



Tenant Satisfaction Survey 2023



Overall Satisfaction

In 2023 Acuity undertook a tenant survey of Populo Homes Residents

A little under two-thirds of residents (63%) are satisfied with the overall services provided by Populo Homes. This is one of the higher rated measures in the survey, the highest being the provision of a safe home (76%), treating residents fairly and with respect (65%) and 63% are satisfied with the positive contribution made by Populo Homes to the neighbourhood.

However, fewer than half the tenants are satisfied with the time to complete repairs (49%), how tenants' views are listened to and acted upon (47%) and just 38% are satisfied with the way complaints are handled.

61%

Well maintained home

76%

Safe home

53%

Repairs - Last 12 months

49%

Time taken - Last repair

53%

Communal areas clean & well maintained

63%

Positive contribution to neighbourhood

53%

Anti-social behaviour

54%

Easy to deal with

47%

Listens & Acts

57%

Keeps you informed

65%

Treats fairly & with respect

38%

Complaints handling