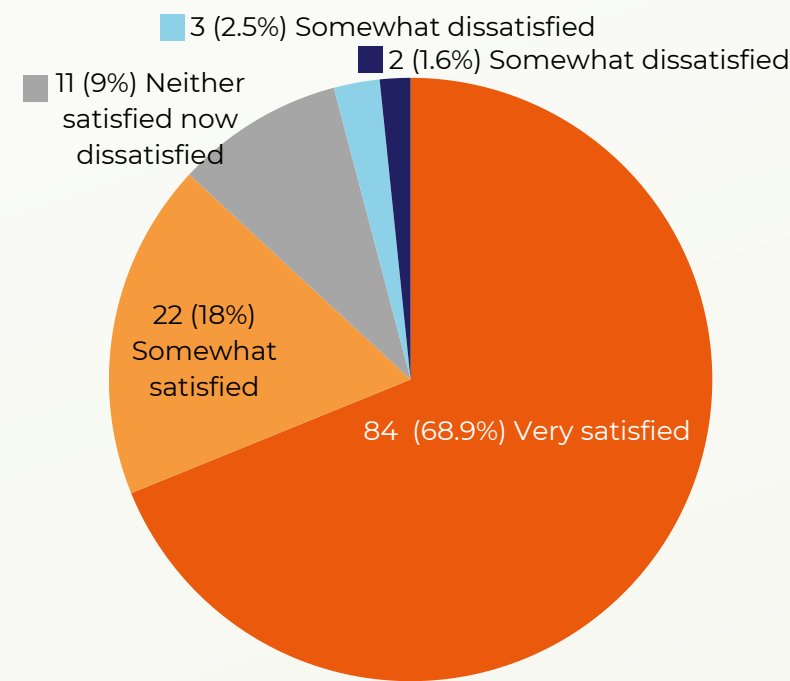
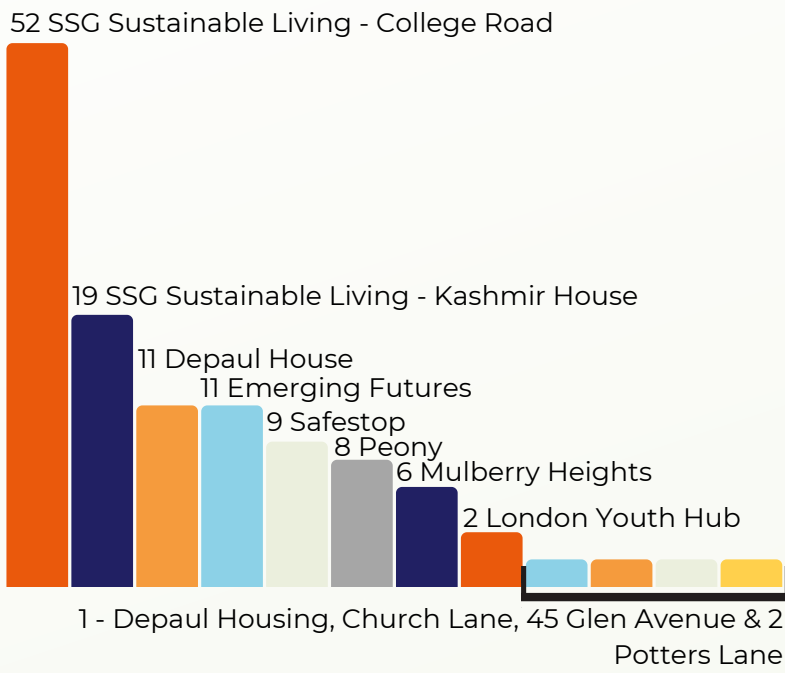


DEPAUL HOUSING SERVICES

TENANT PERCEPTION SURVEY 2023

Services

121 tenants completed the survey between 12th December 2023 and 7th March 2024 from 12 different properties. College Road had the highest number of surveys at 52, followed by Kashmir House with 19 surveys. Depaul House and Emerging Futures both had 11 surveys completed, followed by Safestop with 9, Peony with 8, Mulberry Heights with 6 and London Youth hub with 2. 2 Potters Lane, 45 Glen Avenue, Church Lane and Depaul Housing all had 1 survey completed.

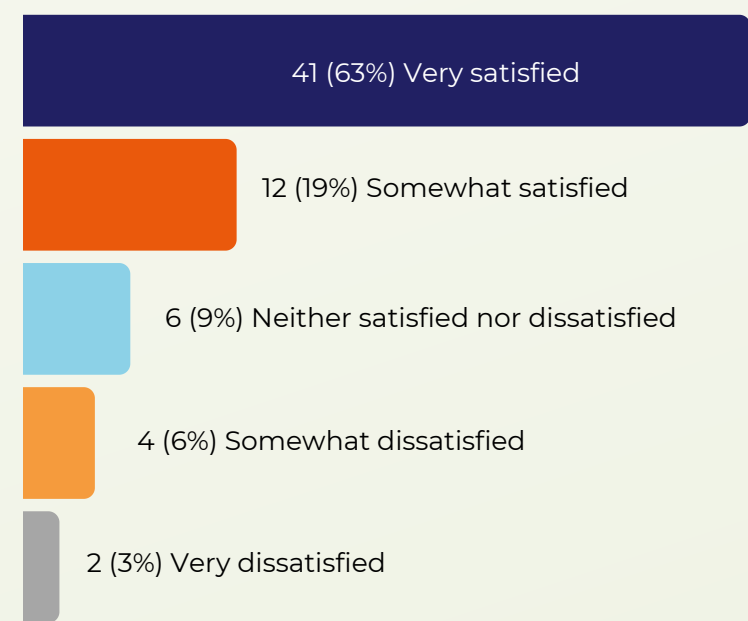
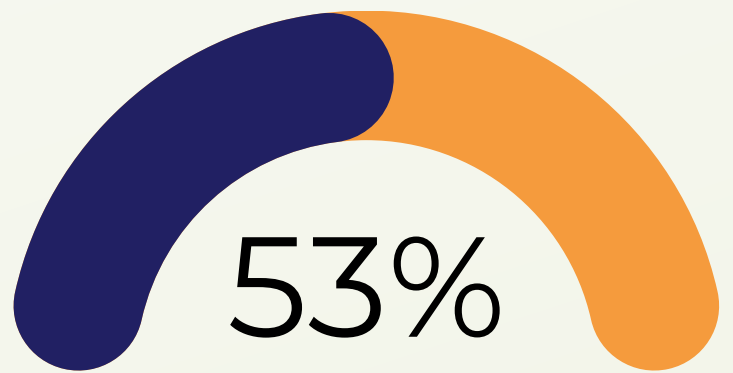


Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

87% were satisfied with the service provided by the landlord. 84 tenants said they were very satisfied and 22 clients said they were somewhat satisfied. 9% (11 tenants) neither agreed nor disagreed and 4% (3 somewhat dissatisfied and 2 very dissatisfied) were dissatisfied with the service provided by Depaul housing services.

Has your landlord carried out a repair to your home in the last 12 months?

53% (65 tenants) answered yes to having a repair carried out by their landlord in the past 12 months, of which, 82% said they were satisfied with the work carried out, 9% (6 tenants) said they were neither satisfied nor dissatisfied and 9% (4 tenants somewhat dissatisfied and 2 tenants very dissatisfied) said they were dissatisfied with the work carried out.

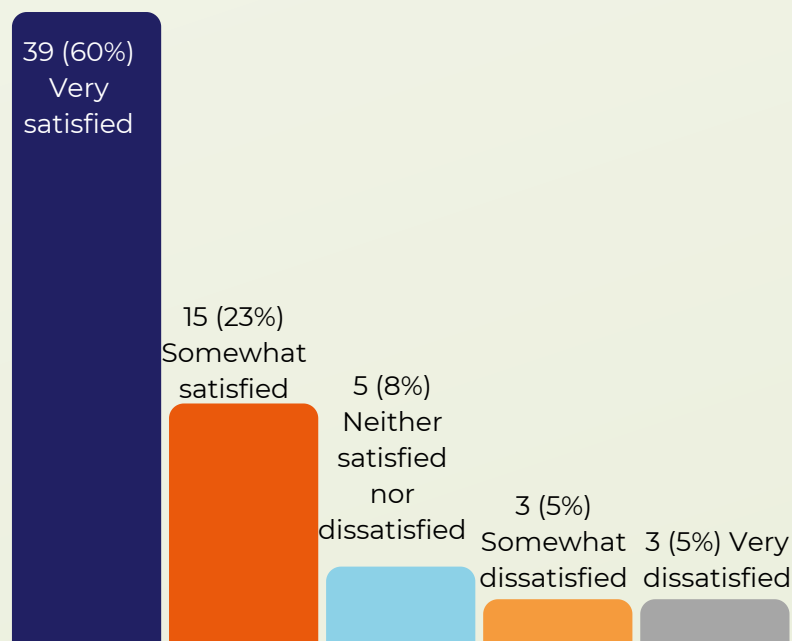


If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

82% of tenants were satisfied (41 tenants very satisfied and 12 tenants somewhat satisfied) with the work carried out, 9% (6 tenants) said they were neither satisfied nor dissatisfied and 9% (4 tenants somewhat dissatisfied and 2 tenants very dissatisfied) said they were dissatisfied with the work carried out.

If yes, how satisfied or dissatisfied are you with the time taken to complete?

Of the 65 tenants who answered yes to having works carried out in the last 12 months, 83% were satisfied (39 were very satisfied, and 15 somewhat satisfied) with the time taken to complete the work. 8% (5 tenants) were neither satisfied nor dissatisfied and 10% were dissatisfied (3 somewhat dissatisfied and 3 very dissatisfied) with the time taken to complete.



Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied Blank



How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

87% of tenants were overall satisfied that the landlord provides a well-maintained home (77 tenants were very satisfied and 29 were somewhat satisfied). 4% (5 tenants) were neither satisfied nor dissatisfied and 6% were overall dissatisfied with the homes maintenance (6 tenants somewhat dissatisfied and 1 tenant very dissatisfied). 4 tenants chose to leave the answer blank.



Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

86% of tenants were satisfied that the landlord provides a home that is safe (91 were very satisfied, and 13 were somewhat satisfied). 10% (12 tenants) were neither satisfied nor dissatisfied and 4% were dissatisfied (3 somewhat dissatisfied and 1 very dissatisfied). 1 tenant chose to leave the answer blank.



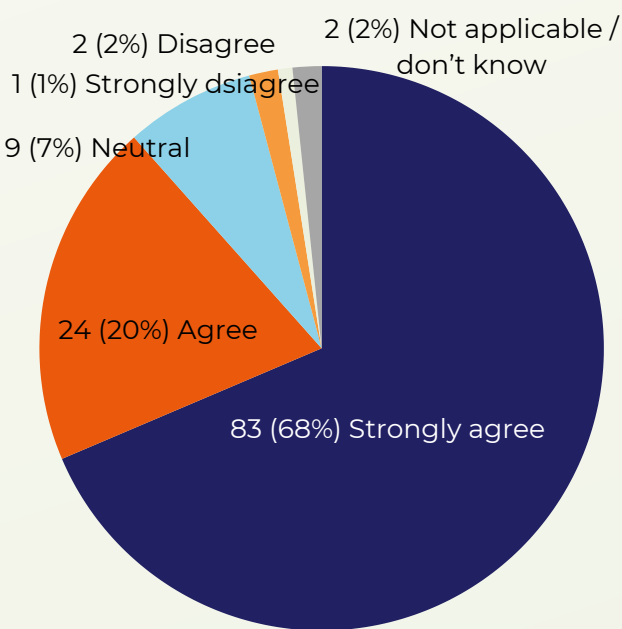
How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

87% of tenants were satisfied that their landlord listens to their views and acts upon them (85 were very satisfied, and 21 were somewhat satisfied). 9% (11 tenants) were neither satisfied nor dissatisfied and 4% were dissatisfied (2 somewhat dissatisfied and 3 very dissatisfied).



How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

86% of tenants were satisfied that their landlord keeps them informed about things that matter (85 were very satisfied, and 20 were somewhat satisfied). 10% (12 tenants) were neither satisfied nor dissatisfied and 3% were dissatisfied (4 very dissatisfied). 1 client chose 'Not applicable/ don't know'.

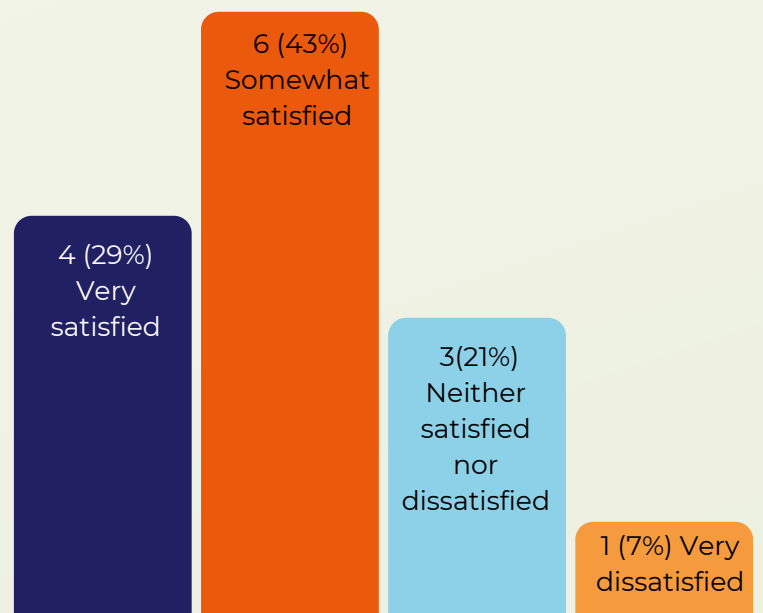
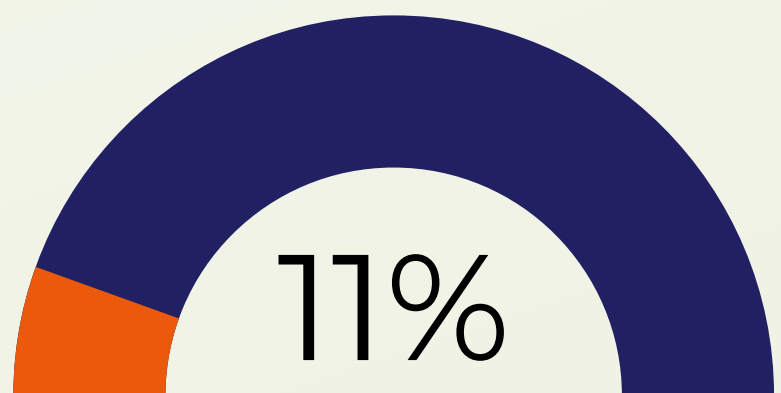


My landlord treats me fairly with respect

88% of tenants agreed that their landlord treated them fairly with respect (83 tenants strongly agreed and 24 tenants agreed). 7% of tenants (9 tenants) answered neutral and 3% disagreed (2 tenants disagreed and 1 tenant strongly disagreed). 2% chose not to answer (2 tenants chose Not applicable/ Don't know and 1 tenant left the answer blank).

Have you made a complaint to your landlord in the last 12 months?

11% (14 tenants) said they had made a complaint in the last 12 months.



If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

Of the 14 tenants who made a complaint to the landlord in the last 12 months, 72% were satisfied (4 were very satisfied, and 6 were somewhat satisfied). 21% (3 tenants) were neither satisfied nor dissatisfied and 7% (1 tenant) was very dissatisfied with the landlords approach to handling complaints.

110 (90%) Yes

4 (3%) No

8 (7%) Don't know

Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

90% (110 tenants) said they lived in a building with a communal area. 7% (8 tenants) did not know if they lived in a building with a communal area.

If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

Of the 110 tenants who answered yes to having a communal area that the landlord is responsible to maintain, 107 tenants gave a response of which 88% (80 tenants very satisfied and 14 tenants somewhat satisfied) with the landlord keeping these communal areas clean and well-maintained. 6% (7 tenants) were neither satisfied nor dissatisfied and 6% were dissatisfied.

80 (75%) Very satisfied

14 (13%) Somewhat satisfied

7 (6%) Neither satisfied nor

dissatisfied

3 (3%) Somewhat

dissatisfied

3 (3%) Very dissatisfied

How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

Of 122 surveys we received, 121 tenants answered this question and a further 7 tenants chose not applicable / don't know as their answer. 71% of tenants overall were satisfied (69 tenants were very satisfied and 17 tenants were somewhat satisfied) that their landlord makes a positive contribution to the neighborhood, 19% (23 tenants) were neither satisfied nor dissatisfied and 4% were dissatisfied.

69 (57%) Very satisfied

17 (14%) Somewhat satisfied

23 (19%) Neither satisfied nor dissatisfied

7 (6%) Not applicable / don't know

2 (2%) Somewhat dissatisfied

3 (2%) Very dissatisfied

79 (65%) Very satisfied

12 (10%) Somewhat satisfied

17 (14%) Neither satisfied nor dissatisfied

7 (6%) Not applicable / Don't know

3 (2%) Somewhat dissatisfied

3 (2%) Very dissatisfied

How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

121 tenants completed this question, 1 tenant chose to leave this question blank and a furthermore 7 tenants chose not applicable / don't know. Overall, 75% of tenants were satisfied (79 tenants were very satisfied and 12 tenants were somewhat satisfied) of their landlord's approach to handle anti-social behaviour, 14% (17 tenants) were neither satisfied nor dissatisfied and 4% (6 tenants) were dissatisfied with the landlords approach.

3% Somewhat dissatisfied / Disagree

11% Neither satisfied / agree nor dissatisfied / disagree

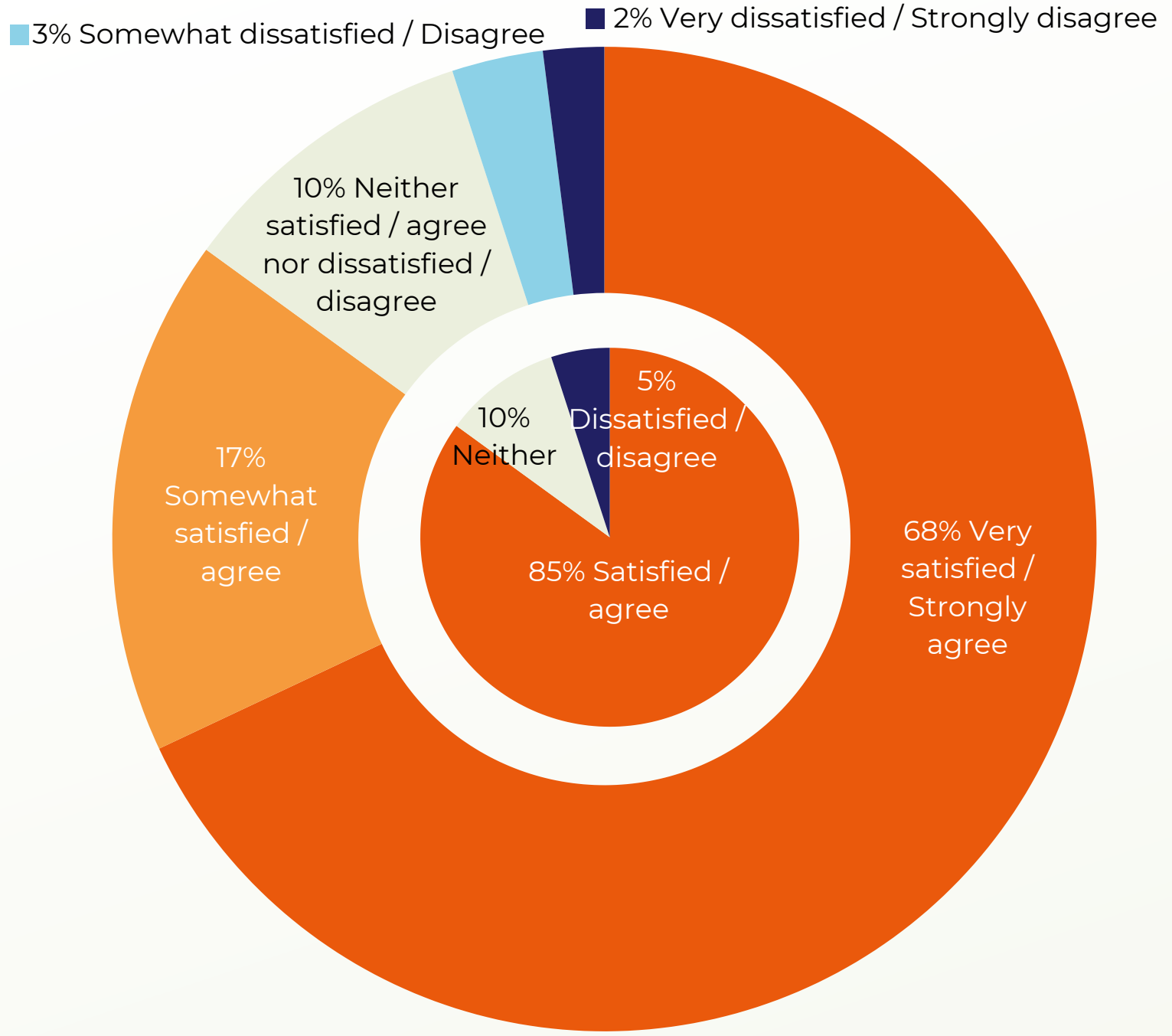
19% Somewhat satisfied / agree

63% Very satisfied / Strongly agree

3% Very dissatisfied / Strongly disagree

Average satisfaction

On average, from all the questions asked in the tenant perception survey, 82% of tenants were satisfied / agreed with the statements of which 63% were very satisfied / strongly agreed with the statements and 19% were somewhat satisfied / agreed. 11% of tenants were neither satisfied nor dissatisfied / neither agreed nor disagreed with the statements. 6% of tenants were dissatisfied or disagreed with the statement: 3% were somewhat dissatisfied / disagreed and 3% were very dissatisfied / strongly disagreed/



By service average

The average data combines responses to give a general overall satisfaction rate, e.g. overall satisfied/agreed, groups together how often tenants chose very satisfied, somewhat satisfied, strongly agree, or agree to the questions.

On average, Peony had the highest satisfaction rates, followed by London Youth Hub (bearing in mind only 2 tenants completed surveys for LYH) followed by College Road and Kashmir House.

2 Potters Lane had the highest dissatisfaction rate (bearing in mind that only 1 tenant completed the survey), followed by Depaul House and Church Lane.

College Road had the most surveys completed by tenants and the highest satisfaction overall, with 52 surveys completed, accounting for 43% of the surveys completed of which 97% of responses were either very satisfied, somewhat satisfied, strongly agree or agree.

DHS properties, in general, had a satisfaction rate of 85%, 10% Neither/Neutral and only 5 % dissatisfied/disagreed.

