

# Golden Lane Housing



## Tenant satisfaction survey results 2024



In February this year we sent our annual tenant satisfaction survey to all Golden Lane Housing tenants.

The survey was called the Tenant Satisfaction Survey.



The survey is part of the new rules set up by the Regulator of Social Housing. These are called Tenant Satisfaction Measures.



The survey asked tenants for their views about their home and Golden Lane Housing.

648 tenants completed the survey.



We sent the survey by post to all tenants.



Tenants could also choose to complete the survey online or by telephone.

# Tenant satisfaction survey results 2024

**Tenants were asked:**

**Taking everything into account, how satisfied or dissatisfied are you with the service provided by Golden Lane Housing?**

**Tenants said:**



Nearly 8 out of every 10 (79%) tenants told us they were satisfied with the service provided by Golden Lane Housing.

**Tenants were asked:**

**How satisfied or dissatisfied are you with the overall repairs service from Golden Lane Housing over the last 12 months?**

**Tenants said:**



Nearly 8 out of every 10 tenants (79%) told us they were satisfied with the overall repairs service provided by Golden Lane Housing.

# Tenant satisfaction survey results 2024

**Tenants were asked:**

**How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**

**Tenants said:**



More than 7 out of every 10 tenants (74%) told us they were satisfied with the time taken to complete their most recent repair.

**Tenants were asked:**

**How satisfied or dissatisfied are you that Golden Lane Housing provides a home that is well maintained?**

**Tenants said:**



More than 7 out of every 10 tenants (76%) told us they were satisfied with the overall repairs service provided by Golden Lane Housing.

# Tenant satisfaction survey results 2024

**Tenants were asked:**

**Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Golden Lane Housing provides a home that is safe?**

**Tenants said:**



More than 8 out of every 10 tenants (83%) told us they were satisfied with the time taken to complete their most recent repair.

**Tenants were asked:**

**How satisfied or dissatisfied are you that Golden Lane Housing listens to your views and acts upon them?**

**Tenants said:**



7 out of every 10 tenants (70%) told us they were satisfied with that Golden Lane Housing listens to their views and acts upon them.

# Tenant satisfaction survey results 2024

Tenants were asked:

**How satisfied or dissatisfied are you that Golden Lane Housing keeps you informed about things that matter to you?**

Tenants said:



More than 7 out of every 10 tenants (73%) told us they were satisfied that Golden Lane Housing keeps them informed about things that matter to them.

Tenants were asked:

**To what extent do you agree or disagree with the following "Golden Lane Housing treats me fairly and with respect."**

Tenants said:



More than 8 out of every 10 tenants (83%) told us they agreed that Golden Lane Housing treats them fairly and with respect.

# Tenant satisfaction survey results 2024

**Tenants were asked:**

**How satisfied or dissatisfied are you with Golden Lane Housing's approach to complaints handling?**

**Tenants said:**



More than 5 out of every 10 tenants (57%) told us they agreed that Golden Lane Housing treats them fairly and with respect.

**Tenants were asked:**

**How satisfied or dissatisfied are you that Golden Lane Housing keeps these communal areas clean and well maintained?**

**Tenants said:**



7 out of every 10 tenants (70%) told us they were satisfied that Golden Lane Housing keeps their communal areas clean and well maintained.

# Tenant satisfaction survey results 2024

**Tenants were asked:**

**How satisfied or dissatisfied are you that Golden Lane Housing makes a positive contribution to your neighbourhood?**

**Tenants said:**



More than 6 out of every 10 tenants (68%) told us they were satisfied that Golden Lane Housing makes a positive contribution to their neighbourhood.

**Tenants were asked:**

**How satisfied or dissatisfied are you with Golden Lane Housing's approach to handling anti-social behaviour?**

**Tenants said:**



More than 6 out of every 10 tenants (68%) told us they were satisfied with Golden Lane Housing's approach to handling anti-social behaviour.