

Your Views



AGAMEMNON
Housing Association

Tenant Satisfaction Survey 2023/24

About the Survey

Between January and February 2024, many of you took part in an important survey. All tenants were invited to take part in the survey by postal and online questionnaires.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Agamemnon Housing Association (Agamemnon) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing. Tenants who took part were entered into a prize draw, with three winning shopping vouchers from Agamemnon (1 x £100, 2 x £50).

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Agamemnon's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



156

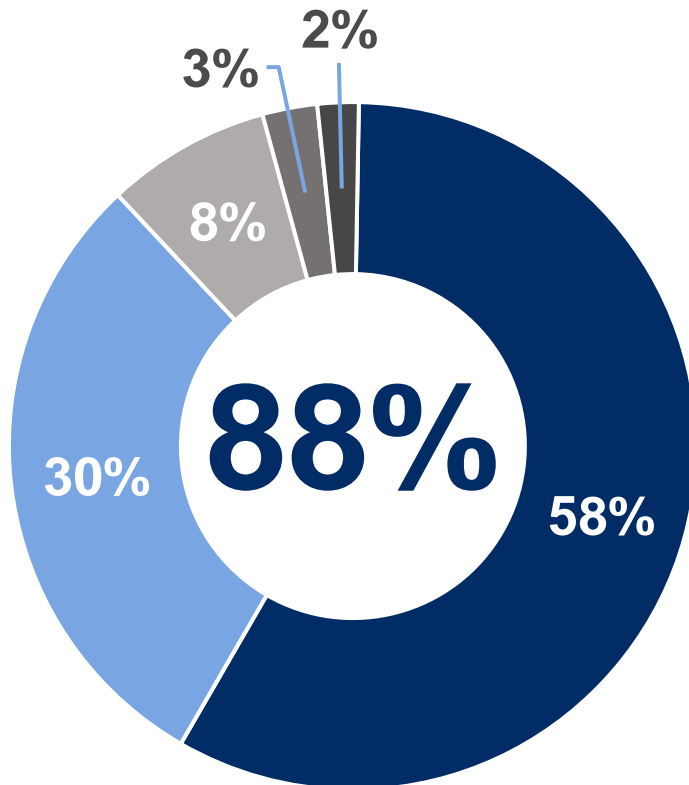
tenants took part
out of a total of
235 (122 by post
& 34 online)

A big thank you to everyone who took part!

Overall Service



Around nine out of ten tenants are satisfied with the overall service provided by Agamemnon (**88%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



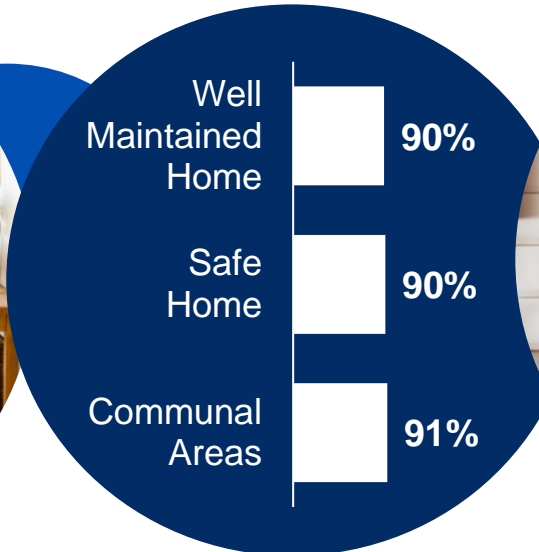
Nine out of ten tenants are satisfied that they are provided with a home that is well maintained (**90%**).



Tenants are similarly satisfied that Agamemnon provides them with a home that is safe (**90%**).



Nine out of ten tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**91%**).



Repairs Service



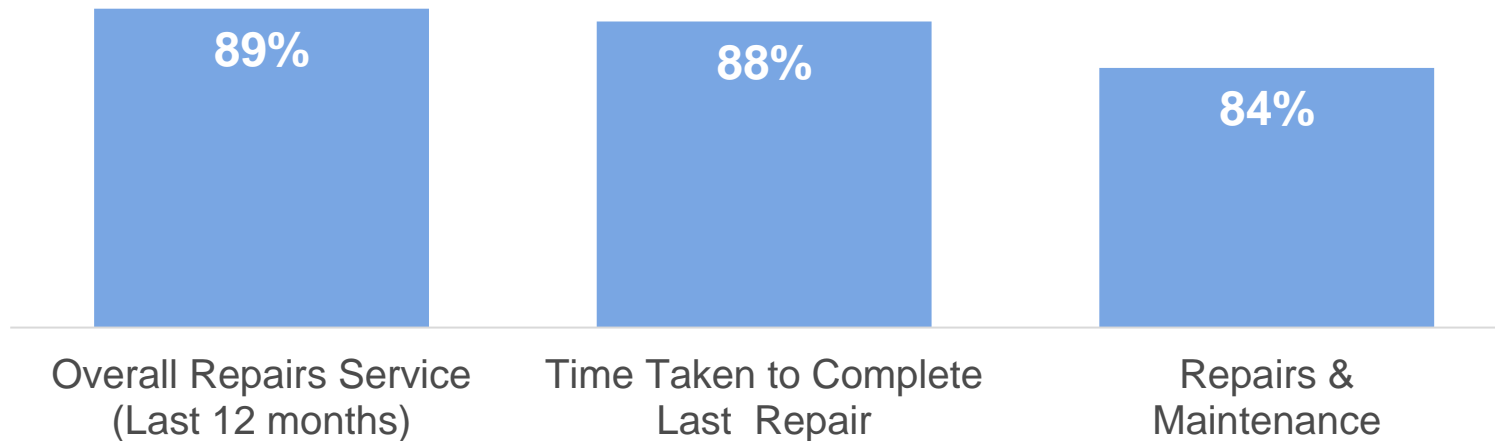
Nine out of ten tenants that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(89%)**.



Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it **(88%)**.



Over eight out of ten tenants are satisfied with the way Agamemnon deals with repairs and maintenance generally **(84%)**.



66%
of tenants had a repair carried out in the last 12 months

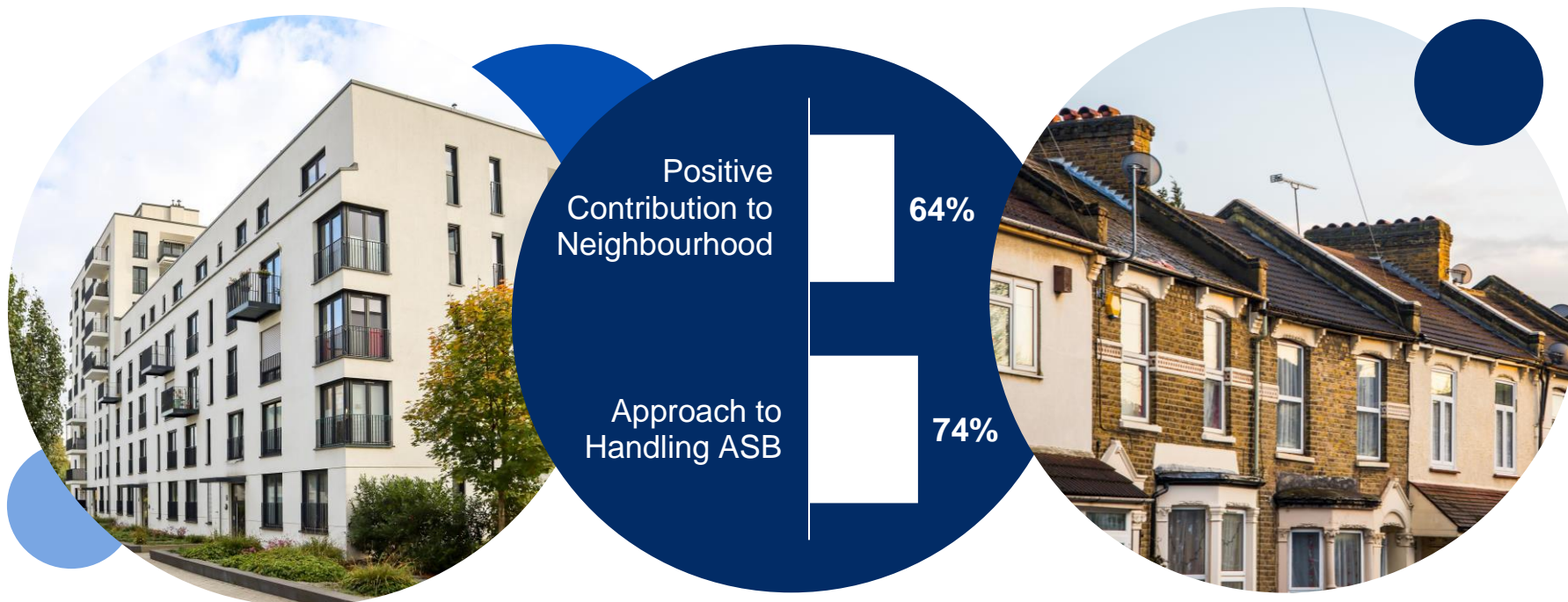
The Neighbourhood



Around two-thirds of tenants are satisfied that Agamemnon makes a positive contribution to their neighbourhood (**64%**).



Three out of four tenants are satisfied with Agamemnon's approach to handling anti-social behaviour (**74%**).



Communications and Tenant Engagement



Seven out of ten tenants are satisfied that Agamemnon listens to their views and acts upon them **(70%)**.



Around three out of four tenants are satisfied that they are kept informed about things that matter to them **(77%)**.



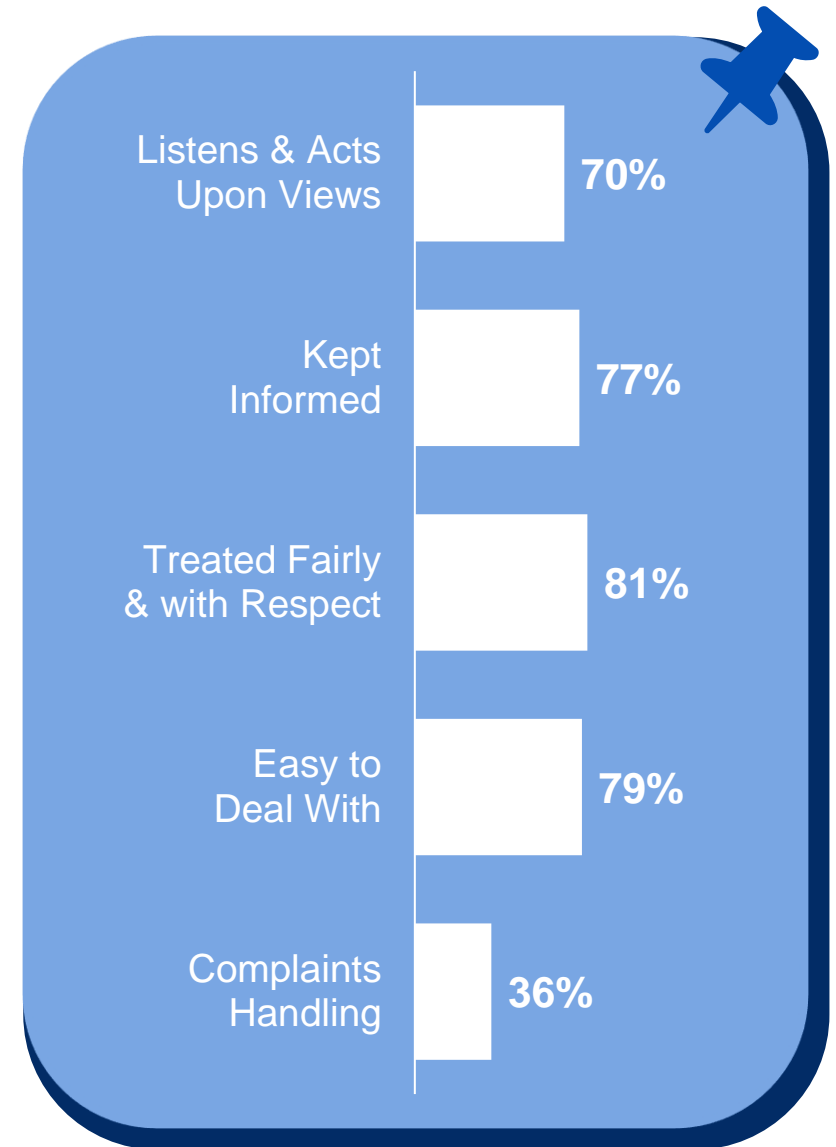
Eight out of ten tenants agree that they are treated fairly and with respect by Agamemnon **(81%)**.



Tenants are similarly satisfied that Agamemnon is easy to deal with **(79%)**.



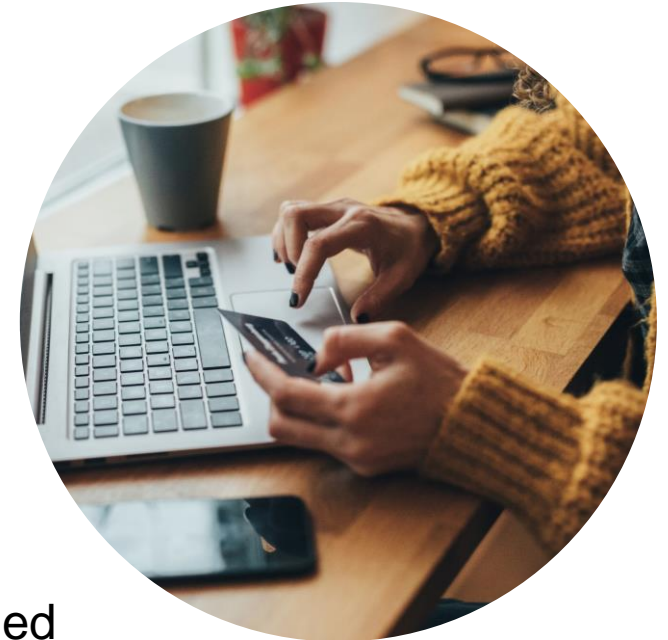
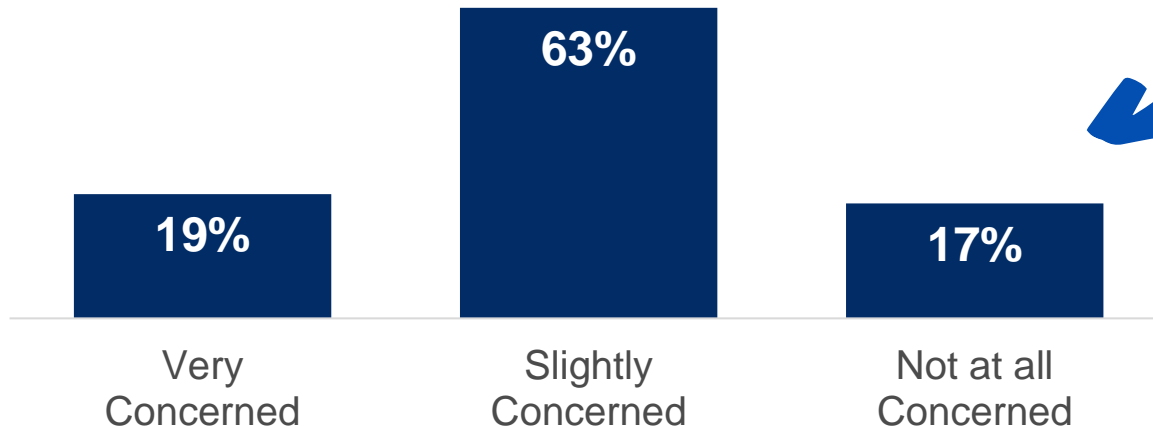
Over one-third of tenants who made a complaint in the last 12 months are satisfied with complaints handling **(36%)**.



Wellbeing and Affordability



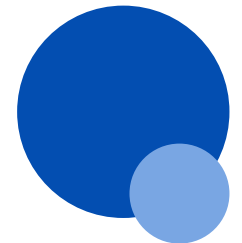
Over eight out of ten tenants are at least slightly concerned about the cost of living crisis (**83%**), with **63%** slightly concerned and **19%** very concerned. Just **17%** of tenants are not at all concerned.



Almost nine out of ten tenants are satisfied with the value for money of their rent (**87%**), with fewer satisfied with the value for money of their service charge (**79%**).



Around eight out of ten tenants are satisfied with the energy efficiency of their home (**78%**).



Recommending Agamemnon



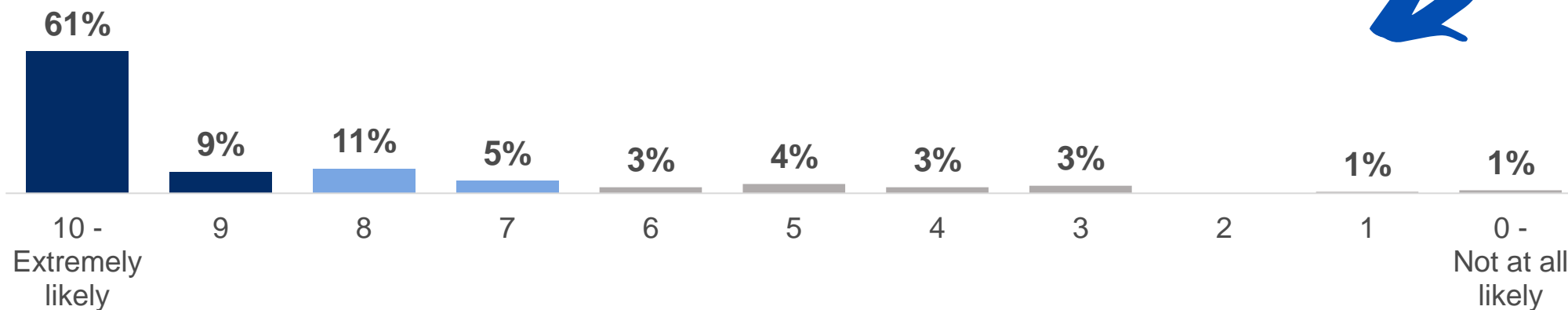
Tenants were also asked how likely they would be to recommend Agamemnon to other people. This is a 0-10 point rating. Those who would recommend Agamemnon score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Seven out of ten tenants are happy to recommend Agamemnon to other people (**70%**). However, **16%** of tenants are unsure and **14%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for Agamemnon (the percentage of those who would recommend Agamemnon minus the percentage of those who would not) is **+55**.



Tenants' Comments

Finally, tenants were asked what one thing Agamemnon could improve, and 77 tenants gave comments.

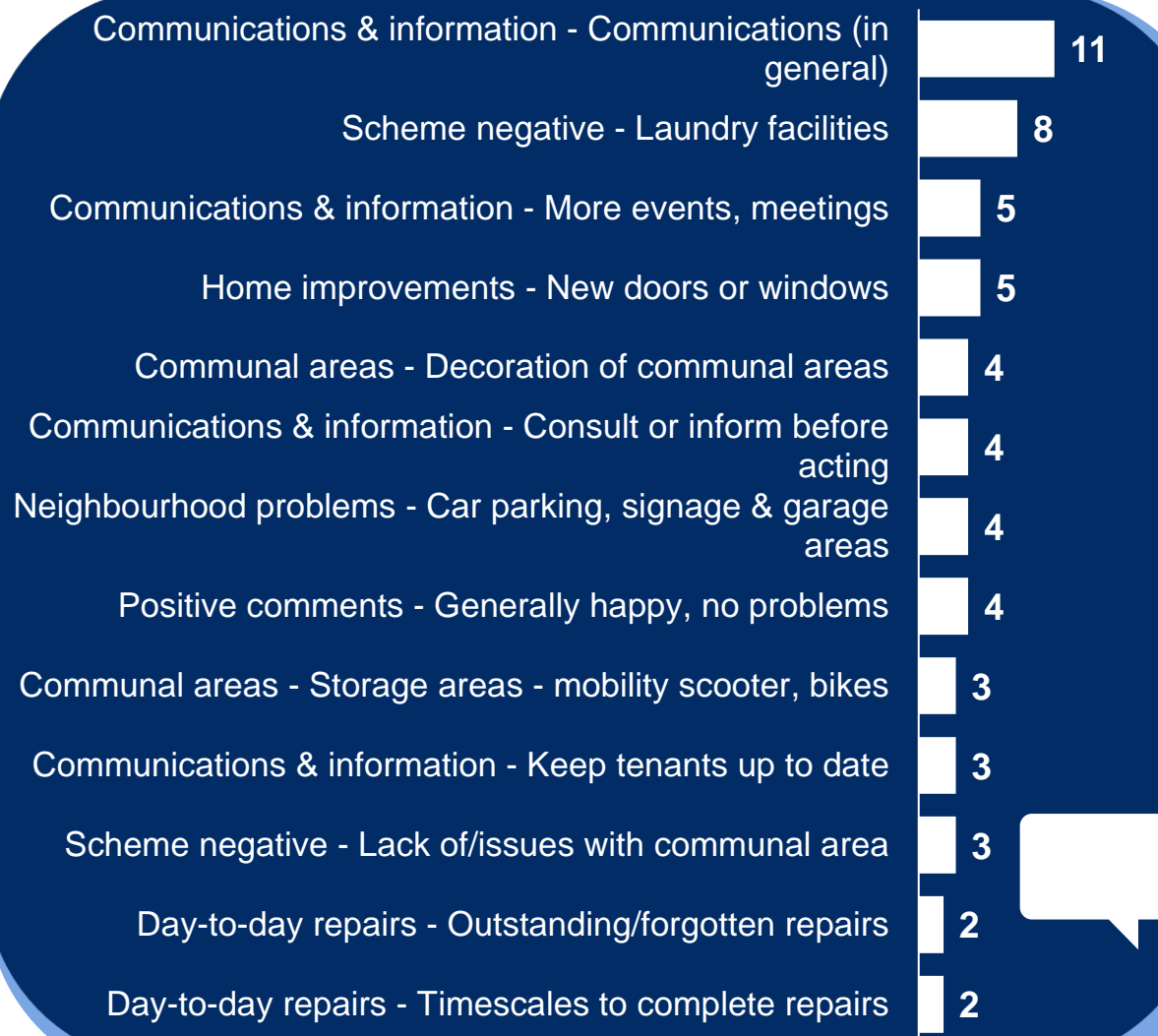


Tenants most frequently referred to communications and information, including communications in general and that they would like more meetings and to be kept better informed.

Tenants also commented on aspects of their scheme, such as the laundry facilities and the decoration of the communal areas.

Some tenants mentioned that they would like new doors and issues around car parking and the repairs service.

Top comments



Summary of Tenant Satisfaction Measures

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	88%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	89%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	88%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	90%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	90%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	70%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	77%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	81%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	36%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	91%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	64%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	74%

Your Views



AGAMEMNON
Housing Association

Agamemnon appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Agamemnon does to involve you in developing services. As well as publishing the results of the survey, Agamemnon plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



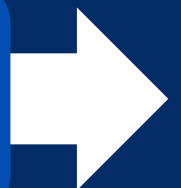
Publish findings to
tenants



Use findings to plan
and improve services,
e.g., communal areas,
communications and
repairs



Involve tenants in
shaping service
improvements



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	156
B.	Timing of survey	January and February 2024
C.	Collection method(s)	Postal and online surveys
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Representative checks by tenure type, age and scheme (all fell within permitted range)
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	
I.	Reasons for any failure to meet the required sample size requirements	Required sample size has been met
J.	Type and amount of any incentives offered to tenants to encourage survey completion	Prize draw, with three responses selected at random for a first prize of £100 and two runners up prizes of £50 shopping vouchers
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None