

EXECUTIVE SUMMARY

- Over three quarters of the respondents (79%) were satisfied with the overall service provided by Bron Afon Community Housing. With almost a half of them (49%) 'Very Satisfied';
- Overall tenant satisfaction was (83%) with half the respondents 'Very Satisfied' with their home;
- Overall 88% of respondents were satisfied with their community as a place to live, with (57%) being 'Very Satisfied';
- When asked to rate specific issues as a serious problem, a slight problem or not a problem within their community, tenants highlighted three main issues as a serious problem. The key issues were 'litter and rubbish in the street' and 'dog fouling' (18% and 17% respectively). 'Vandalism' was also stated as a serious problem in the community (9%);
- Of the 337 respondents who had stated a slight or serious problem in their community, 41% had reported these to the relevant organisation / agency;
- Opinion was divided with 50% tenants stating 'yes' when asked 'have you seen a noticeable improvement due to the more time spent in the communities by Bron Afon Community Housing in the last 6 months';
- Over a third of respondents (37%) have been in contact with Bron Afon Community Housing since 31st March (other than to go to pay rent);
- Of the 186 respondents who have been in contact with Bron Afon Community Housing, a significant majority (86%) did so via phone. Visits to the offices was also stated by 10% of this sub-sample;
- Over half (58%) of the respondents had not used any of the centres listed within the last 6 months. The most frequently visited was Cwmbran Customer Care Centre by over a fifth of the respondents (21%) who had made contact with Bron Afon Community Housing in the last 6 months;
- Over two thirds of tenants (68%) who contacted Bron Afon Community Housing had enquiries about repairs. A further 18% had contacted them about improvements;
- 84% found it easy to 'get hold of the right person' when they last made contact, with 88% saying the person they made contact with was 'helpful';
- Over three quarters of respondents (77%) felt that Bron Afon community Housing were able to deal with their problem;
- The out of hours service for contacting Bron Afon Community Housing was used by only a fifth of respondents. The main reason was to report a repair (88%);
- Two thirds of tenants surveyed (66%) had some form of home contents insurance. Over half of the total sample (58%) were aware that home contents insurance could be arranged through Bron Afon Community Housing. Less than a third of respondents (30%) were interested in receiving information on this;

- Almost half (45%) of the respondents sampled have had repairs & maintenance completed in the last 6 months. Overall satisfaction with repairs & maintenance carried out by Bron Afon Community Housing was high, with almost three quarters (73%) stating that they were very satisfied;
- On the whole Bron Afon Community Housing were rated highly among those who have had repairs & maintenance carried out in the last 6 months. Of particular note was 'attitude of workers' and 'keeping dirt and mess to a minimum' which were rated most favourably with tenants, 89% and 90% respectively stating 'very good';
- The majority of respondents (91%) had not contacted Bron Afon Community Housing about anti-social behaviour in the last 6 months. Of the 43 respondents who had, over two thirds (67%) were satisfied with the way their case was dealt with;
- 85% of respondents feel that in general Bron Afon Community Housing is very or fairly good at keeping them informed about things that might affect them as a tenant. Those respondents who answered fairly or very poor were then asked how Bron Afon Community Housing could improve. Of the 34 respondents, over a quarter (27%) stated 'more regular newsletters';
- Respondents were then asked how satisfied they were with the opportunities they have to influence the development of Bron Afon Community Housing services to their home and community. Three quarters were satisfied with opportunities to influence the development of services to both their home and community. Of the 18 respondents who were dissatisfied, two thirds were unclear on how to create more opportunities;
- The main community involvement respondents currently take part in are 'Area Forum' (4%) with a further 11% interested in taking part. This was similar with regards to 'Community Forums' with again 4% currently taking part with a further 13% showing a noticeable interest in taking part. The activity where least people currently take part in but have shown a greater desire to participate in the future was the 'Tenant Forums' with only 2% currently taking part with a further 13% interested in future 'Tenant Forums';
- Respondents were then asked to give opinions regarding statements made about Bron Afon Community Housing. The most favourable responses were 'Is proud to be a non-profit-making social business delivering a public service' and 'Welcomes constructive challenge' with 65% and 62% of respondents strongly/slightly in agreement with these respectively. An area where respondents were undecided was whether Bron Afon Community Housing were 'innovative and creative and willing to take risks' here 41% had no opinion;
- With regards to future services that could be offered, 43% of respondents would like to see a response service implemented that could aid with emergency cases, 42% would like to have a handy person scheme introduced and 39% would be interested in a gardening scheme. 38% weren't interested in any additional services;
- Over two thirds of respondents (68%) are happy with the current opening hours of Bron Afon. There was the same level of interest in extended opening hours 'Yes, 5pm-7pm every evening' and 'Yes, 9am-12noon Saturday mornings' (9% each). Only 6% wanted the extension to be '5pm-7pm two evenings a week'. 8% were undecided;