



Resident Survey Results 2025



Building a better future. Today.



Thank you to all residents who participated in our recent Resident Satisfaction Survey. We truly appreciate your time and feedback, which plays an essential role in helping us improve the services and living experience we provide.

At the heart of everything we do is a commitment to ensuring our residents live in well-maintained, safe, and welcoming environments. We want our communities to be places where residents not only feel secure and supported but also have the opportunity to aspire and thrive.

We received a strong level of engagement of 126 responses, representing a 54% response rate.

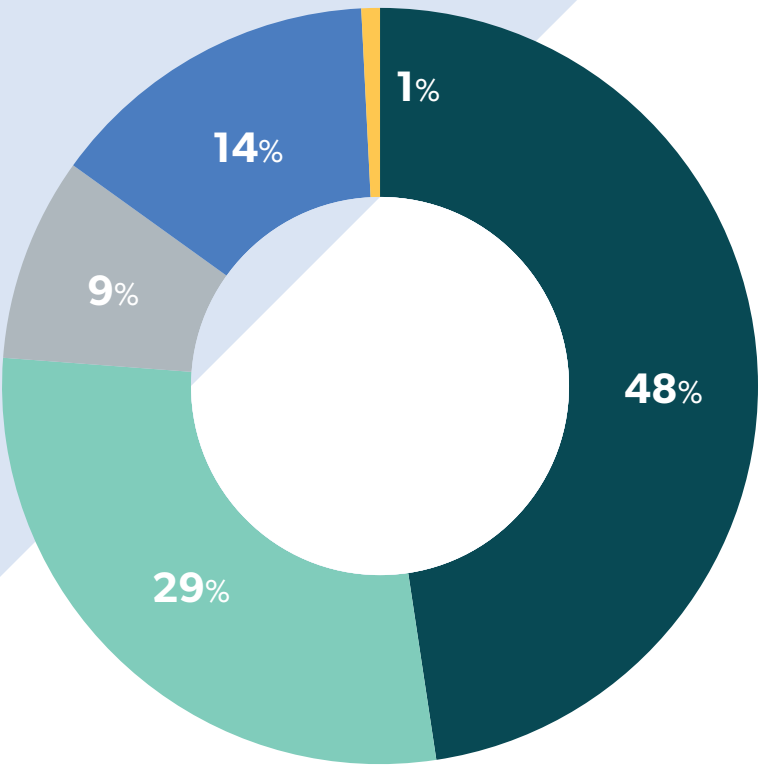
We are currently reviewing the suggestions and comments shared in the survey. Where possible, we will explore the areas residents have asked us to look into, and we will provide further feedback in due course.

Thank you once again for your valuable input.



QUESTION 1:

Do you like living at Royal Victoria Court?



- KEY:
- Yes, I love it! It's a great place to live
 - Yes, it's good overall
 - It's okay, but I'm not entirely satisfied
 - I have mixed feelings; some aspects are good, but others are not
 - No, I'm planning to move elsewhere soon

STATISTICS:



76%

Yes, I like living at Royal Victoria Court

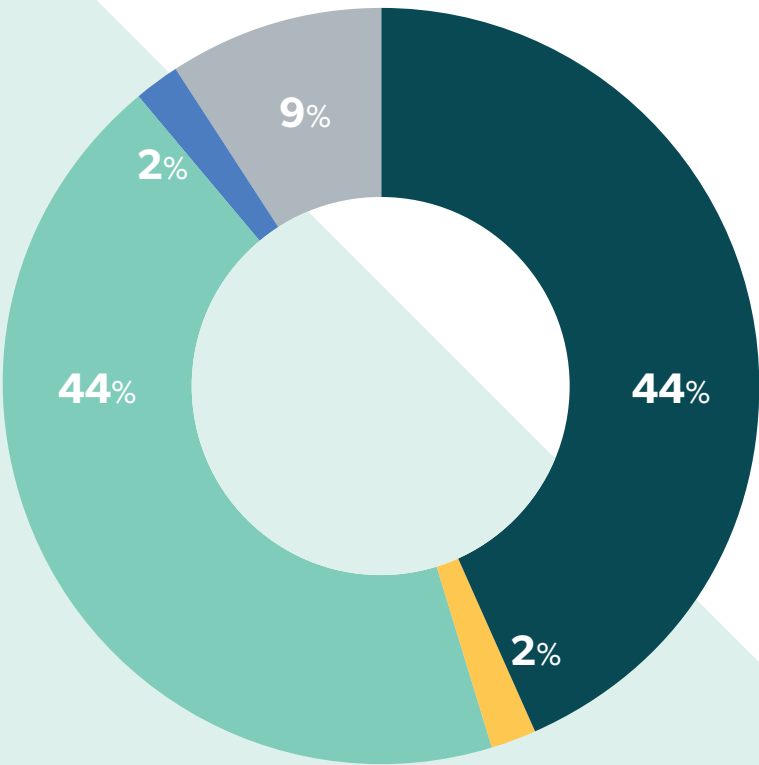


126

Combined Responses

QUESTION 2:

How do you feel about the overall quality of your home?



- KEY:
- Very satisfied
 - Satisfied
 - Neither satisfied nor dissatisfied
 - Dissatisfied
 - Very dissatisfied

STATISTICS:



88%

Feel satisfied about the overall quality

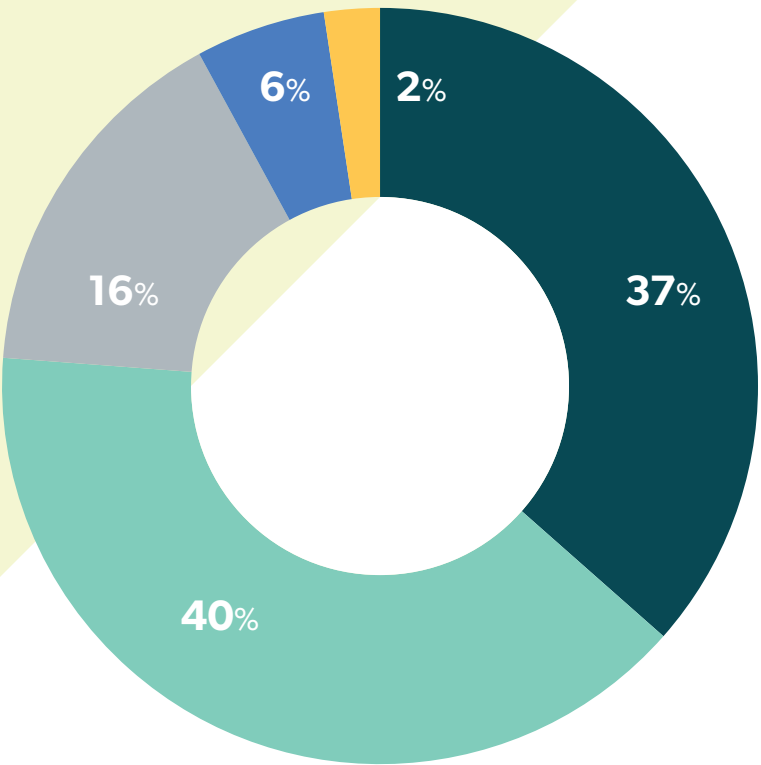


126

Combined Responses

QUESTION 3-5:

How do you feel about the neighbourhood that you live in?



- KEY:
- I feel safe in my home
- Strongly agree
 - Agree
 - Neutral
 - Disagree
 - Strongly disagree

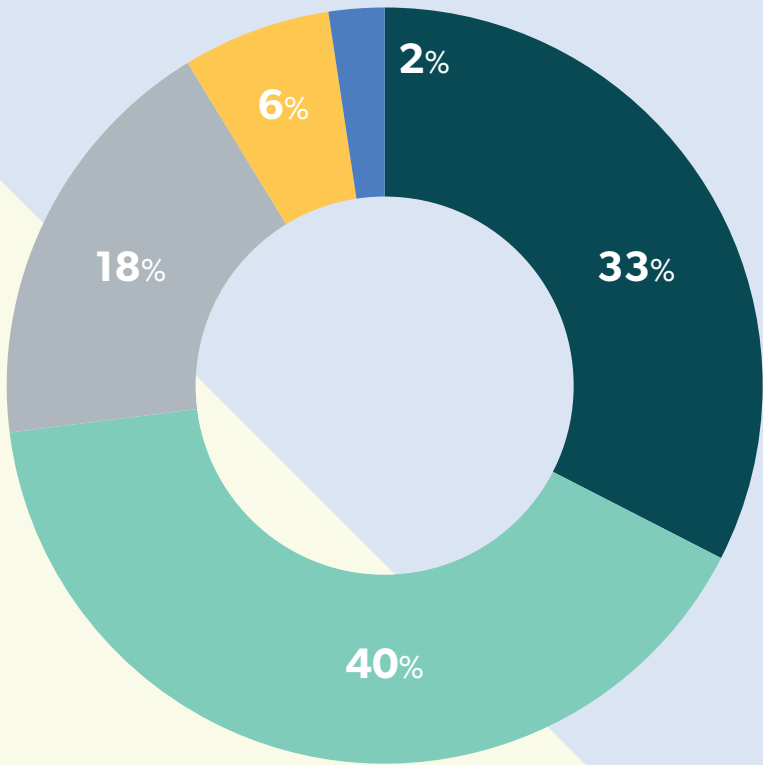
STATISTICS:



76%
Agree they feel
safe in their home



126
Combined
Responses

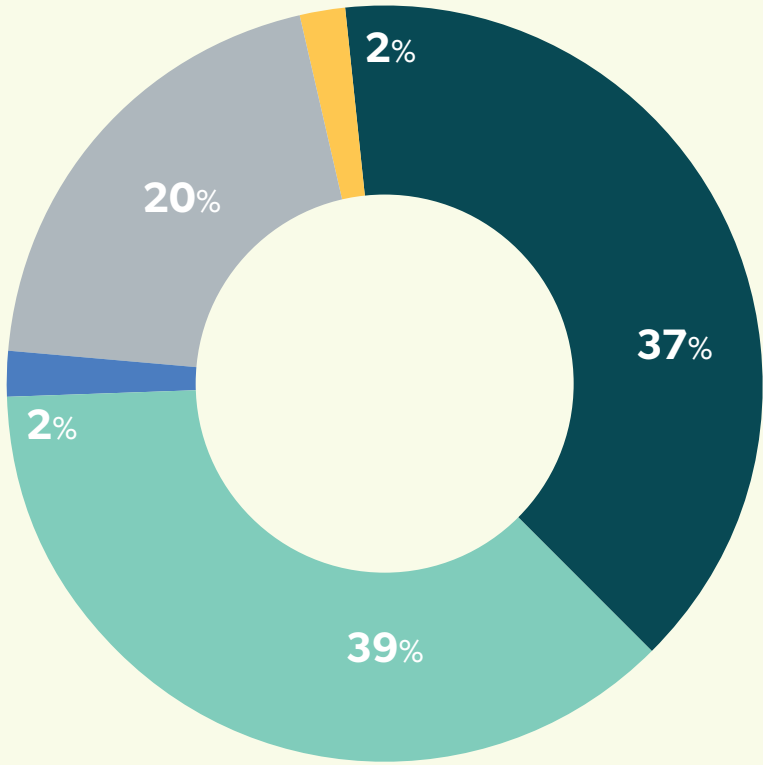


- KEY:
- I feel safe in my community
- Strongly agree
 - Agree
 - Neutral
 - Disagree
 - Strongly disagree



73%
Agree that they feel
safe in their community

126 | Combined Responses



- KEY:
- Tirion Homes makes
a positive contribution
to my neighbourhood
- Strongly agree
 - Agree
 - Neutral
 - Disagree
 - Strongly disagree

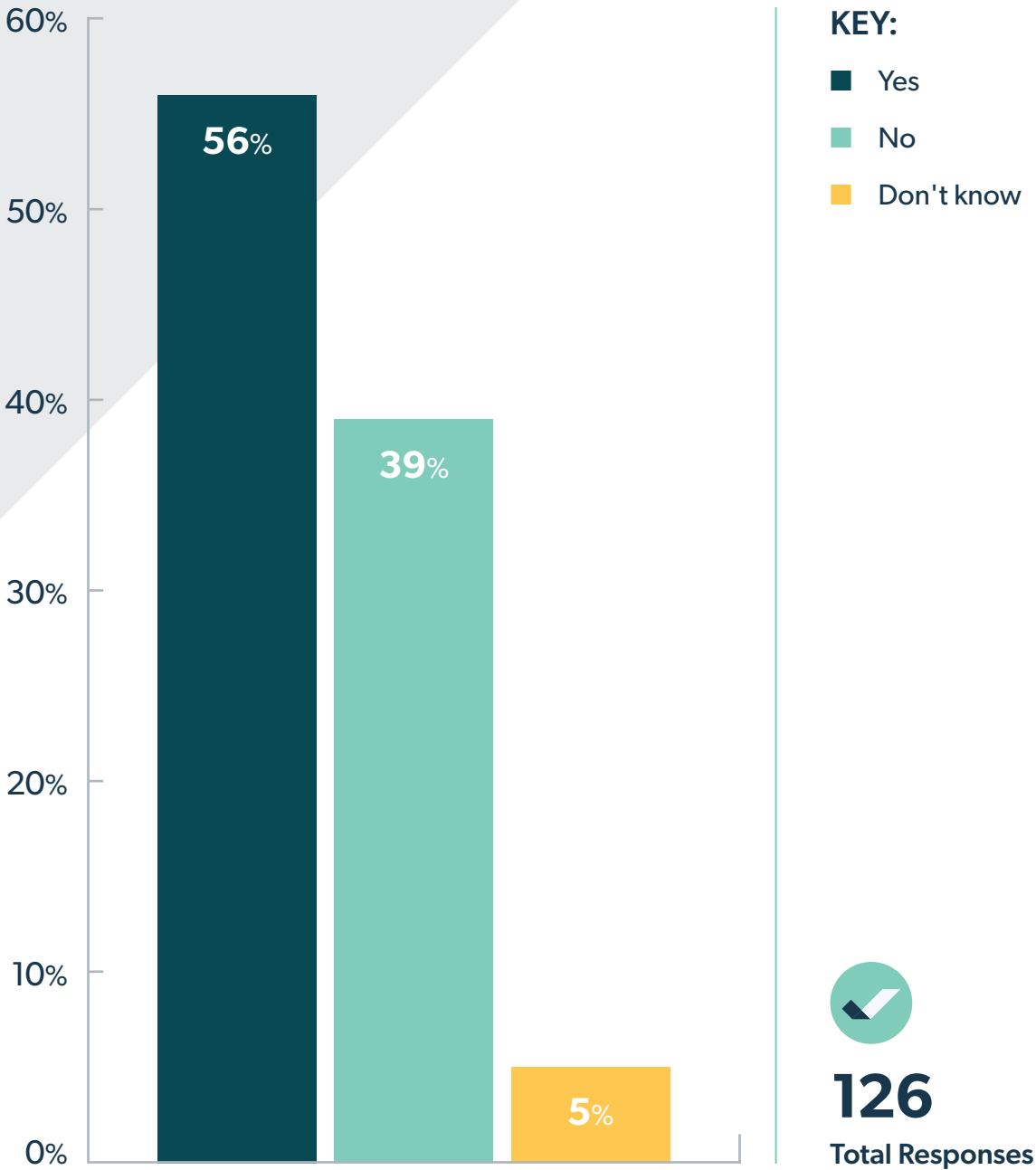


75%
Agree that Tirion Homes
makes a positive contribution
to their neighbourhood

126 | Combined Responses

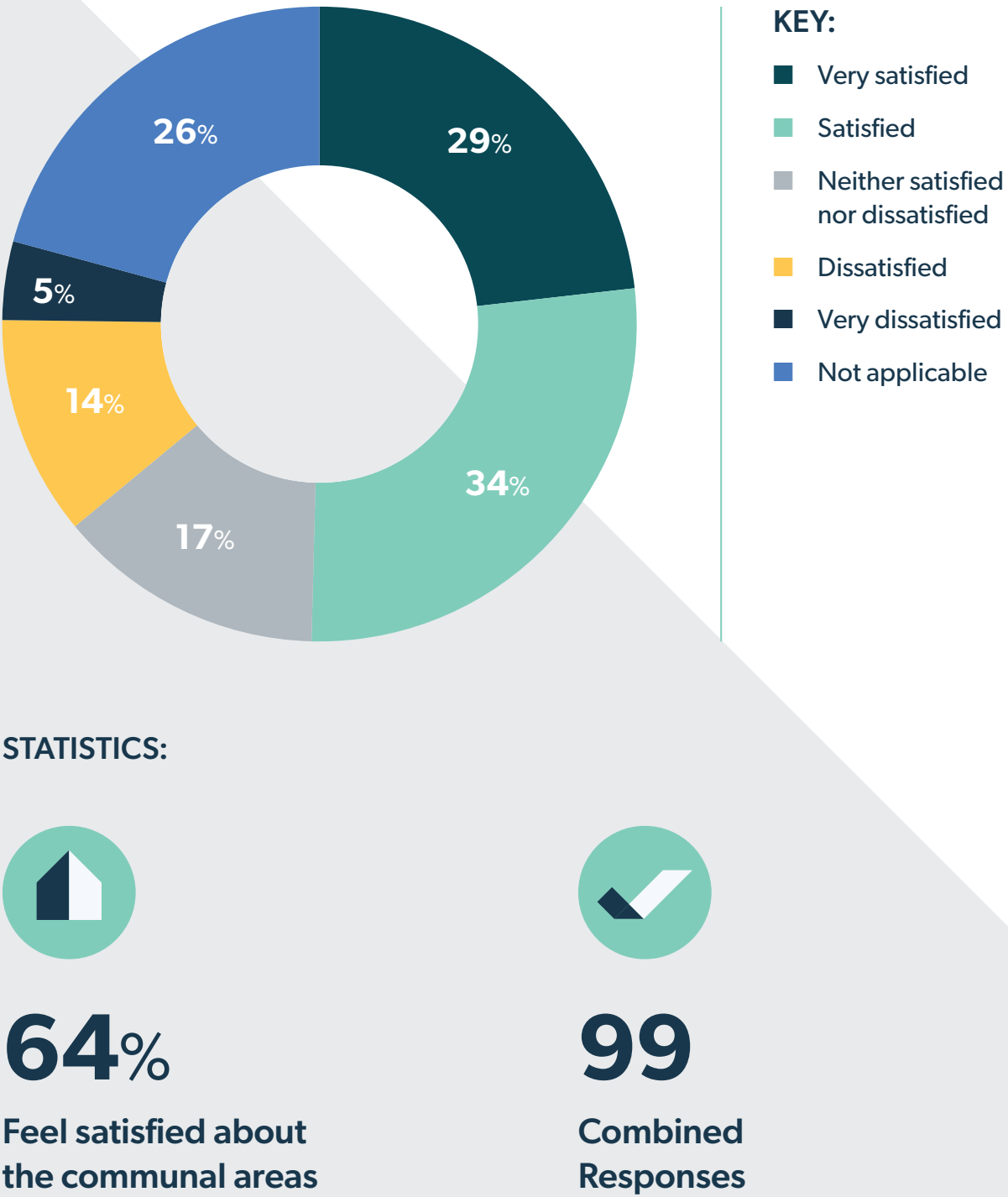
QUESTION 6:

Do you live in a building with communal areas, either inside or outside, that Tirion Homes is responsible for maintaining?



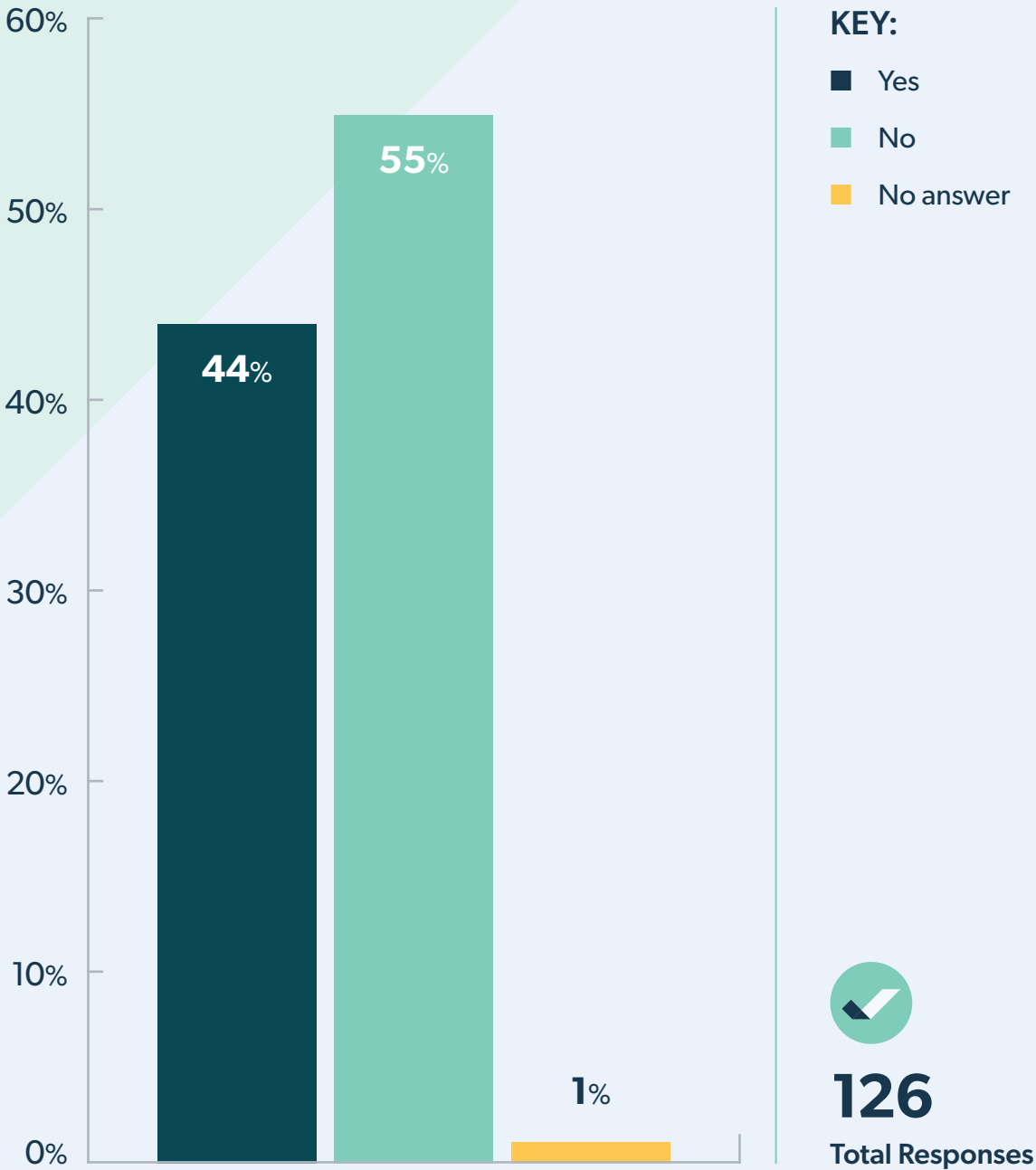
QUESTION 7:

How satisfied or dissatisfied are you that Tirion Homes keeps these communal areas clean and well maintained?



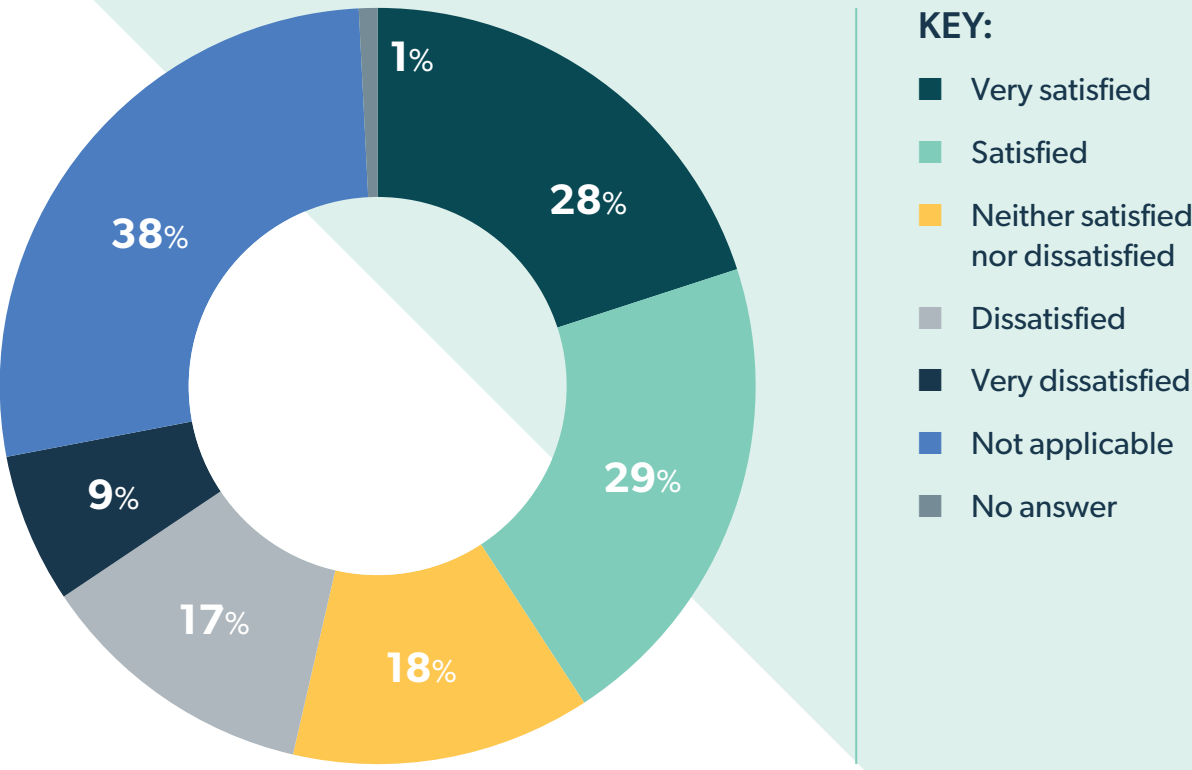
QUESTION 8:

Has Lovell carried out any defect repairs in your home?



QUESTION 9:

How do you feel about the service provided by Lovell maintenance team for defect works?



STATISTICS:



57%

Satisfied with Lovell's maintenance team

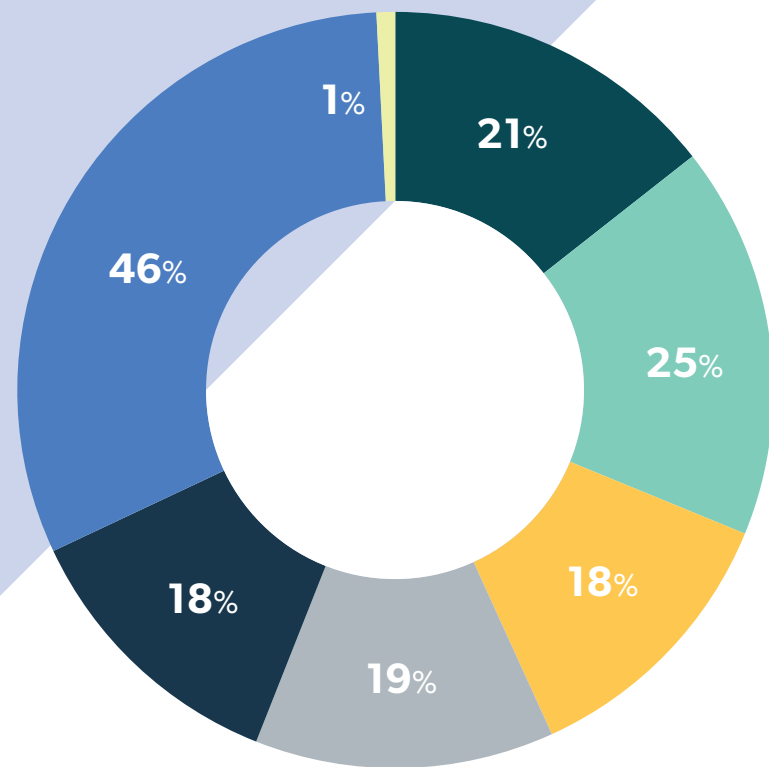


90

Combined Responses

QUESTION 10:

How do you feel about the time it has taken for Lovell to complete your defect repair after you have reported it?



KEY:

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Not applicable
- No answer

STATISTICS:



46%

Satisfied with the time
Lovell took to fix my repair

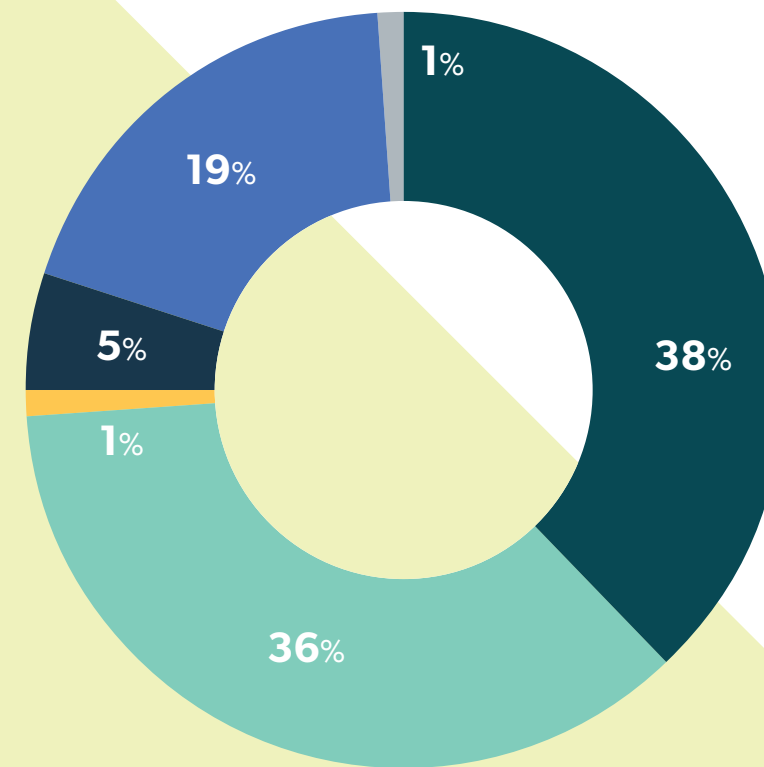


85

Combined
Responses

QUESTION 11:

How satisfied or dissatisfied are you that Tirion Homes provides a home that is well maintained?



KEY:

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- No answer

STATISTICS:



75%

Satisfied with the
home that is provided

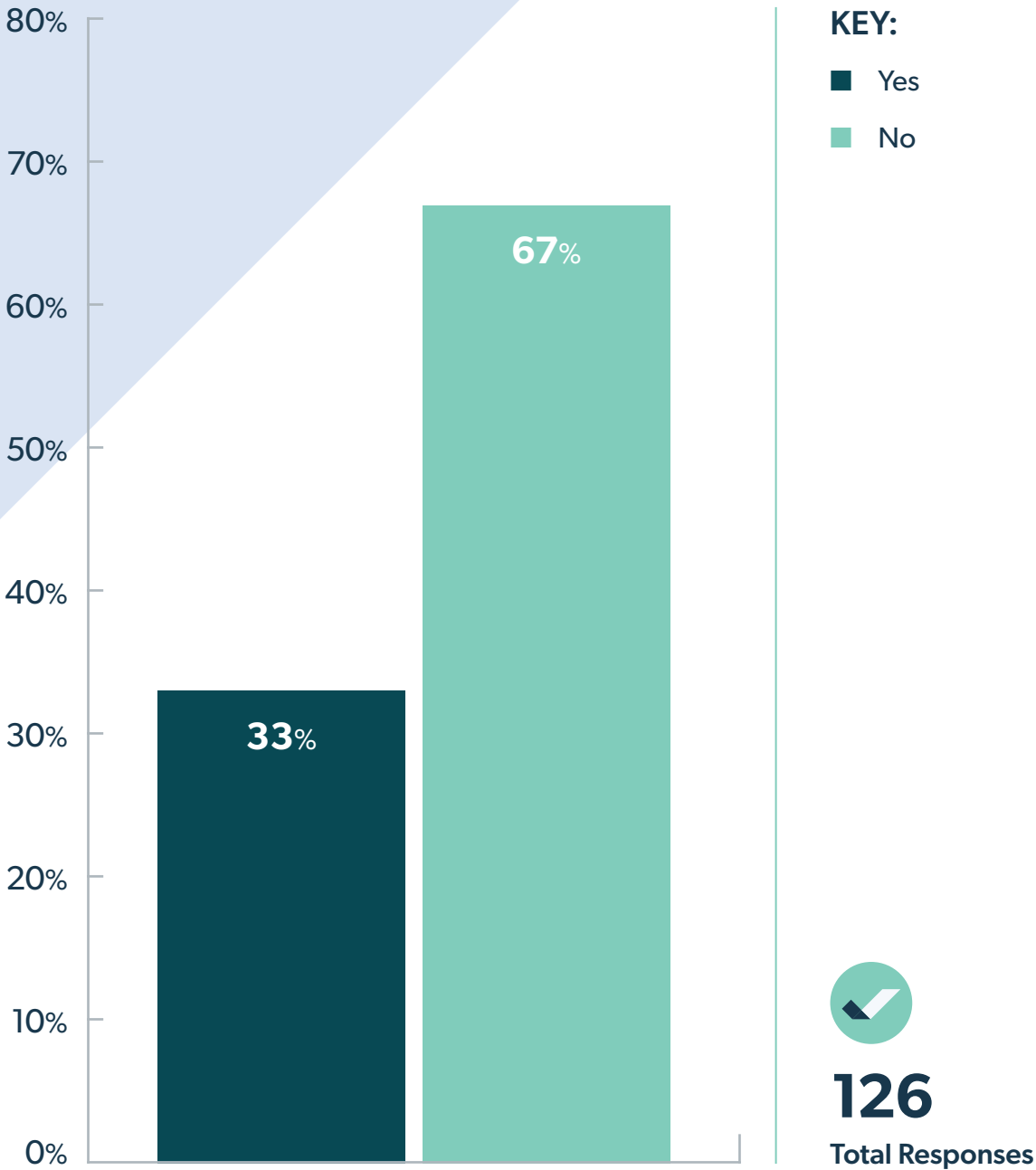


124

Combined
Responses

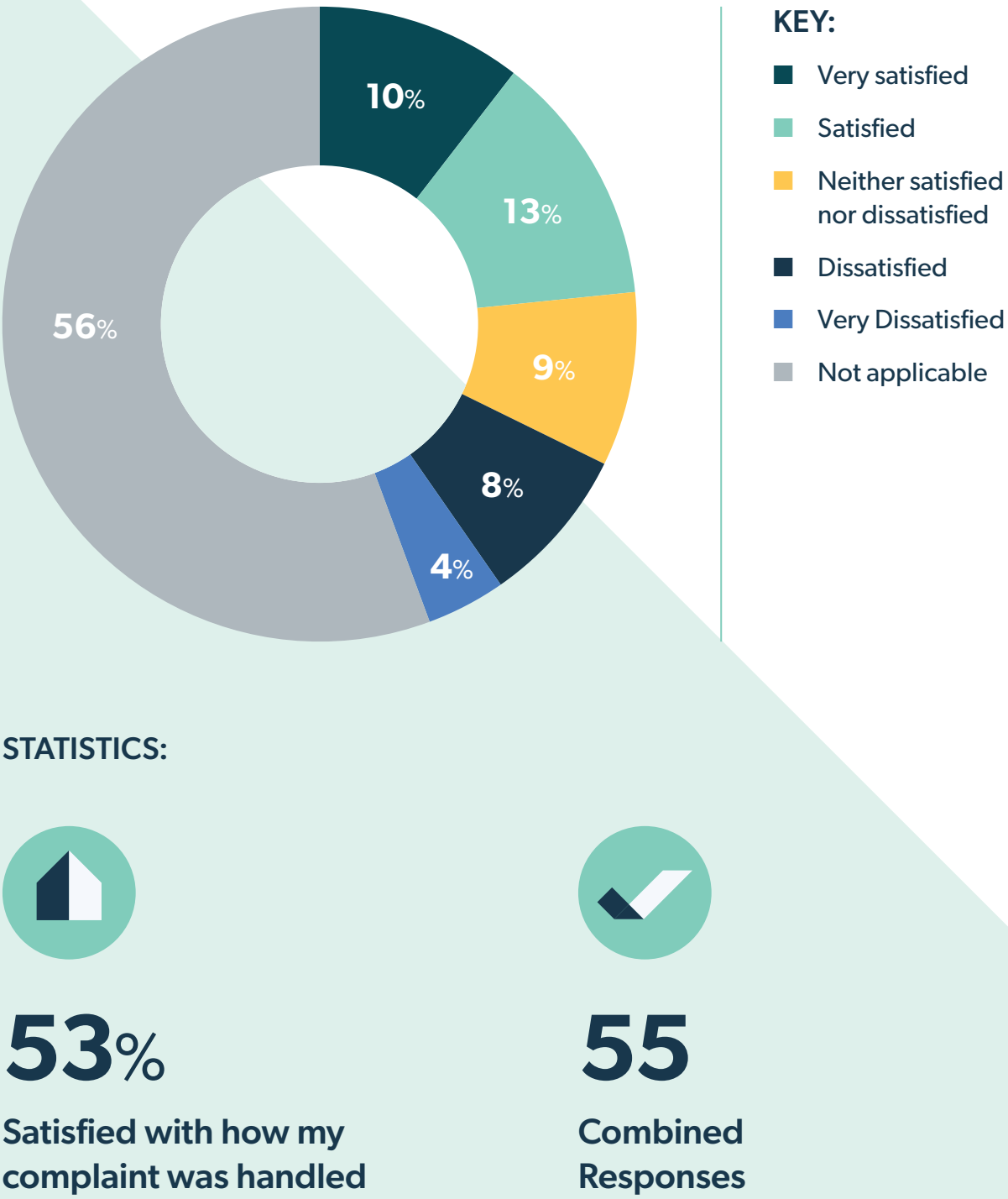
QUESTION 12:

Have you made a complaint to Tirion Homes in the last 12 months?



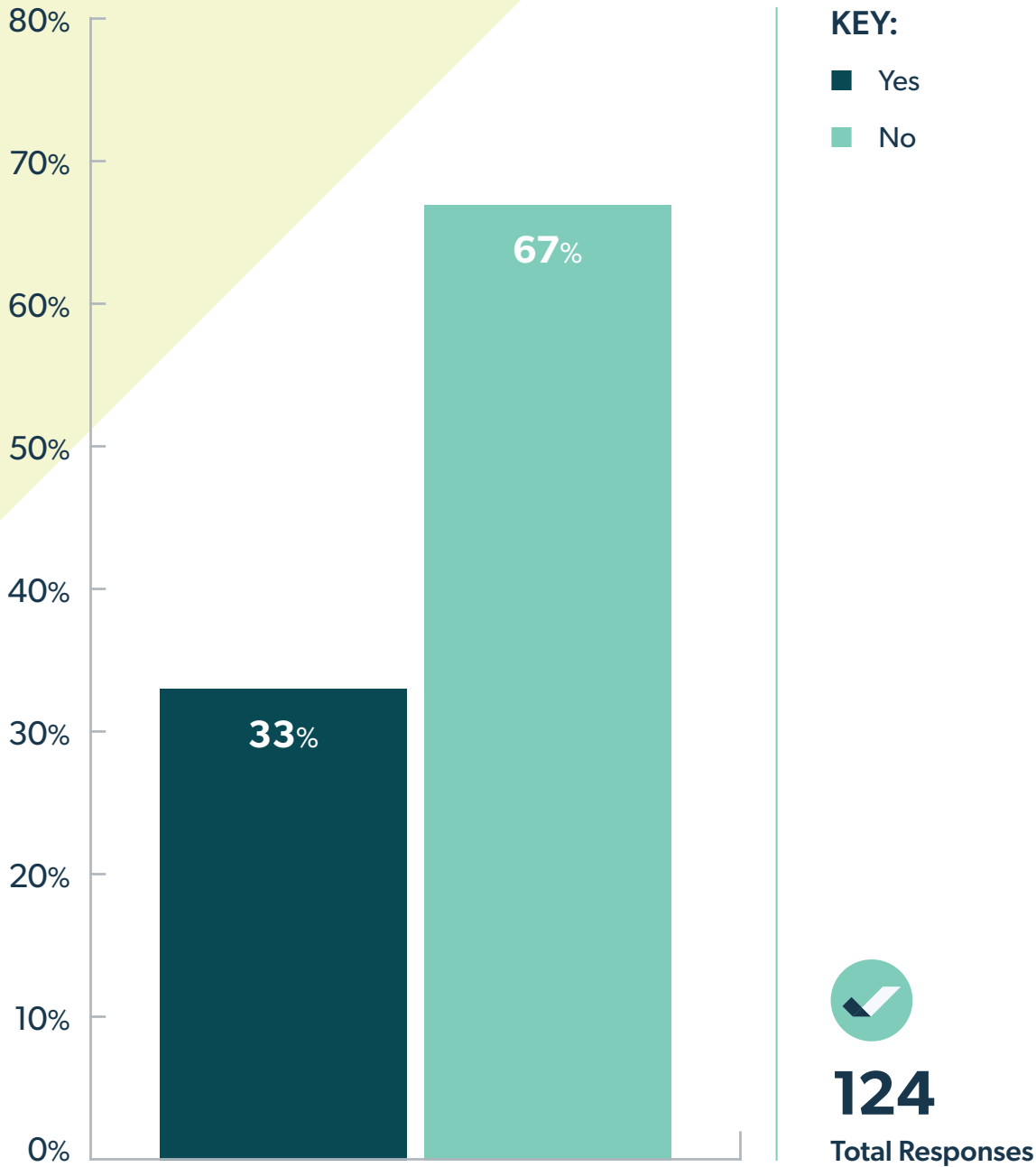
QUESTION 13:

How satisfied or dissatisfied were you with how Tirion Homes handled the complaint?



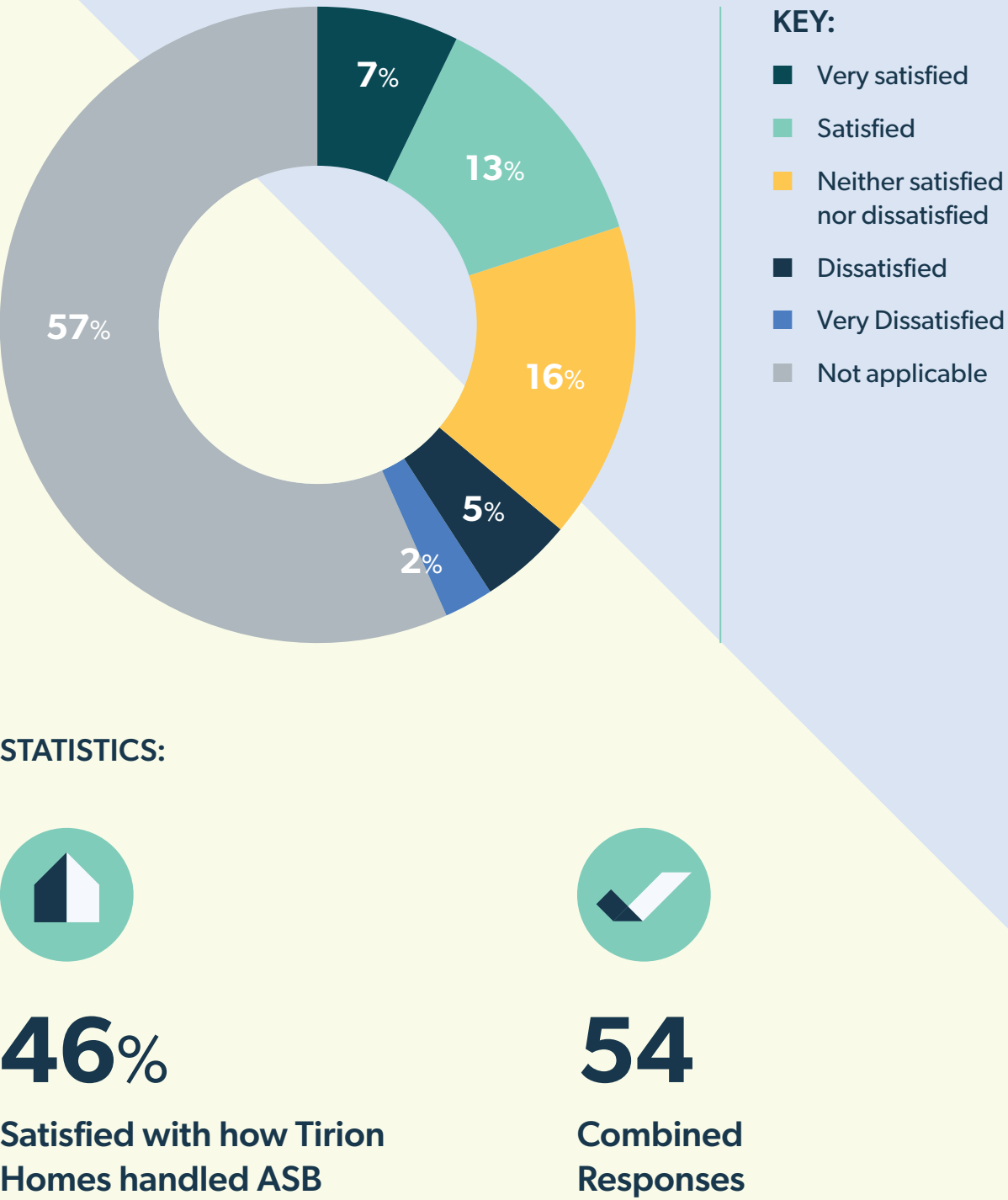
QUESTION 14:

Have you experienced anti social behaviour in the last 12 months?



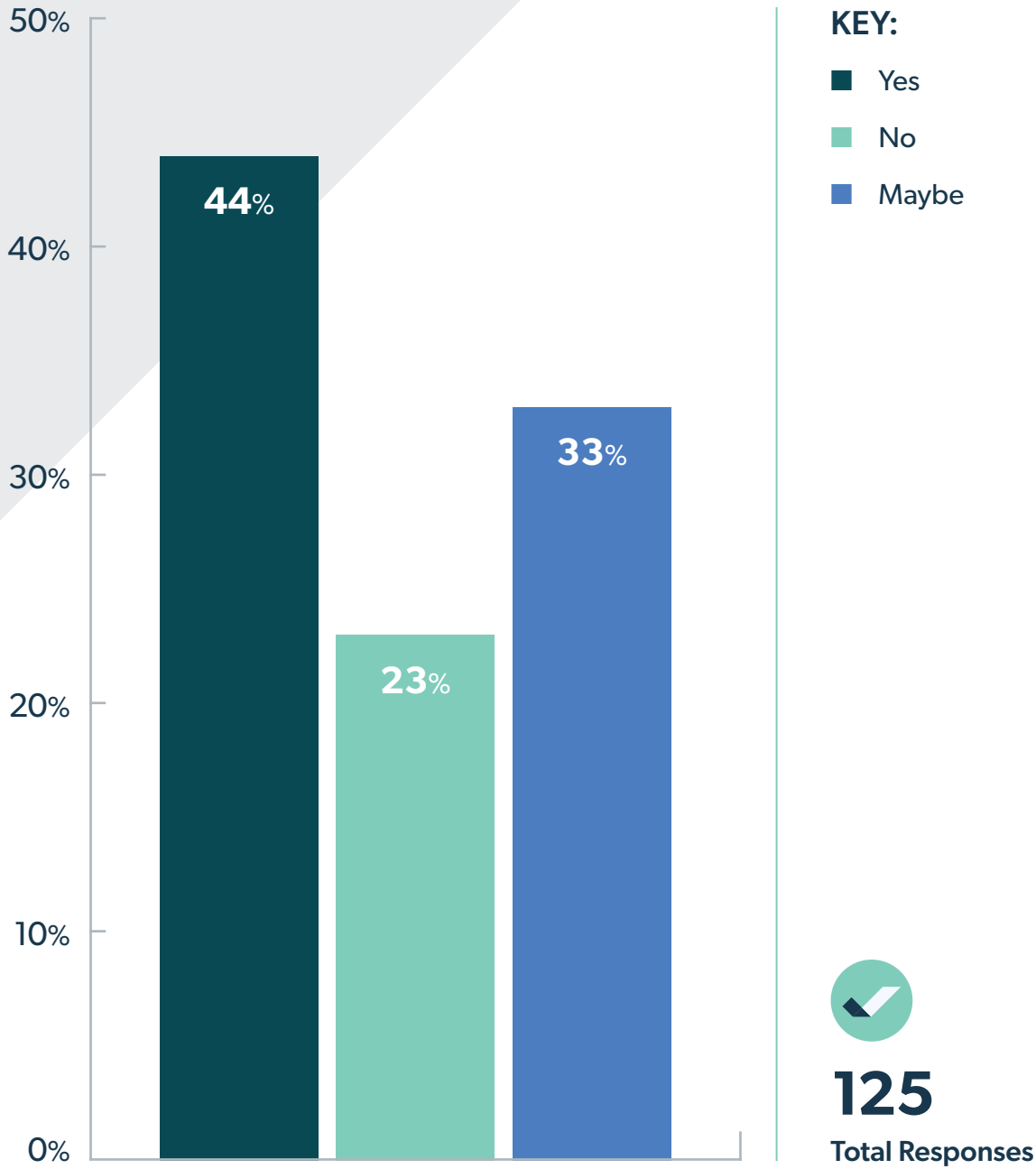
QUESTION 15:

How satisfied or dissatisfied were you with how Tirion Homes handled reports of ASB?



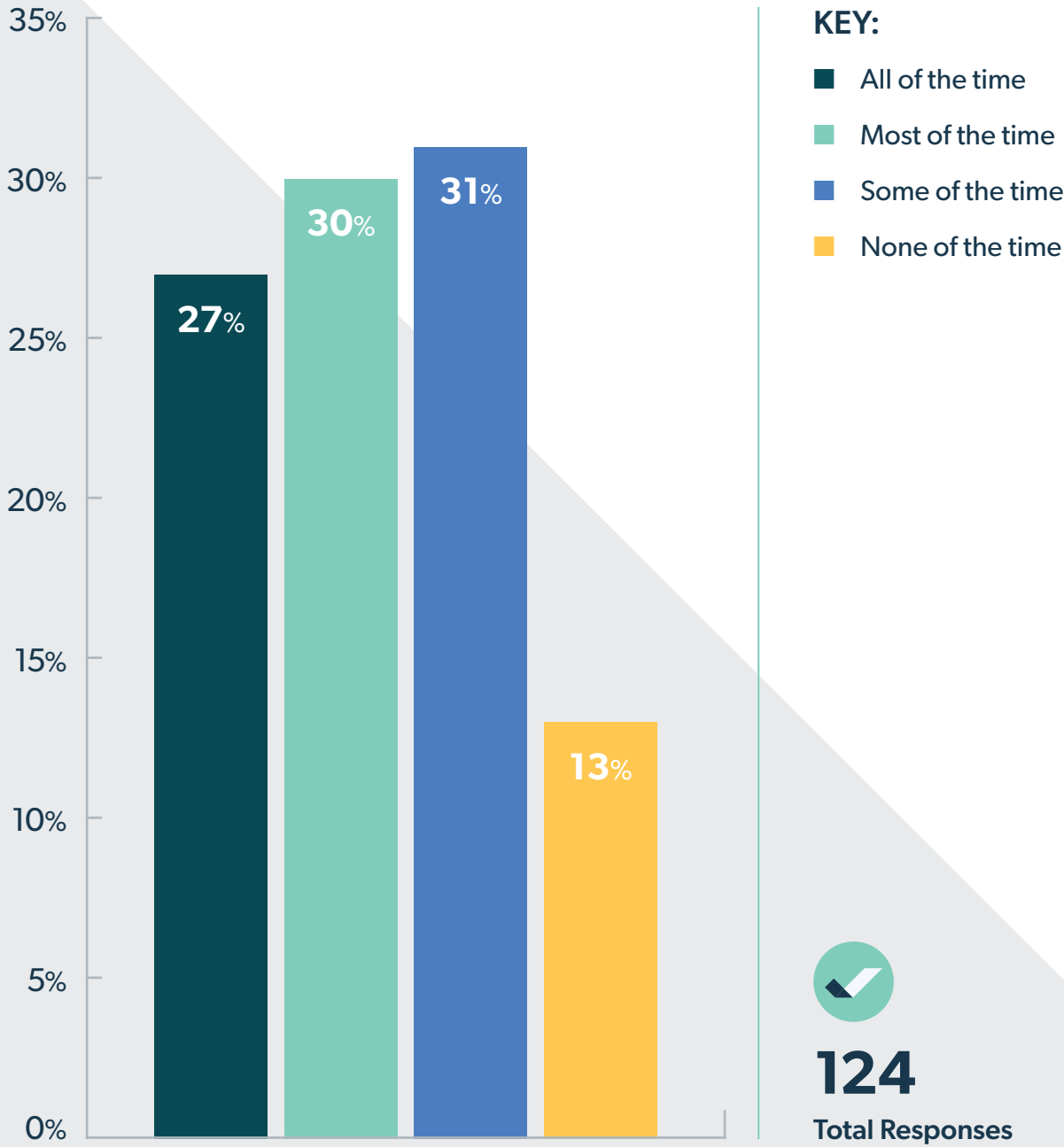
QUESTION 16:

Do you feel that your rent provides good value for money?



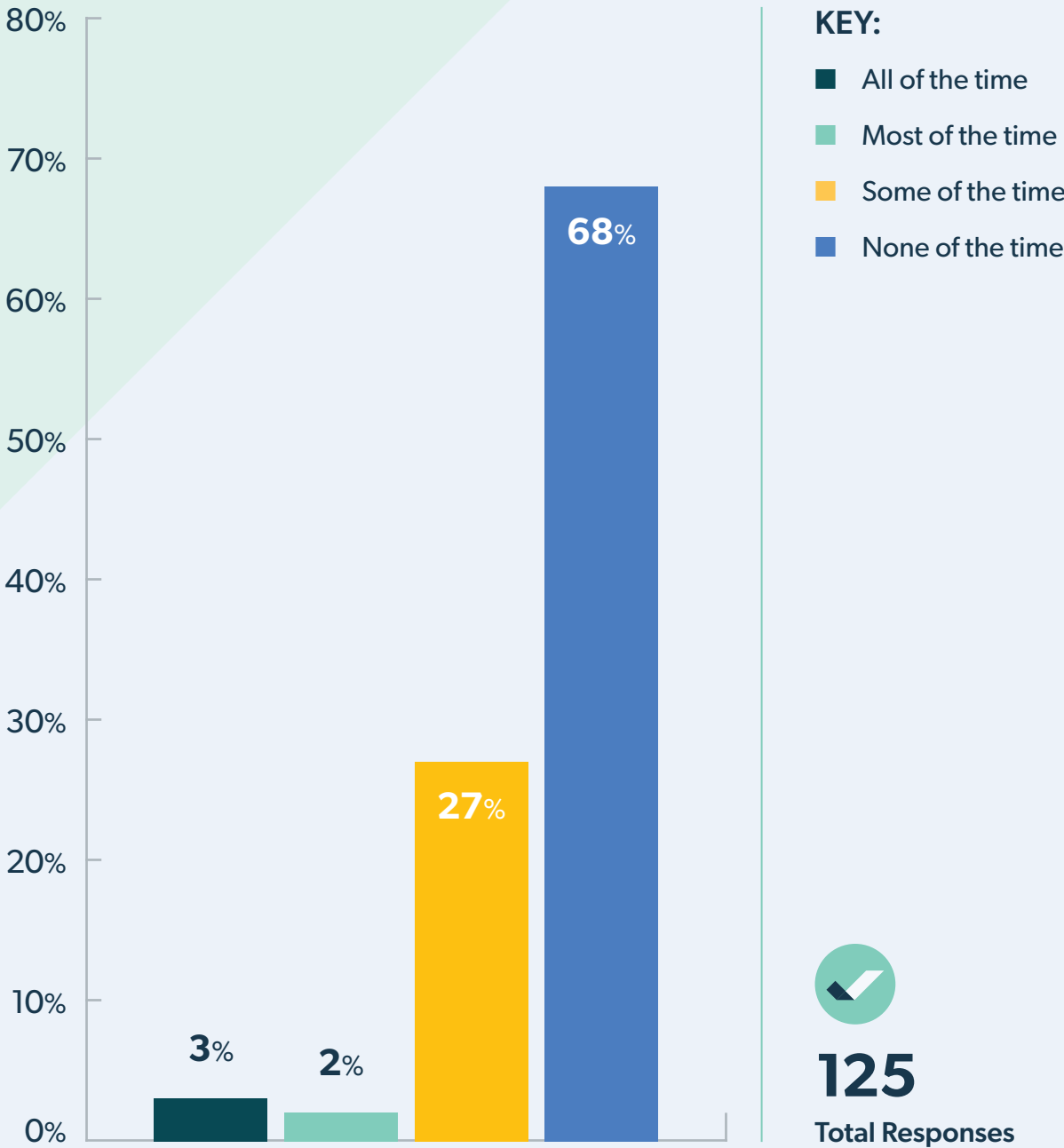
QUESTION 17:

Do you feel that your rent and services charges are affordable?



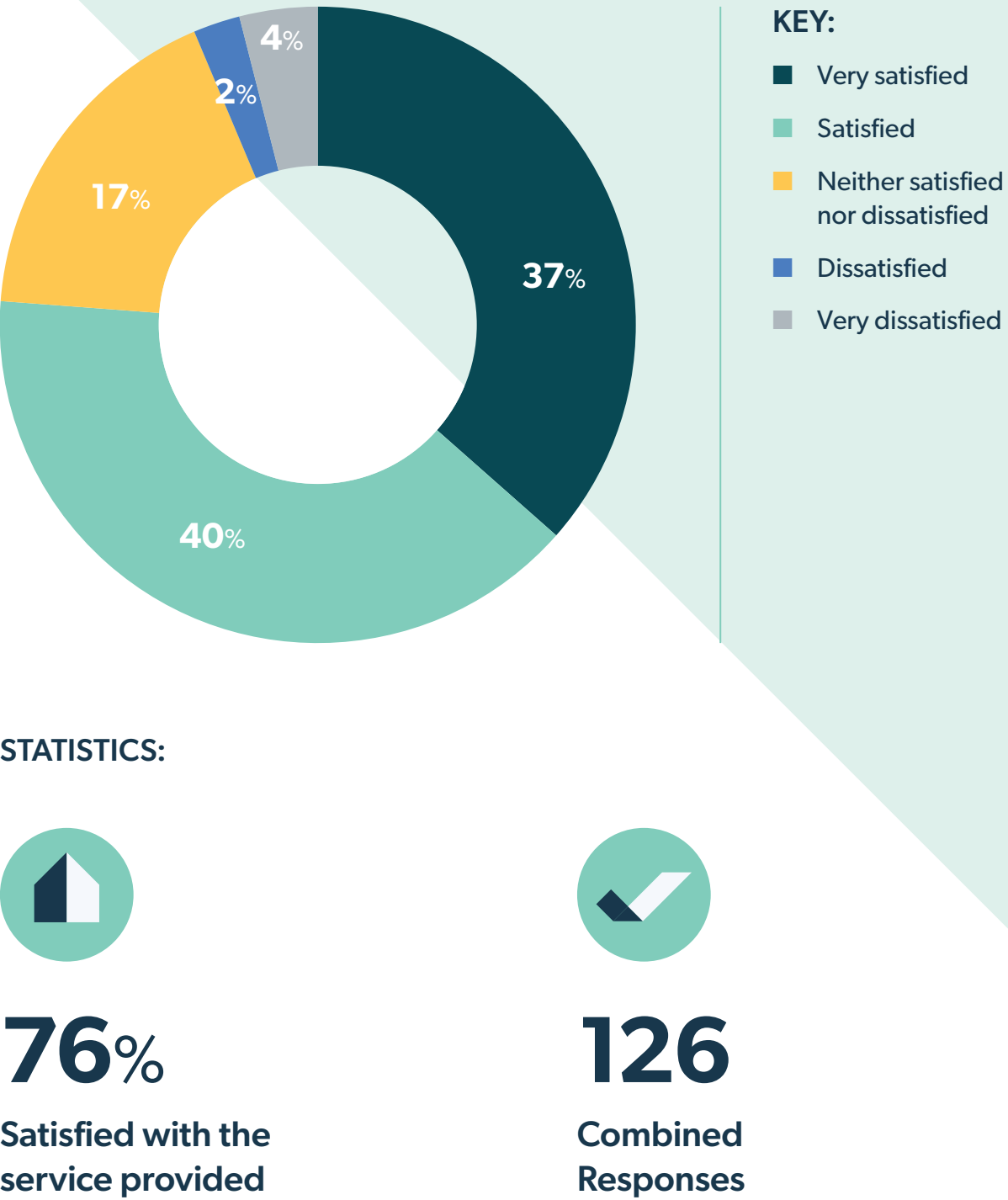
QUESTION 18:

Have you struggled to pay your rent?



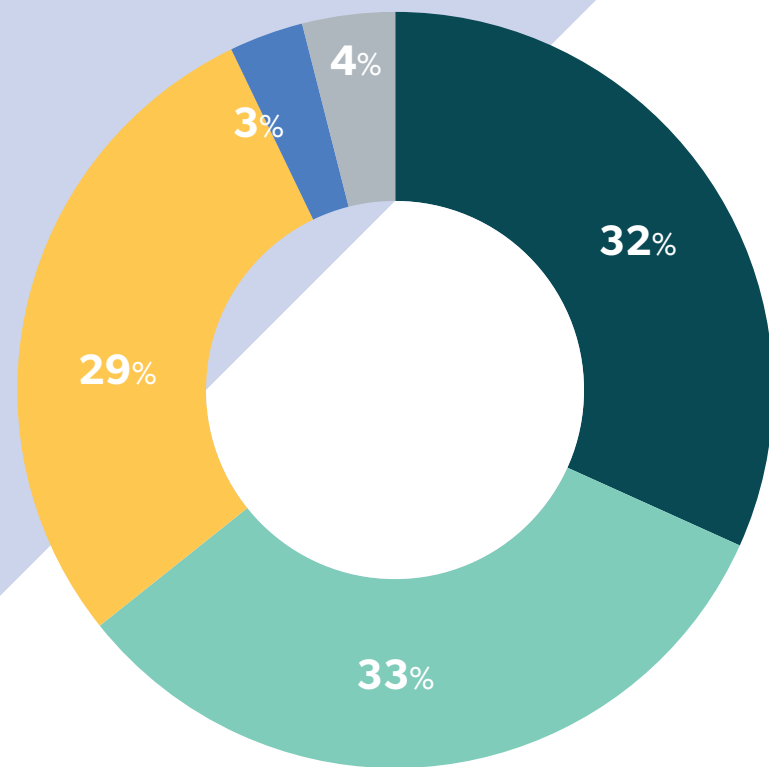
QUESTION 19:

Over the last 12 months, how satisfied or dissatisfied are you with the service provided by Tirion Homes?



QUESTION 20:

Thinking about your Neighbourhood Team. The team listen to my views and acts upon them?



KEY:

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

STATISTICS:

**64%**

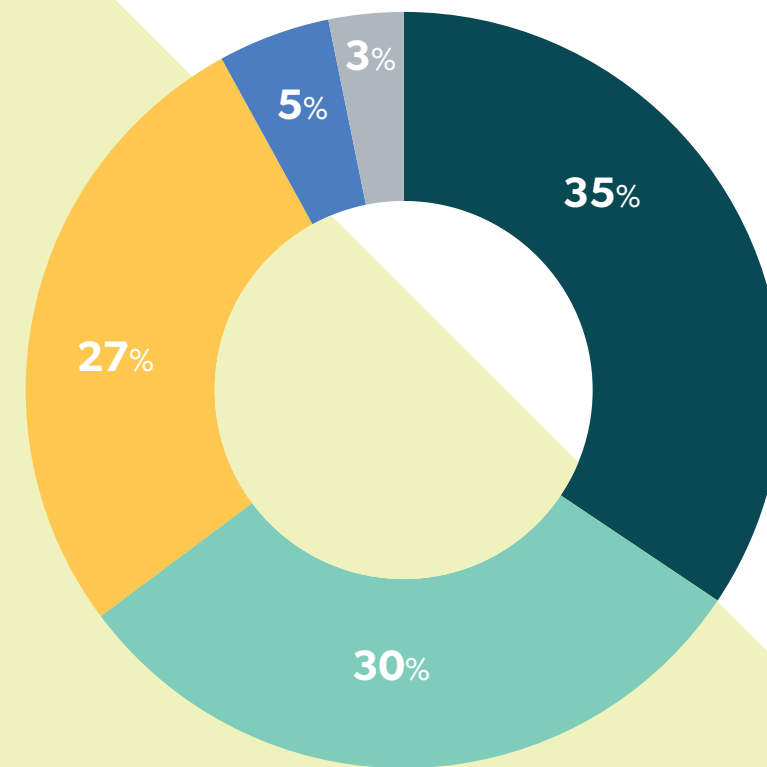
Satisfied that my views are acted upon

**126**

Combined Responses

QUESTION 21:

Thinking about your Neighbourhood Team. The team communicate in a way that I feel valued as a tenant?



KEY:

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

STATISTICS:

**65%**

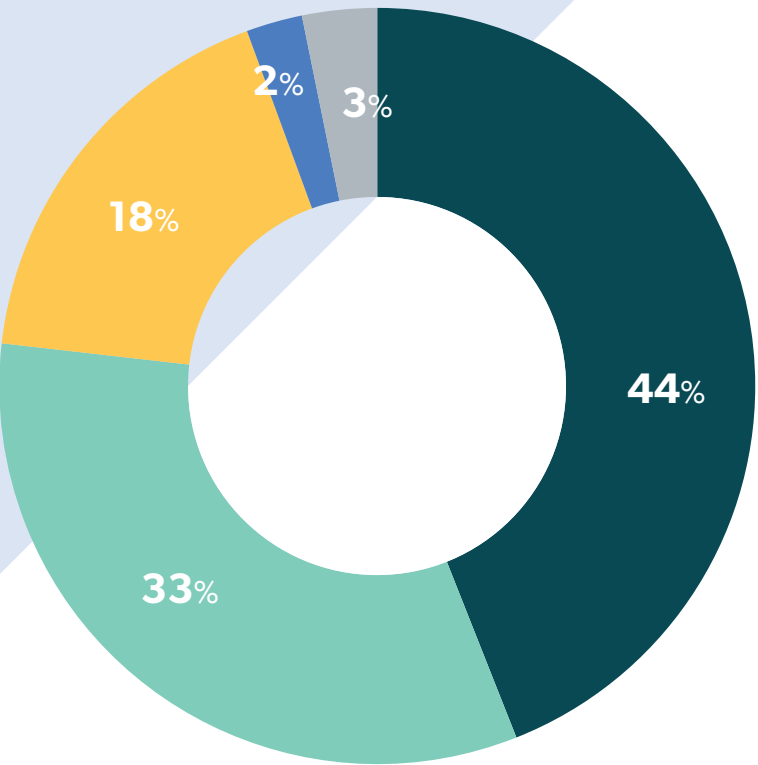
Satisfied that I feel valued as a tenant

**125**

Combined Responses

QUESTION 22:

Thinking about your Neighbourhood Team. The team are approachable and friendly?



- KEY:
- Strongly agree
 - Agree
 - Neutral
 - Disagree
 - Strongly disagree

STATISTICS:



77%

Satisfied that the team are approachable & friendly

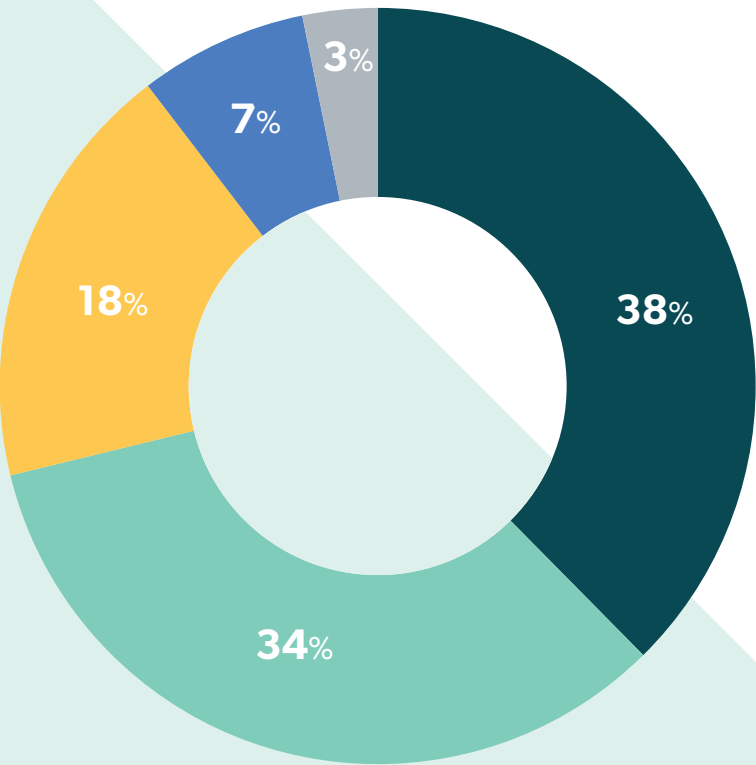


125

Combined Responses

QUESTION 23:

Thinking about your Neighbourhood Team. The team respond in a timely manner?



- KEY:
- Strongly agree
 - Agree
 - Neutral
 - Disagree
 - Strongly disagree

STATISTICS:



71%

Satisfied that the team respond in a timely manner



125

Combined Responses



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