

Tenant Satisfaction



Llywodraeth Cymru
Welsh Government

Landlord:	Aelwyd Housing Association
Date of completing return:	25th Feb 2026
Date of Survey:	Dec 25 to Jan 26
Number of tenant responses received:	102

Please complete the table with the percentage of tenants selecting each response option in your survey

No.	Question	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
1	How satisfied or dissatisfied are you with the service provided by your social landlord?	78	18	3	2	1
2	How satisfied or dissatisfied are you with the overall quality of your home?	77	20	3	1	1
3	Generally, how satisfied or dissatisfied are you with the way your social landlord deals with repairs and maintenance?	81	11	5	3	2
4	How satisfied or dissatisfied are you with your neighbourhood as a place to live?	73	21	6	1	1
5	How satisfied or dissatisfied are you that your rent provides value for money?	73	18	9	1	1
6	How satisfied or dissatisfied are you that your service charges provide value for money?	63	24	10	2	3
7	How satisfied or dissatisfied are you that your social landlord listens to your views and acts upon them?	71	20	7	2	2
8	Thinking about your home specifically, how satisfied or dissatisfied are you that your social landlord provides a home that is safe and secure?	85	15	1	0	1
9	How satisfied or dissatisfied are you with the way your social landlord deals with anti social behaviour?	65	19	16	1	1
10	How satisfied or dissatisfied are you with opportunities given to you to participate in your social landlord's decision making processes?	61	23	15	3	0
11	How satisfied or dissatisfied are you that your social landlord gives you a say in how services are managed?	65	19	16	2	0
		Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly
12	To what extent do you agree with the following statement - "I trust my social landlord"	65	31	3	3	0