

Tenant Satisfaction Measures

Easy Read report 2023-24

This is an Easy Read guide telling you how satisfied tenants are with First Priority Housing Association.

We carry out surveys to show our tenants and our Regulator how we are getting on.

First Priority Housing Association are your landlord.

Overall service



86% were happy with the service we give

Repairs



85% were happy with the repairs service

81% were happy with the time taken to complete their last repair

Safety



88% were happy their home was well maintained



88% were happy their home was safe

Tenant engagement and respect



48% satisfied we listen to tenant views and act upon them



44% were satisfied we keep tenants informed on things that matter to them



43% were satisfied we treat tenants with fairness and respect

Complaints

4

4 tenants said they had complained in 2023-24



25% of those tenants were satisfied with our complaint handling

Communal areas



78% were satisfied with our maintenance of communal areas



Neighbourhoods

26% satisfied we make a positive contribution to your neighborhoods



Anti-social behaviour

43% satisfied with our approach to anti-social behaviour



What did we learn?

- We need to have more ways that we can listen to tenants
- We want to make our communication with tenants better
- We need to keep improving how we deal with complaints
- We can work more with partners to improve how we tackle anti-social behaviour
- The areas with lower scores had high numbers of tenants that did not understand the question



What happens next?

- We use this feedback to improve what we do
- Our Board will make sure that we do what we need to do
- We will let the Regulator know how tenants got on in completing these surveys
- We will be asking all our tenants to complete the Easy Read version of this survey
- We will report on these results every year to let you know how we are getting on

