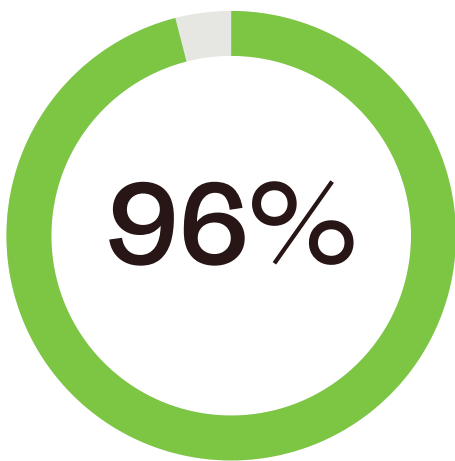


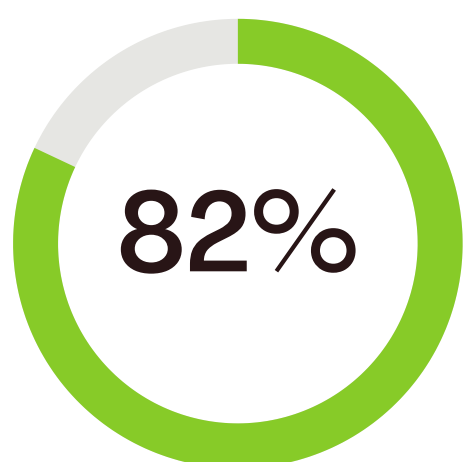
2021 TENANT SATISFACTION SURVEY



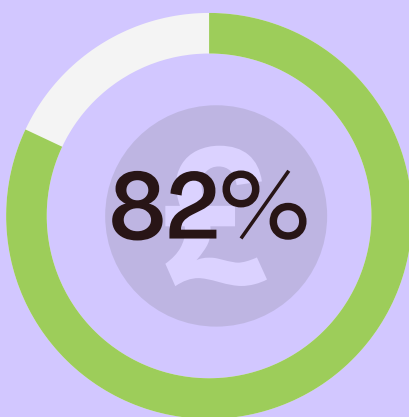
Satisfaction with the service provided by us as your landlord



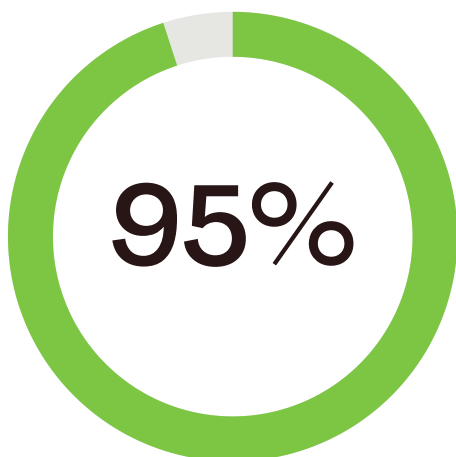
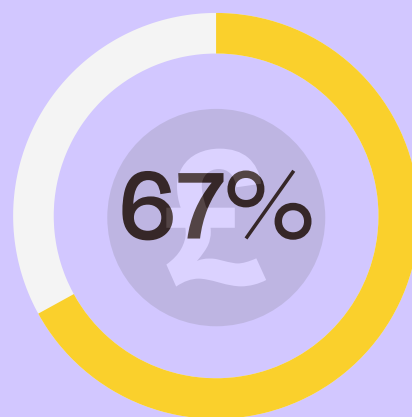
Satisfaction with the overall quality of your home



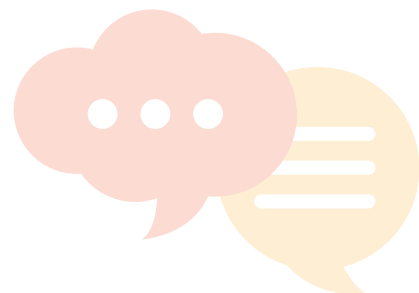
Satisfaction that your rent provides value for money



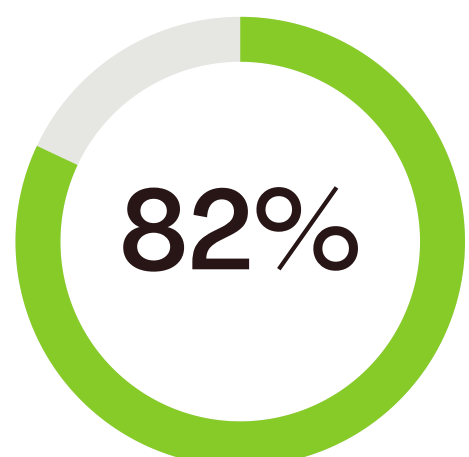
Satisfaction that your service charge provides value for money

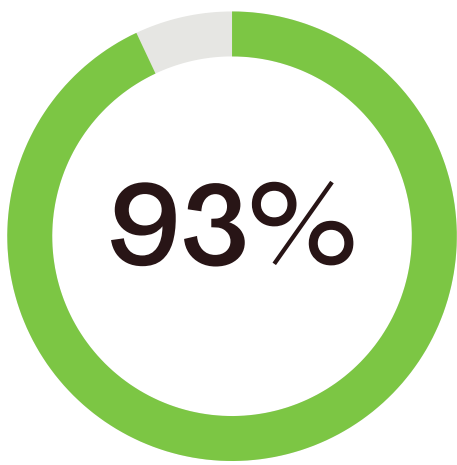


Satisfaction that we listen to your views and act upon them

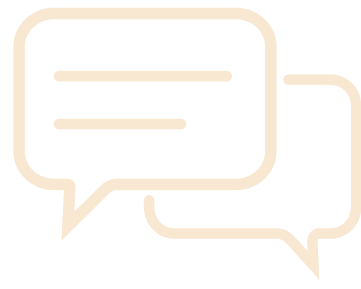


Satisfaction that we provide a home that is safe and secure

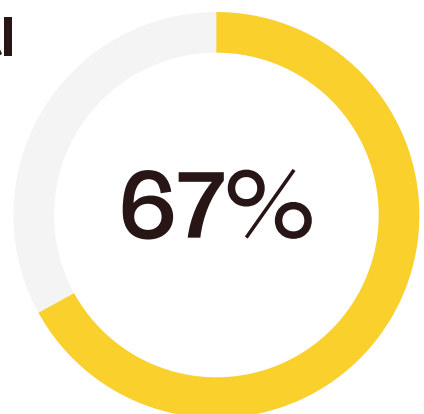




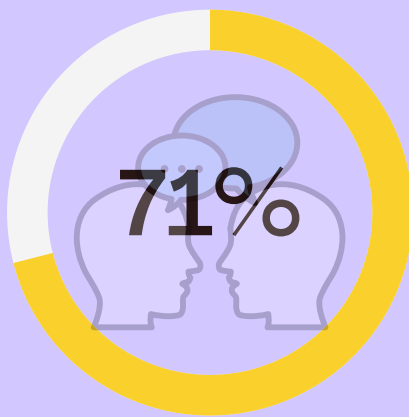
Satisfaction with how we deal with Anti-Social Behaviour



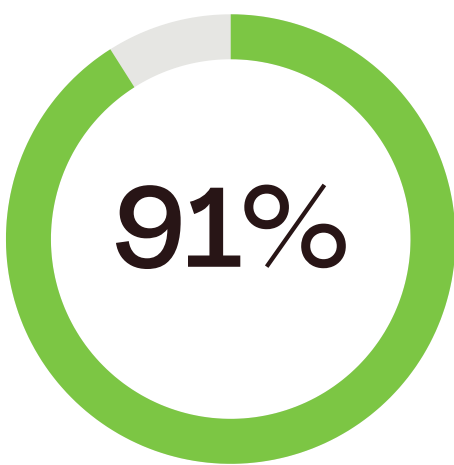
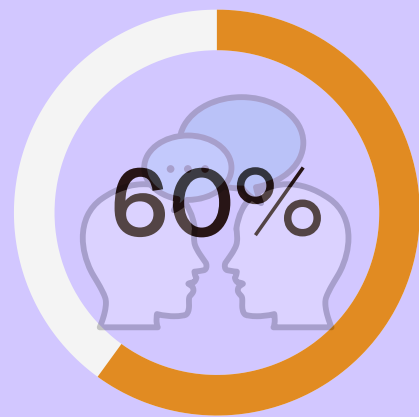
Satisfaction with the way we deal with repairs and maintenance



Satisfaction with the opportunities to participate in our decision making processes



Satisfaction that we give you a say in how services are managed



Trust Hafan Cymru



A big thank you to all our tenants who took part in the survey - 46% of you!

We know we have room for improvement to some of our services and we will use your comments and feedback to inform our action plans

We'll keep you up to date with what we're doing so keep an eye on the website!

If you have any comments or further feedback you can email us at enquiries@hafancymru.co.uk or follow the links in the Contact Us part of the website