

Tenant Survey Results 2011



90%
are satisfied with WDH.



87%
found us helpful when contacting us.

	2010	2011
Satisfaction with WDH as a landlord.	89%	90%
Satisfaction with the general condition of the property.	85%	89%
Satisfaction with the repairs service.	88%	88%
Satisfaction with the area.	85%	85%
Satisfaction with the helpfulness of employees.	89%	87%

85%
thought that WDH's rent was good value for money.



85%
are satisfied with the area they live in.



88% of tenants are satisfied with the repairs service



79%
found it easy to get hold of the right person when contacting us.



70%
think that WDH listens to their views and acts upon them.

Tenants who had a repair in the last 12 months rate it as good for one or more of the following reasons:

	2010	2011
Attitude of workers.	95%	95%
Keeping dirt and mess to a minimum.	92%	93%
Speed with which the work was completed.	93%	93%
Being told when workers would call.	87%	89%
Time taken before work started.	86%	87%



84%
think that WDH is good at keeping tenants informed.