

TENANCY PERCEPTION SURVEY RESULTS 2024

Our Tenancy Perception Survey helps us to understand what we're doing right, and where we need to improve. Find our combined results below.



QUESTION ONE

Overall, how satisfied were you with the service you received from Strides?

AVERAGE SCORE

8.6

QUESTION TWO

Has Strides carried out repairs to your accommodation, and if so, how satisfied were you with those repairs?

AVERAGE SCORE

9.25

QUESTION THREE

How satisfied were you that Strides carried out repairs to your accommodation in a timely manner?

AVERAGE SCORE

8.25

QUESTION FOUR

How satisfied are you that Strides provided you with accommodation that is well maintained?

AVERAGE SCORE

9

QUESTION FIVE

How satisfied are you that Strides provided you with accommodation that is safe?

AVERAGE SCORE

9.6

QUESTION SIX

How satisfied are you that Strides listens to your views and acts on them?

AVERAGE SCORE

8.9

QUESTION SEVEN

How satisfied are you that Strides keeps you up to date with important information about your accommodation?

AVERAGE SCORE

9.6

QUESTION EIGHT

How satisfied are you that Strides treats you with fairness and respect?

AVERAGE SCORE

9.75

QUESTION NINE

How satisfied are you with Strides handling of complaints?

AVERAGE SCORE

8.9

QUESTION TEN

How satisfied are you that Strides keeps it's accommodations communal areas, clean and well maintained?

AVERAGE SCORE

9.1

QUESTION ELEVEN

How satisfied are you that Strides makes a positive contribution to the neighbourhood?

AVERAGE SCORE

9.1

QUESTION TWELVE

How satisfied are you with how Strides handles antisocial behaviour?

AVERAGE SCORE

8.5

STRIDES