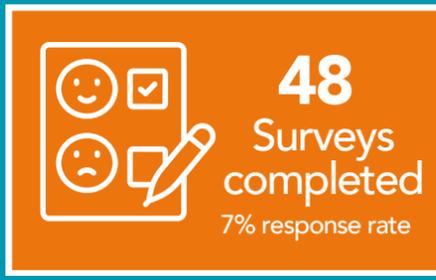


TENANTS FIRST SATISFACTION SURVEY



berneslai homes

April 2024 to March 2025



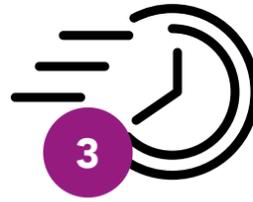
What made your experience positive? (top 4 outcomes)



Staff being helpful, supportive or/and friendly



Helped me with my personal needs and support



Dealt with quickly



Knowing there is support if/and when I need it

Name one area of support which has been most helpful? (top 4 outcomes)



Support with rent, finances and benefits



Food and energy vouchers



All areas of support



Being supportive and helpful

After your support ended, what one thing have you put into practice at home?

more confident being careful applying for home
applying for jobs getting back to normal living rent updates
looking after home / family
searching for training opportunities knowing how to deal with problems
Keeping on top with my energy being a good neighbour
Sorting out finances trying to stay positive

Lightbulb icons are scattered around the bubbles.

“There needs to be a lot more help with Mental health support Officers.”

“Use phone not always online.”

“Do it more often for families who struggle.”

What could we do better?

“I.T. Services for older people who aren't IT literate when so much has to be done online these days.”

“Better communication & able to ring when needed as number always shows private.”

