

## Welsh Government Tenant Satisfaction Survey Results 2022

How satisfied or dissatisfied are you with the service provided by ateb?

	2019	2022	Difference
Very / Fairly Satisfied	85%	90%	+5%
Neither Satisfied / Dissatisfied	4%	6%	+2%
Fairly / Very Dissatisfied	11%	4%	-7%

How satisfied or dissatisfied are you with the overall quality of home?

	2019	2022	Difference
Very / Fairly Satisfied	85%	93%	+8%
Neither Satisfied / Dissatisfied	4%	N/A	N/A
Fairly / Very Dissatisfied	10%	7%	-3%

Generally, how satisfied, or dissatisfied are you with the way ateb deals with repairs and maintenance?

	2019	2022	Difference
Very / Fairly Satisfied	83%	85%	+2%
Neither Satisfied / Dissatisfied	4%	7%	+3%
Fairly / Very Dissatisfied	13%	8%	-5%

How satisfied or dissatisfied are you with your neighbourhood as a place to live?

	2019	2022	Difference
Very / Fairly Satisfied	85%	86%	+1%
Neither Satisfied / Dissatisfied	4%	7%	+3%
Fairly / Very Dissatisfied	11%	7%	-4%

How satisfied or dissatisfied are you that your rent provides value for money?

	2019	2022	Difference
Very / Fairly Satisfied	82%	88%	+6%
Neither Satisfied / Dissatisfied	7%	8%	+1%
Fairly / Very Dissatisfied	11%	4%	-7%

How satisfied or dissatisfied are you that your service charges provide value for money?

	2019	2022	Difference
Very / Fairly Satisfied	N/A	75%	N/A
Neither Satisfied / Dissatisfied	N/A	16%	N/A
Fairly / Very Dissatisfied	N/A	9%	N/A

How satisfied or dissatisfied are you that ateb listens to your views and acts upon them?

	2019	2022	Difference
Very / Fairly Satisfied	74%	71%	-3%
Neither Satisfied / Dissatisfied	10%	19%	+9%
Fairly / Very Dissatisfied	16%	10%	-6%

Thinking about your home specifically, how satisfied, or dissatisfied are you that ateb provides a home that is safe and secure?

	2019	2022	Difference
Very / Fairly Satisfied	N/A	90%	N/A
Neither Satisfied / Dissatisfied	N/A	5%	N/A
Fairly / Very Dissatisfied	N/A	5%	N/A

How satisfied or dissatisfied are you with the way ateb deals with anti-social behaviour?

	2019	2022	Difference
Very / Fairly Satisfied	72%	88%	+16%
Neither Satisfied / Dissatisfied	14%	N/A	N/A
Fairly / Very Dissatisfied	14%	12%	-2%

How satisfied or dissatisfied are you with opportunities given to you to participate in ateb's decision making processes?

	2019	2022	Difference
Very / Fairly Satisfied	N/A	62%	N/A
Neither Satisfied / Dissatisfied	N/A	33%	N/A
Fairly / Very Dissatisfied	N/A	5%	N/A

How satisfied or dissatisfied are you that ateb gives you a say in how services are managed?

	2019	2022	Difference
Very / Fairly Satisfied	N/A	63%	N/A
Neither Satisfied / Dissatisfied	N/A	30%	N/A
Fairly / Very Dissatisfied	N/A	7%	N/A

To what extent do you agree with the following statement - "I trust ateb"

	2019	2022	Difference
Strongly Agree / Agree	80%	85%	+5%
Neither Agree / Disagree	9%	11%	+2%
Disagree / Disagree Strongly	11%	4%	-7%