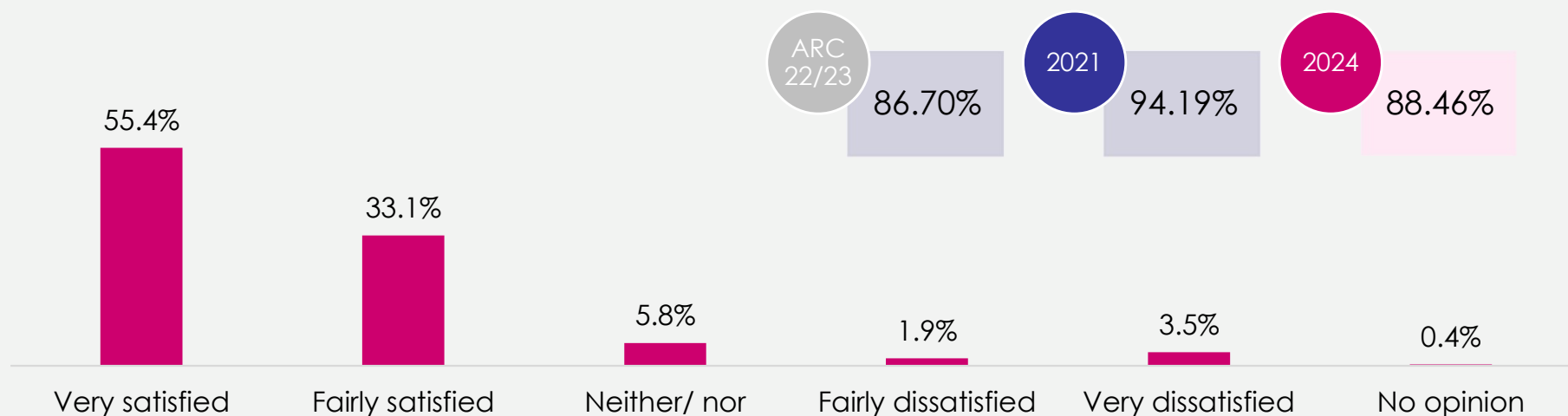
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What did we do?

- 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 1st and 15th 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 20th of February and 14th 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?

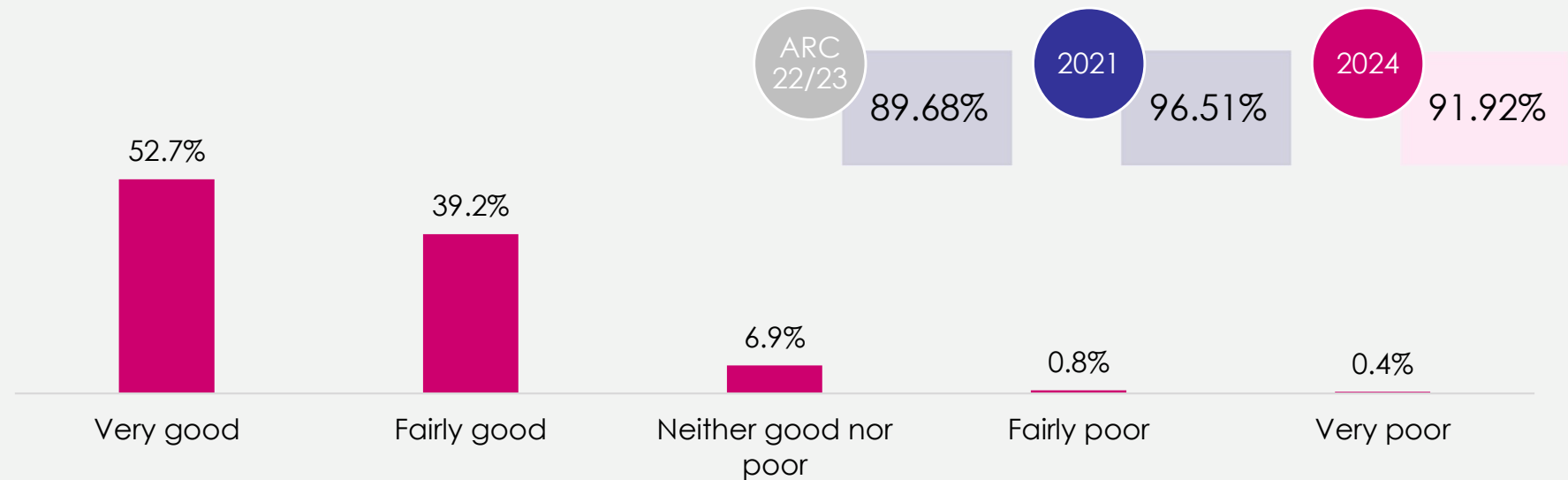


Base: All respondents, n=260

Keeping tenants informed



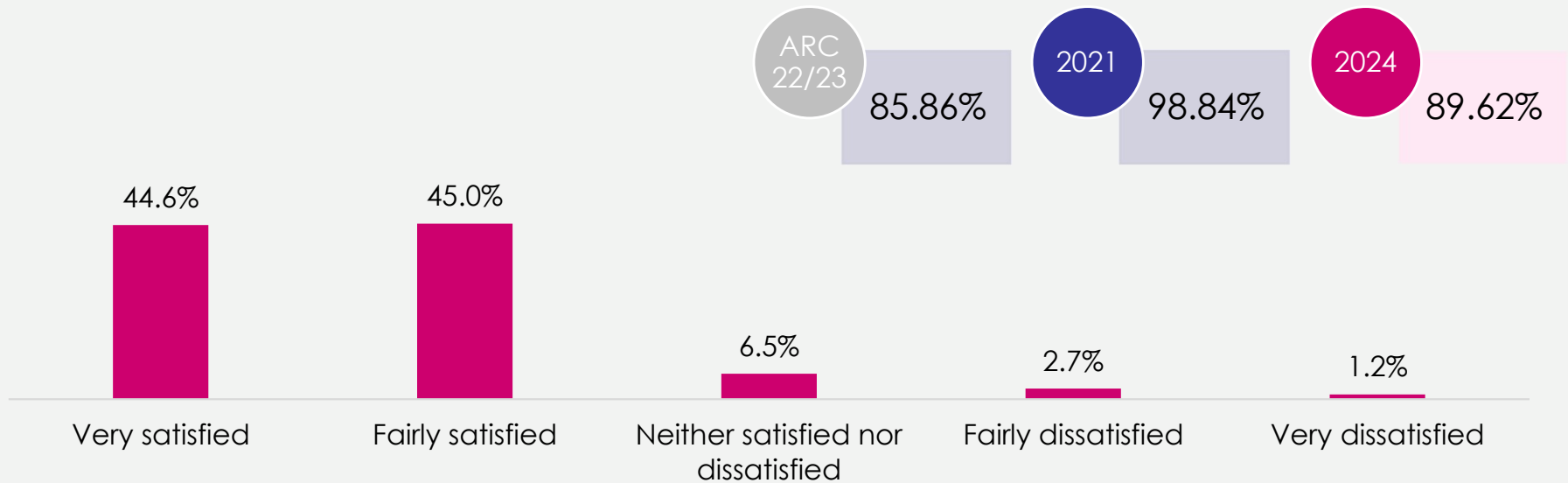
Q6 How good or poor do you feel Yoker is at keeping you informed about their services and decisions?



Base: All respondents, n=260

Opportunities to participate

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

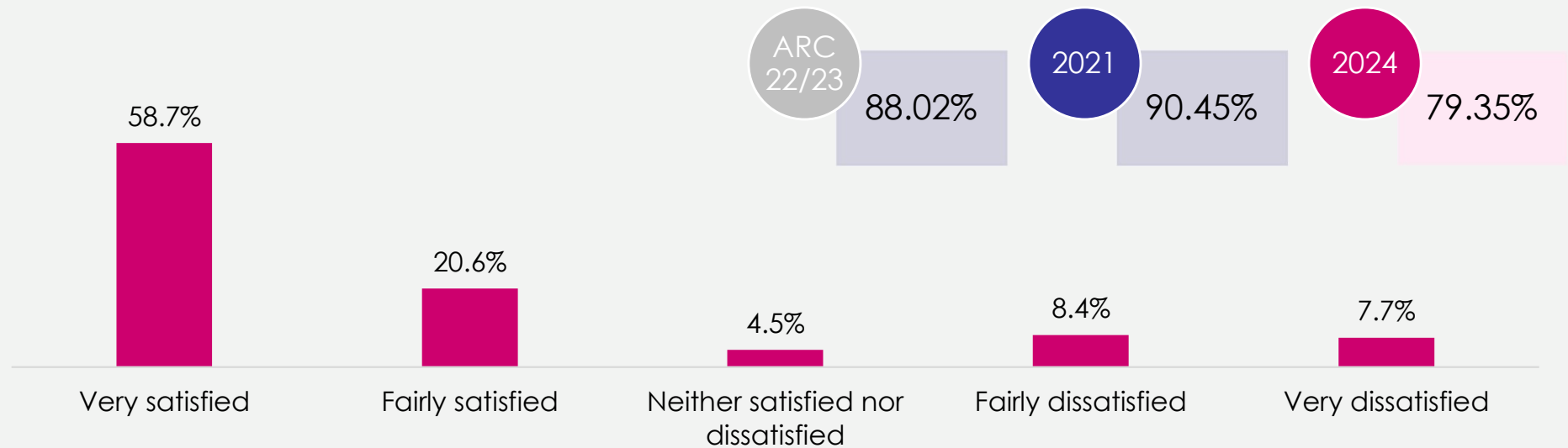


Base: All respondents, n=260

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?

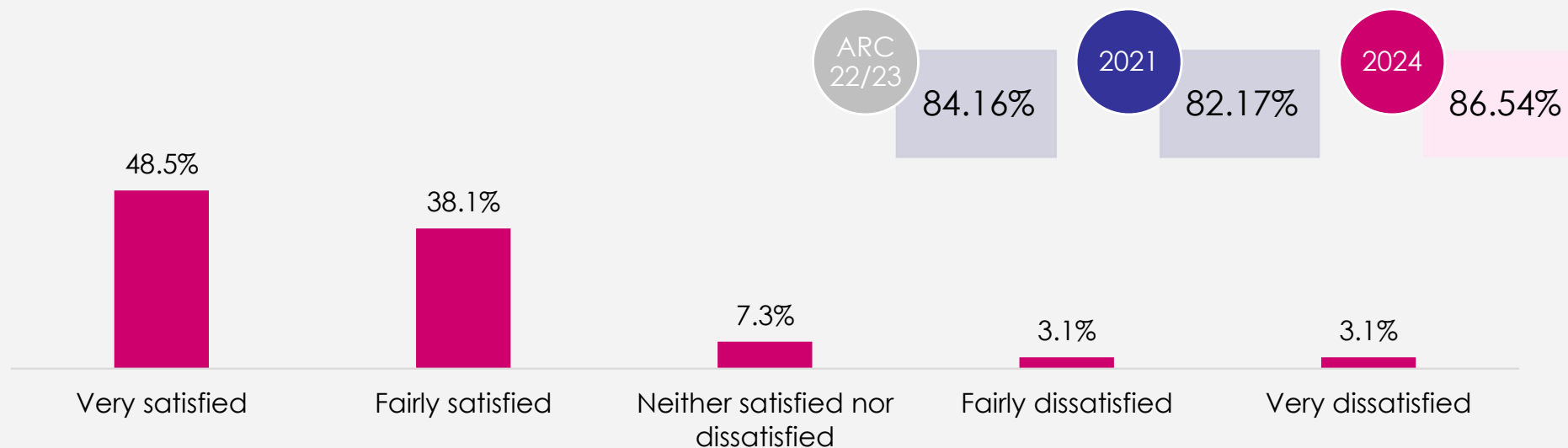


Base: Reported repairs in last 12 months, n=155

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Quality of the home

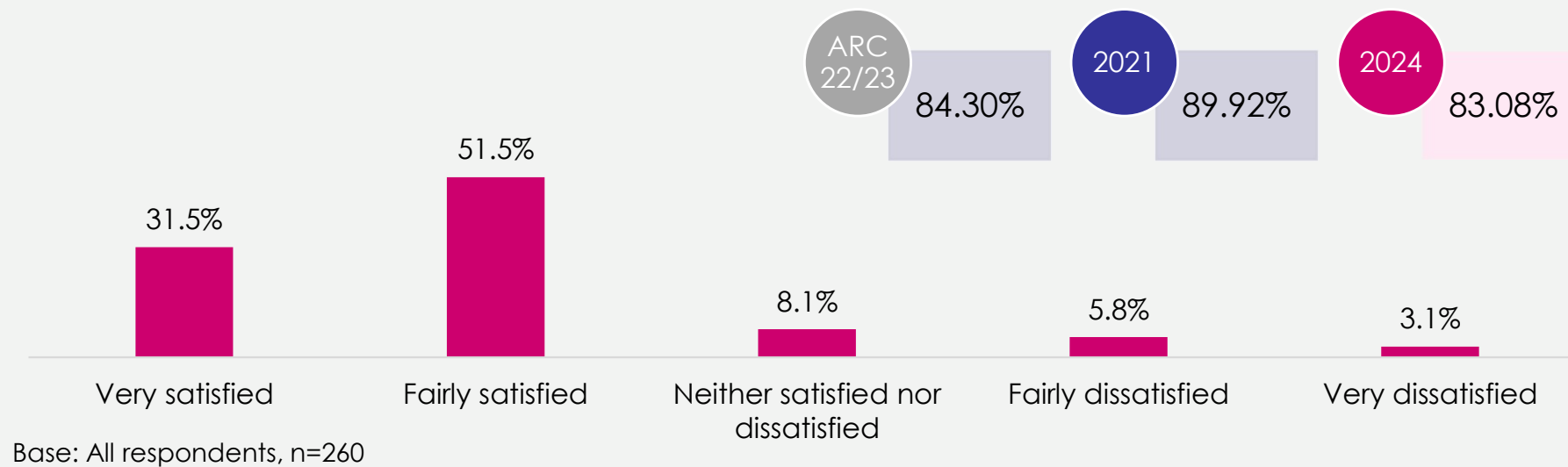
Q17 Overall, how satisfied or dissatisfied are you with the quality of your home?



Base: All respondents, n=260

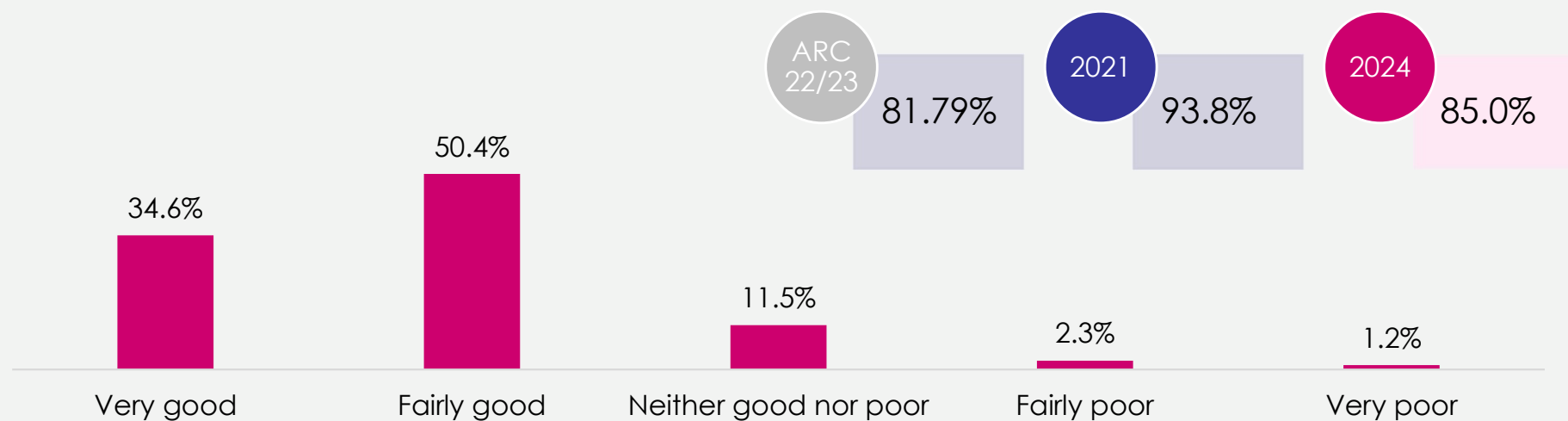
Contribution to management of the neighbourhood

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



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

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+



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.

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%)

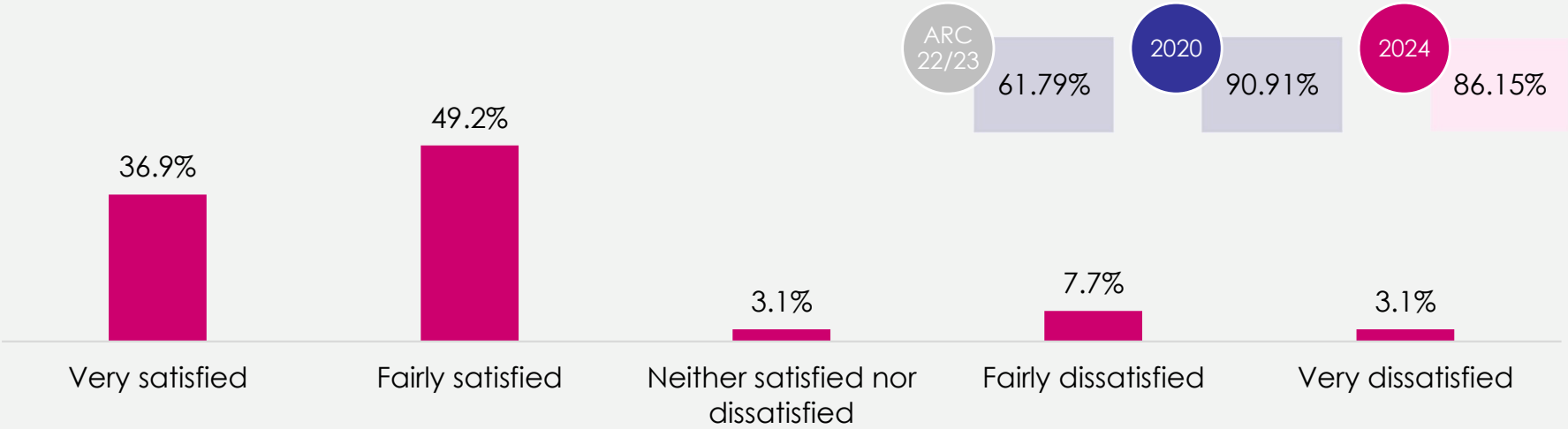
Better communication/ keep informed (6%)

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

Thank you for listening!



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