

Tenant Priorities on Repairs



Introduction

Property maintenance and ensuring the delivery of a quality repairs service have long been priorities for tenants in Wales. In TPAS Cymru's recently published report, *The Tenants Voice on Value for Money*, 26% of tenants in Wales said that having homes that were maintained to a good standard was the most important thing for them when considering whether their rent provided good value for money, second only to the affordability of their rent/service charge (31%). Despite this, tenants attending a range of networking and training events hosted by TPAS Cymru, often cite concerns about the delivery of their landlord's repairs service.

In order to tackle these concerns, TPAS Cymru decided to conduct a survey of the Tenant Pulse community. The purpose of this survey is not to look at the overall satisfaction of Welsh tenants with the repairs service they receive from their landlord, but rather, to look at what are the priorities of tenants in Wales when it comes to the repairs service they receive. It is hoped that the results of this survey will allow the Welsh Government and social landlords to work with Welsh tenants to ensure that social landlords develop systems for their repairs services that accurately reflect the priorities of their tenants.

Methodology:

1. Information gathering at 3 regional Tenant Networks in May 2018 to help frame the survey questions and to gather detailed views.
2. Tenant Pulse – on-line and postal survey for Tenant Pulse members, issued May 2018.

Survey questions

The standard questions that were set out in the survey questionnaire were as follows:

1. What are your priorities in terms of reporting repairs and making appointments for repairs work?
2. What are your priorities in terms of the quality of repairs work and how that work is undertaken and completed?
3. On a scale of 1 to 10 (where 10 is very important and 1 is not important at all) how important is it for you that your landlord enables tenants to use digital technology as part of their repairs service, both now and in the future?

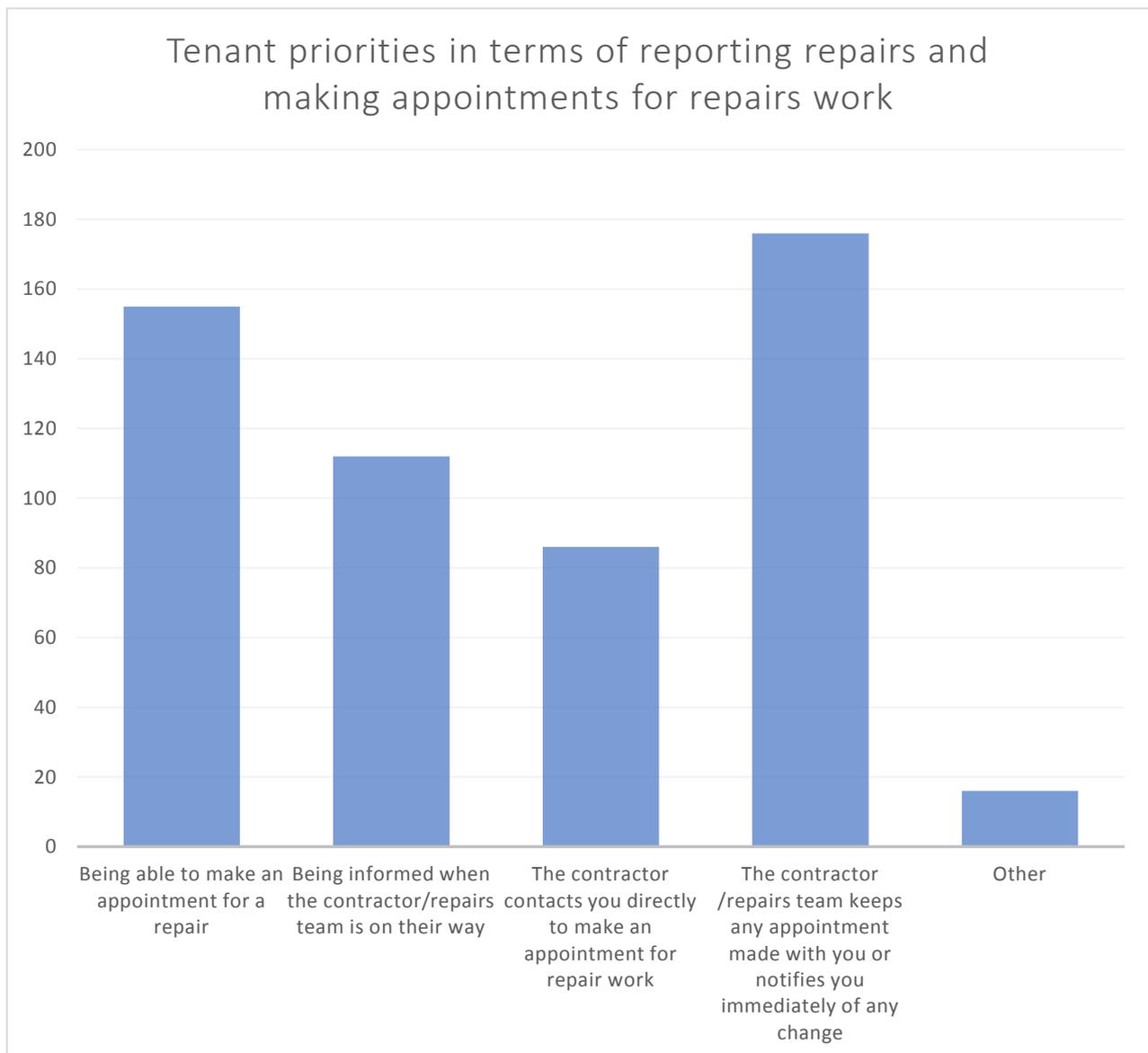
Response rates:

The survey was only made available for completion to those members of Tenant Pulse who had registered as social housing tenants. At the time that the survey was issued there were 571 social housing tenants registered on Tenant Pulse. In total 212 tenants completed the survey meaning that the response rate was 37%.

1. What are your priorities in terms of reporting repairs and making appointments for repairs work? (tick the 3 options that are most important to you)

As can be seen from the chart below tenants clearly value having the opportunity to make an appointment for any repairs work that needs to be undertaken at their property (with 75% of tenants choosing this option) and place great importance on contractors/repairs teams keeping to those appointments (85%). Of less importance to tenants was having the opportunity to contact the contractor directly to make an appointment for repairs work (41%). Tenants present at our Tenant Networks suggested anecdotally that vulnerable tenants value having an opportunity to speak to the contractor directly as this could give them an opportunity to speak to contractors before they visited their property.

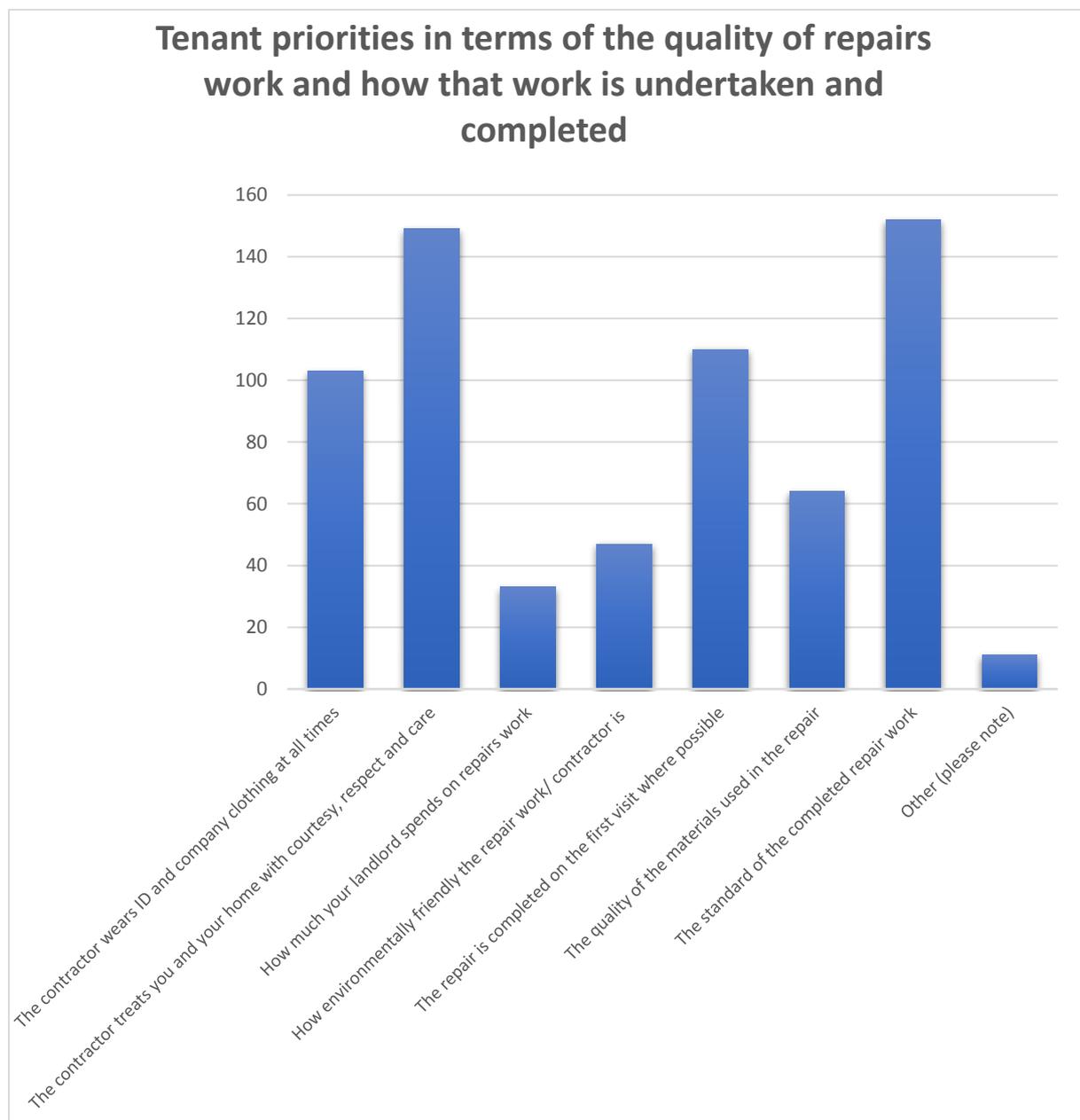
Comments given by tenants who selected "other" were varied, but one key theme that appears from the data is a desire from tenants for appointments to be over a shorter time period. One tenant noted, for example that their landlord gave appointments between 8 a.m. and 6 p.m.



2. What are your priorities in terms of the quality of repairs work and how that work is undertaken and completed? (tick the 3 options that are most important to you)

As can be seen from the chart below, tenants clearly place significant emphasis on the standard of the repairs work undertaken at their properties (76%) and on the way that they are treated by contractors and staff (71%). By contrast, the cost of the repair is of far less concern with only 16% of tenants selecting this option. A possible explanation for this was given by tenants at our tenant networks. The tenants believed that spending slightly more on completing a repair to a good standard, presented better value for money in the long run, as this meant that it was less likely that there would be a need for future repairs work to be undertaken.

With regards to the "other" option, there was not one clear theme that came through in the responses, but the most popular options were that work was completed within a reasonable time frame and that contractors made an effort to minimise mess during the repairs process.



3. On a scale of 1 to 10 (where 10 is very important and 1 is not important at all) how important is it for you that your landlord enables tenants to use digital technology as part of their repairs service, both now and in the future?

For example, having the ability to report repairs online/ through an app and to track the progress of that work.

It is perhaps not surprising that tenants who completed the survey online placed greater importance on landlord enabling their tenants to use digital technology as part of their repairs service. It is clear however, that overall, there is clear support from tenants for their landlords to develop more innovative approaches to use digital technology as part of their repairs service.

