

TENANT SURVEY RESULTS 2020-21

What have our tenants told us?

ABOUT THE SURVEY

Every year, 500 tenants are contacted via telephone by an independent company who ask their opinions on the services Newydd provides.

This year, 52% (259) of the tenants contacted gave us permission to share their opinions. Here are details of where those tenants were from, what they thought Newydd does well and what they felt could be improved



WHERE WERE TENANTS FROM?

57.5% (149) Vale of Glamorgan
35% (91) Rhondda Cynon Taff
6% (16) Newtown
1% (2) Neath Port Talbot
0.5% (1) Cardiff

WHAT DID OUR TENANTS FEEL NEWYDD DOES WELL?

- Communication - 24% (63)
- Repairs - 16% (41)
- Housing management (rent collection, dealing with Anti-social Behaviour (ASB), lettings etc.) - 9% (24)
- Employ good staff - 7% (17)
- Tenant support - 5% (14)
- Being accessible - 4% (10)
- Community Regeneration - 4% (10)
- Grounds maintenance/communal cleaning - 3% (8)



please note that some tenants did not answer this question and some gave more than 1 response

WHAT DID OUR TENANTS FEEL NEWYDD COULD DO BETTER?



Repairs - 34% (89)
Communication - 17% (43)
Window and communal cleaning - 7% (16)
Tenant support/identifying tenants' needs - 5% (14)
Rent & Service Charges - 4% (10)
Dealing with Anti-social Behaviour (ASB) & pets - 3% (7)
Other (complaints, asset disposal, development, energy efficiency, independent living) - 2.5% (6)
Lettings - 2% (6)
Checking on tenants' wellbeing - 2% (5)
Being accessible - 1.5% (4)
Grounds maintenance - 1.5% (4)
Tenant involvement - 1% (3)
Bin Stores - 1% (3)

please note that some tenants did not answer this question and some gave more than 1 response