

Tenant Satisfaction Survey 2022

In Brief

Creating homes.
Building lives.



Jigsaw

> Home & Maintenance



71% of our tenants are satisfied with our repairs service.

65% of our tenants are satisfied with their home.

What we learned.

- Tenants that contact us more frequently and have a larger number of repairs carried out to their home are less satisfied.
- Tenants living in houses or maisonettes are less satisfied with their home compared to tenants living in flats and bungalows.

What we will do.

- ✓ We will put a new process in place to ensure that tenancies with high number of contacts or repairs are flagged for review by a manager.

> Neighbourhood



73% of our tenants are satisfied with their neighbourhood.

50% of all our tenants say they are very or fairly satisfied with our approach to handling Anti Social Behaviour (although most have not used the service).

What we learned.

- Nearly 1 in 3 tenants are neither satisfied nor dissatisfied with our approach to handling Anti Social Behaviour.
- Tenants who live in more deprived areas are less satisfied with their neighbourhood.
- Tenants who have previously reported Anti Social Behaviour are far less satisfied with their neighbourhood.
- Tenants who live in areas where our homes are most concentrated are less satisfied with their neighbourhood.

What we will do.

- ✓ Target Neighbourhood Plans at areas of higher stock concentration and areas of higher deprivation.
- ✓ Continue to provide an effective Tenancy Enforcement Service to tackle Anti Social Behaviour. (85% of tenants who have used the service, are satisfied with it).

> Communication



53% of our tenants are satisfied that we listen to their views and act upon them.

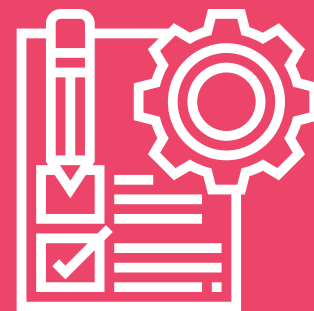
What we learned.

- Tenants who get more involved with Jigsaw, expect more from us.
- More than 1 in 5 tenants say they are neither satisfied nor dissatisfied with whether we listen to their views and act upon them.

What we will do.

- ✓ Trial more frequent contact with our tenants.
- ✓ Improve the way we communicate the ways in which we are listening and acting on tenants' views.

> Overall Satisfaction



68% of our tenants are satisfied overall with Jigsaw.

What we learned.

The things that matter the most to our tenants are:

- Their home and its condition.
- Our repairs service.
- Our ability to listen to their views and act upon them.
- Our approach to handling complaints.

What we will do.

- ✓ We will look at setting up focus groups to explore these themes with our tenants.

Thank you to everyone who took part in the 2022 Tenant Satisfaction Survey.

For a copy of the full Tenant Satisfaction Survey 2022 report please visit our website.

The background of the page is a grayscale photograph of a brick building. A large, rectangular sign is mounted on the wall, featuring a stylized 'J' logo on the left and the word 'Jigsaw' in a bold, sans-serif font on the right. The sign is recessed into the wall, and the brickwork is clearly visible.

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