

Tenant Satisfaction Survey 2022

Executive summary



Bench mark	2018 result	change over time	2020 result	
78%	86%	↓	83%	satisfaction overall
78%	N.A.		76%	trust Caredig
81%	82%	* ↓	84%	quality of home * worse because 'very' satisfied down 7%
86%	N.A.		85%	safety and security of home
81%	79%	↑	80%	value for money of rent
68%	75%	↓	69%	value for money of service charge
74%	79%	↑	82%	repairs and maintenance overall
83%	82%	↑	83%	last completed repair
82%	N.A.		82%	easy to deal with
67%	72%	↓	69%	listens to views and acts on them
62%	N.A.		61%	having a say in service management
60%	N.A.		60%	taking part in decision making
82%	85%	↓	83%	neighbourhood as a place to live
62%	N.A.		63%	dealing with ASB

statistically significant improvement
 no statistically significant change
 statistically significant decline