

Bangla Housing Association

Tenants Satisfaction Survey Oct – Nov 2024

1.0 Background:

BHA carried out a Tenants' satisfaction survey which included the new Tenant Satisfaction Measures Introduced by the Regulators of Social Housing (RoSH). The aim was to evaluate tenants' experiences and identify areas for improvement. A total of 59 tenants participated, representing 25% of the tenant population. Overall satisfaction rate is 78% with key strengths and improvement opportunities highlighted below:

Strengths: 78% said they are satisfied with overall service provided by BHA
87% said BHA staff treats residents fairly
67% said BHA listens to residents' views and acts upon them.
73% said BHA keeps them informed of matters important to them
71% said BHA provides a safe and well-maintained home.
68% said they are satisfied with the overall repairs service
80% said it is essential or important for BHA to continue to provide language and welfare advice services.
80% scored (6 – 10) on How likely they would recommend BHA to family or friends on a scale of 0 to 10 (0 is least likely and 10 is most likely)

Opportunities for Improvement:

15% said they are dissatisfied with how BHA keeps communal areas clean and well maintained.
17% said they are dissatisfied with the time taken to complete the most recent repair.
17% said they are dissatisfied BHA's approach to complaints handling
25% said they are dissatisfied with BHA's service charges as value for money

2.0 Survey Overview

Objective: To assess tenant satisfaction levels across key service areas, including property management, maintenance, amenities, and overall living experience.

Survey was carried out between 20/10/2024 – 18/11/2024 using Monkey Survey online platform. Data was collected and analysed by Monkey Survey

3.0 Key Findings

For key findings are given above. For full data, questions, responses and survey analysis see below section 5.

4.0 Next Steps

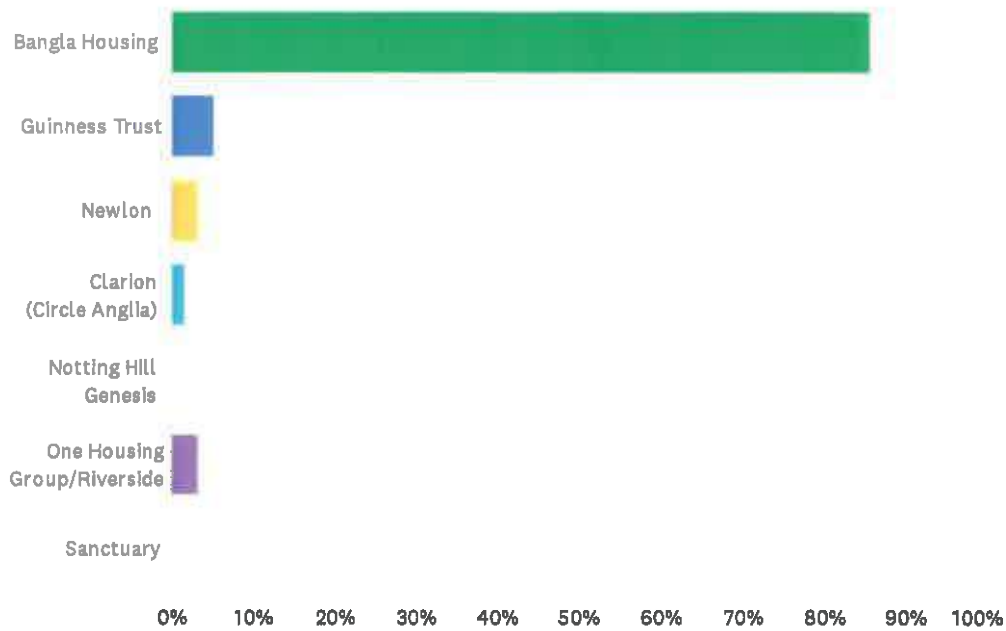
- Share the findings with our tenants via BHA tenant's newsletter including our action plan as to how BHA is going to work in the areas where we need to improve our services.
- Develop an action plan to address key issues to be approved by the Board at the next meeting on 19/02/2025.
- Conduct a follow-up survey in 9 months' time (Aug- Sept 2025) to measure progress.

5.0 Full Survey Analysis

See attached report '**Bangla Housing Association - Resident Satisfaction Survey 2024**'

Q1 Who is your main landlord?

Answered: 57 Skipped: 2

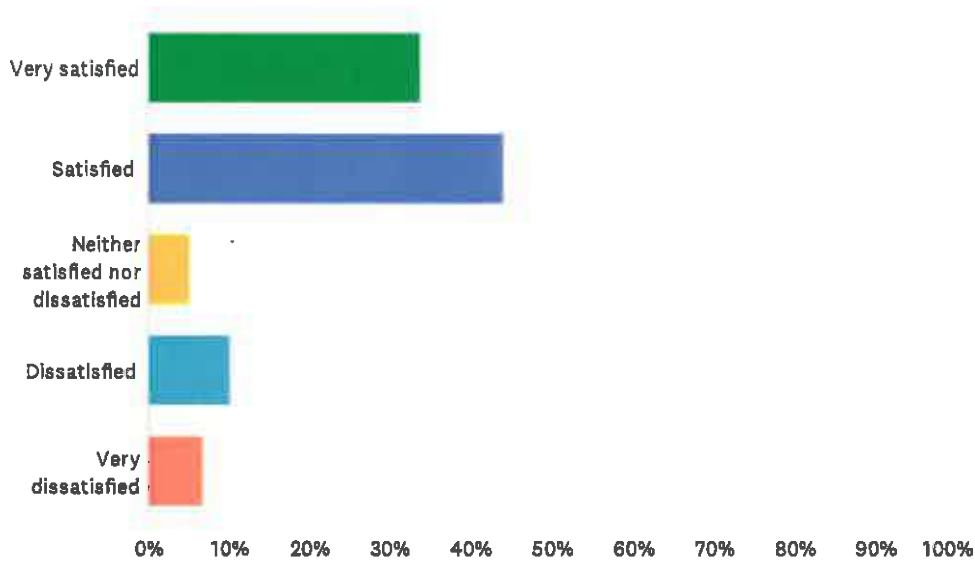


ANSWER CHOICES	RESPONSES	
Bangla Housing	85.96%	49
Guinness Trust	5.26%	3
Newlon	3.51%	2
Clarion (Circle Anglia)	1.75%	1
Notting Hill Genesis	0.00%	0
One Housing Group/Riverside	3.51%	2
Sanctuary	0.00%	0
TOTAL		57

Q2 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Bangla Housing?

Answered: 59 Skipped: 0

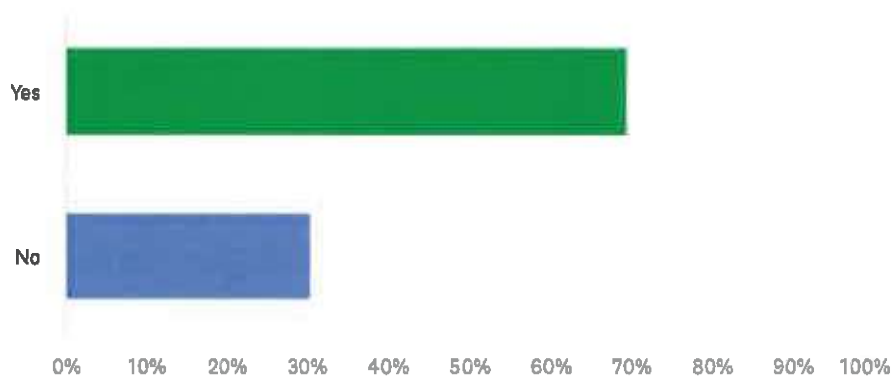
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ANSWER CHOICES	RESPONSES	
Very satisfied	33.90%	20
Satisfied	44.07%	26
Neither satisfied nor dissatisfied	5.08%	3
Dissatisfied	10.17%	6
Very dissatisfied	6.78%	4
TOTAL		59

Q3 Do you live in a building with communal areas, either inside or outside, that Bangla Housing is responsible for maintaining?

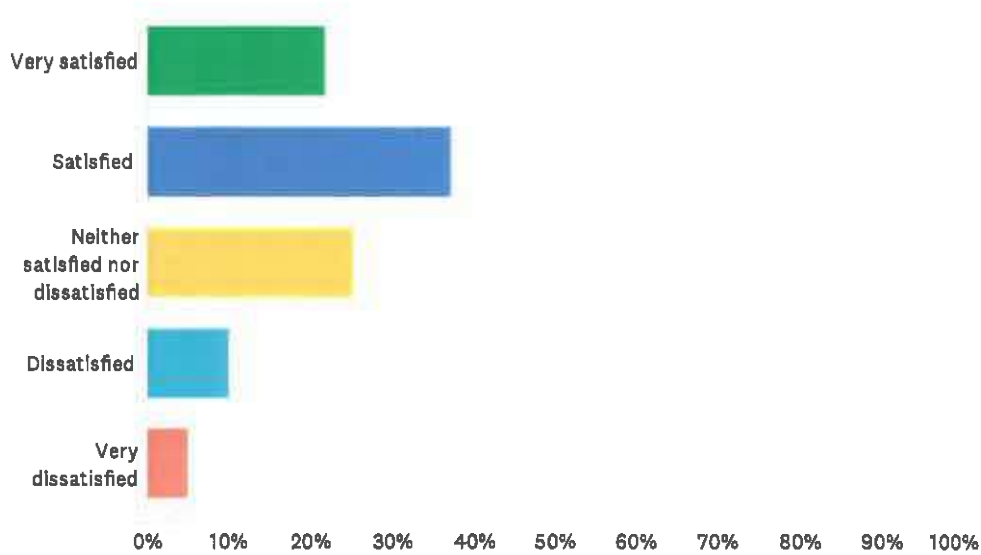
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	69.49%	41
No	30.51%	18
TOTAL		59

Q4 If yes, how satisfied or dissatisfied are you that Bangla Housing keeps these communal Areas clean and well maintained?

Answered: 59 Skipped: 0

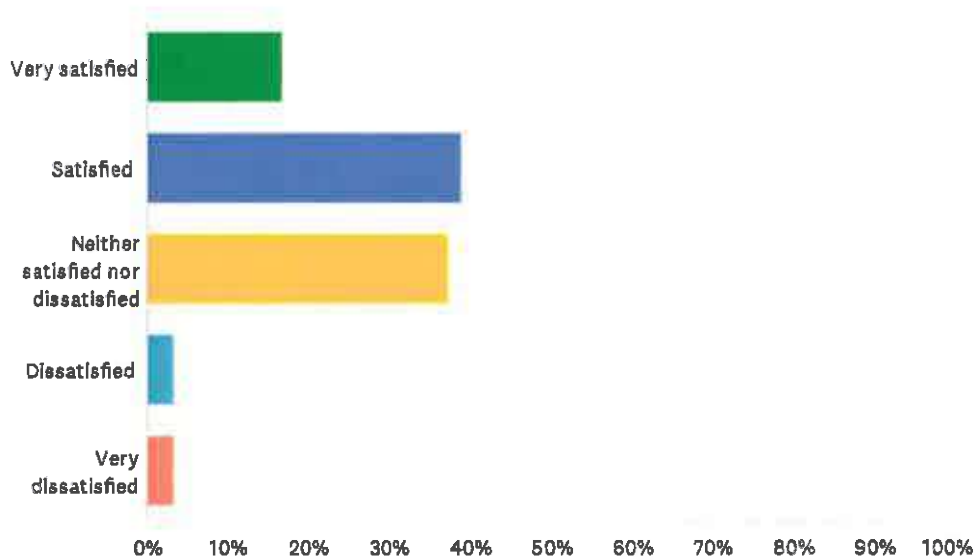


ANSWER CHOICES	RESPONSES	
Very satisfied	22.03%	13
Satisfied	37.29%	22
Neither satisfied nor dissatisfied	25.42%	15
Dissatisfied	10.17%	6
Very dissatisfied	5.08%	3
TOTAL		59

Q5 How satisfied or dissatisfied are you that Bangla Housing makes a positive contribution to your neighbourhood?

Answered: 59 Skipped: 0

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ANSWER CHOICES

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

TOTAL

RESPONSES

16.95%

38.98%

37.29%

3.39%

3.39%

10

23

22

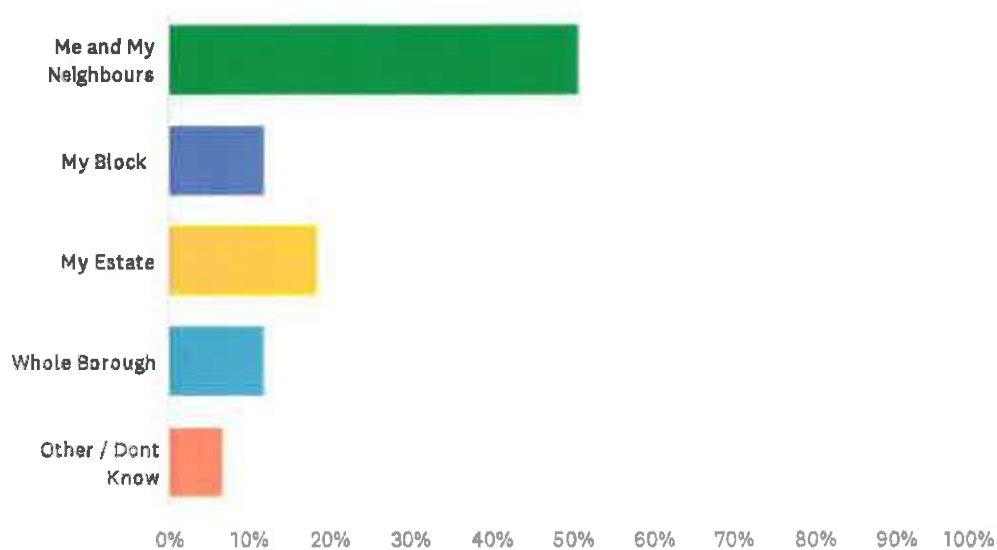
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Q6 When you think of your 'neighbourhood', what does that term mean to you? Please select one from the dropdown below.

Answered: 59 Skipped: 0

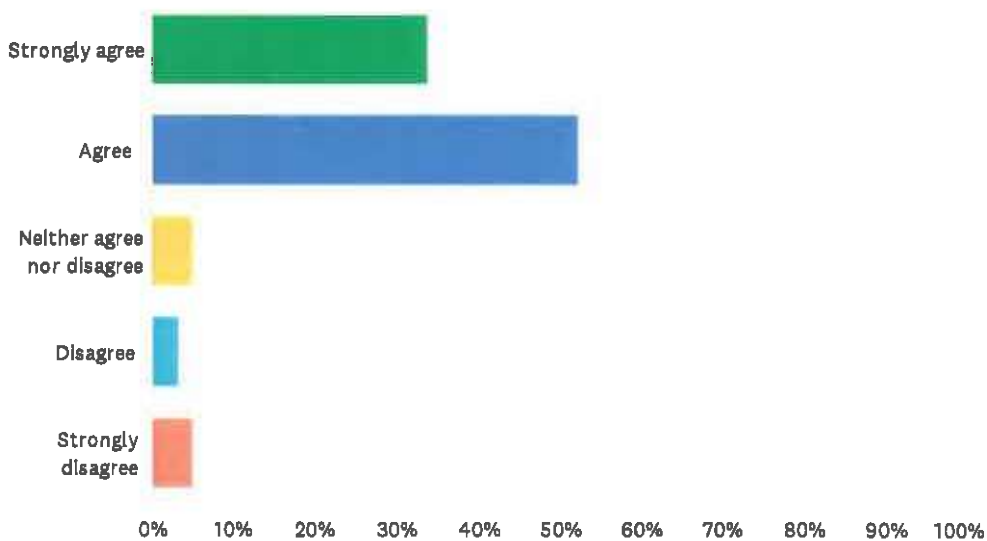


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ANSWER CHOICES	RESPONSES	
Me and My Neighbours	50.85%	30
My Block	11.86%	7
My Estate	18.64%	11
Whole Borough	11.86%	7
Other / Dont Know	6.78%	4
TOTAL		59

Q7 To what extent do you agree or disagree with the following: "Bangla Housing treats me fairly and with respect"?

Answered: 59 Skipped: 0

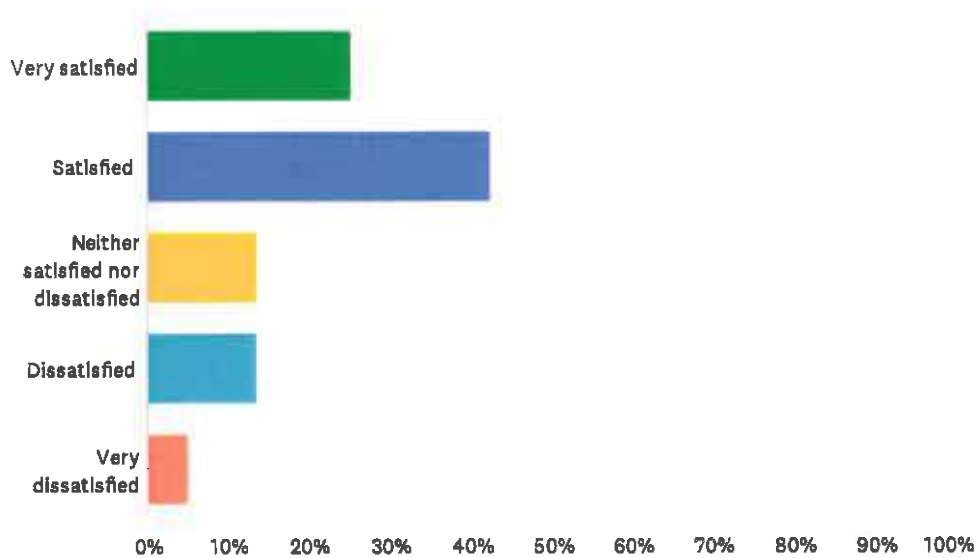


ANSWER CHOICES	RESPONSES	
Strongly agree	33.90%	20
Agree	52.54%	31
Neither agree nor disagree	5.08%	3
Disagree	3.39%	2
Strongly disagree	5.08%	3
TOTAL		59

Q8 How satisfied or dissatisfied are you that Bangla Housing listens to your views and acts upon them?

Answered: 59 Skipped: 0

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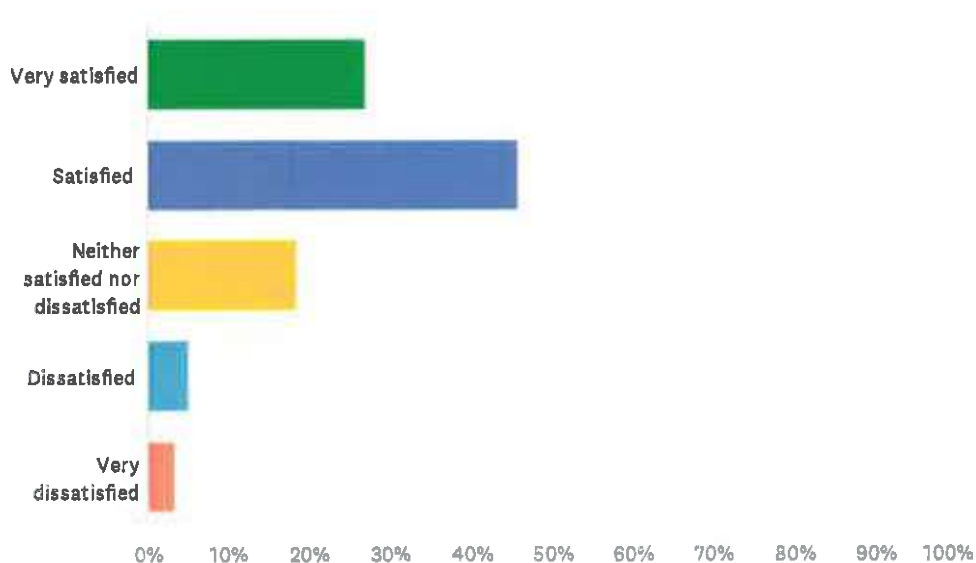
ANSWER CHOICES

RESPONSES

Very satisfied	25.42%	15
Satisfied	42.37%	25
Neither satisfied nor dissatisfied	13.56%	8
Dissatisfied	13.56%	8
Very dissatisfied	5.08%	3
TOTAL		59

Q9 How satisfied or dissatisfied are you that Bangla Housing keeps you informed about things that matter to you?

Answered: 59 Skipped: 0

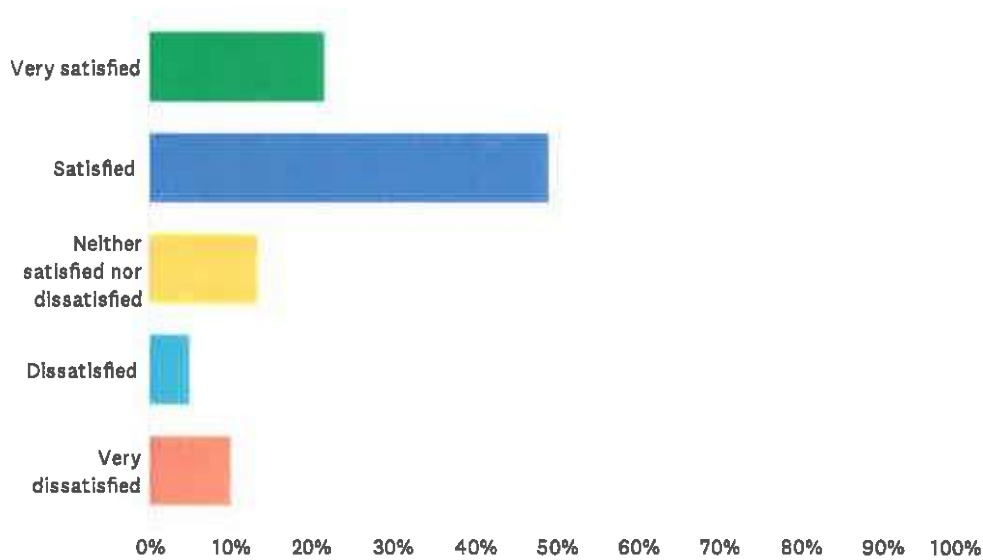


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ANSWER CHOICES	RESPONSES	
Very satisfied	27.12%	16
Satisfied	45.76%	27
Neither satisfied nor dissatisfied	18.64%	11
Dissatisfied	5.08%	3
Very dissatisfied	3.39%	2
TOTAL		59

Q10 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Bangla Housing provides a home that is safe?

Answered: 59 Skipped: 0

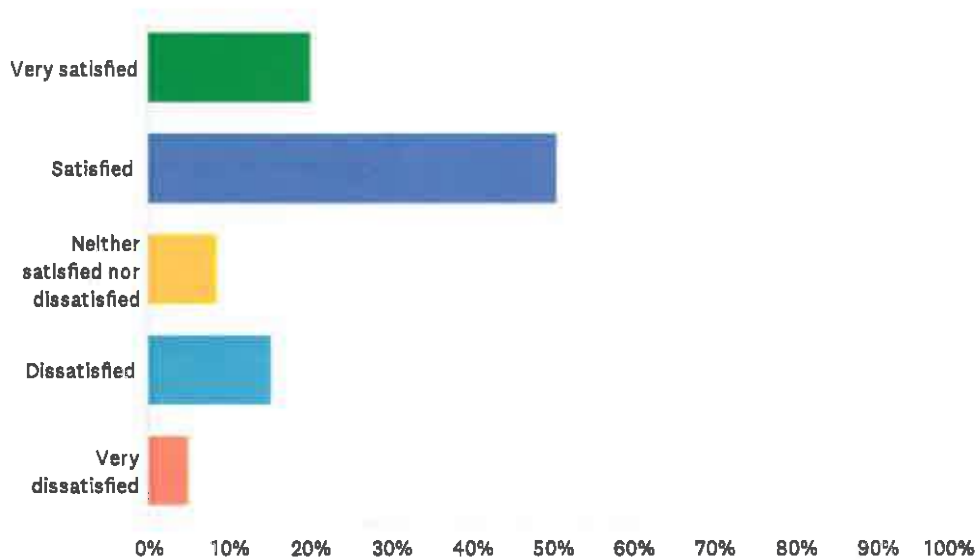


ANSWER CHOICES	RESPONSES	
Very satisfied	22.03%	13
Satisfied	49.15%	29
Neither satisfied nor dissatisfied	13.56%	8
Dissatisfied	5.08%	3
Very dissatisfied	10.17%	6
TOTAL		59

Q11 How satisfied or dissatisfied are you that Bangla Housing provides a home that is well maintained?

Answered: 59 Skipped: 0

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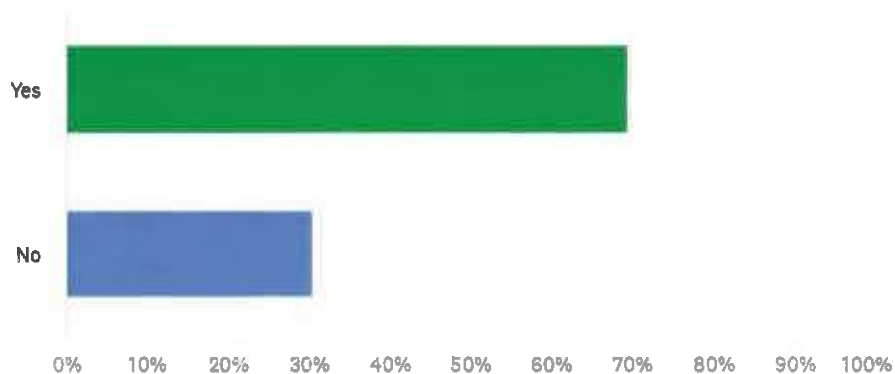
ANSWER CHOICES

RESPONSES

Very satisfied	20.34%	12
Satisfied	50.85%	30
Neither satisfied nor dissatisfied	8.47%	5
Dissatisfied	15.25%	9
Very dissatisfied	5.08%	3
TOTAL		59

Q12 Has Bangla Housing carried out a repair to your home in the last 12 months?

Answered: 59 Skipped: 0



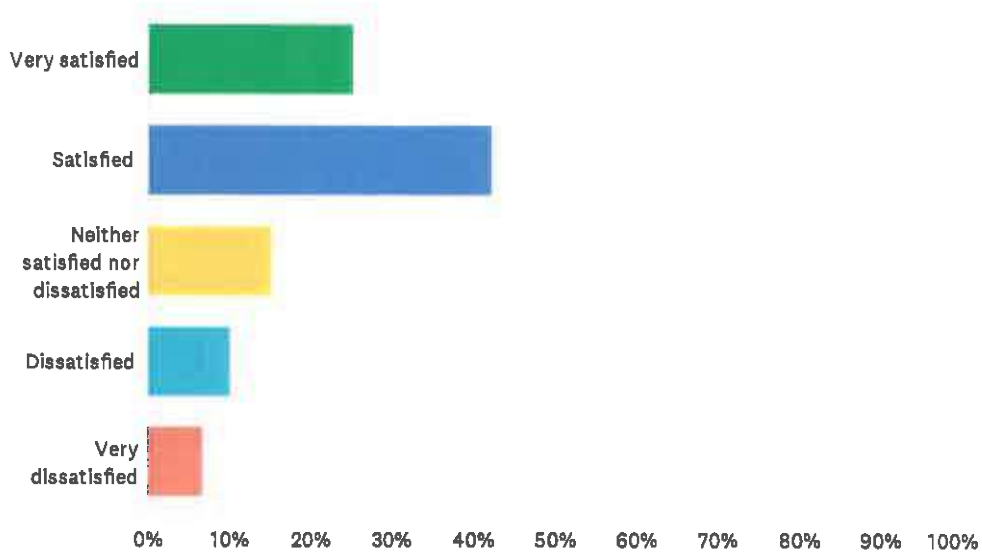
ANSWER CHOICES

RESPONSES

Yes	69.49%	41
No	30.51%	18
TOTAL		59

Q13 If yes, how satisfied or dissatisfied are you with the overall repairs service from Bangla Housing over the last 12 months?

Answered: 59 Skipped: 0



ANSWER CHOICES

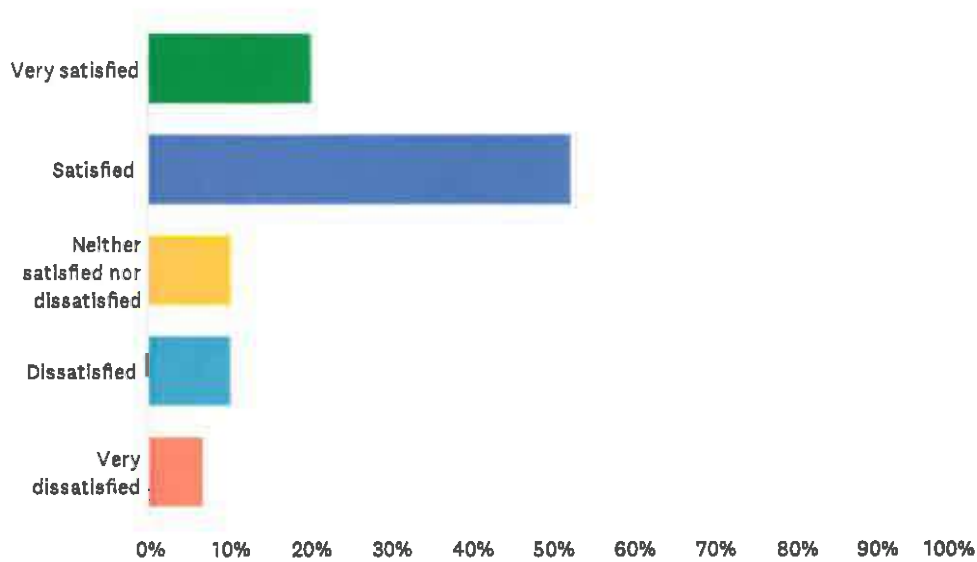
RESPONSES

Very satisfied	25.42%	15
Satisfied	42.37%	25
Neither satisfied nor dissatisfied	15.25%	9
Dissatisfied	10.17%	6
Very dissatisfied	6.78%	4
TOTAL		59

Q14 If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported?

Answered: 59 Skipped: 0

Bangla Housing Association - Resident Satisfaction Survey 2024



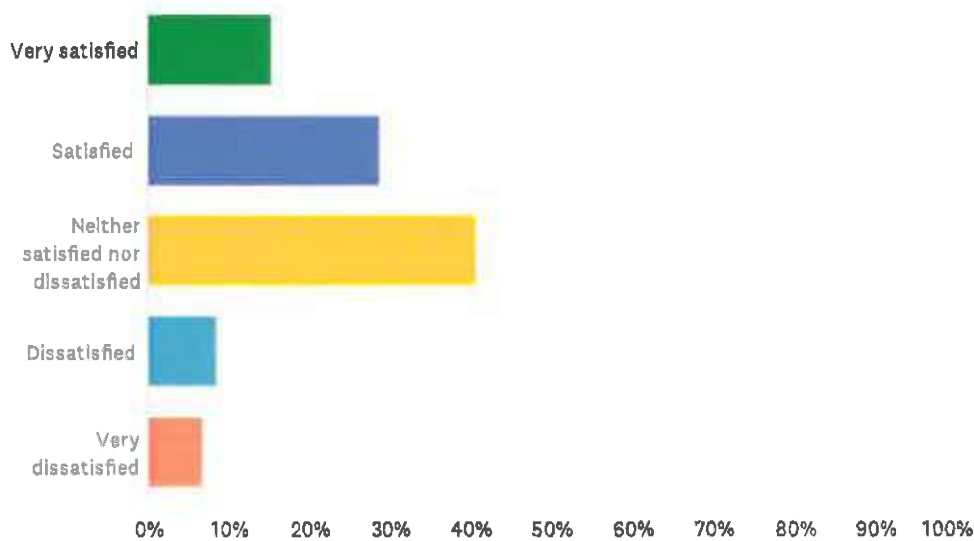
ANSWER CHOICES

RESPONSES

Very satisfied	20.34%	12
Satisfied	52.54%	31
Neither satisfied nor dissatisfied	10.17%	6
Dissatisfied	10.17%	6
Very dissatisfied	6.78%	4
TOTAL		59

Q15 How satisfied or dissatisfied are you with Bangla Housing's' approach to handling anti-social behaviour?

Answered: 59 Skipped: 0

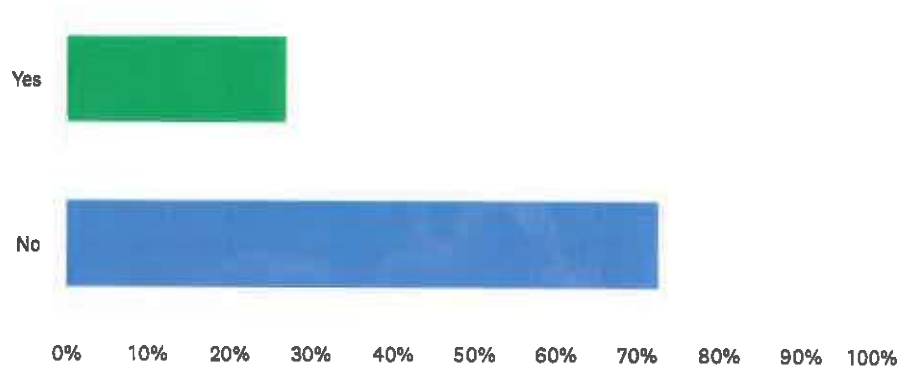


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ANSWER CHOICES	RESPONSES	
Very satisfied	15.25%	9
Satisfied	28.81%	17
Neither satisfied nor dissatisfied	40.68%	24
Dissatisfied	8.47%	5
Very dissatisfied	6.78%	4
TOTAL		59

Q16 Have you made a complaint to Bangla Housing in the last 12 months?

Answered: 59 Skipped: 0

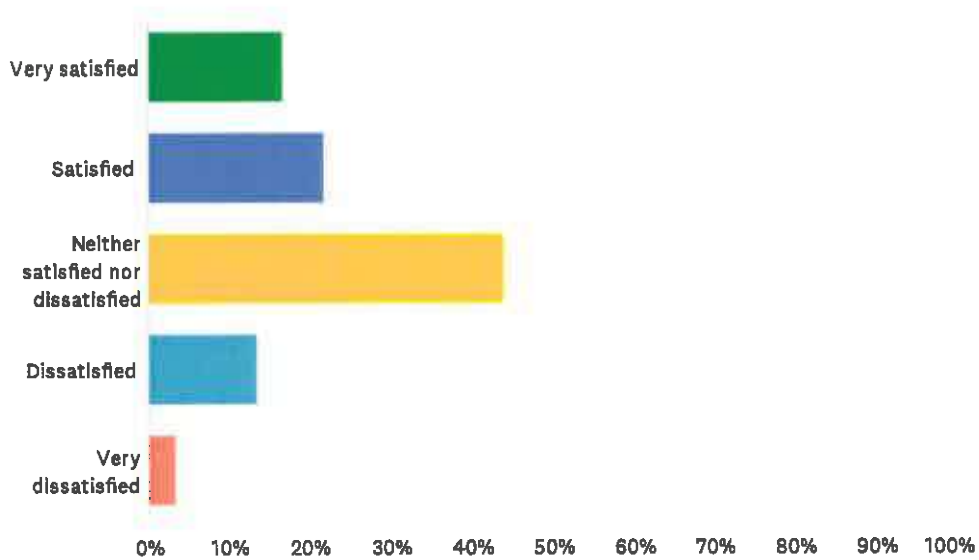


ANSWER CHOICES	RESPONSES	
Yes	27.12%	16
No	72.88%	43
TOTAL		59

Q17 If yes, how satisfied or dissatisfied are you with Bangla Housing's approach to complaints handling?

Answered: 59 Skipped: 0

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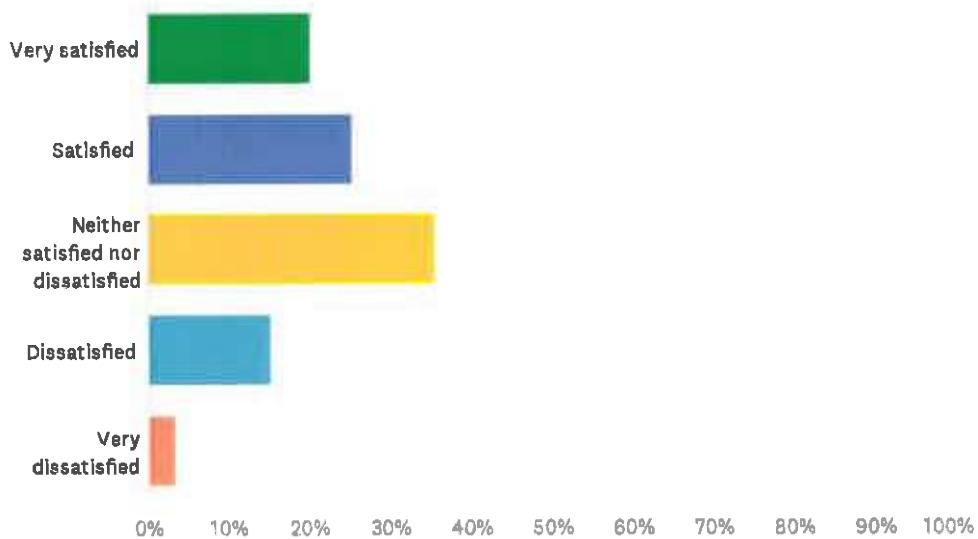
ANSWER CHOICES

RESPONSES

Very satisfied	16.95%	10
Satisfied	22.03%	13
Neither satisfied nor dissatisfied	44.07%	26
Dissatisfied	13.56%	8
Very dissatisfied	3.39%	2
TOTAL		59

Q18 How satisfied or dissatisfied are you with your rent as value for money?

Answered: 59 Skipped: 0

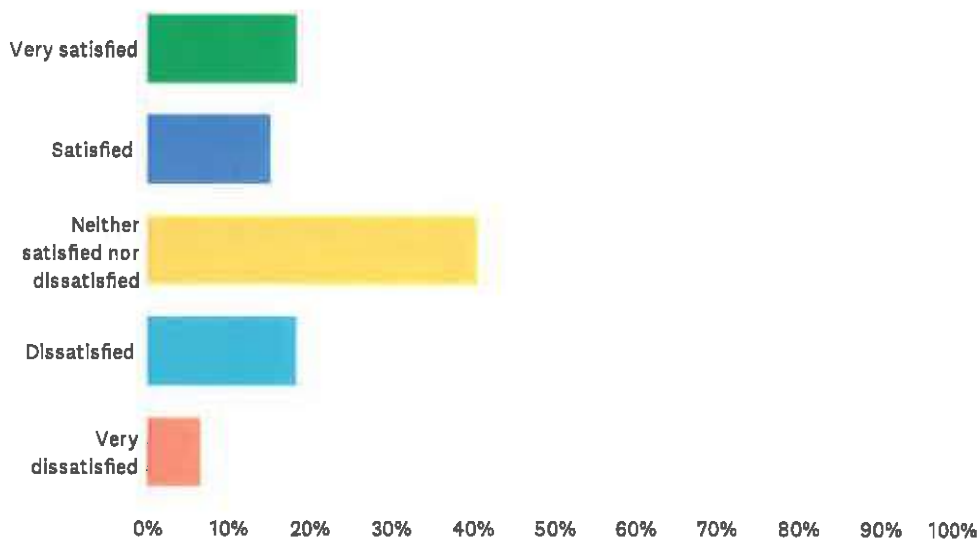


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ANSWER CHOICES	RESPONSES	
Very satisfied	20.34%	12
Satisfied	25.42%	15
Neither satisfied nor dissatisfied	35.59%	21
Dissatisfied	15.25%	9
Very dissatisfied	3.39%	2
TOTAL		59

Q19 How satisfied or dissatisfied are you with your service charges as value for money?

Answered: 59 Skipped: 0

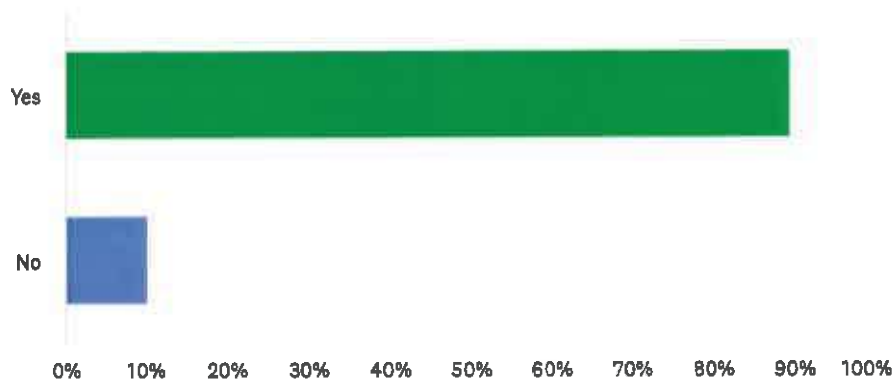


ANSWER CHOICES	RESPONSES	
Very satisfied	18.64%	11
Satisfied	15.25%	9
Neither satisfied nor dissatisfied	40.68%	24
Dissatisfied	18.64%	11
Very dissatisfied	6.78%	4
TOTAL		59

Q20 Have you contacted Bangla Housing in the last 12 months?

Answered: 59 Skipped: 0

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ANSWER CHOICES

Yes

No

TOTAL

RESPONSES

89.83%

10.17%

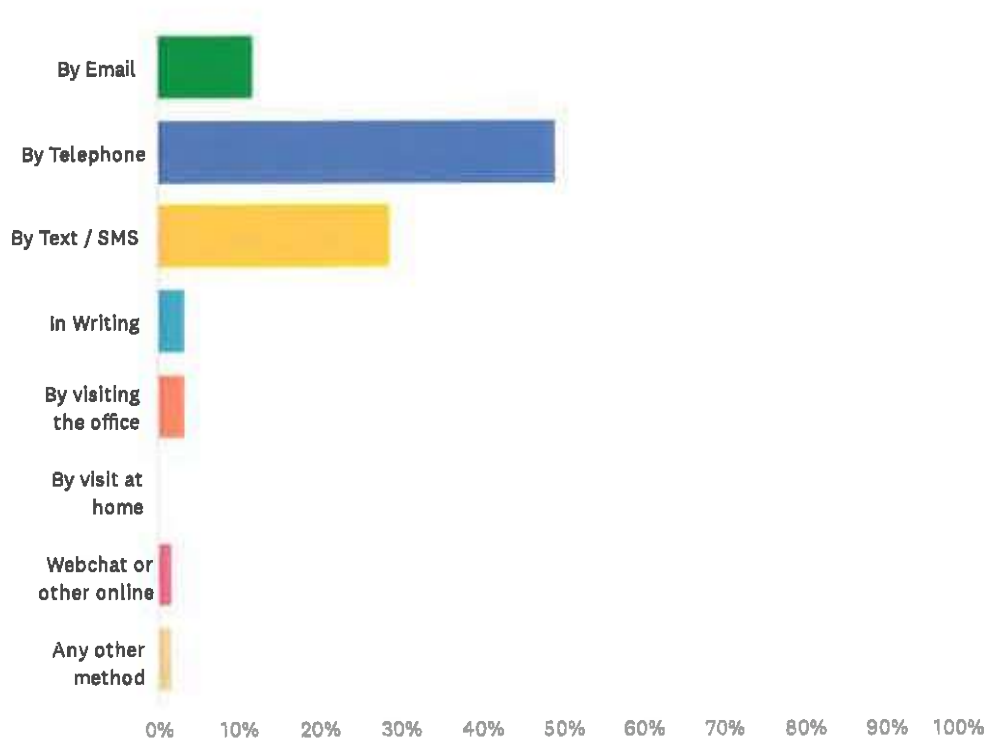
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Q21 How did you contact us on the most recent occasion. Please select from the dropdown box.

Answered: 59 Skipped: 0

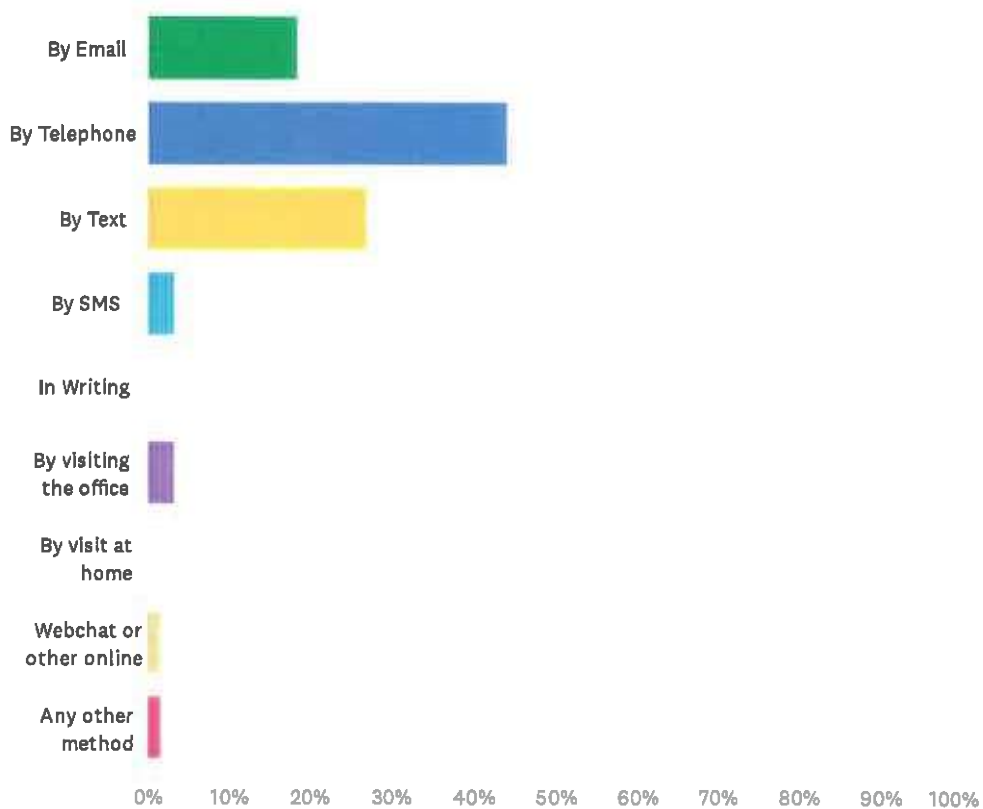


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ANSWER CHOICES	RESPONSES	
By Email	11.86%	7
By Telephone	49.15%	29
By Text / SMS	28.81%	17
In Writing	3.39%	2
By visiting the office	3.39%	2
By visit at home	0.00%	0
Webchat or other online	1.69%	1
Any other method	1.69%	1
TOTAL		59

Q22 What is your preferred method to contact us. Please select from the dropdown box.

Answered: 59 Skipped: 0

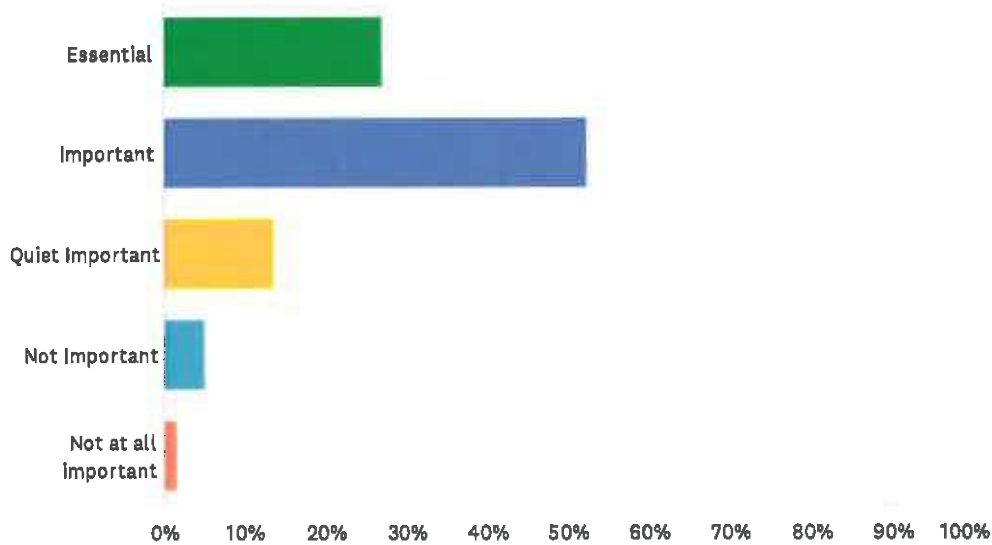


Bangla Housing Association - Resident Satisfaction Survey 2024

ANSWER CHOICES	RESPONSES	
By Email	18.64%	11
By Telephone	44.07%	26
By Text	27.12%	16
By SMS	3.39%	2
In Writing	0.00%	0
By visiting the office	3.39%	2
By visit at home	0.00%	0
Webchat or other online	1.69%	1
Any other method	1.69%	1
TOTAL		59

Q23 Bangla Housing Provides language and welfare advice supports for residents. How important is it that it continues to provide these services. Please select from the dropdown box.

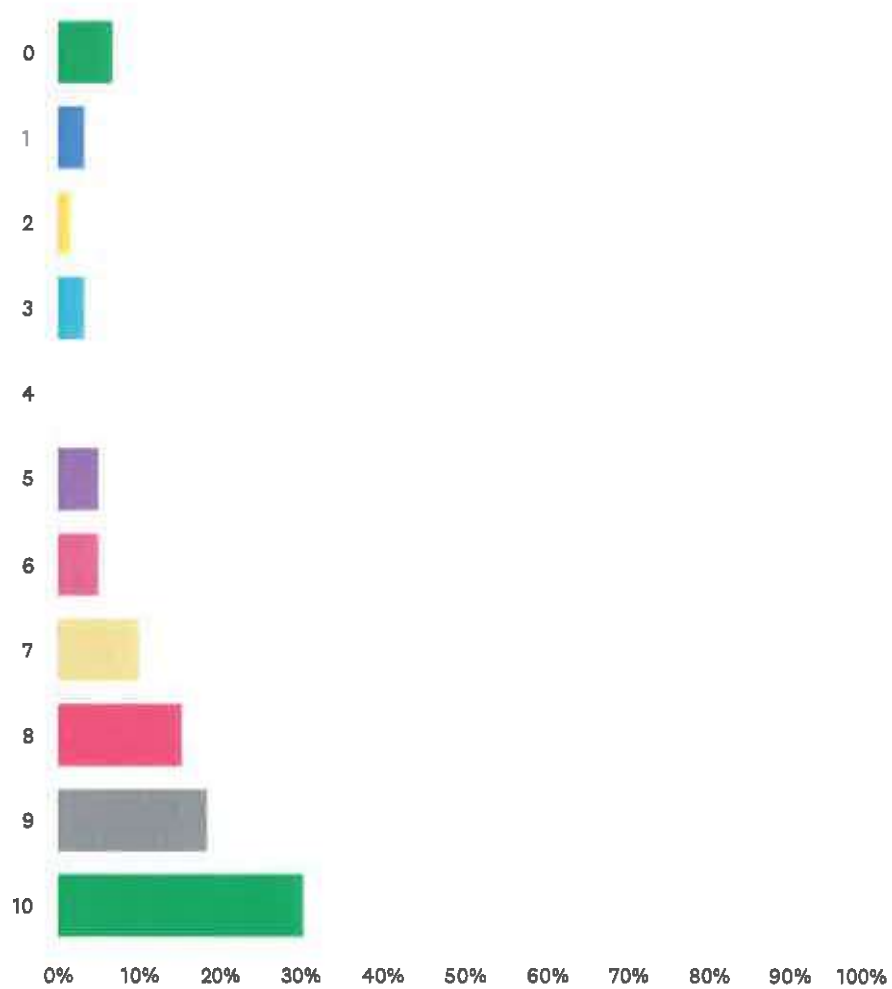
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Essential	27.12%	16
Important	52.54%	31
Quiet Important	13.56%	8
Not Important	5.08%	3
Not at all important	1.69%	1
TOTAL		59

Q24 How likely would you be to recommend Bangla Housing to family or friends on a scale of 0 to 10 (0 is least likely and 10 is most likely)

Answered: 59 Skipped: 0



Bangla Housing Association - Resident Satisfaction Survey 2024

ANSWER CHOICES	RESPONSES	
0	6.78%	4
1	3.39%	2
2	1.69%	1
3	3.39%	2
4	0.00%	0
5	5.08%	3
6	5.08%	3
7	10.17%	6
8	15.25%	9
9	18.64%	11
10	30.51%	18
TOTAL		59