



Executive summary



bench mark	2022 result	change over time	2024 result	
81%	83%	↓	78%	satisfaction overall
77%	76%	↓	68%	trust Caredig
81%	84%	↓	78%	quality of home
85%	85%	↓* v.sat down 6%	84%	safety and security of home
82%	80%	↓	73%	rent value for money
68%	69%	↓	63%	service charge value for money
74%	82%	↓	73%	repairs and maintenance overall
66%	69%	↓	65%	listens to views and acts on them
60%	60%	↓	56%	taking part in decision making
61%	61%	↓	59%	having a say in service management
83%	83%	↓	79%	neighbourhood as a place to live
61%	63%	↔* 26% 'neither'	59%	dealing with ASB

statistically significant improvement no statistically significant change statistically significant decline

* see Appendix A for additional information on statistics tests