



Tenant Satisfaction Survey Cumulative Report: Insights and Trends

Full Report 2024/25

ABSTRACT

Welcome to the overview of tenant satisfaction results of 2024/25

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Foreword

Welcome to the Bield Tenant Satisfaction Report for 2024/25, As part of our commitment to continuously improve our services and better serving our tenants, this year we implemented a new approach to our satisfaction surveys. We introduced a rolling programme of surveys with our tenants, enabling us to promptly identify and address local issues that matter most to our tenants.

Our decision to transition to a rolling programme stems for our strategy to put tenants at the heart of everything we do.

By regularly gathering feedback from our tenants, we aim to gain a deeper understanding of their needs and preferences, allowing us to tailor our services accordingly.

This is the comprehensive report which has a statistically significant sample size, ensuring the accuracy and reliability of the data presented.

We would like to thank all the tenants who took the time to complete the survey, and the Local and Area Housing Managers who assisted with this process.

Tracey Howatt | Director
Customer Experience

Introduction

In compliance with the requirements of the Scottish Housing Regulator, we conduct satisfaction surveys to gauge tenant perceptions of our services.

Beyond regulatory obligations, these surveys serve as a valuable tool for us to engage with our tenants and gain insights into their experience and expectations.

Considering both regulatory requirements and our commitment to tenant-focused service delivery, we have designed our survey to encompass a range of questions aimed at capturing holistic view of tenant satisfaction.

By actively listening to our tenants and acting on feedback, we strive to continuously enhance our services and strengthen our relationship with our tenants.

Returns profile

The following developments were issued satisfaction surveys during 2024/25. The return rates per development are listed below.

| Development | Returns | No: Tenants | Development | Returns | No: Tenants |
|-------------------------|---------|-------------|---------------------|---------|-------------|
| Abercorn Court | 12 | 25 | Elderslie Court | 8 | 25 |
| Abercrombie Court | 3 | 15 | Emily Court | 9 | 19 |
| Allan Park House | 13 | 28 | Fairbairn Court | 9 | 23 |
| Almondell Court | 12 | 32 | Fife Court | 12 | 37 |
| Almondvale Gardens | 12 | 24 | Fleming Place | 4 | 49 |
| Anderson Court, | 14 | 26 | Foley Court | 20 | 31 |
| Archibald Russell Court | 4 | 17 | Fountain Quay | 10 | 29 |
| Armada Court | 17 | 28 | Gillie Court | 9 | 22 |
| Ashgrove Court | 17 | 36 | Gladstone Court | 7 | 34 |
| Baldwin Court | 9 | 31 | Glebe/Warrick Court | 12 | 24 |
| Balgowan Court | 14 | 36 | Glenafeoch Gardens | 7 | 25 |
| Birch Cottages | 2 | 15 | Glenfinnan Gardens | 6 | 44 |
| Blackfaulds Court | 15 | 38 | Glenspean Street | 3 | 35 |
| Bonnethill Gardens | 26 | 45 | Glenview Court | 10 | 50 |
| Brae Court | 11 | 44 | Gordon Court | 18 | 59 |
| Braehead Gardens | 12 | 26 | Grants Bank | 14 | 30 |
| Bridge Court | 22 | 46 | Greenacre Court | 22 | 32 |
| Brookwell Court | 10 | 32 | Greenlawn Court | 27 | 56 |
| Broomfield Gardens | 7 | 21 | Halmyre Street | 6 | 37 |
| Camperdown Court | 10 | 30 | Hawkslaw Gardens | 1 | 15 |
| Campie Court | 6 | 15 | Highcrofts | 9 | 26 |
| Campsie Gardens | 8 | 30 | Hillcrest Court | 52 | 77 |
| Carlow Court | 10 | 35 | Holmes Gardens | 8 | 29 |
| Carnegie Court | 7 | 28 | Houston Court | 19 | 31 |
| Carntyne Gardens | 8 | 36 | Inchkeith Court | 20 | 46 |
| Carron Court | 18 | 30 | Inglefield Court | 47 | 71 |
| Carwood Court | 12 | 32 | Isaac Mackie House | 3 | 26 |
| Castlebank Gardens | 7 | 52 | Jamaica Court | 8 | 27 |
| Castlebrae Glebe | 9 | 13 | John Connolly Court | 7 | 21 |
| Chalybeate Court | 19 | 26 | Johnny Moat Place | 5 | 27 |
| Church Court | 15 | 52 | Kingsburn Court | 16 | 49 |
| Clyde Court | 16 | 27 | Kintail Gardens | 16 | 32 |
| Coxton Gardens | 19 | 34 | Kirkland Avenue | 1 | 8 |
| Craigengar Park | 22 | 46 | Kirkton Court | 11 | 33 |
| Crosshill Gardens | 32 | 43 | Lammermoor Gardens | 9 | 48 |
| Dalriada Grove | 18 | 31 | Langvout Court | 16 | 27 |
| Dean Court | 27 | 36 | Loch Laidon Court | 9 | 35 |
| Donaldson Court | 12 | 64 | Lomondgate | 1 | 11 |
| Dickson Court | 15 | 33 | Lynn Court | 18 | 45 |
| Douglasfield | 21 | 59 | MacCallum Court | 7 | 19 |
| Dundas Court | 6 | 38 | Mackenzie Court | 8 | 27 |
| Eamont Lodge Court | 10 | 33 | Mackie Gardens | 3 | 14 |
| East Stewart Gardens | 30 | 30 | Malory House | 7 | 33 |

| Development | Returns | No: Tenants |
|-----------------------|---------|-------------|
| Manderson Court | 14 | 50 |
| Mansewood Court | 13 | 33 |
| Marshall Court | 32 | 44 |
| Maxwell Court | 9 | 34 |
| McCormack Gardens | 13 | 31 |
| McKelvie Road | 5 | 16 |
| Menzies Court | 18 | 31 |
| Milton Court | 11 | 30 |
| Miners Terrace | 1 | 23 |
| Moorfoot Court | 18 | 25 |
| Mossie Court | 16 | 39 |
| Mountfair Place | 4 | 13 |
| Mungo Park Court | 17 | 34 |
| Oakbank | 16 | 36 |
| Oakburn Gardens | 12 | 28 |
| Ochilview Court | 9 | 38 |
| Pearce Street | 3 | 31 |
| Pentland View Court | 18 | 35 |
| Pitairlie Road | 2 | 25 |
| Prieston Road | 5 | 10 |
| Priorwood Court | 11 | 56 |
| Quayside Court | 13 | 40 |
| Queen Elizabeth Court | 12 | 45 |
| Rannoch Court | 15 | 48 |
| Restondene | 10 | 28 |
| Robertson Court | 18 | 41 |
| Rockwell Gardens | 2 | 34 |
| Rosehall Walk | 3 | 12 |
| Rothsay Court | 13 | 36 |

| Development | Returns | No: Tenants |
|---------------------|-------------|-------------|
| Rowan Gardens | 10 | 13 |
| Saunders Court | 13 | 38 |
| Shiell Court | 26 | 35 |
| South Loch Park | 9 | 32 |
| Southfield Court | 16 | 34 |
| Southport | 8 | 23 |
| Springfield Gardens | 18 | 45 |
| St Andrews Court | 28 | 34 |
| St Andrews Way | 2 | 13 |
| Stewart Court | 13 | 35 |
| Stirling Court | 8 | 46 |
| Strathallan Court | 39 | 52 |
| Strathmartine Court | 18 | 30 |
| Tay Court | 13 | 37 |
| The Butts | 14 | 31 |
| The Croft | 12 | 27 |
| The Knowe | 5 | 23 |
| The Walled Gardens | 3 | 57 |
| Thornhill Court | 16 | 51 |
| Torosay Court | 16 | 30 |
| Turnbull Court | 16 | 28 |
| Tweedlie Court | 1 | 8 |
| Valley Court | 12 | 21 |
| Waverley court | 27 | 31 |
| Westland Court | 13 | 40 |
| Westport | 33 | 36 |
| Wheatley Gardens | 18 | 27 |
| Whitehill Lodge | 8 | 37 |
| Total | 1851 | 4716 |

We received **1,851** responses, which is a response rate of **39%**.

The following outlines the percentage of returns for each service type:

- Retirement Housing **43%**
- Retirement Housing with meals **39%**
- Retirement Housing Plus **36%**
- Housing with Care (West Lothian) **41%**
- Amenity **16%**

These percentages provide insight into the level of engagement across our various service offerings. The highest returns are from **Retirement Housing** and **Housing with Care** services, suggesting strong engagement within these groups. Conversely, **Amenity Housing** has the

lowest return rate, indicating potential areas for increased focus and improvement in tenant interaction.

All tables within this report below represent our customers satisfaction levels across key parts of our business. The data gathered will be used to help improve services for our customers across Bield and to report to the Scottish Housing Regulator as part of the Annual Return of the Charter.

General satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Bield?

Result – very and fairly satisfied: 84.9 %

Baseline – **80.3%**

Target – very and fairly satisfied: **84.2%**

| | Number | % |
|---------------------|--------|-------|
| Very satisfied | 872 | 47.2% |
| Fairly satisfied | 697 | 37.7% |
| Neither / nor | 122 | 6.6% |
| Fairly dissatisfied | 68 | 3.7% |
| Very dissatisfied | 62 | 3.4% |
| Don't know | 27 | 1.5% |

Overall, the satisfaction rate of **84.9%**, which exceeds the target of **84.2%** and highlights a positive tenant experience.

This represents a notable improvement compared to the previous tenant satisfaction in 2023, when the result was **80.3%**.

Keeping tenants informed

How good or poor do you feel Bield are at keeping you informed about the services we provide and the decisions we make

Result – very and fairly good: 79.3%

Baseline – **77.9%**

Target – very and fairly good: **80%**

| | Number | % |
|---------------|--------|-------|
| Very good | 723 | 40.0% |
| Fairly good | 709 | 39.3% |
| Neither / nor | 185 | 10.2% |
| Fairly poor | 105 | 5.8% |
| Very poor | 83 | 4.6% |

Although the majority of respondents rated communication as very or fairly good (**79.3%**), the score is marginally below the target of **80%**.

However, it does represent a small improvement compared to the previous tenant satisfaction survey in 2023, when the result was **77.9%**

Communication preferences

How would you prefer Bield to communicate with you?

When asked about preferred methods of communication, tenants were invited to select multiple options.

| | Number | % |
|--------------------|--------|--------|
| Postal mail | 1079 | 58.45% |
| In person meetings | 870 | 47.13% |
| Email | 447 | 24.21% |
| Phone | 367 | 19.88% |
| Text message | 266 | 14.41% |
| My Bield Portal | 106 | 5.74% |

The results show that postal mail and in-person meetings are the most preferred methods for communication. While digital methods like email and text message are also valued, the overall preference for traditional communication channels reflects the importance of maintaining these approaches to ensure broad tenant engagement.

Tenant Engagement and Participation

How satisfied are you with opportunities given to you to participate in Bield's decision-making processes?

Result: very or fairly satisfied: 62.9%

Baseline – **57.4%**

Target: very or fairly satisfied: **60.0%**

| | Number | % |
|---------------------|--------|--------|
| Very satisfied | 442 | 23.92% |
| Fairly satisfied | 611 | 33.06% |
| Neither / nor | 435 | 23.54% |
| Fairly dissatisfied | 116 | 6.28% |
| Very Dissatisfied | 71 | 3.84% |

Overall, tenant satisfaction with engagement and participation is **above target**, and the result also exceeds the projected targets for 2025 and 2026 within the Tenant Engagement strategy.

To maintain and build on this momentum, we will continue to implement our tenant engagement strategy Connect, which includes organising regional forums to enhance tenant engagement with involvement, alongside the introduction of the **Tenants Insight Network (TIN)**, which will facilitate direct engagement with tenants.

Quality of homes

Overall, how satisfied or dissatisfied are you with the quality of your home?

Result: very or fairly satisfied: 89.4%

Target: very or fairly satisfied: **90.0%**

| | Number | % |
|----------------------------|--------|-------|
| Very satisfied | 917 | 50.3% |
| Fairly satisfied | 712 | 39.1% |
| Neither / nor | 104 | 5.7% |
| Fairly dissatisfied | 64 | 3.5% |
| Very dissatisfied | 25 | 1.4% |

While satisfaction with quality of homes is marginally below the target, satisfaction level remains high at **89.4%**.

To maintain this, it is suggested we continue to uphold current standards and address any issues promptly to sustain high satisfaction levels.

Repairs

Thinking about the last time you had repairs carried out, how satisfied were you with the service provided by Bield¹.

Result: very or fairly satisfied: 84.3 %

Baseline – **81.5%**

Target: very or fairly satisfied: **88.0%**

| | Number | % |
|----------------------------|--------|-------|
| Very satisfied | 648 | 55.4% |
| Fairly satisfied | 338 | 28.9% |
| Neither / nor | 61 | 5.21% |
| Fairly dissatisfied | 59 | 5.04% |
| Very dissatisfied | 64 | 5.47% |

While the vast majority of tenants are satisfied with the repairs service, satisfaction at **84.3%** is below the target of 88%.

However, it does represent an increase from the previous tenant satisfaction survey in 2023, which was **81.5%**.

¹ These results only include those tenants who had a repair over the last 12 months

Tenant Investment Priorities

Tenants were asked to prioritise where they would like Bield to invest money. The results highlight areas that tenants feel is most important for investment.

| Investment Priorities | |
|-----------------------|-----------------------------------|
| 1 | Improvements to windows and doors |
| 2 | Improvements to Heating Systems |
| 3 | New bathrooms |
| 4 | New kitchens |
| 5 | Upgrades to communal areas |
| 6 | Adaptations |
| 7 | Improved security |
| 8 | Gardens |
| 9 | Environmental initiatives |
| 10 | Wi-Fi in common areas |

These priorities reflect tenants' focus on improving the comfort, security and functionality of their homes, with particular emphasis on windows, doors and heating systems.

Satisfaction with Property Elements (% of respondents)

| | Size | Condition | Energy Efficiency | Layout | Storage | Communal Areas | Gardens / Grounds | Parking |
|------------------|-------|-----------|-------------------|--------|---------|----------------|-------------------|---------|
| Excellent | 41.2% | 32.3% | 30.5% | 36.3% | 34.5% | 36.8% | 36.2% | 17.9% |
| Good | 39.1% | 47.4% | 40.2% | 44.7% | 34.2% | 37.5% | 36.6% | 27.4% |
| Average | 15.0% | 16.4% | 18.5% | 14.2% | 18.8% | 17.0% | 17.0% | 17.7% |
| Poor | 4.4% | 3.5% | 7.0% | 4.1% | 12.2% | 7.9% | 7.9% | 18.5% |

| | | | | | | | | |
|-------------------|-------|-------|-------|-------|-------|-------|------|-------|
| Excellent or good | 80.3% | 79.7% | 70.7% | 81.0% | 68.7% | 74.3% | 72.8 | 45.3% |
|-------------------|-------|-------|-------|-------|-------|-------|------|-------|

Satisfaction with Repair Process (% of respondents)

| | Reporting | Helpfulness of staff | System for arranging repairs | Tradesperson showed ID | Approach | Length of time to carry out repair | Quality of repair | Right first time | Knew contractor was coming | Leaving home clean and tidy | Level of disturbance |
|----------------------------|-----------|----------------------|------------------------------|------------------------|----------|------------------------------------|-------------------|------------------|----------------------------|-----------------------------|----------------------|
| Very satisfied | 68% | 74% | 58% | 52% | 58% | 53% | 54% | 53% | 55% | 62% | 55% |
| Fairly satisfied | 23% | 18% | 26% | 22% | 28% | 28% | 28% | 23% | 23% | 25% | 27% |
| Neither / nor | 4% | 3% | 7% | 12% | 7% | 8% | 7% | 9% | 8% | 6% | 8% |
| Fairly dissatisfied | 1% | 1% | 3% | 3% | 1% | 4% | 4% | 5% | 5% | 2% | 3% |
| Very dissatisfied | 1% | 1% | 2% | 4% | 1% | 3% | 3% | 5% | 4% | 2% | 2% |

| | | | | | | | | | | | |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| V/ Fairly satisfied | 91% | 92% | 84% | 74% | 86% | 81% | 82% | 76% | 78% | 87% | 82% |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|

Satisfaction with property elements

- **Highest satisfaction:** the **size** and **layout** of properties received the highest satisfaction rates, with **80.3%** and **81.0%** of tenants rating them as either excellent or good, respectively.
- **Least satisfied element:** **Parking** and **energy efficiency** received the lowest satisfaction scores, with only **45.3%** and **70.7%** of tenants rating them excellent or good.

Satisfaction with repair process

- **Highest satisfaction:** Aspects such as helpfulness of staff (**92%**) and reporting a repair (**91%**) received the highest satisfaction scores, demonstrating effective communication and a positive staff experience.
- **Areas for Improvement:**
 - **Right first time (76%)** (baseline **73%**) and **knowing when a contractor is attending (78%)** were areas with slightly lower satisfaction, indicating potential for improved coordination and communication.
 - The **tradesperson showing ID (74%)** could be another area to improve, as this was a point of concern for some tenants (baseline **77%**).

Satisfaction with management of neighbourhood

How satisfied are you with Management of Neighbourhood by Bield?

Result: very or fairly satisfied: 85.2%

Baseline: **83.4%**

Target: very or fairly satisfied: **80.0%**

| | Number | % |
|---------------------|--------|-------|
| Very satisfied | 880 | 50.0% |
| Fairly satisfied | 619 | 35.2% |
| Neither / nor | 172 | 9.8% |
| Fairly dissatisfied | 54 | 3.0% |
| Very dissatisfied | 35 | 2.0% |

Overall, **85.2%** of tenants are either very or fairly satisfied with the management of their neighbourhood, surpassing the target of **80.0%**, and showing an improvement since the last satisfaction survey in 2023, when the result was **83.4%**.

Value for money

Taking everything into account do you think services provided by Bield are value for money? Is it....

Result: very or fairly good: 71.2%

Baseline: **76.6%**

Target: very or fairly satisfied: **82%**

| | Number | % |
|---------------|--------|-------|
| Very good | 458 | 26.1% |
| Fairly good | 793 | 45.1% |
| Neither / nor | 290 | 16.5% |
| Fairly poor | 144 | 8.2% |
| Very poor | 73 | 4.1% |

Around **71.2%** of tenants felt that services provided by Bield were either very or fairly good value for money, which falls short of the target of **82%**.

A significant proportion of tenants (**45.1%**) feel the services are fairly good value for money, which indicates that there is potential for improvement to move them into the 'very good' category.

Difference Bield Makes

Tenants were asked to indicate what difference living in a Bield home has made to their life.

Helps you live independently

Result: strongly agree or agree: **86.2%**

Baseline: **81%**

| | Number | % |
|-------------------|--------|-------|
| Strongly agree | 835 | 46.5% |
| Agree | 713 | 39.7% |
| Neither / nor | 174 | 9.7% |
| Disagree | 48 | 2.7% |
| Strongly disagree | 14 | 0.8% |

Improves your quality of life

Result: strongly agree or agree: **80.3%**

Baseline: **76%**

| | Number | % |
|-------------------|--------|-------|
| Strongly agree | 645 | 37.9% |
| Agree | 721 | 42.4% |
| Neither / nor | 251 | 14.8% |
| Disagree | 51 | 3.0% |
| Strongly disagree | 18 | 1.1% |

Safe and secure

Result: strongly agree or agree: **81.9%**

Baseline: **85%**

| | Number | % |
|-------------------|--------|-------|
| Strongly agree | 732 | 43.0% |
| Agree | 663 | 38.9% |
| Neither / nor | 191 | 11.2% |
| Disagree | 75 | 4.4% |
| Strongly disagree | 26 | 1.5% |

Improved financial circumstances

Result: strongly agree or disagree: **53%**

Baseline: **43.1%**

| | Number | % |
|-------------------|--------|-------|
| Strongly agree | 372 | 22.1% |
| Agree | 519 | 30.9% |
| Neither / nor | 565 | 33.6% |
| Disagree | 151 | 9.0% |
| Strongly disagree | 50 | 3.0% |

Improves your physical health

Result: strongly agree or disagree: **52.1%**

Baseline: **43.8%**

| | Number | % |
|-------------------|--------|-------|
| Strongly agree | 328 | 19.0% |
| Agree | 562 | 32.9% |
| Neither / nor | 621 | 36.4% |
| Disagree | 141 | 8.3% |
| Strongly disagree | 31 | 1.8% |

Peace of mind

Sample: strongly agree or agree: **74.6%**

Baseline: **75%**

| | Number | % |
|-------------------|--------|-------|
| Strongly agree | 586 | 34.3% |
| Agree | 689 | 40.3% |
| Neither / nor | 298 | 17.5% |
| Disagree | 85 | 5.0% |
| Strongly disagree | 33 | 1.9% |

Challenges

Tenants were asked to describe their biggest challenges and what they consider important in their living environment. Understanding these priorities will help us tailor services to better meet tenants needs.

| Issue |
|------------------------------------|
| 1. Mobility issues |
| 2. Health problems |
| 3. Loneliness and social isolation |
| 4. Cost of Living |
| 5. Safety & Security |
| 6. Access to local services |
| 7. Mental health |
| 8. Physical environment |
| 9. Daily living activities |
| 10. Support & Care |

What is important?

| Important |
|-------------------------------------|
| 1. Safety and security |
| 2. Social interaction and community |
| 3. Support Services |
| 4. Proximity and accessibility |
| 5. Independence & privacy |
| 6. Comfort and wellbeing |
| 7. Support and assistance |
| 8. Community environment |
| 9. Financially stability |
| 10. Transportation |

How can Bield help?

Tenants were asked how Bield could better support them.

| Topic |
|---|
| 1. Safety and Security |
| 2. Social engagement |
| 3. Adaptations |
| 4. Personal assistance & support |
| 5. Improve maintenance & repairs |
| 6. Better communication & feedback |
| 7. Environmental and Sustainability Initiatives |
| 8. Financial Considerations |

Internet access

A significant portion of respondents have internet access, which impacts how they engage with services and social activities.

| | Yes | No |
|-----------------|-----------------|-----------------|
| Internet Access | 59% (cf 62%) | 41% (cf 38%) |

Common reason for not accessing the internet: Lack of knowledge, no device, cost.

Common online activities: Socialising with friends and family, online banking, online shopping.

Smart speaker ownership: respondents (**38%**), mainly used for listening to music and setting alarms.

Around **15%** of **tenants** had another piece of **smart tech**.

BR24

| When was last time you used BR24? | No | % |
|-----------------------------------|-----|-------|
| 3 months or less | 413 | 24.4% |
| 3 - 6 months | 197 | 11.6% |
| 6 - 9 months | 123 | 7.3% |
| 9 - 12 months | 309 | 18.2% |
| Never | 652 | 38.5% |

A few respondents noted they didn't have an alarm.

Tenants were asked how satisfied they were with BR24.

| BR24 Satisfaction | No | % |
|---------------------|-----|-------|
| Very satisfied | 682 | 57.9% |
| Fairly satisfied | 352 | 29.9% |
| Neither nor | 88 | 7.5% |
| Fairly dissatisfied | 34 | 2.9% |
| Very dissatisfied | 22 | 1.9% |
| N/A | 682 | 57.9% |

Overall satisfaction: **88%** of respondents very or fairly satisfied with the service.

Perceived impact on safety and independence: **92%** feel safer and more independent

Overall happiness with BR24: **93%** are happy with the service.

| | Yes | No |
|---------------------------|------|-----|
| Safer and independent | 1501 | 125 |
| Overall, happy with BR24? | 1422 | 102 |

Antisocial Behaviour

The survey addressed experiences and satisfaction with how antisocial behaviour is handled.

Around **79%** of respondents reported no antisocial behaviour. That means around 2 out of 10 tenants experience antisocial behaviour.

Of those who had experienced antisocial behaviour, we asked how satisfied they were without this was handled.

| ASB Satisfaction | No | % |
|------------------------------------|-----|-------|
| Very satisfied | 54 | 14.4% |
| Fairly satisfied | 105 | 28.1% |
| Neither satisfied nor Dissatisfied | 64 | 17.1% |
| Fairly dissatisfied | 56 | 15.0% |
| Very dissatisfied | 73 | 19.5% |
| N/A | 22 | 5.9% |

Improvements are needed in handling antisocial behaviour to increase tenant satisfaction this includes the introducing a robust neighbourhood dispute policy.

Equality

The survey collected data on disability and sexual orientation among tenants.

Disability

Respondents were asked if they had a disability

| | Number | % |
|-----|--------|-----|
| Yes | 1213 | 72% |
| No | 466 | 28% |

Out of the 72% of people that listed a disability, the following health conditions were listed:

| Disabilities |
|-----------------------------|
| 1. Arthritis |
| 2. Neurological conditions |
| 3. Respiratory conditions |
| 4. Mental health conditions |
| 5. Diabetes |
| 6. Sensory Impairments |
| 7. Heart Conditions |
| 8. Digestive Disorders |
| 9. Mobility Issues |
| 10. Kidney Problems |

Core morbidities: several tenants reported multiple health issues.

Sexual orientation

Tenants were asked to share their sexual orientation.

| | Number | % |
|-------------------|--------|-------|
| Straight | 1609 | 94.8% |
| Gay | 11 | 0.7% |
| Bisexual | 5 | 0.3% |
| Prefer not to say | 72 | 4.2% |

Gender identity: 98% reported being the same gender as assigned at birth.

Conclusion

The 2024-2025 Tenant Satisfaction Survey offers invaluable insights into tenant's experiences, providing a clear roadmap for enhancing Bield's services and strengthening its relationship with our tenants.

With high satisfaction in key areas, Bield still remains a trusted provider of safe, secure and comfortable housing.

However, there are clear opportunities to further enhance tenant satisfaction by addressing specific challenges.

Strengths to Build On:

High satisfaction with service quality and homes: The overall satisfaction with Bield's service (**84.9%**) and home quality (**89.4%**) demonstrates success in providing supportive and well-maintained living environment. creating a supportive and well-maintained living environment.

With **85.2%** satisfaction, tenants clearly appreciate Bield's efforts to manage and maintain their neighbourhoods, helping them feel part of a vibrant, secure community.

Key Challenges:

Repairs process: while satisfaction with repairs is relatively high (**84.3%**), it remains below the target, suggesting that improvements can be made in streamlining the process and improving communication around repairs.

With a satisfaction rate of **71.2%**, there is room for improvement in ensuring tenants feel they are receiving good value for their money.

While the satisfaction rate for tenant engagement (**62.9%**) exceeds the target, this is an area where further effort can help enhance tenant involvement.

Only **42.5%** of tenants are satisfied with how antisocial behaviour is handled. This represents a significant opportunity for Bield to improve how it addresses this, as well as neighbour disputes.

Opportunities for Growth

Bield is well-positioned to address these challenges through strategic actions that reflect tenants' priorities. Enhancing communication by continuing to use postal mail and in-person meetings as primary methods can better meet tenant preferences. Streamlining the repair request

and execution process can significantly boost tenant satisfaction. Continuing the rollout of our tenant engagement strategies and strengthening the active members within our engagement programme can be driven by the new Tenants Insight Network

Strengthening processes for reporting and resolving antisocial behaviour will create a safer and more harmonious living environment. By focusing on these opportunities, Bield can continue to enhance tenant satisfaction and build a stronger, more supportive community for its residents.

Vision for the Future

By focusing on these areas, Bield can not only enhance current satisfaction levels but also set a new benchmark for excellence in tenant services. Greater collaboration with tenants, both in decision-making and in tailoring services, will foster a deeper sense of trust and community engagement. Investing in innovative solutions for repairs, maintenance, and digital inclusion will further solidify Bield's position as a forward-thinking housing provider. Addressing key challenges in repairs, tenant

engagement, and value for money will be crucial. Strengthening community engagement and support services will help improve tenant well-being and satisfaction. Investing in environmental and sustainability initiatives can not only enhance tenant satisfaction but also contribute to broader societal goals. Through sustained efforts, Bield can ensure that its services continue to evolve in alignment with tenants' changing needs. This commitment to progress will not only enhance the quality of life for tenants but also contribute to a stronger, more inclusive community where every tenant feels valued, supported, and empowered.

Final Conclusion

As Bield integrates these insights and improvements into its strategic approach, it has the opportunity to create a transformative impact on its tenants' lives. By prioritising safety, accessibility, financial stability, and social connections, Bield can establish a living environment where tenants thrive—emotionally, socially, and physically.