


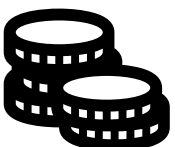


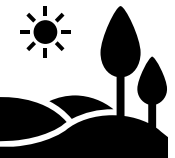







### Satisfaction Survey 2022 Tenant Results

		
Overall Satisfaction 89%	Opportunities to Participate 99%	Keeping You Informed 96%
		
Value for Money 81%	Repairs and Maintenance 82%	Quality of the Home 88%
		
Management of the Neighbourhood 92%	Happy to access services on-line 69%	Most preferred method of contact newsletter 74%
		
Customer Care 97%	Find rent affordable 47%	Find it difficult to heat home 26%

#### Anything else you would like to see Shire do?

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Base: Answered yes, n=54	No.	%
Upgrade/ improvements to homes	18	33.3%
Outside maintenance e.g., grass cutting/ gutters/ fencing	14	25.9%
Improve communication	9	16.7%
Improve the repairs service	5	9.3%
Vet tenants	2	3.7%
Deal with anti-social behaviour/ anti-social neighbours	4	7.4%
Other	6	11.1%

