Tenants Tell Us - Priorities in the Home and Community
Full results summary

Data, Intelligence & Insight Team – May 2021

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Tenants Tell Us is an online panel that allows tenants to provide feedback on a whole range of issues – from how services are delivered to highlighting issues in your neighbourhood.

This report outlines the results from the Tenants Tell Us Survey on Priorities in the Home and in the Community. Fieldwork ran from March – May 2021.
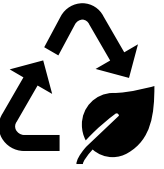
Overall, there were **130 respondents**.
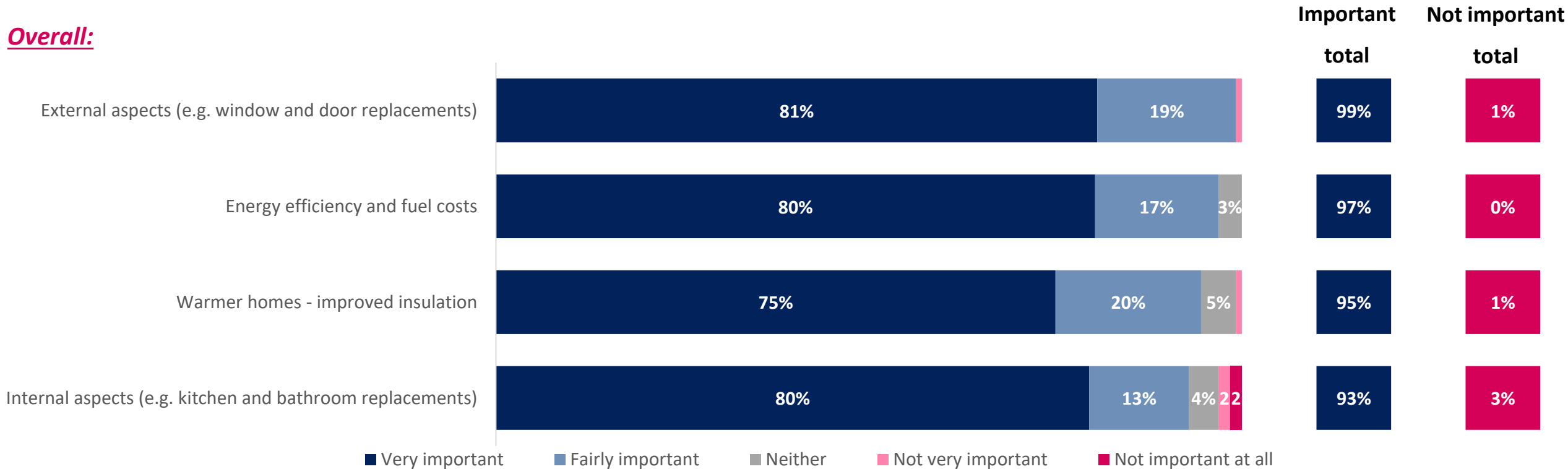
Priorities in the home

Priorities in the Home

Key findings:
- External aspects such as window and door replacements appear to be the most important aspects to tenants (99%)
- Internal aspects such as kitchen and bathroom replacements appear to be the least important aspects in the home, in comparison (93%)

The detail:

Thinking about your home, how important are the following aspects?

Overall:

	Very important	Fairly important	Neither	Not very important	Not important at all	Important total	Not important total
External aspects (e.g. window and door replacements)	81%	19%				99%	1%
Energy efficiency and fuel costs	80%	17%	3%			97%	0%
Warmer homes - improved insulation	75%	20%	5%			95%	1%
Internal aspects (e.g. kitchen and bathroom replacements)	80%	13%	4%	2%	2%	93%	3%

Legend: ■ Very important ■ Fairly important ■ Neither ■ Not very important ■ Not important at all

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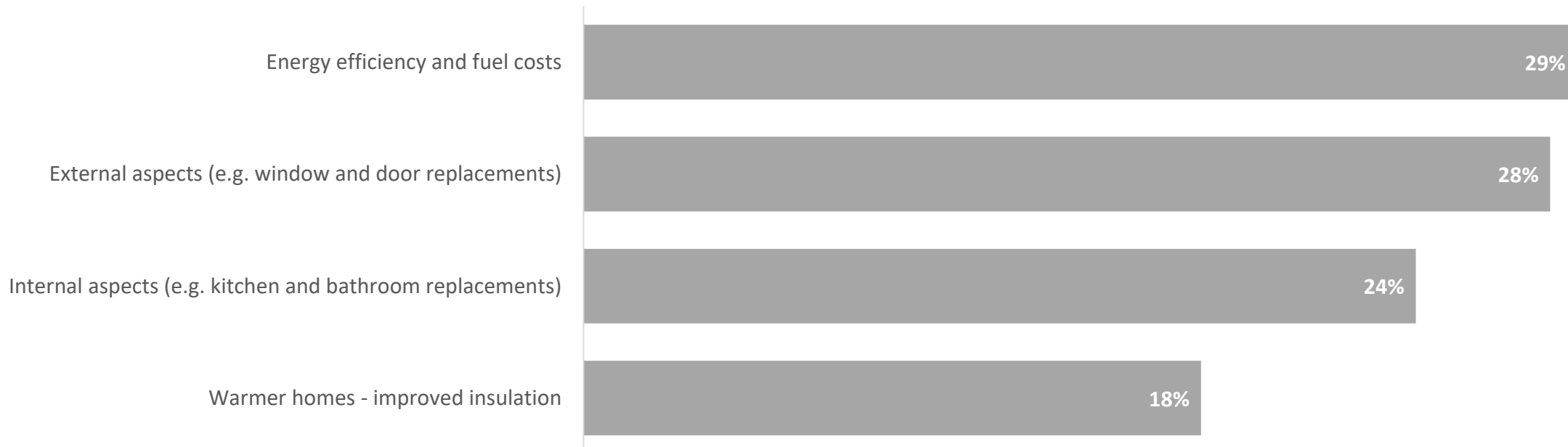
Key findings:

- **Energy efficiency and fuel costs appears to be the most selected priority in the home (29%)**

- **The least selected priority in the home was warmer homes, including improved insulation (18%)**

The detail:

Which aspect would you prioritise out of the following options?

Overall:

Priority	Percentage
Energy efficiency and fuel costs	29%
External aspects (e.g. window and door replacements)	28%
Internal aspects (e.g. kitchen and bathroom replacements)	24%
Warmer homes - improved insulation	18%

Priorities in the community
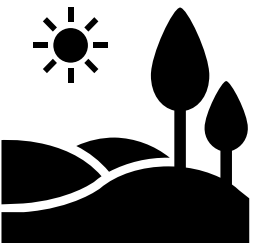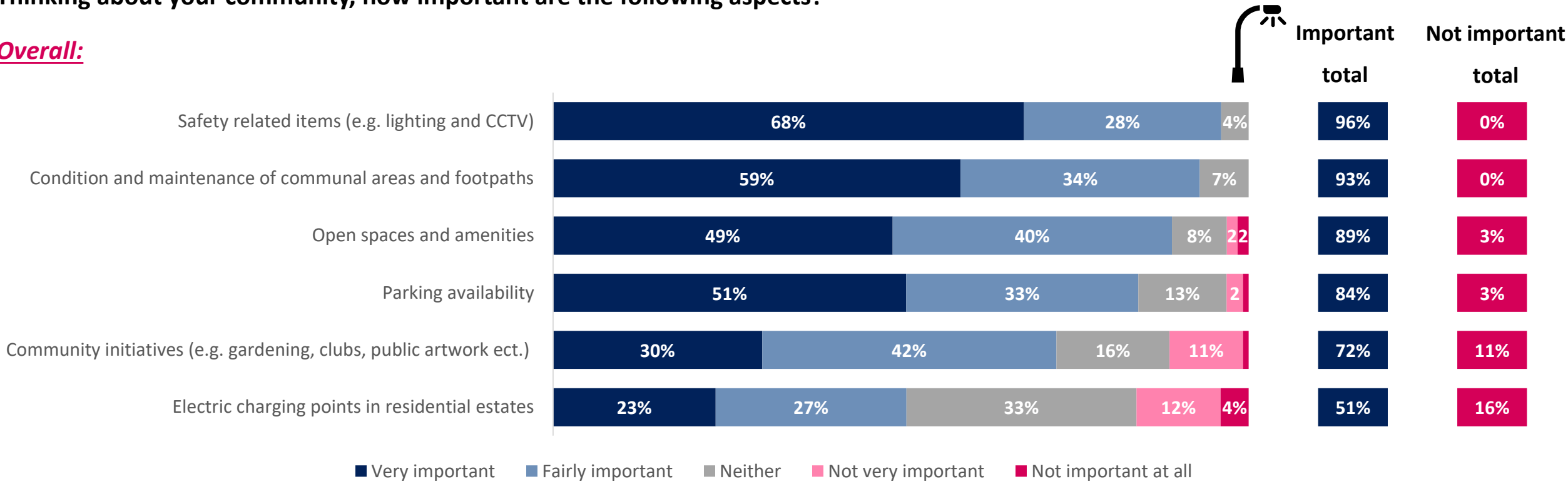
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Key findings:

- Safety related items, such as lighting and CCTV appear to be the most important aspect within the community (96%)

- Just over half the respondents selected that electric charging points in residential estates are important in the community

The detail:

Thinking about your community, how important are the following aspects?

Overall:

	Very important	Fairly important	Neither	Not very important	Not important at all	Important total	Not important total
Safety related items (e.g. lighting and CCTV)	68%	28%	4%			96%	0%
Condition and maintenance of communal areas and footpaths	59%	34%	7%			93%	0%
Open spaces and amenities	49%	40%	8%	2	2	89%	3%
Parking availability	51%	33%	13%	2		84%	3%
Community initiatives (e.g. gardening, clubs, public artwork ect.)	30%	42%	16%	11%		72%	11%
Electric charging points in residential estates	23%	27%	33%	12%	4%	51%	16%

■ Very important ■ Fairly important ■ Neither ■ Not very important ■ Not important at all

Key findings:

- **Condition and maintenance of communal areas and footpaths appear to be the most selected priority in the community (76%)**

- **Electric charging points in residential estates was the least selected priority for the community (11%)**

The detail:

Out of the following options which three are the most important to you?

Overall:

Priority	%
Condition and maintenance of communal areas and footpaths	76%
Safety related items (e.g. lighting and CCTV)	72%
Parking availability	46%
Open spaces and amenities	43%
Community initiatives (e.g. gardening, clubs, public artwork ect.)	17%
Electric charging points in residential estates	11%