



Tenant Satisfaction Survey 2023

for:



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1. Introduction

Background

This report details the results of Cadwyn Housing Association's 2023 STAR tenant satisfaction survey, delivered by ARP Research. The purpose of this survey was to collect key overall satisfaction data for the Welsh Government, and to test how perceptions have changed amongst residents since the last survey in 2022.

The survey used the Housemark STAR methodology and was consistent with the Welsh Government's requirements for collecting national resident satisfaction performance measures.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2022 scores, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against the Welsh Government's 2022-2023 data for social housing landlords.

About the survey

The survey was carried out in October and December 2023. Paper self completion questionnaires were distributed to all 1,415 households, followed by a full reminder. In addition, email invitations and reminders were sent to every valid email address on Cadwyn's records that hadn't yet taken part (150), and later text invitations and reminders to all non-respondents with a mobile number (1,036). The survey was incentivised with a free prize draw.

In total 508 tenants took part in the survey, which represented a 36% response rate that. A sample of this size has a theoretical error margin of +/- 3.5% overall, which exceeds the STAR target of +/- 4%. Half of these responses were collected online, including a 7% email and 17% text message response rate.

The sample was weighted in order to be representative by age, and area. This ensured that the other demographic and property variables were also broadly representative.

Understanding the results

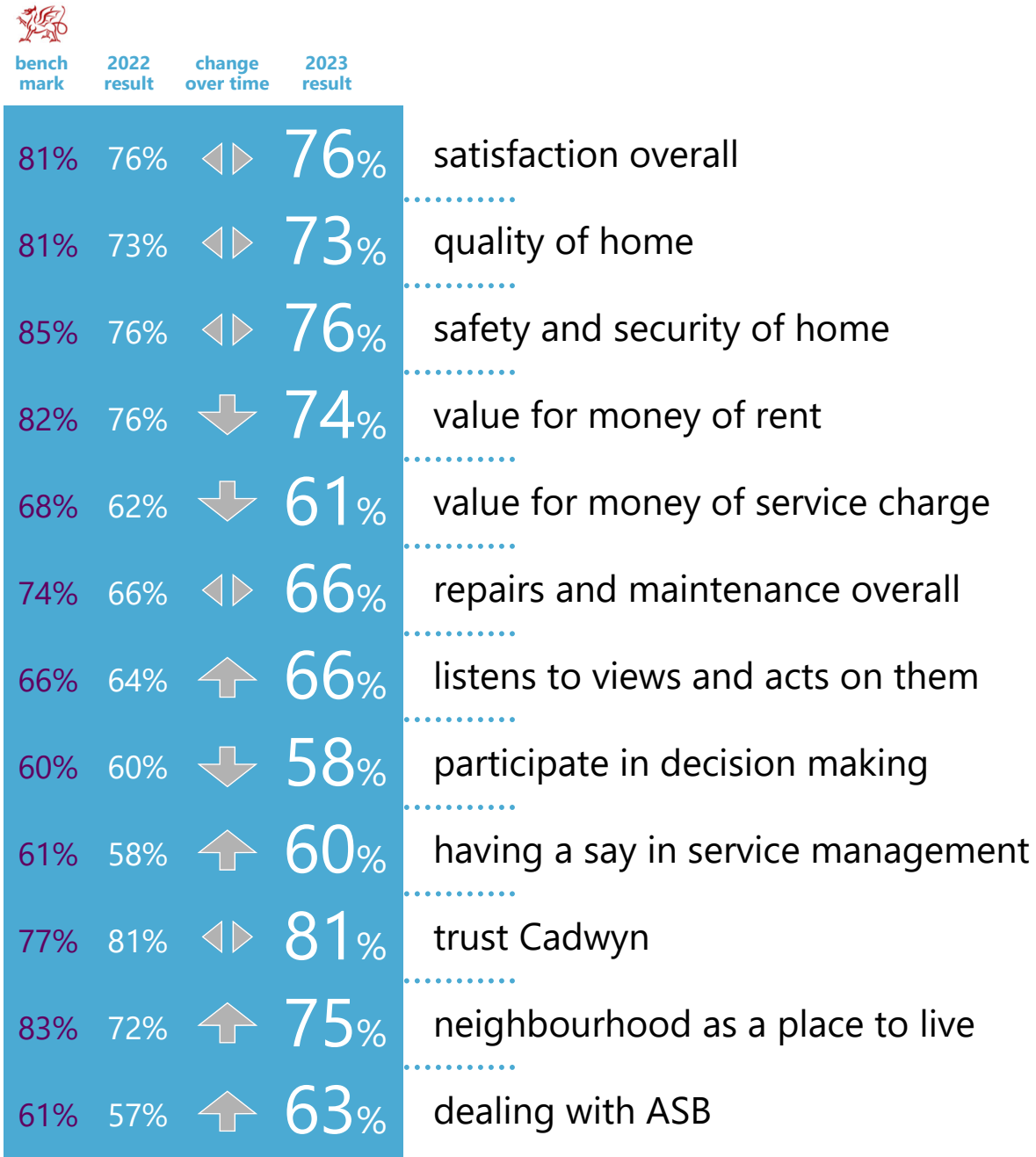
Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small.

Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

For detailed information on the survey response rates, methodology, data analysis and benchmarking, please see appendix A.



2. Executive summary



↑ statistically significant improvement ↔ no statistically significant change ↓ statistically significant decline

* see Appendix A for additional information on statistics tests

2. Executive summary

Overall satisfaction

1. Overall satisfaction with the service provided by Cadwyn is unchanged compared to 2022 (76% satisfied, section 3).
2. This means that overall satisfaction amongst Cadwyn remains slightly below the most recent Welsh Government benchmark of 81%.
3. This is in contrast to sector wide trends as tenant satisfaction scores have been falling due to the cost-of-living crisis, inflationary rent increases and shortages in labour and materials.
4. In keeping with the pattern of overall satisfaction, most of the results across the survey also demonstrate only minor fluctuations. Most are therefore still below the averages across all social housing landlords in Wales, with the exception of tenant involvement questions (section 7) and handling ASB (section 8) where they are on par.
5. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the five factors most closely associated with overall tenant satisfaction are below. Note that the top two are notably stronger than the rest, being the same as in 2022.
 - Easy to deal with (72% satisfied, section 7)
 - Repairs and maintenance service overall (66%, section 6).
 - Quality of home (73%, section 4)
 - Safety and security of the home (76%, section 4)
 - Opportunities to take part in decision making (58%, section 7)

Communication

6. The best predictor of satisfaction with Cadwyn overall continues to be whether tenants feel that it is easy to deal with. This is also known as a 'customer effort' score, as it considers the experience in a holistic way from the perspective of the customer, rather than internal business processes (72% satisfied, section 7).
7. The proportion who feel that they are listened to and their views acted upon is equal to the Welsh average (66%), and is starting to correct the downward slide observed in the last survey.
8. Other engagement questions are also on par with benchmark median scores, including 60% who are happy that they have a say in how services are managed and 58% that are satisfied with the opportunities to take part in decision making, the latter being a minor key driver of satisfaction.

Repairs and maintenance

9. Whilst exactly two thirds of tenants are satisfied with the repairs and maintenance service overall, that leaves exactly a quarter that are actively dissatisfied, including 15% 'very' dissatisfied (section 6).
10. Accordingly, repairs and maintenance continues to be one of the two strongest key drivers of overall satisfaction with Cadwyn (section 3).
11. This has levelled out after having fallen significantly in the last survey but remains well below the median average satisfaction score of 74% in Wales.
12. In the open text comments, the primary repairs complaints are the quality of workmanship (9%), speed of response (8%) and work that remains outstanding or unfinished (7%, section 9).

2. Executive summary

The home

13. In keeping with the pattern of responses to the overall satisfaction question, headline tenant perceptions of the home they live are also effectively unchanged since 2022, being in the bottom quartile for social housing in Wales (73% satisfied, section 4).
14. Similarly, the safety and security of the home satisfaction rate is also stable but also in the benchmark fourth quartile (76% satisfied).
15. Around a quarter of additional comments at the end of the survey are requests for improvements to the home, the most frequently cited being communal cleaning, safety and security, windows and damp/mould (see section 9).
16. There seems to be a particular issue with the home amongst respondents in Canton, as well as there being more safety and security concerns in Roath and/or flats.

Value for money

17. The perception of rent value for money has been fairly resilient in the face of the cost of living crisis, down just 2% since the last survey (74% satisfied, section 5).
18. Indeed, rent value for money is no longer a key driver of overall satisfaction this year.
19. Service charge value for money follows a similar pattern, although it is normal for this to be rated less positively than rent (61% satisfied).
20. Unfortunately, both ratings are in the bottom quartile compared to the Wales national average.

Neighbourhoods

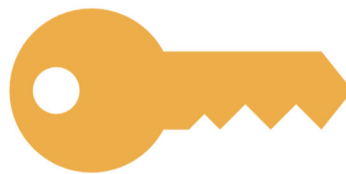
21. When asked to rate their local area, 75% of respondents are satisfied with their neighbourhood as a place to live, which is 3% more than in 2022 and includes a notable improvement amongst youngest tenants (section 8).
22. It positive to see that the way Cadwyn deals with anti-social behaviour now compares favourably against other landlords in Wales being 2% above the median benchmark score and 6% higher than it was last year (63% satisfied).
23. Even amongst those tenants that had actually experienced ASB the rating is still relatively high as the majority are still happy (56%).



3. Services overall

76%

satisfied
overall



top 'key
drivers'

1. easy to deal with
2. repairs & maintenance overall
3. quality of the home
4. safety & security of the home
5. chances to take part in decisions



Overall satisfaction has stabilised having previously fallen between 2018 and 2020



All the results are very close to 2022, which is unlike much of the UK where cost-of-living has suppressed satisfaction scores



However, overall satisfaction is still below the average in Wales



The 'customer effort' score measuring how easy Cadwyn is to deal with remains the best predictor of satisfaction

3. Services overall

Overall satisfaction with the service provided by Cadwyn is **unchanged** compared to 2022 (76% satisfied). This means that overall satisfaction amongst Cadwyn remains slightly below the most recent Welsh Government benchmark of 81%.

This is in contrast to the pattern of survey results across the United Kingdom over the past couple of years which has seen lower scores due to the cost-of-living crisis, compounded by the fact that landlords are also affected by high inflation with most having to increase rents at the same time as dealing with shortages in labour and materials that impact on the standard of services that can be provided.

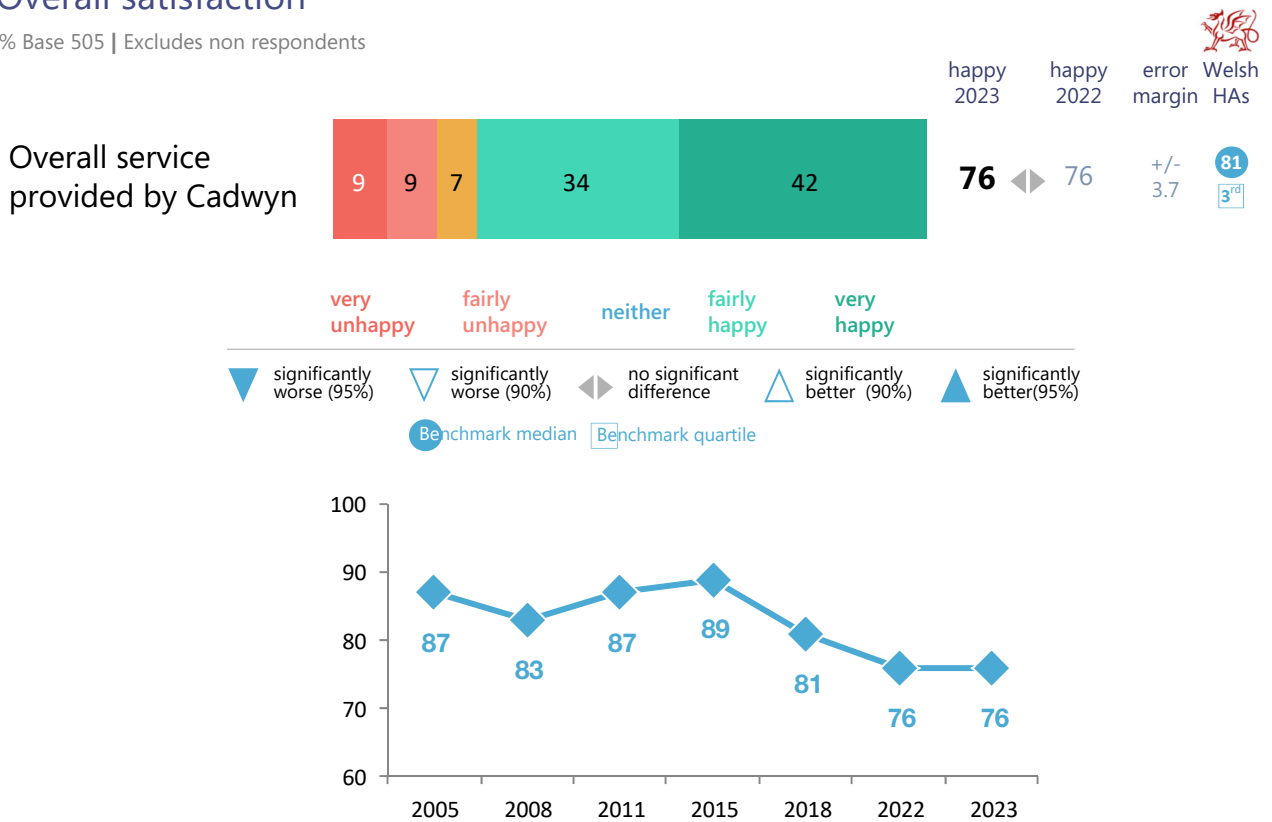
Similarly, the proportion of tenants that **trust** Cadwyn is also unchanged (81%), with in this case the score being slightly above the national average of 77%.

This is reflected in most of the other survey questions that also demonstrate only minor fluctuations that are 'statistically insignificant'. This means that the statistical test used to compare scores gave a negative result, so we must assume that any differences are merely down to chance because we can't be confident that they are real (especially when groups are small).

Similarly, relative to the Welsh Government benchmarks, most of Cadwyn's scores are somewhat below the averages across all social housing landlords in Wales, with the exception of **tenant involvement** questions (section 7) and **handling ASB** (section 8) where they are on par.

3.1 Overall satisfaction

% Base 505 | Excludes non respondents



3. Services overall

Key drivers

A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for residents. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.2).

Straight away it is clear that these results are also very consistent over time, with the top two being **exactly the same** as the last survey, whilst the quality of the home also appeared in 2022.

The means that the rating for **how easy it is to deal with** Cadwyn continues to be the strongest key driver. This question is known as a 'customer effort' score and although it hasn't changed enough to be significant, is three points lower than it was in 2021 and is still well below average compared to other ARP Research clients (72% satisfied, section 7).

The second returning item on the key driver list is **repairs and maintenance**, a finding that is common in the post-pandemic era, during which landlords have been recovering from repairs backlogs, reconfiguring scheduled maintenance plans and coping with the aforementioned challenges in the cost and availability of materials and labour. Whilst it is good to see that in the face of such pressures Cadwyn's overall repairs satisfaction score has remained consistent, it means that it hasn't yet been able to recover the ground lost in 2022 at which time satisfaction fell by 10% (section 6).

The standard of the home is obviously related to how well it is maintained, so the **quality of the home** and the rating for repairs often appear high up on key driver lists. It is also linked to **safety and security**, with which appear in tandem despite the latter being rated more positively than the former (73% quality, 76% safety, section 4).

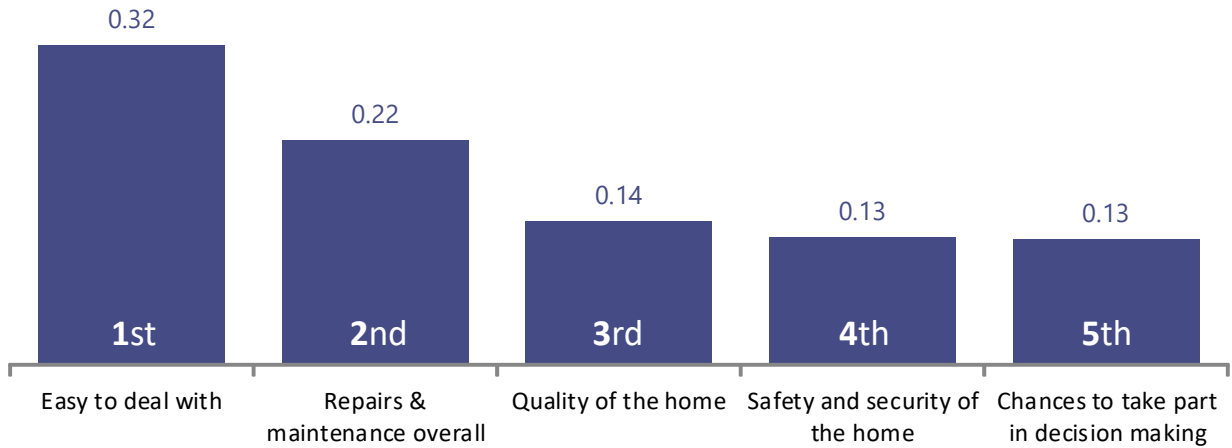
The survey questions that compare most favourably against other Welsh landlords are those that cover tenant involvement and engagement, which is possibly why the **opportunities to take part in decision making** is a new key driver this year (see section 7).

Finally, one notable absence on this list compared to 2022 is **rent value for money**. This is perhaps surprising considering the cost-of-living crisis, although like everything else, the perceived value for money hasn't changed over the last two years.

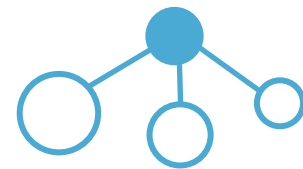
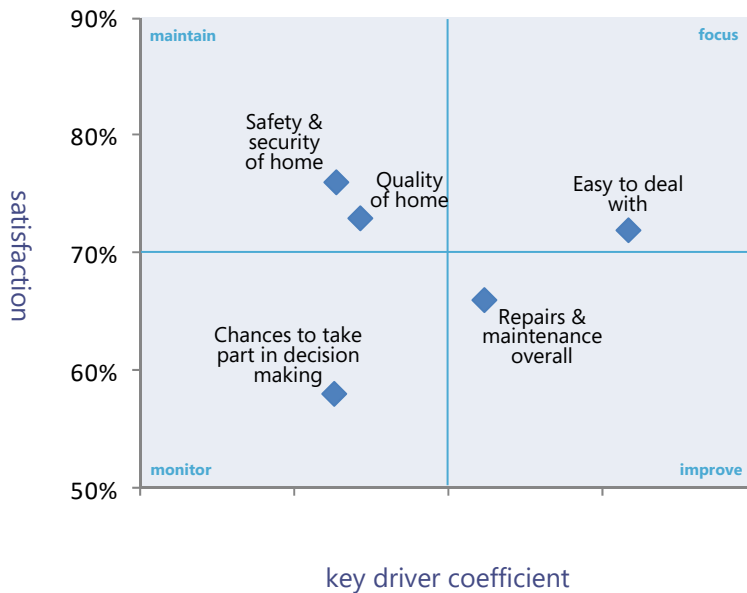
3. Services overall

3.2 Key drivers - overall satisfaction

R Square = 0.630 | Values are not percentages but are results of the statistics test. See Appendix A for more details.



3.3 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

3. Services overall

By people

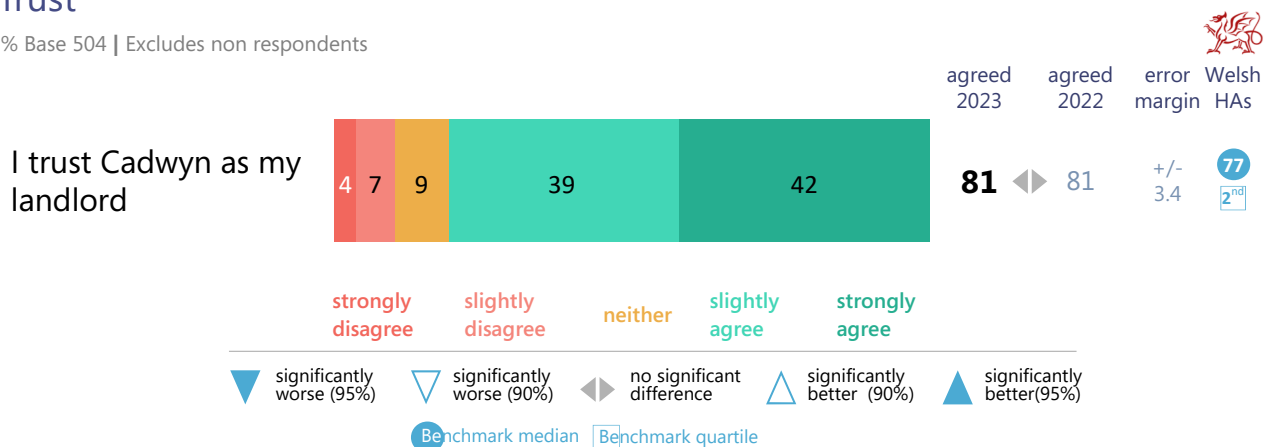
- The most influential demographic category in tenant surveys tends to be **age group**, with similar patterns across most results. Overall satisfaction is highest amongst retirement age tenants (80%, over 65s) and lowest amongst the under 35s (65%). For full details see table 10.12.
- Satisfaction has **fallen** significantly amongst tenants **aged under 35**, down from 81% to 65%. However, as this is only a small group it doesn't have an impact on the overall score (66 individuals amongst whom 13 are unhappy).
- Older residents aged 65 or over are also more likely to agree that they trust Cadwyn (86%), whereas only 66% of the under 35s say the same.
- Tenants that have **had a repair** in the previous year are only slightly less satisfied than those that have not (75% v 80%), however this falls dramatically if a tenant has had ten or more repairs in that period (66%).
- **New tenants** in their first year with Cadwyn are more satisfied than average (83%), however this falls dramatically to 71% for those who have been a tenant for 1 – 2 years.

By place

- Throughout the report please note the **small sample sizes** for all management areas outside of Caerau, Grangetown or Roath.
- There are some significant differences between the overall score by **area** with respondents in Fairwater and Cathays significantly more satisfied than average (100% and 86% respectively), whereas those in Riverside and Gabalfa are significantly less so (48% and 68%).
- Overall satisfaction has improved the most in Fairwater (up 13%) and in Canton (up 12%).
- Satisfaction is highest for the small group in **bedsits** (81%) and lowest for those in maisonettes (70%).
- The level of trust is significantly lower than average amongst the small group of tenants who have **reported an incident of ASB** in the previous year (61%), compared to 82% for those who have not.

3.4 Trust

% Base 504 | Excludes non respondents



3. Services overall

3.5 Service overall by area

Excludes management areas with fewer than 10 respondents

	Base	% positive	
		Overall satisfaction	I trust Cadwyn
Overall	508	76	81
Adamsdown	15	68	80
Butetown	25	76	70
Caerau	78	80	87
Canton	28	77	77
Cathays	24	86	86
Ely	27	82	87
Fairwater	24	100	100
Gabalfa	43	68	73
Grangetown	77	74	84
Heath	12	56	62
Riverside	11	48	53
Roath	106	75	77

Significantly **worse** than sample
(95% confidence*)

Significantly **better** than sample
(95% confidence*)

Significantly **worse** than sample
(90% confidence*)

Significantly **better** than sample
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



4. The home

76%



safe & secure

73%



quality



The quality of the home continues to be key drivers of overall satisfaction, but is joined this year by safety and security



Both scores are still well below the benchmark level



Safety and security is rated below average by tenants living in flats, a fifth of who are actively dissatisfied



The quality of home rating is rated significantly poorer than average in Canton

4. The home

In keeping with the pattern of responses to the overall satisfaction question, tenant perceptions of the **quality of home** they live are also effectively **unchanged** since 2022 (73% satisfied).

It does, however, also mean that this score is now consistently lower than was before the pandemic and is in the bottom quartile for social housing in Wales.

Similarly, the **safety and security** of the home satisfaction rate is also stable since first being asked in 2022, although again this places it in the benchmark fourth quartile (76% satisfied).

This stability partially extends to the **key driver** analysis, where quality of the home appears with a similar strength to how it did in 2022, however, this year it is also joined in that list by safety and security (section 3).

With the wide variety of different properties in the housing stock these measures will always vary somewhat between different locations and property types (see below), but there seems to be a particular issue with the home amongst respondents in Canton, as well as there being more safety and security concerns in Roath and/or flats (see below).

It should also be noted that around a quarter of additional comments at the end of the survey are requests for improvements to the home, the most frequently cited being **communal cleaning, safety and security, windows and damp/mould** (see section 9).

By people

- Both the quality and safety of the home are rated significantly higher than average amongst those **aged 65 or over**, (84% 'quality', 83% 'safety'). Both are rated lowest by the under 35s (61% 'quality', 68% 'safety'), significantly so for quality.
- As expected, there is a significant difference in the rating for the quality of the home by whether or not respondents say that they have **had a repair** (71% v 79%).
- In addition, the rating for the quality of the home decreases in direct proportion to the number of repairs received, from 78% for those that have had 1 – 3 repairs down to 65% for those who have had 10 or more.
- The small group of respondents who have **reported ASB** are less satisfied than average with both the quality and safety/security of their homes (65% and 56%).
- **New tenants** (under 1 year) are the most satisfied with the safety and security of their homes (85%), however it is notable that respondents who have been a tenant for 1 – 2 years are significantly less satisfied with the quality (67%).

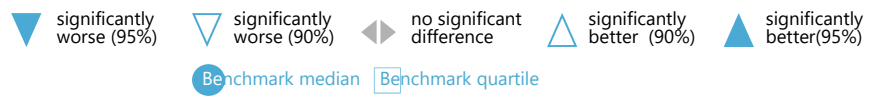
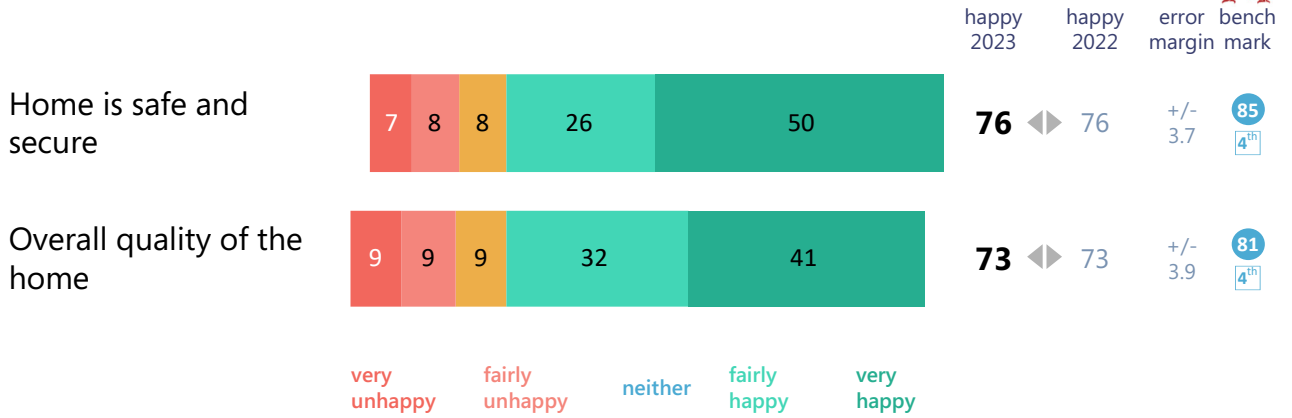
By place

- Some significant differences by **area** in the rating for the quality of the home with Fairwater respondents significantly more satisfied than average (96%), whereas satisfaction is significantly lower in Canton (56%).
- Fairwater respondents also rate the safety and security of their homes significantly higher than average (95%) as do those in Caerau and Ely (89% and 88% respectively). This was rated significantly below average in Roath (67%).
- The quality of the home rating varied little by those living in **houses and flats** (74% and 73%), however the two groups had very different opinions of their home's safety and security - 85% in houses, 71% in flats. Indeed, a fifth of those in flats are actively dissatisfied (20%), compared to only 9% for those in houses.

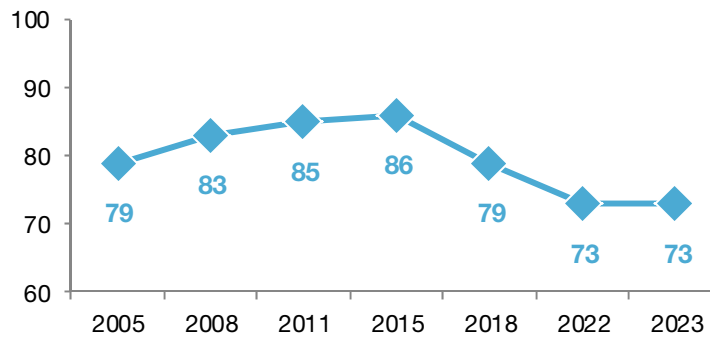
4. The home

4.1 Satisfaction with the home

% Bases (descending) 500, 501 | Excludes non respondents



quality of home



4. The home

4.2 Satisfaction with the home by area

Excludes management areas with fewer than 10 respondents

	Base	% positive	
		Quality of the home	Safety and security of home
Overall	508	73	76
Adamsdown	15	64	64
Butetown	25	79	76
Caerau	78	77	89
Canton	28	56	68
Cathays	24	78	78
Ely	27	82	88
Fairwater	24	96	95
Gabalfa	43	78	82
Grangetown	77	74	72
Heath	12	73	81
Riverside	11	37	77
Roath	106	72	67

4.3 Satisfaction with the home by property type

	Base	% positive	
		Quality of the home	Safety and security of home
Overall	508	73	76
Bedsit/bedspace	23	66	69
Flat	262	73	71
Maisonette	26	63	63
House	196	74	85

Significantly worse than sample (95% confidence*)	Significantly better than sample (95% confidence*)
Significantly worse than sample (90% confidence*)	Significantly better than sample (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



5. Value for money



Both value for money ratings continue to fall, but only by a statistically insignificant margin



However, counter to what one might expect, rent value for money is no longer a key driver of overall satisfaction



Value for money continues to be rated poorest by tenants aged under 35



However, new tenants are once again the most positive group (83%), although the cohort that moved in just prior to the 2022 survey continue to be less so (67%).

5. Value for money

In the face of a **cost-of-living** crisis and after sizeable rent increase, the perceived value for money of the **rent** has been fairly resilient, with the percentage that are satisfied having varied only 2% since 2022. However, this means that Cadwyn tenants still rate rent value for money below the national average (74% v 82%).

However, it is important to remember that this necessarily an issue that strongly informs tenants' views of the association more generally because rent value for money is **no longer a key driver** of overall satisfaction this year (section 3).

Service charge value for money follows a similar pattern, although it is normal for this to be rated less positively than rent (61% satisfied). It should also be noted that one of the most common single issue that tenants mentioned at the end of the questionnaire was communal cleaning (chart 9.4).

The cost of living does effect groups of people differently, with **young tenants** being the least likely to be satisfied with value for money. New customers are also still very appreciative of the value they receive from Cadwyn, although this perception drops off with a year (see below).

By people

- Value for money for rent is rated highest by respondents aged 65 or over (86%, was 88%) and lowest by the under **35s** (67%)
- Satisfaction with the rent had fallen the most amongst those aged 35 – 49 from 76% to 72%.
- Respondents aged under 35 - 49 are also the least satisfied with their service charges (61%, was 69%), as are the under 35s (also 61%, down 1%), compared to 67% of those aged 65 or over (up 1%).
- Both value for money scores are rated significantly higher than average amongst respondents with a **disability** (78% 'rent', 67% 'service charge'), whilst the service charge was rated significantly below average by respondents with no such disability (53%).
- Rent value for money is rated significantly lower than average by respondents who have **had a repair** in the previous year (73%), compared to 80% for those who have not.
- Those having 1 – 3 repairs are significantly more satisfied with their rent than those who have had 7 – 9 repairs (81% v 72%).

- **New tenants** who have been a tenant for less than a year are more satisfied than average with their rent (83%), but this drops considerably to 67% for those who have been a tenant for 1 – 2 years.
- A similar pattern is seen with the service charge which is highest amongst new tenants (72%) but falls to 62% for those who have been a tenant for 1 – 5 years. It is lowest amongst those who have been a tenant for 11 – 20 years (56%).

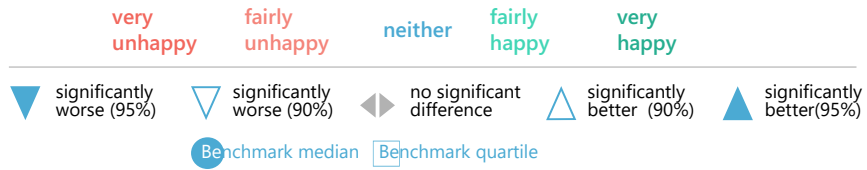
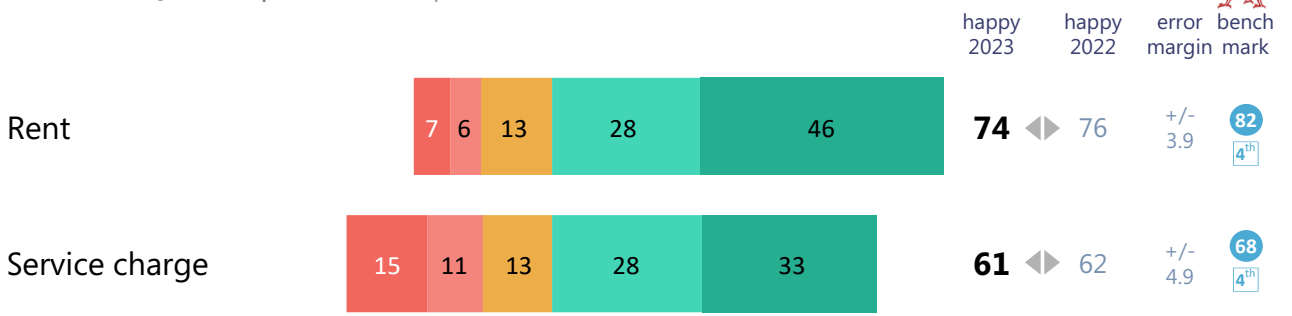
By place

- There are some significant differences in the rating for **rent** by **area**, with those in Fairwater and Cathays significantly more satisfied (95% and 90%), whereas the opposite is true for those in Riverside and Canton (37% and 65%).
- The **service charge** is also rated significantly above average in Cathays (86%) having improved from 69% a year ago. Caerau are once again significantly more satisfied than average with their service charge (68%), despite the rating falling 7% compared to a year ago.
- In terms of differences by **property type**, there is very little variation with the service charge rating between houses and flats (63% and 60% respectively), however there was a notable difference between the two groups for the rent rating (80% 'houses', 70% 'flats').

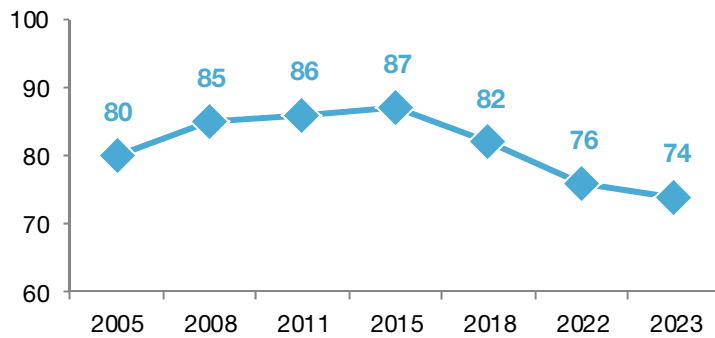
5. Value for money

5.1 Value for money

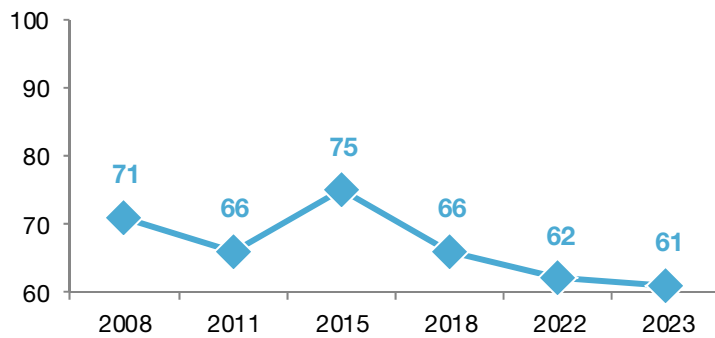
% Bases (descending) 499, 369 | Excludes non respondents



rent



service charge



5. Value for money

5.2 Value for money by area

Excludes management areas with fewer than 10 respondents

	% positive		
	Base	Rent	Service charge
Overall	508	74	61
Adamsdown	15	56	64
Butetown	25	70	54
Caerau	78	77	68
Canton	28	65	50
Cathays	24	90	86
Ely	27	87	64
Fairwater	24	95	100
Gabalfa	43	79	67
Grangetown	77	76	66
Heath	12	62	39
Riverside	11	37	38
Roath	106	73	58

Significantly worse than sample (95% confidence*)	Significantly better than sample (95% confidence*)
Significantly worse than sample (90% confidence*)	Significantly better than sample (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



6. Repairs and maintenance

66%



service overall



This is another rating to have level out after having fallen significantly in the last survey



However, it is still in the fourth quartile of landlords in Wales



Indeed, this question continues to be the second best predictor of overall satisfaction behind customer effort



Repairs satisfaction is somewhat higher for those who had 1-3 repairs in the last year (74%), but under 60% for around a third of the sample that had 7 or more repairs

6. Repairs and maintenance

The performance of the repairs and maintenance service was a major theme of the 2022 survey results, and it continues to be one of the two strongest **key drivers** of overall satisfaction with Cadwyn (see section 3).

This is made clear by the fact that whilst two thirds of tenants are satisfied with the **repairs and maintenance service overall**, that leaves a quarter that are actively dissatisfied, including 15% 'very' dissatisfied.

The 2022 survey marked an especially precipitous fall in this score, so whilst the fact it has **stabilised** against the backdrop of inflationary pressures is good, however, there remains a considerable challenge to make improvements sufficient to reach the median average satisfaction score of 74% in Wales.

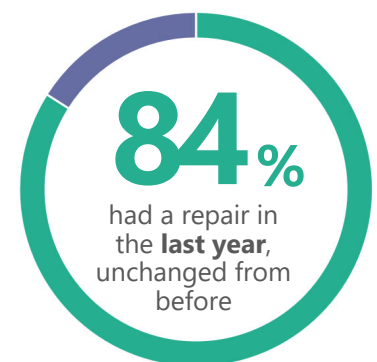
Indeed, issues with the repairs service are the most common reason why tenants chose to add an extra comment at the end of the survey, the primary complaints being the quality of **workmanship** (9%), **speed** of response (8%) and work that remains **outstanding or unfinished** (7%, section 9).

By people

- **Older respondents** aged 65+ are the most satisfied with the repairs service (69%), compared to just 65% of working residents aged under 50, including only 61% of the **under 35s**.
- There is a significant variation between respondents who have **had a repair** and those who have not with the repairs service overall (64% v 76%).
- Respondents who have had **7 – 9 repairs** in the last year are significantly less satisfied with the service overall (55%). In contrast, those having 1 – 3 repairs are the most satisfied with the service (74%).
- **New tenants** (under 1 year) are the most satisfied with the repairs service in general (78%), far more so than those who have been a tenant for 1 – 2 years or long term tenants of 21 years or more (both 62%).

By place

- By **area**, respondents in Gabalfa and Canton are significantly less satisfied than average with the repairs service in general (47% and 56% respectively), however the former are far more positive than they were a year ago (was 39%).
- Satisfaction with the service is rated significantly higher than average in Fairwater (90%), up 23% compared to the previous findings.



6. Repairs and maintenance

6.1 Overall repairs satisfaction

% Base 501 | Excludes non respondents



The way repairs and maintenance is dealt with



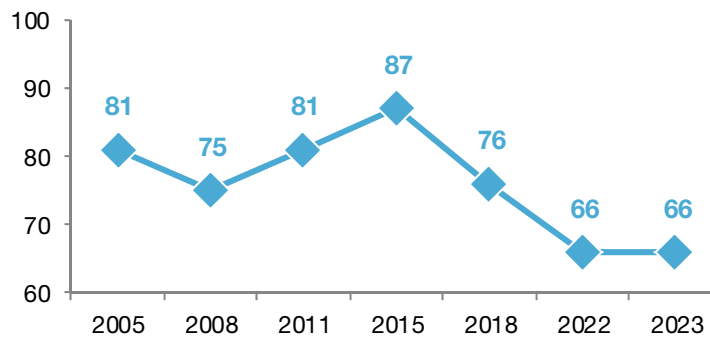
happy 2023 happy 2022 error margin bench mark

66 ◀▶ 66

+/- 4.1 74th

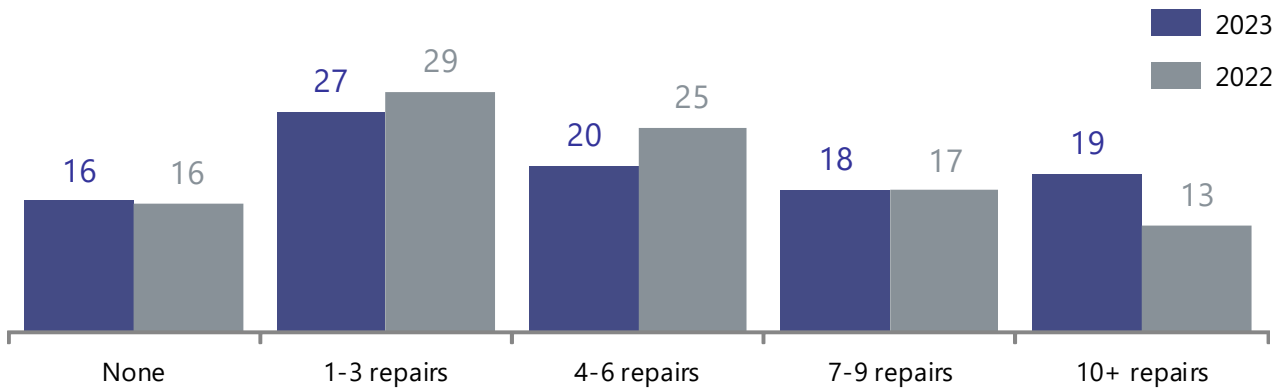
very unhappy fairly unhappy neither fairly happy very happy

▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◀▶ no significant difference
 △ significantly better (90%)
 ▲ significantly better (95%)
● Benchmark median □ Benchmark quartile



6.2 Number of repairs in last year

% Base 508 | Excludes non respondents



6. Repairs and maintenance

6.3 Repairs by area

Excludes management areas with fewer than 10 respondents

	Base	% positive
		Repairs and maintenance overall
Overall	508	66
Adamsdown	15	64
Butetown	25	71
Caerau	78	71
Canton	28	56
Cathays	24	66
Ely	27	78
Fairwater	24	90
Gabalfa	43	47
Grangetown	77	73
Heath	12	56
Riverside	11	28
Roath	106	72

Significantly worse than sample (95% confidence*)	Significantly better than sample (95% confidence*)
Significantly worse than sample (90% confidence*)	Significantly better than sample (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



7. Communication



The 'customer effort' score continues to be the dominant key driver of satisfaction with Cadwyn overall



The customer effort is below average compared to other ARP Research clients



However, other questions in this section on tenant engagement are on par with other landlords in Wales



Furthermore, how tenants rate their opportunities to participate in decision making is now a secondary key driver of satisfaction

7. Communication

The **best predictor** of satisfaction with Cadwyn overall in this set of results is whether tenants feel that it is easy to deal with. This is also known as a '**customer effort**' score, as it considers the experience in a holistic way from the perspective of the customer, rather than internal business processes.

The majority of tenants believe this to be the case (72%), but this is 3% fewer than in 2021, although the change isn't statistically significant. However, as before it is considerably below the median score of 79% across all ARP Research clients.

The influence of this topic on broader perceptions of Cadwyn appears to be an **ongoing theme** as this was also the first placed key driver in 2022, albeit even stronger that year.

It is therefore to Cadwyn's credit that the proportion of tenants who feel that they are **listened to** and their views acted upon is nevertheless identical to the average for Wales (66%), and is starting to correct the downward slide observed in the last survey (was 64%). More still needs to be done though, as evidence by the fact that Cadwyn need to **listen more meaningfully** is one of the most frequent additional comments made by respondents (section 9).

Indeed, all three of the questions that cover how Cadwyn engages with its customers on par with benchmark median scores, including 60% who are happy that they **have a say** in how services are managed and 58% that are satisfied with the **opportunities to take part** in decision making. Furthermore, the latter is a new key driver of overall satisfaction this year (section 3).

By people

- Respondents **aged under 35** are the least likely to feel that their views are listened to and acted upon (61%, down 10%), or having a say in how services are managed (59%, down 7%).
- Those aged 35 – 49 are the least happy with their opportunities to take part in decision making (51%, down 9%).
- **Retirement age** respondents are typically more satisfied than average with every rating in this section, with the exception of being listened to where the 50 – 64 year olds are the most positive (71%, up 11%).
- Respondents who have received **a repair** in the previous year tend to be less satisfied than those who have not that they are listened to and have their views acted upon (64% v 76%).
- This group also find the association less easy to deal with than those who have not (71% v 78%).

- Similarly, the small group of respondents who have **reported ASB** are less satisfied than those who have not that they are listened to (51% v 67%) and that Cadwyn are easy to deal with (64% v 73%).
- **New tenants** in their first year of residence are typically more satisfied than average with every aspect of resident engagement.

By place

- There are some significant differences by **area**, with those in Heath significantly less happy with how easy Cadwyn are to deal with (58%).
- Grangetown and Fairwater residents are significantly more satisfied than average that they are listened to or have their views acted upon (74% and 94% respectively), with the former also significantly more satisfied with their opportunities to have their say in how services are managed (75%).

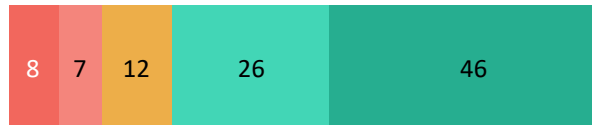
7. Communication

7.1 Easy to deal with

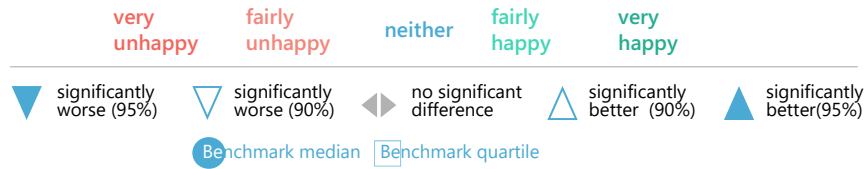
% Base 490 | Excludes non respondents



Cadwyn is easy to deal with



happy 2023: **72** | happy 2022: 75 | error margin: +/- 4.0 | bench mark: **79** (4th)



7.2 Involvement

% Bases (descending) 489, 487, 487 | Excludes non respondents



Listen to your views and act upon them



happy 2023: **66** | happy 2022: 64 | error margin: +/- 4.2 | bench mark: **66** (2nd)

Give you a say in how services are managed

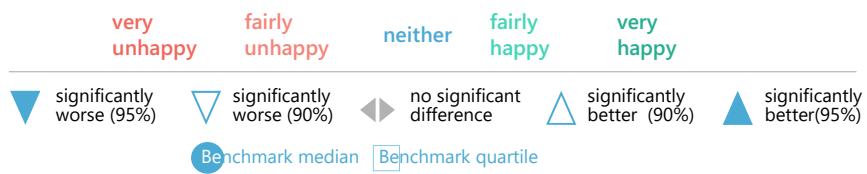


happy 2023: **60** | happy 2022: 58 | error margin: +/- 4.4 | bench mark: **61** (3rd)

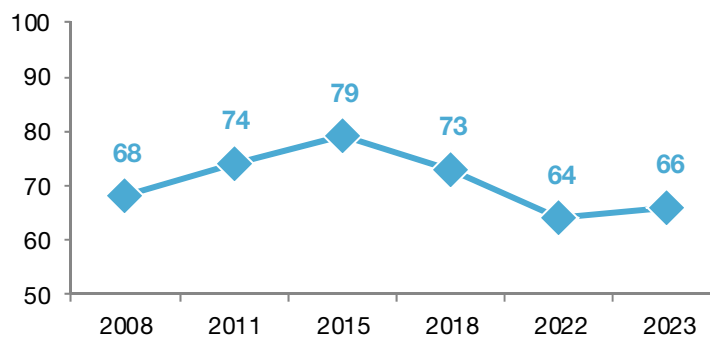
Opportunities to participate in decision making



happy 2023: **58** | happy 2022: 60 | error margin: +/- 4.4 | bench mark: **60** (3rd)



Listen to views



7. Communication

7.3 Communication by area

Excludes management areas with fewer than 10 respondents

		% positive			
	Base	Easy to deal with	Listens to views and acts on them	Opportunities to participate	Having a say in managing services
Overall	508	72	66	58	60
Adamsdown	15	73	57	65	65
Butetown	25	70	63	65	61
Caerau	78	77	67	63	61
Canton	28	63	55	50	51
Cathays	24	88	82	66	73
Ely	27	74	64	57	68
Fairwater	24	89	94	78	78
Gabalfa	43	68	61	61	48
Grangetown	77	82	74	68	75
Heath	12	58	62	53	53
Riverside	11	62	52	62	62
Roath	106	67	63	49	51

Significantly worse than sample (95% confidence*)	Significantly better than sample (95% confidence*)
Significantly worse than sample (90% confidence*)	Significantly better than sample (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



8. Neighbourhoods

75% good place to live

63%  handling of ASB



Satisfaction with both questions may be trending upwards compared to 2022, although not enough to be statistically significant



The way anti-social behaviour is handled is rated a little above average compared to the rest of Wales



Only 4% of survey respondents have reported ASB in the last year, amongst whom 56% are happy and 21% unhappy with how it was handled

8. Neighbourhoods

At 75% tenant satisfaction with their neighbourhood as a **place to live** is slightly better than it had been in 2022, although this isn't a statistically significant change (was 72%). It does, however, include a notable increase in satisfaction amongst the youngest tenants (see below).

Nevertheless, this rating is similar to many other core measures being **below** with the median score of 83% across Wales.

This score is obviously neighbourhood specific, with some of the differences between areas noted in table 8.3. However, it is important to note that in most areas the base size is relatively low, so the reader should be cautious in drawing strong conclusions from these results.

One factor that can have a strong impact on quality of life within a neighbourhood is **anti-social behaviour (ASB)**, so it is positive to see that the way Cadwyn deals with this issue compares favourably against other landlords in Wales being 2% **above the median** benchmark score and 6% higher than it was last year (63% satisfied).

Furthermore, even amongst those tenants that had actually **experienced ASB** the rating is still relatively high as the majority are still happy (56%) compared to 21% that are not.

Nevertheless, anti-social behaviour was still the second most common specific topic for tenants' comments behind the quality of repair (see section 9).

By people

- The neighbourhood as a **place to live** is rated higher than average for those aged **65 or over** (82%, up 6%).
- Conversely, respondents aged **under 35** are significantly less satisfied than average with their neighbourhood (74%) but are far more satisfied than they were a year ago (was 58%).
- Satisfaction with how **ASB is handled** is relatively consistent across age groups after the age of 35 but is lower than average for the under 35s (58%). The latter group are also the most likely to have reported ASB (13%).
- Amongst the small number of tenants that have reported **ASB**, only 71% are satisfied compared to 29% dissatisfied with their neighbourhood as a place to live.
- **New tenants** (under 1 year) are more satisfied than average with their neighbourhood (81%), but this drops 6% for those who have been a tenant for 1 – 2 years (75%), and further still for those who have been a tenant for 3 – 5 years (64%).

By place

- Some significant variations by **area**, with neighbourhood satisfaction being significantly higher than average in Fairwater (88%) and Gabalfa (84%, up from 78%), but significantly lower than average in Adamsdown (41%, was 61%).
- Respondents in Fairwater are also the most satisfied with how ASB is dealt with (79%), an increase of 16% from 2022, however, no respondents from this area had officially reported an incident.
- Respondents in **flats** are less satisfied than those in houses with their neighbourhood as a place to live (73% v 79%).
- There is no difference between flats or houses on their perspective on ASB handling, however, reports of ASB are six times more likely in flats than houses (6% and 1% respectively).

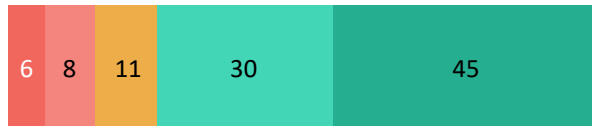
8. Neighbourhoods

8.1 Neighbourhood as a place to live

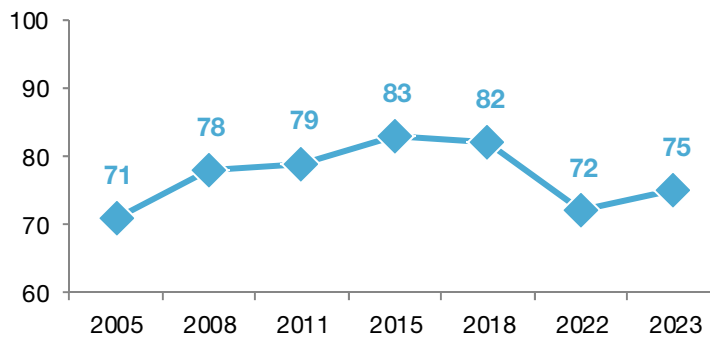
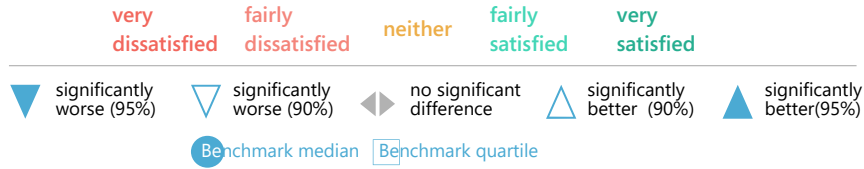
% Base 491 | Excludes non respondents



Neighbourhood overall



satisfied 2023: **75** | satisfied 2022: 72 | error margin: +/- 3.8 | bench mark: **83** (4th)

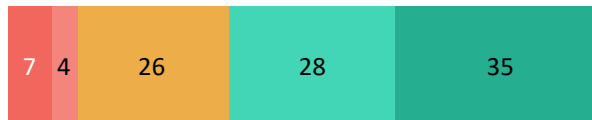


8.2 How ASB is dealt with

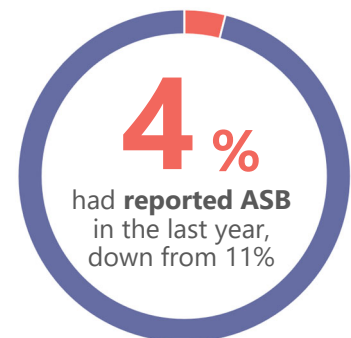
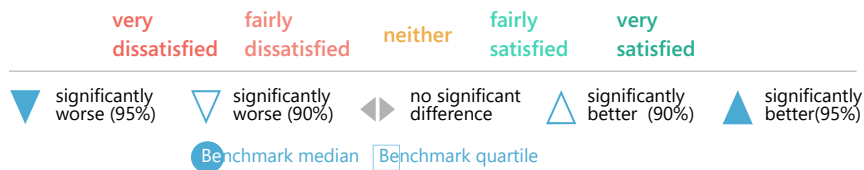
% Base 486 | Excludes non respondents



Dealing with ASB



satisfied 2023: **63** | satisfied 2022: 57 | error margin: +/- 4.3 | bench mark: **61** (2nd)



8. Neighbourhoods

8.3 Neighbourhood by area

Excludes management areas with fewer than 10 respondents

	% positive		
	Base	Neighbourhood as a place to live	How ASB is dealt with
Overall	508	75	63
Adamsdown	15	41	51
Butetown	25	82	61
Caerau	78	74	66
Canton	28	77	66
Cathays	24	66	62
Ely	27	82	69
Fairwater	24	88	79
Gabalfa	43	84	56
Grangetown	77	72	71
Heath	12	81	47
Riverside	11	80	62
Roath	106	74	57

Significantly worse than sample (95% confidence*)	Significantly better than sample (95% confidence*)
Significantly worse than sample (90% confidence*)	Significantly better than sample (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



9. Further comments

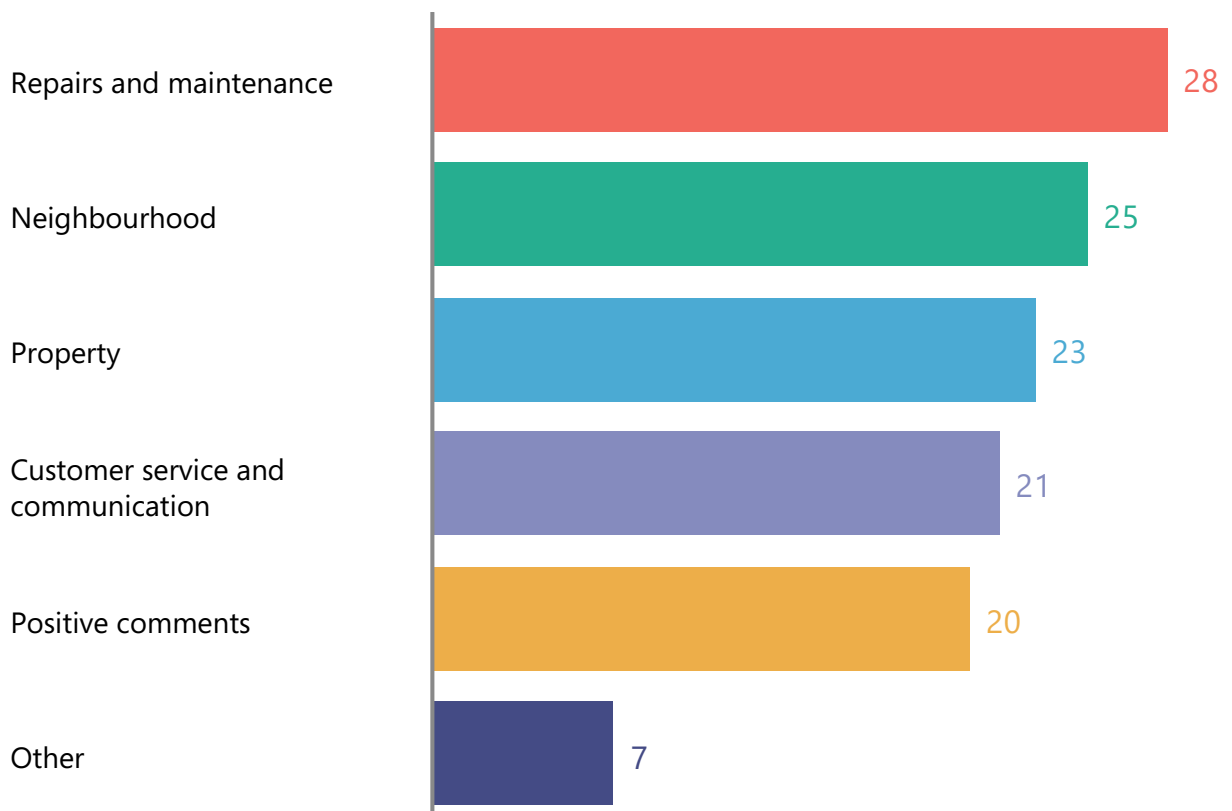
72% made additional comments



don't think anything needs improving

9.1 Additional comments about home and/or services provided - summary

% Base 366 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

The final question that residents were asked at the end of the survey was simply to provide any further feedback. These comments are coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fall into multiple categories.

Chart 19.1 presents this analysis in terms of just a handful of broad categories. In keeping with its position as one of the two main key drivers (section 3), **repairs and maintenance improvements** were the most commonly suggested items (28%).

There are a number of specific issues that tenants raised regarding the repairs service (chart 9.3), including **quality, speed** and tackling **outstanding repairs**.

“Manage repairs and maintenance a lot more effectively and stop doing patch jobs as this just results in larger problems in the end.”

“Respond to repairs requests with "thorough" repair not "patch up" or left to deteriorate.”

“Better repairs, stop patching things up, just replace things that are dated or past their best.”

“Repairs take too long to deal with, and nobody really cares.”

“Respond to repairs quicker and more efficiently. Also to communicate directly rather than dealing with third parties.”

“Actually fix repairs and not having issues take months to get resolved.”

“I'm still waiting on repairs I reported three years ago.”

“Deal with my shower problem, it's taken nearly two years and it's still not done.”

There are also many comments about the neighbourhood (25%), but by far the most common single suggestion amongst them is to improve how **anti-social behaviour** is dealt with (7.6% of comments, chart 9.3).

“Helping tenants who are victims of anti-social behaviour.”

“Deal with anti-social behaviour not let it go on for over a year and then let residents go through exact issues again.”

“Be a bit more prompt with anti-social behaviour. Nip it in the bud.”

“Dealing with anti-social neighbours however I'm very, very aware that these problems cannot legally be rectified overnight & that Cadwyn's must adhere to rules & regs according to the law.”

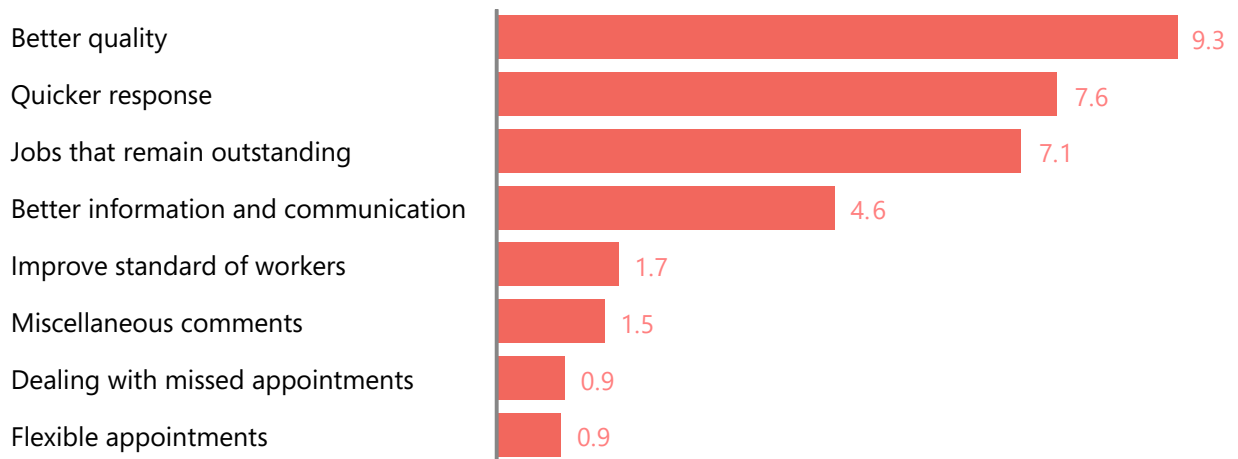
“We have a lot of anti social behaviour and the car park and entrance doors are not as secure as they could be.”

“Seal windows as it's very loud from outside and people in the building smoke weed and you can smell it.”

9. Further comments

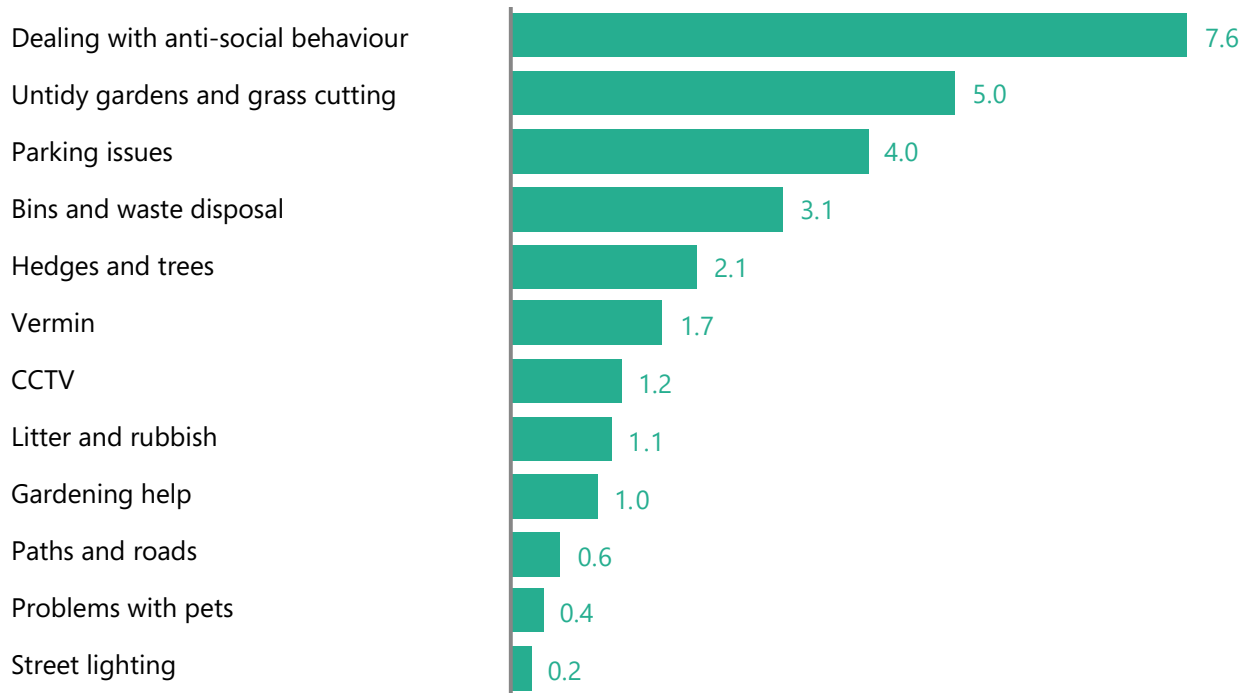
9.2 Repair and maintenance improvements - detail

% Base 366 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



9.3 Neighbourhood improvements - detail

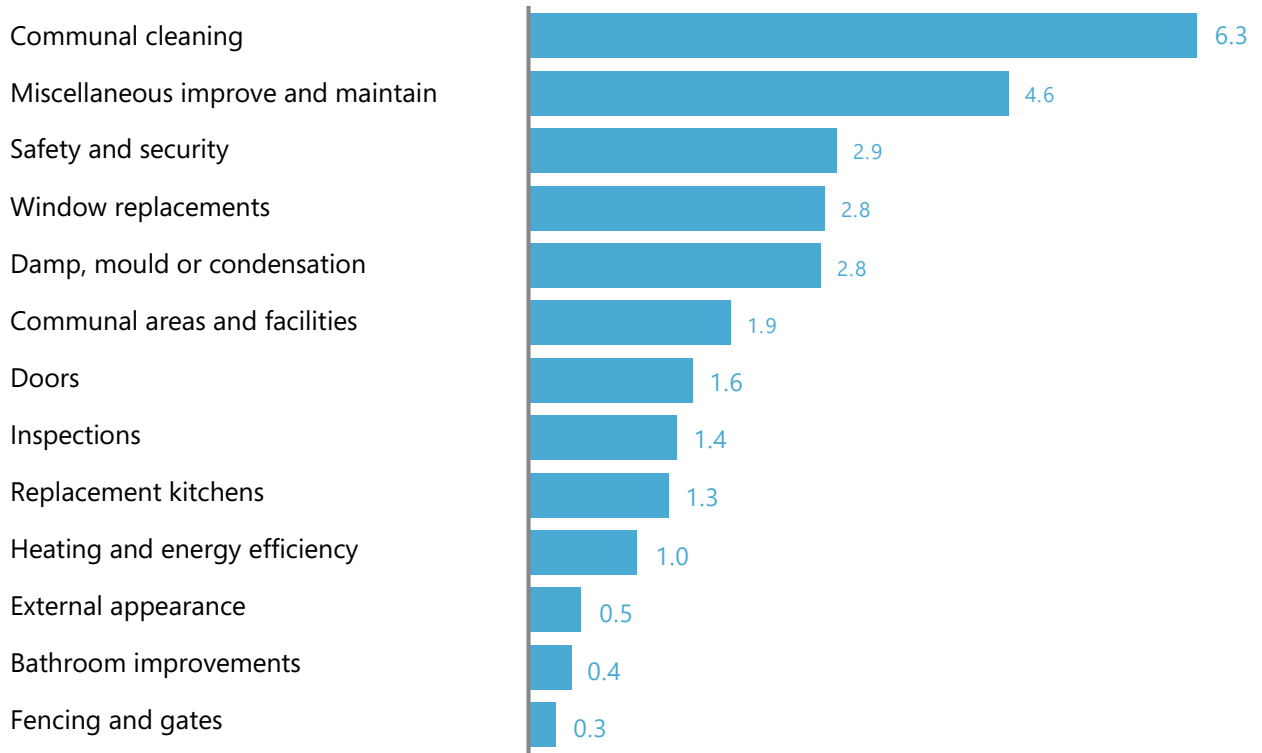
% Base 366 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



9. Further comments

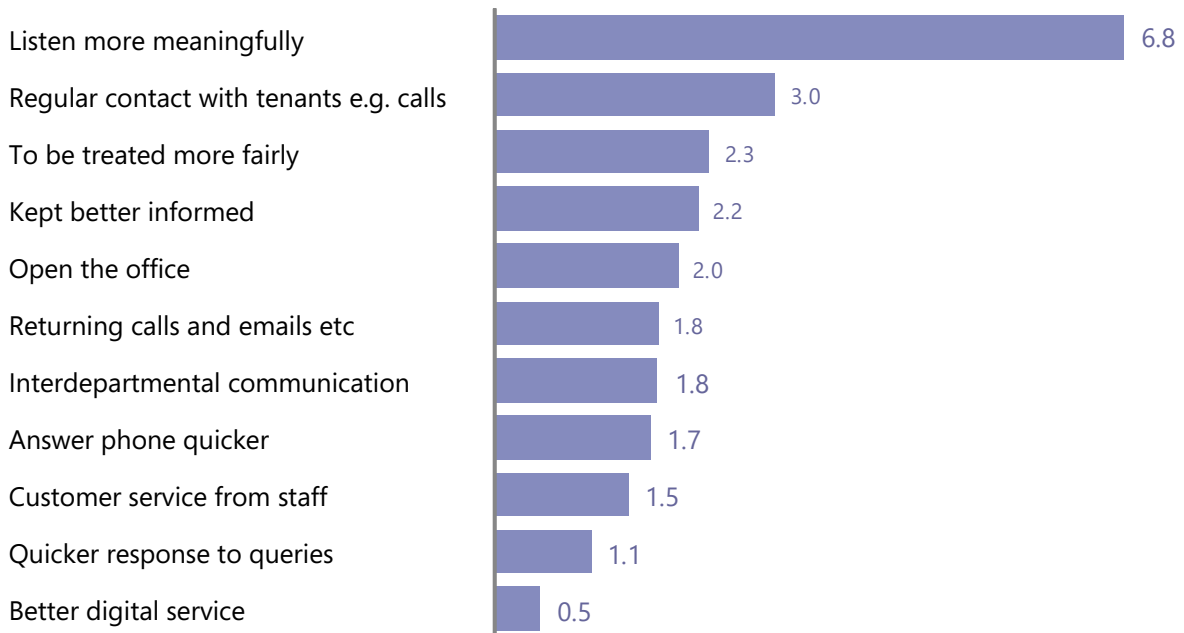
9.4 Property improvements - detail

% Base 366 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



9.5 Customer service and communication improvements - detail

% Base 366 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



9. Further comments

In terms of property issues, (chart 9.4), **communal cleaning** is the most mentioned topic (6.3%) but there also a number of mentions of **safety, windows** and **damp/mould**.

“Make sure cleaner does his job properly, not just mop the floor.”

“Have a better cleaning company they do not clean regular, and when they do properly, especially the lift.”

“There needs to be a cleaning service, we pay for it but there is none or very minimal for the last year.”

Front communal door is regularly left open so rise of stolen mail and parcels plus rise of personal attacks. Other flats leave items blocking the main stairs and hall.

if there was a fire it does concern me that i only have one exit.

Don't feel safe in my house as the doors have not been repaired and plenty of times I have asked them to fix this problem and still nothing

Windows are terrible for heat and noise

My biggest issue with this flat for the last 10 years is fit proper windows ... I have only 2 windows in my flat and can only open the top part 12 inches - it's like living in an oven

“We have had issues with black mould and damp in the flat ,we reported it well before the pandemic and lots of surveys were carried out including re/rendering front and back of the flat but nothing happened.”

“The only long term issue I've had regarding the property I live in is that the damp which has been a long standing problem.”

The extent to which Cadwyn listens to tenants and acts on their views is one of the strongest elements of the survey results relative to other landlords (section 7), but there is clearly more that can be done because 6.8% of comments were about **listening more meaningfully**.

“Listen and help solve, not brush under the carpet!”

“When being told that thing will change but never do I feel like I'm not being listened to it's the most horrible feeling ever to feel that my children at safe in their own home.”

“Listen to the person, act upon complaints not ignore them. Stand by what they say. No communication.”

“Listen to tenants more and be more available.”

“Communication is a worry - little to no action is taken.”

“Revise the current systems of communication ... Listen to tenants and be proactive in addressing issues. Treat tenants equally and not favour some over others.”

Because the strongest key driver of satisfaction is the customer effort score (second 7), it is also worth mentioning that some tenants wanted more **regular contact**, including an in-person office.

“I think Cadwyn could communicate better face to face.”

“Have more open days like they used to.”

“Come to see us sometime, to see how things are going.”

“Maybe more drop ins by HO's to neighbours and kerbside checks to remind residents of rubbish/cars obligations.”

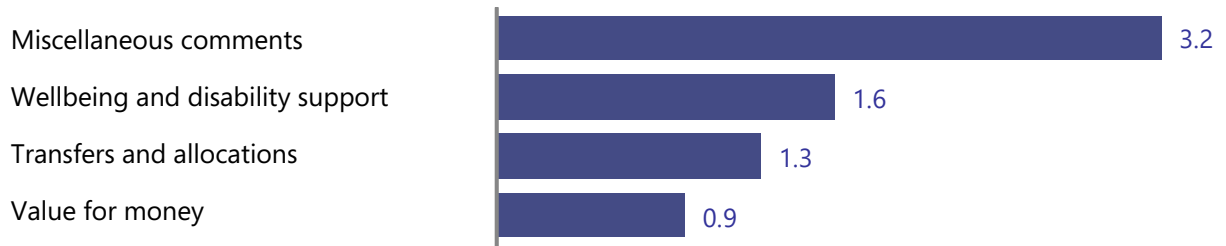
“Before Covid we had social calls to make sure tenants could share any problems.”

“They should open their office back up because it felt part of the community and accessible. Since working from home the level of service has gone downhill because staff are at home and not as professional.”

“Bring back the main office miss it as was multifunctional, pop in for rent, courses, groups miss it.”

9.6 Other improvements - detail

% Base 366 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



As always, it is important to remember that a fifth of respondents simply gave positive feedback (20%). We therefore conclude with a selection of comments that highlight the **positive** perception of the services that many hold:

“Staff are exceptional, really lovely people to deal with. Keep doing what you're doing! No improvements needed!!”

“Well I am very satisfied with your services and I hope you will always be with us.”

“Their work is amazing and excellent, thank you.”

“I believe Cadwyn does plenty already.”

“In my experience Cadwyn is doing everything right.”

“Cadwyn have been brilliant to me personally. Understanding, caring and friendly. Thanks.”

“They are already going that extra mile for you and helping the best way forward.”



10. Respondent profile

In addition to documenting the demographic profile of the sample, tables 10.12 to 10.16 in this section also display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

10.1 Management area

% Base 508

	Total	% 2023	% 2022
Adamsdown	15	3.0	4.0
Butetown	25	4.9	0.3
Caerau	78	15.4	15.0
Caerphilly	7	1.4	1.3
Canton	28	5.5	6.3
Cathays	24	4.7	4.3
Ely	27	5.3	5.3
Fairwater	24	4.7	5.3
Gabalfa	43	8.5	8.8
Grangetown	77	15.2	16.5
Heath	12	2.4	2.8
Llandaff	1	0.2	0.5

	Total	% 2023	% 2022
Llandaff North	5	1.0	0.8
Llanederyn	0	0.0	0.0
Llanishen	2	0.4	0.5
Mynachdy	0	0.0	0.0
Pentwyn	0	0.0	0.0
Pen-Y-Lan	3	0.6	0.8
Radyr	4	0.8	0.0
Riverside	11	2.2	1.5
Roath	106	20.9	24.0
Rumney	2	0.4	0.3
Splott	7	1.4	1.0
Whitchurch	9	1.8	1.5

10.2 Rent area

% Base 508

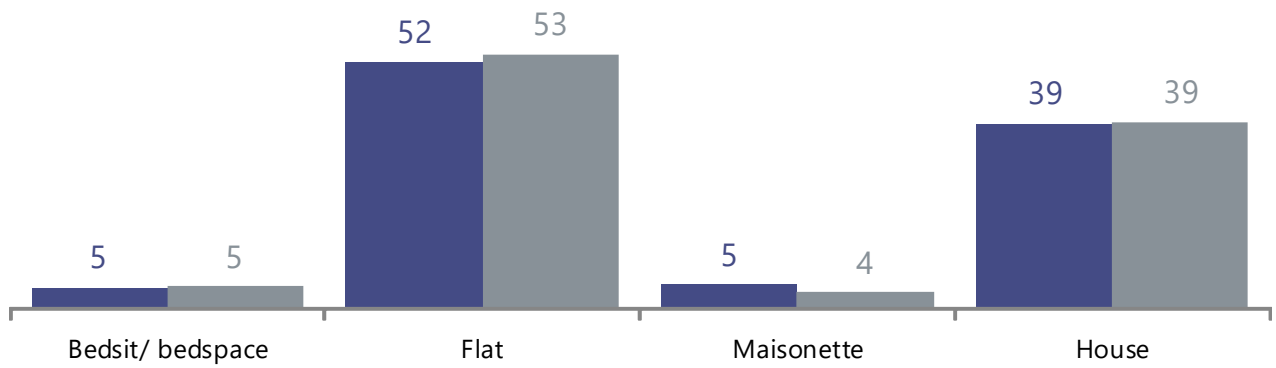
	Total	% 2023	% 2022
Ashford	166	32.7	35.8
Guignard	87	17.1	20.8
Ryall	94	18.5	16.8
Wallace	161	31.7	26.8

10. Respondent profile

10.4 Property type

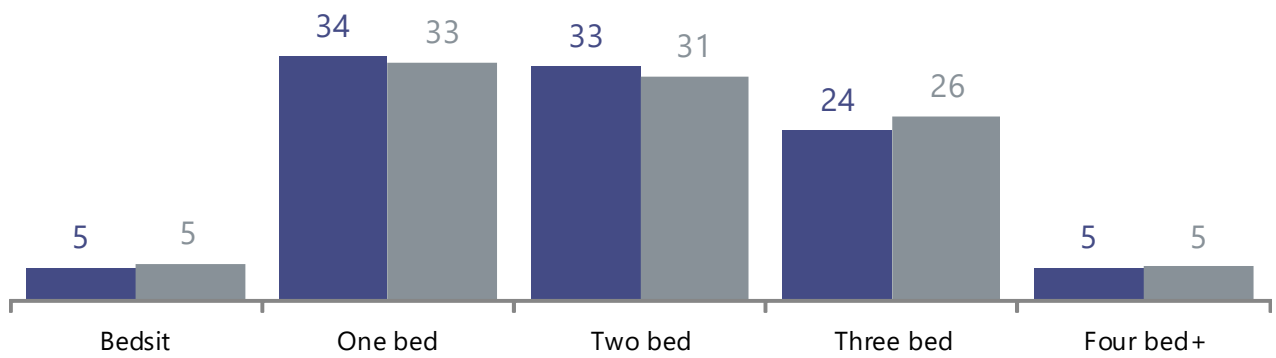
% Base 508

2023
2022



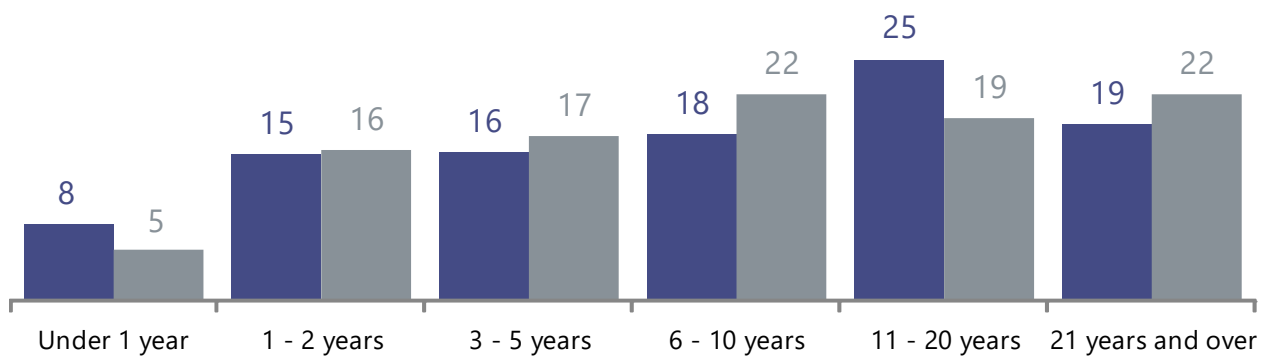
10.4 Property size

% Base 508



10.5 Length of tenancy

% Base 508

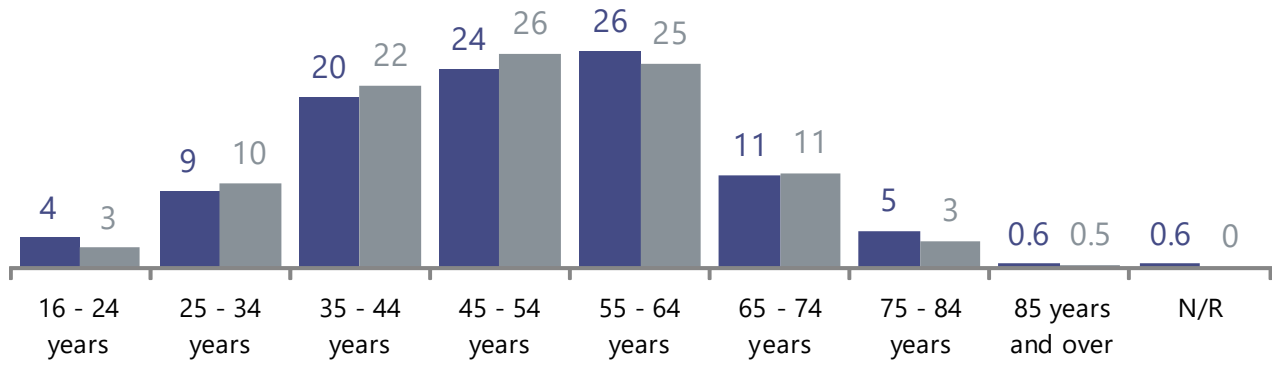


10. Respondent profile

10.6 Age

% Base 508

2023
2022



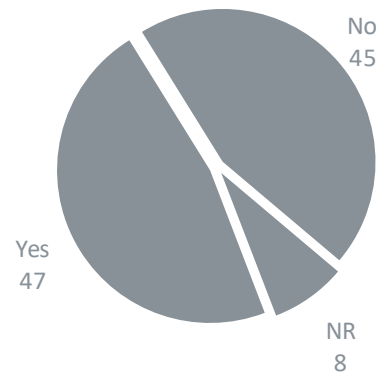
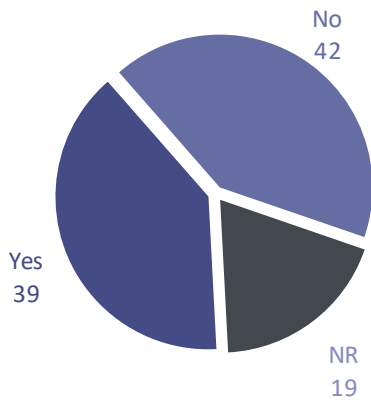
10.7 Gender

% Base 508



10.8 Disability

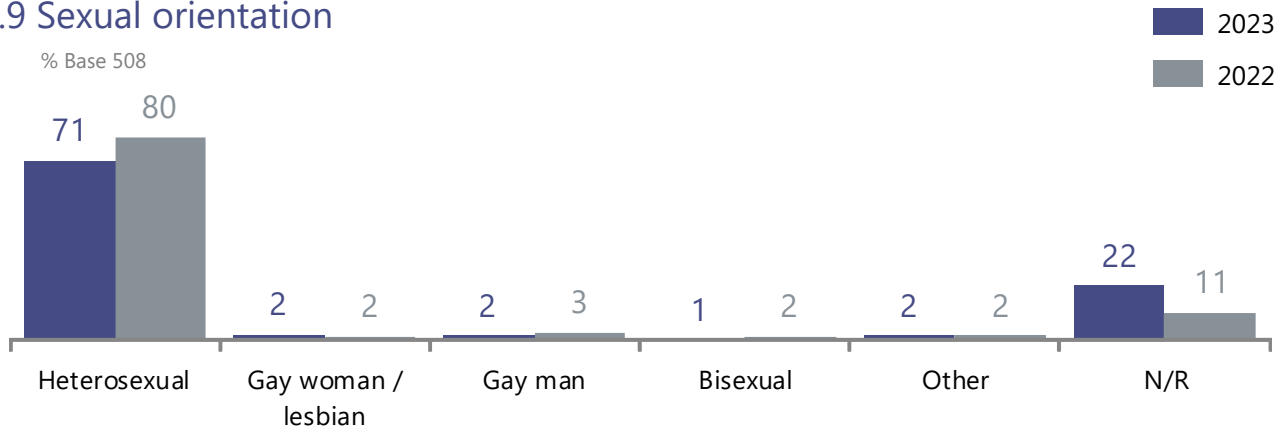
% Base 508



10. Respondent profile

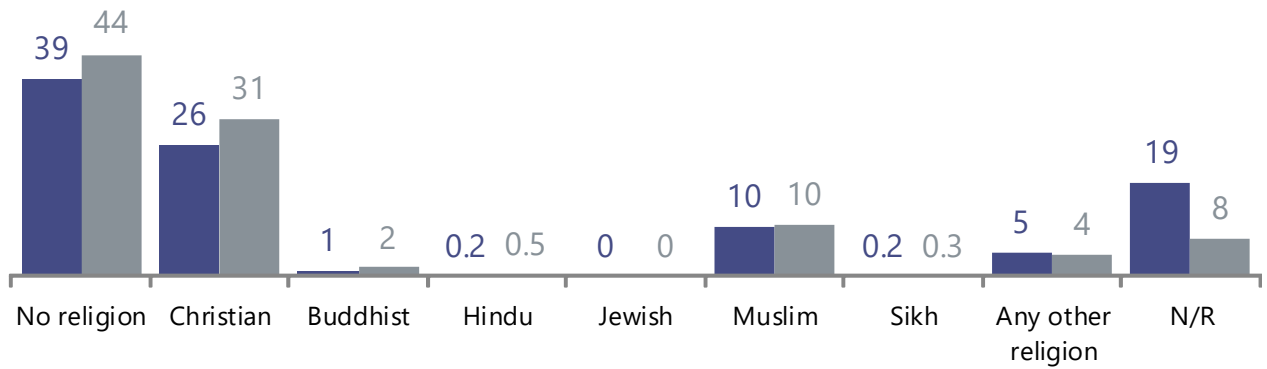
10.9 Sexual orientation

% Base 508



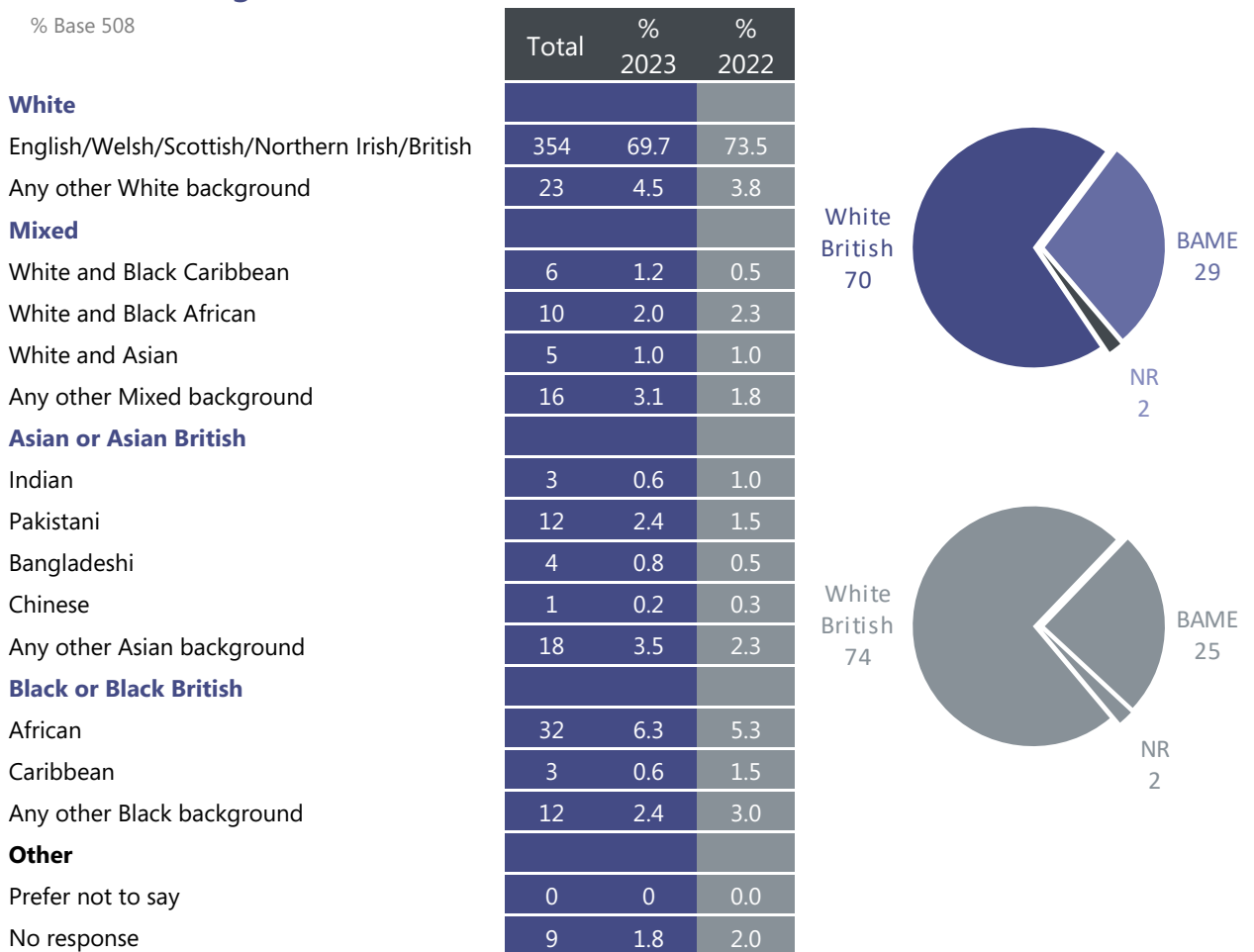
10.10 Religion

% Base 508



10.11 Ethnic background

% Base 508



10. Respondent profile

10.12 Core questions by age group

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
Sample size	508	66	162	193	83
Service overall	76	65	74	79	80
Quality of home	73	61	72	73	84
Safety and security of home	76	68	75	77	83
Rent value for money	74	67	72	74	86
Service charge value for money	61	61	61	59	67
Repairs and maintenance overall	66	61	65	68	69
Listen to views and act upon them	66	61	63	71	65
Taking part in decision making	58	61	51	52	61
Having a say in service management	60	59	59	62	60
Trust Cadwyn	81	66	81	83	86
Neighbourhood as a place to live	75	74	71	75	82
Dealing with ASB	63	58	64	64	63

10.13 Core questions by gender

	Overall	% positive	
		Female	Male
Sample size	508	307	201
Service overall	76	74	78
Quality of home	73	71	76
Safety and security of home	76	75	77
Rent value for money	74	73	75
Service charge value for money	61	57	66
Repairs and maintenance overall	66	63	71
Listen to views and act upon them	66	63	71
Taking part in decision making	58	58	63
Having a say in service management	60	58	58
Trust Cadwyn	81	79	83
Neighbourhood as a place to live	75	74	76
Dealing with ASB	63	61	66

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

10. Respondent profile

10.14 Core questions by ethnic background

	% positive		
	Overall	White	BAME
Sample size	508	354	145
Service overall	76	76	73
Quality of home	73	74	70
Safety and security of home	76	77	74
Rent value for money	74	75	71
Service charge value for money	61	59	66
Repairs and maintenance overall	66	66	67
Listen to views and act upon them	66	64	73
Taking part in decision making	58	56	65
Having a say in service management	60	56	70
Trust Cadwyn	81	81	79
Neighbourhood as a place to live	75	74	76
Dealing with ASB	63	60	69

10.15 Core questions by disability

	% positive		
	Overall	Yes	No
Sample size	508	200	212
Service overall	76	75	74
Quality of home	73	74	74
Safety and security of home	76	73	76
Rent value for money	74	78	70
Service charge value for money	61	67	53
Repairs and maintenance overall	66	65	67
Listen to views and act upon them	66	65	65
Taking part in decision making	58	58	56
Having a say in service management	60	60	58
Trust Cadwyn	81	81	80
Neighbourhood as a place to live	75	76	73
Dealing with ASB	63	62	62

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

10. Respondent profile

10.16 Core questions by religion

	Overall	% positive		
		No religion	Christian	Other
Sample size	508	198	132	83
Service overall	76	74	80	68
Quality of home	73	73	78	71
Safety and security of home	76	74	81	68
Rent value for money	74	73	78	69
Service charge value for money	61	59	69	53
Repairs and maintenance overall	66	64	71	64
Listen to views and act upon them	66	61	69	69
Taking part in decision making	58	52	66	56
Having a say in service management	60	55	65	60
Trust Cadwyn	81	80	85	76
Neighbourhood as a place to live	75	74	78	69
Dealing with ASB	63	62	66	57

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



Appendix A. Methodology & data analysis

Questionnaire

The questionnaire was based on the one used in 2022, itself being based on the Housemark STAR survey methodology, with the most appropriate questions for Cadwyn being selected by them from the STAR questionnaire templates, plus the inclusion of the Welsh Government tenant satisfaction performance measures.

Fieldwork

The survey was carried out in October and December 2023. Paper self completion questionnaires were distributed to all 1,415 households, followed by a full reminder. In addition, email invitations and reminders were sent to every valid email address on Cadwyn's records that hadn't yet taken part (150), and later text invitations and reminders to all non-respondents with a mobile number (1,036). The survey was incentivised with a free prize draw.

Response rate

In total 508 tenants took part in the survey, which represented a 36% response rate that. A sample of this size has a theoretical error margin of +/- 3.5% overall, which exceeds the STAR target of +/- 4%. Half of these responses were collected online, including a 7% email and 17% text message response rate.

Weighting

The sample was weighted in order to be representative by age, and area. This ensured that the other demographic and property variables were also broadly representative.

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small. Many results are recalculated to remove 'no opinion' or 'can't remember' responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale.

For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The core questions are benchmarked against the Welsh Government’s 2022-2023 data, comprising 46 different organisations.



Appendix B. Example questionnaire



Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

999999

Dear {name}

20 October 2023

Tenant Satisfaction Survey 2023 - Have Your Say!

We are asking every household to get involved and have their say about our services by completing the enclosed survey. We will use the results to help us decide what improvements to make and they will also be sent to the Welsh Government to be compared on their website with other landlords in Wales.

As a thank you, all completed surveys will automatically be entered into a free prize draw to win one of **£100, £75, £50 or £25 in shopping vouchers!**

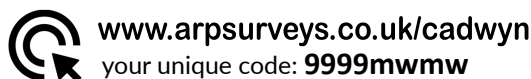
We would be really grateful if you could take a few minutes to complete and return it in the enclosed freepost envelope. Alternatively, you can just take part online by using the link or scanning in the code below.

The closing date is **Wednesday 8 November 2023.**

We have provided your contact details to an independent company called ARP Research to carry out the survey on our behalf in line with data protection rules (GDPR). The survey is completely confidential, which means that your answers will be kept separate from your identity. In addition, your details will be used for this survey only and will be stored for no longer than necessary.

If you have any questions or concerns about this survey, need a copy in an alternative format, or require someone to help you complete it, please ring us on 029 2049 8898.

Thank you for taking part, and good luck in the prize draw!



scan me



Tenant Satisfaction Survey 2023



www.arpssurveys.co.uk/cadwyn
your unique code: **9999mwmw**



scan me

ABOUT US

1 Taking everything into account, how happy or unhappy are you with the service you've received from Cadwyn?

Very happy	Fairly happy	Neither	Fairly unhappy	Very unhappy
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 How much do you agree or disagree with the statement "I trust Cadwyn as my landlord"?

Agree strongly	Agree	Neither	Disagree	Disagree strongly
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

HOME

3 Thinking about your home, how happy or unhappy are you:

	Very happy		Neither		Very unhappy
a. With the overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. That you live in a building that's safe and secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. With the way we generally deal with repairs and maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. That your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. That your service charges provide value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



respond by 8 November

PRIZE DRAW!

£100 £75 £50 £25

**A
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A**

4 Thinking about your neighbourhood, how satisfied or dissatisfied are you with:

	Very happy		Neither		Very unhappy
a. Your neighbourhood as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>					
b. The way Cadwyn deals with anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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5 How happy or unhappy are you:

	Very happy		Neither		Very unhappy
a. That we listen to your views and act upon them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>					
b. That we give you a say in how services are managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>					
c. That we give you chances to take part in decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>					
d. That we are easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**F
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6 What is one thing Cadwyn could do better?

9999mwmw

Thank you!



Please now return in the enclosed freepost envelope for your chance to win up to £100!



Freepost RTZK-RGZT-BSKU,
ARP Research, PO Box 5928,
SHEFFIELD, S35 5DN



Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

Appendix C. Data summary

Weighted by age and area

Count % raw % valid % +ve

Q1 Taking everything into account, how happy or unhappy are you with the service you've received from Cadwyn?

Base: 508

1:	Very happy	211	41.5	41.8	75.7
2:	Fairly happy	171	33.7	33.9	
3:	Neither	35	6.9	6.9	
4:	Fairly unhappy	43	8.5	8.5	
5:	Very unhappy	45	8.9	8.9	
	N/R	3	0.6		

Q2 How much do you agree or disagree with the statement "I trust Cadwyn as my landlord"?

Base: 508

6:	Agree strongly	211	41.5	41.9	80.8
7:	Agree	196	38.6	38.9	
8:	Neither	46	9.1	9.1	
9:	Disagree	33	6.5	6.5	
10:	Disagree strongly	18	3.5	3.6	
	N/R	3	0.6		

Q3a With the overall quality of your home

Base: 508

11:	Very happy	205	40.4	40.9	72.6
12:	Fairly happy	159	31.3	31.7	
13:	Neither	45	8.9	9.0	
14:	Fairly unhappy	47	9.3	9.4	
15:	Very unhappy	45	8.9	9.0	
	N/R	6	1.2		

Q3b That you live in a building that's safe and secure

Base: 508

16:	Very happy	252	49.6	50.4	76.2
17:	Fairly happy	129	25.4	25.8	
18:	Neither	41	8.1	8.2	
19:	Fairly unhappy	41	8.1	8.2	
20:	Very unhappy	37	7.3	7.4	
	N/R	7	1.4		

Q3c With the way we generally deal with repairs and maintenance

Base: 508

21:	Very happy	192	37.8	38.3	66.2
22:	Fairly happy	140	27.6	27.9	
23:	Neither	42	8.3	8.4	
24:	Fairly unhappy	51	10.0	10.2	
25:	Very unhappy	76	15.0	15.2	
	N/R	7	1.4		

Q3d That your rent provides value for money

Base: 508

26:	Very happy	231	45.5	46.3	74.0
27:	Fairly happy	138	27.2	27.7	
28:	Neither	67	13.2	13.4	
29:	Fairly unhappy	29	5.7	5.8	
30:	Very unhappy	34	6.7	6.8	
	N/R	9	1.8		

Q3e That your service charges provide value for money

Base: 375

Appendix C. Data summary

		Weighted by age and area			
		Count	% raw	% valid	% +'ve
31:	Very happy	122	24.0	33.1	61.3
32:	Fairly happy	104	20.5	28.2	
33:	Neither	49	9.6	13.3	
34:	Fairly unhappy	39	7.7	10.6	
35:	Very unhappy	55	10.8	14.9	
	N/R	139	27.4	1.6	
Q4a Your neighbourhood as a place to live		Base: 508			
36:	Very happy	221	43.5	45.0	74.7
37:	Fairly happy	146	28.7	29.7	
38:	Neither	53	10.4	10.8	
39:	Fairly unhappy	40	7.9	8.1	
40:	Very unhappy	31	6.1	6.3	
	N/R	17	3.3		
Q4b The way Cadwyn deals with anti-social behaviour		Base: 508			
41:	Very happy	170	33.5	35.0	62.8
42:	Fairly happy	135	26.6	27.8	
43:	Neither	124	24.4	25.5	
44:	Fairly unhappy	21	4.1	4.3	
45:	Very unhappy	36	7.1	7.4	
	N/R	23	4.5		
Q5a That we listen to your views and act upon them		Base: 508			
46:	Very happy	165	32.5	33.7	66.0
47:	Fairly happy	158	31.1	32.3	
48:	Neither	73	14.4	14.9	
49:	Fairly unhappy	44	8.7	9.0	
50:	Very unhappy	49	9.6	10.0	
	N/R	18	3.5		
Q5b That we give you a say in how services are managed		Base: 508			
51:	Very happy	159	31.3	32.6	59.7
52:	Fairly happy	132	26.0	27.1	
53:	Neither	119	23.4	24.4	
54:	Fairly unhappy	34	6.7	7.0	
55:	Very unhappy	43	8.5	8.8	
	N/R	21	4.1		
Q5c That we give you chances to take part in decision making		Base: 508			
56:	Very happy	165	32.5	33.9	58.1
57:	Fairly happy	118	23.2	24.2	
58:	Neither	133	26.2	27.3	
59:	Fairly unhappy	32	6.3	6.6	
60:	Very unhappy	39	7.7	8.0	
	N/R	20	3.9		
Q5d That we are easy to deal with		Base: 508			
61:	Very happy	226	44.5	46.1	72.4
62:	Fairly happy	129	25.4	26.3	
63:	Neither	60	11.8	12.2	

Appendix C. Data summary

		Weighted by age and area			
		Count	% raw	% valid	% +ve
64:	Fairly unhappy	35	6.9	7.1	
65:	Very unhappy	40	7.9	8.2	
	N/R	18	3.5		
D101 Area		Base: 508			
66:	Adamsdown	15	3.0	2.9	
67:	Butetown	25	4.9	4.9	
68:	Caerau	78	15.4	15.3	
69:	Caerphilly	7	1.4	1.4	
70:	Canton	28	5.5	5.5	
71:	Cathays	24	4.7	4.7	
72:	Ely	27	5.3	5.3	
73:	Fairwater	24	4.7	4.7	
74:	Gabalfa	43	8.5	8.4	
75:	Grangetown	77	15.2	15.1	
76:	Heath	12	2.4	2.4	
77:	Llandaff	1	0.2	0.2	
78:	Llandaff North	5	1.0	1.0	
79:	Llanederyn	0	0.0	0.0	
80:	Llanishen	2	0.4	0.4	
81:	Mynachdy	0	0.0	0.0	
82:	Pentwyn	0	0.0	0.0	
83:	Pen-Y-Lan	3	0.6	0.6	
84:	Radyr	4	0.8	0.8	
85:	Riverside	11	2.2	2.2	
86:	Roath	106	20.9	20.8	
87:	Rumney	2	0.4	0.4	
88:	Splott	7	1.4	1.4	
89:	Whitchurch	9	1.8	1.8	
	N/R	0	0.0		
D102 Rent area		Base: 508			
90:	Ashford	166	32.7	32.7	
91:	Guignard	87	17.1	17.1	
92:	Ryall	94	18.5	18.5	
93:	Wallace	161	31.7	31.7	
	N/R	0	0.0		
D103 Stock		Base: 508			
94:	Buy to Let	8	1.6	1.6	
95:	General Stock	476	93.7	93.9	
96:	Intermediate Rents	17	3.3	3.4	
97:	Managed	6	1.2	1.2	
	N/R	0	0.0		
D104 Property type		Base: 508			
98:	Bedsit/bedspace	23	4.5	4.5	
99:	Flat	262	51.6	51.7	
100:	Maisonette	26	5.1	5.1	
101:	House	196	38.6	38.7	
	N/R	0	0.0		

Appendix C. Data summary

	Weighted by age and area		
	Count	% raw	% valid
D105 Property size			
	Base: 508		
102: Bedsit	24	4.7	4.7
103: One bed	173	34.1	34.1
104: Two bed	165	32.5	32.5
105: Three bed	121	23.8	23.9
106: Four bed+	24	4.7	4.7
N/R	0	0.0	
D106 Tenancy length			
	Base: 508		
107: Under 1 year	41	8.1	8.1
108: 1 - 2 years	78	15.4	15.3
109: 3 - 5 years	79	15.6	15.5
110: 6 - 10 years	89	17.5	17.5
111: 11 - 20 years	128	25.2	25.1
112: 21 years and over	94	18.5	18.5
N/R	0	0.0	
D107 Main Tenant Age Group			
	Base: 508		
113: 16 - 24 years	19	3.7	3.8
114: 25 - 34 years	47	9.3	9.3
115: 35 - 44 years	103	20.3	20.4
116: 45 - 54 years	121	23.8	24.0
117: 55 - 64 years	131	25.8	26.0
118: 65 - 74 years	57	11.2	11.3
119: 75 - 84 years	23	4.5	4.6
120: 85 years and over	3	0.6	0.6
N/R	3	0.6	
D108 Main Tenant Age Group [simple]			
	Base: 508		
121: 16-34	66	13.0	13.1
122: 35-49	162	31.9	32.1
123: 50-64	193	38.0	38.3
124: 65+	83	16.3	16.5
N/R	3	0.6	
D109 Main tenant gender			
	Base: 508		
125: Female	307	60.4	60.4
126: Male	201	39.6	39.6
N/R	0	0.0	
D110 Main tenant ethnic background			
	Base: 508		
127: White British	354	69.7	70.9
128: Other White background	23	4.5	4.6
129: White & Black Caribbean	6	1.2	1.2
130: White & Black African	10	2.0	2.0
131: White & Asian	5	1.0	1.0
132: Other Mixed background	16	3.1	3.2
133: Indian	3	0.6	0.6
134: Pakistani	12	2.4	2.4
135: Bangladeshi	4	0.8	0.8
136: Chinese	1	0.2	0.2
137: Other Asian background	18	3.5	3.6

Appendix C. Data summary

	Weighted by age and area			
	Count	% raw	% valid	% +ve
138: African	32	6.3	6.4	
139: Caribbean	3	0.6	0.6	
140: Other Black background	12	2.4	2.4	
141: Prefer not to say	0	0.0	0.0	
N/R	9	1.8		
D111 Main tenant ethnic background [summary]	Base: 508			
142: White British	354	69.7	70.9	
143: BAME	145	28.5	29.1	
N/R	9	1.8		
D112 Main tenant disability	Base: 508			
144: Yes	200	39.4	48.5	
145: No	212	41.7	51.5	
N/R	96	18.9		
D113 Main tenant religion	Base: 508			
146: No religion	198	39.0	47.9	
147: Christian	132	26.0	32.0	
148: Buddhist	6	1.2	1.5	
149: Hindu	1	0.2	0.2	
150: Jewish	0	0.0	0.0	
151: Muslim	51	10.0	12.3	
152: Sikh	1	0.2	0.2	
153: Any other religion	24	4.7	5.8	
N/R	94	18.5		
D114 Main tenant religion [summary]	Base: 508			
154: No religion	198	39.0	47.9	
155: Christian	132	26.0	32.0	
156: Other non-Christian	83	16.3	20.1	
N/R	94	18.5		
D115 Main tenant sexual orientation	Base: 508			
157: Heterosexual	362	71.3	91.0	
158: Gay woman / lesbian	12	2.4	3.0	
159: Gay man	11	2.2	2.8	
160: Bisexual	3	0.6	0.8	
161: Other	10	2.0	2.5	
N/R	110	21.7		
D116 Main tenant sexual orientation [summary]	Base: 508			
162: Heterosexual	362	71.3	91.0	
163: LGBT	36	7.1	9.0	
N/R	110	21.7		
D117 Reported ASB in last 12 months	Base: 508			
164: Yes	20	3.9	3.9	
165: No	488	96.1	96.1	

Appendix C. Data summary

	Weighted by age and area			
	Count	% raw	% valid	% +ve
N/R	0	0.0		
D118 Received repair in the last 12 months		Base: 508		
166: Yes	426	83.9	83.9	
167: No	82	16.1	16.1	
N/R	0	0.0		
D119 Number of repairs		Base: 508		
168: None	82	16.1	16.1	
169: 1-3 repairs	136	26.8	26.8	
170: 4-6 repairs	103	20.3	20.3	
171: 7-9 repairs	89	17.5	17.5	
172: 10+ repairs	98	19.3	19.3	
N/R	0	0.0		
D120 Pay a service charge		Base: 508		
173: Yes	375	73.8	73.8	
174: No	133	26.2	26.2	
N/R	0	0.0		



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