

Pecyn Dogfennau Cyhoeddus



Mae'r adroddiad canlynol yn Eitem Wybodaeth ar gyfer y Pwyllgor Craffu Tai ac Adfywio.

- 1 Arolwg Bodlonrwydd Tenantiaid 2021.



SPECIAL HOUSING AND REGENERATION SCRUTINY COMMITTEE – INFORMATION ITEM

SUBJECT: TENANT SATISFACTION SURVEY 2021

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES AND HOUSING

--

1. PURPOSE OF REPORT

- 1.1 This report is to inform members of the outcomes of the tenant satisfaction survey undertaken in September and October 2021.

2. SUMMARY

- 2.1 Consultants were engaged to conduct and analyse a comprehensive tenant satisfaction survey on behalf of Caerphilly Homes. Welsh Government expect all stock retaining local authorities to submit tenant satisfaction data by the end of February 2022; core elements of this data will be benchmarked against other social landlords.
- 2.2 As no recent comprehensive tenant surveys have been carried out by Caerphilly, there is no previous baseline of tenant experience to measure against. This year's results will now create a baseline for future years to be able to measure our year on year performance as well as being benchmarked against other landlords.
- 2.3 The overall satisfaction with services delivered by Caerphilly Homes is 77%. High levels of satisfaction were recorded with services provided during the pandemic, (especially the wellbeing calls to tenants) safety and security of the home and with property adaptations.
- 2.4 Welsh Government has indicated that it will publish results of tenant satisfaction surveys undertaken by all social landlords in Wales in April 2022 at which time we will be in a position to benchmark our results against both stock retaining local authorities and registered social landlords.
- 2.5 Welsh Government expects the satisfaction data to be refreshed every 2 years.

3. RECOMMENDATIONS

- 3.1 To note the results of the survey and the requirement to refresh the data every two years.

- 3.2 To note proposals to further analyse the survey data to inform an Action Plan with the aim of improving performance and tenant satisfaction overall. The Action Plan will also take account of the WG benchmarking exercise and Caerphilly's performance in relation to comparable landlords.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 To comply with Welsh Government guidance.
- 4.2 To improve tenant satisfaction with the delivery of services by Caerphilly Homes.

5. THE REPORT

- 5.1 While there has been no single overall tenant satisfaction survey carried out by the Council's housing service since 2001, there have been service specific satisfaction surveys carried out on in various areas of the housing service in the last five years including response repairs, WHQS works (in house surveys WG survey), adaptations, rents, universal credit, tenancy enforcement, tenancy support and housing management. In addition, consultation has been carried out on local housing market assessments, the local housing strategy, gypsy and traveller accommodation, the common housing register, tenants' digital access, welfare benefits and tenants' health and safety issues
- 5.2 Welsh Government gave notice in 2019 that it expected all stock retaining local authorities to have overall tenant satisfaction data available to be submitted to them by end of February 2022. The data will be benchmarked against other social landlords operating within Wales and results will be published so that tenants are able to compare the performance of different landlords. There is also an expectation that this data will be refreshed every two years.
- 5.3 After a procurement process, ARP Research were engaged to undertake and analyse the survey on behalf of Caerphilly Homes. They have a proven track record in this field, conducting surveys for Welsh social housing landlords.
- 5.4 In order for the data to be benchmarked, the survey questions needed to follow a specific format endorsed by ¹Housemark and contain 12 core questions based on the Housemark standardised STAR survey, identified as essential by Welsh Government, with other questions determined by the landlord.
- 5.5 As no recent overall survey has been carried out in Caerphilly, there is no previous baseline of tenant experience to measure against. This year's results will now create a baseline for future years to be able to measure Caerphilly's year on year performance as well as being benchmarked against other social landlords.
- 5.6 **The Survey**
- 5.7 A bilingual survey form was posted to all tenant households which also included a QR code to enable the survey to be completed online. An incentive of a prize draw was offered for returned surveys. Reminders to complete the survey were sent by

¹Housemark the leading data and insight company for the UK housing sector and is jointly owned by the National Housing Federation and the Chartered Institute for Housing.

text message and email and the survey was 'live' from 3rd September to 8th October 2021, also appearing on the Council's website and social media pages.

- 5.8 1,847 surveys were returned, a response rate of 18%.
- 5.9 For a survey of this type, the consultant's expectation was of a return rate between 18-25%, so the response was at the lower end of the scale but was almost double what was required to ensure the survey was statistically valid. Contributing factors might include the length of the questionnaire and it being the first occasion for many years that tenants have been asked their overall views.
- 5.10 Almost a quarter of the returned surveys were completed online.
- 5.11 The survey form is attached as Appendix 1.

The Results

- 5.12 The results were analysed by ARP Research, with appropriate weightings of certain categories to ensure a valid result. The full results also give details on differences by factors such as area and age profile. The error margin for the results is +/- 2.1%.

Key Driver Analysis

- 5.13 A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the drivers most closely associated with **overall tenant satisfaction** were:
- Repairs and maintenance overall
 - Easy to deal with
 - Quality of the home
 - Safety and security of the home
 - Listening to views and acting upon them
 - Having a say in management of services
- 5.14 Improving performance in these areas in the future should contribute to an improvement in the overall satisfaction level.
- 5.15 The table below shows the key score against the different categories covered in the survey.

Category	Satisfaction Level Caerphilly Homes
Satisfaction overall	77%
Quality of home	75%
Safety & security of home	80%
Repairs & maintenance overall	69%
Neighbourhood as a place to live	77%

Value for money of rent	76%
Value for money of service charge	86%
Easy to deal with	79%
Listens to views and acts on them	54%
Dealing with anti-social behaviour	54%
Taking part in decision making	50%
Having a say in service management	52%
Way services were delivered during the pandemic	68%
Percentage that said wellbeing calls made them feel the Council cared	86%
Trust the organisation	73%

- 5.16 While drafting the survey, it was felt that it would be useful to know how tenants felt about the way services were delivered during the pandemic and how they felt about the wellbeing calls that were carried out.
- 5.17 The satisfaction rate for how housing services were delivered during the pandemic was 68%, and of those that remembered receiving a welfare call from Caerphilly Homes, 86% responded that this made them feel that the Council cared about its tenants. The wellbeing calls also had a positive impact on overall satisfaction with Caerphilly Homes. For these tenants the satisfaction score was higher, at 83%.
- 5.18 Where tenants had added comments to this particular response most said that they didn't think the Council could have done anything more.
- 5.19 For responses relating to quality of home 80% of tenants were satisfied with the safety and security of their home and 82% were satisfied with their overall experience of adaptations they had carried out. 75% of respondents were satisfied with the quality of their home despite the significant investment in WHQS.
- 5.20 For repairs and maintenance overall satisfaction was 69%, while satisfaction with the last reported repair increased to 79%. Repairs is an area that has been particularly hit by Covid restrictions, so results also need to be viewed in the context that at times only emergency repairs could be carried out and there has been a backlog of other repairs and inspections to clear.
- 5.21 Satisfaction for value for money of rent (76%) can also be impacted by satisfaction in other areas such as repairs and quality of the home, but it is not shown as a key driver of overall satisfaction. The score for value for money for service charges was 86% but it needs to be acknowledged that service charges only relate to sheltered housing.

Key Areas to Focus On

- 5.22 The result for the way that Caerphilly Homes deals with anti-social behaviour and the result for listening and acting on tenant's views are the lowest in terms of satisfaction levels. Factors contributing to anti-social behaviour were neighbourhood problems such as car parking, rubbish and litter and dog mess, but the key driver for satisfaction with anti-social behaviour was how Caerphilly Homes deals with noisy neighbours, which has seen an increase in reporting since the start of the pandemic but has been difficult to investigate due to restrictions.
- 5.23 The satisfaction rate with whether views were listened to and acted upon was 54%. However, there were around a third who responded in the middle of the scale and were neither positive nor negative for this question. Again, this question can also be impacted by the performance of different areas of the housing service.
- 5.24 It should also be acknowledged that for Local Authority landlords many tenants find it difficult to separate the role of the landlord service, such as that provided by Caerphilly Homes, from the services provided by the wider Council organisation, and consequently their perceptions of the landlord service are inextricably linked to, and influenced by, their perceptions of the Council, and the services it provides. This is particularly true of services provided by both Caerphilly Homes and the Council, and can therefore influence views on more generic issues, such as their neighbourhood as a place to live, antisocial behaviour, communication and engagement.

Tenant Priorities

- 5.25 The survey also asked tenants to choose their top priorities that Caerphilly Homes should take forward in the future from a list of seven. These are listed below in order of priority and with the percentage from the results.

Housing Quality - keeping homes safe, warm and secure, meeting people's needs in communities where they want to live - 67%

Housing Availability - building new homes and making homes affordable - 41%

Support and Assistance - providing services that help people access housing, maintain a tenancy and improve their quality of life - 39%

Tenant Focus - listening to tenants and working with them to improve services - 38%

Climate Change - meeting targets to reduce carbon and making homes more energy efficient - 30%

Local Services - access to housing staff and services within your local community - 24%

Technology and Innovation - making sure we make the best use of technology for tenants and staff - 6%

Moving Forward

- 5.26 The results will need to be communicated to Councillors, tenants and staff and the consultant will be helping with our feedback to tenants and councillors. There will also be discussions on the most effective and efficient way to refresh the data every two years which is a Welsh Government requirement.

- 5.27 There were opportunities within the survey for tenants to include comments; therefore, there is a significant amount of raw data that can be reviewed which may provide an indication as to the reasons for some responses and also identify other issues and trends. The survey results overall give an opportunity to review the way Caerphilly Homes communicates and engages with tenants in all areas of its business.
- 5.28 An Action Plan will be drawn up involving engagement with staff, tenants and councillors.

Conclusion

- 5.29 The survey provides the data needed for submission to Welsh Government. It also provides a baseline of tenant satisfaction to measure future year on year performance, and gives a foundation to analyse our performance within Caerphilly Homes in more detail and create a framework for improvement moving forward.
- 5.30 The main output will be an action plan that Caerphilly Homes will co-produce with ARP research. This will focus on those key areas where the tenant satisfaction scores were considered low, and where they indicated more significant cultural improvement is required in the way tenants view their landlord.
- 5.31 Welsh Government plan to publish results of tenant satisfaction surveys undertaken by all social landlords in Wales in April 2022, at which time we will be in a position to accurately benchmark our results against those of both stock retaining local authorities and registered social landlords and this information will also be used to inform the Action Plan.

6. ASSUMPTIONS

- 6.1 No assumptions have been made in this report.

7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT

- 7.1 This is not required as the report is for information only.

8. FINANCIAL IMPLICATIONS

- 8.1 There are no financial implications at this stage but there could be resource/financial implications as the result of any Action Plan to improve future results.

9. PERSONNEL IMPLICATIONS

- 9.1 There are no personnel implications at this stage.

10. CONSULTATIONS

- 10.1 All households had an opportunity to complete the questionnaire and a helpline was provided with the opportunity to complete by telephone.

11. STATUTORY POWER

11.1 Not applicable

Author: Mandy Betts, Tenant and Community Involvement Manager
(Tel: 01443 811432, Email: bettsm@caerphilly.gov.uk)

Consultees:

Cllr John Ridgewell, Chair - Housing & Regeneration Scrutiny
Cllr Mike Adams, Vice-Chair - Housing & Regeneration Scrutiny
Councillor Shayne Cook, Cabinet Member for Social Care and Housing
Dave Street, Corporate Director Social Services and Housing
Nick Taylor-Williams, Head of Housing
Fiona Wilkins, Housing Services Manager
Julie Reynolds, Landlord Services Manager
Claire Davies, Private Sector Housing Manager
Jason Fellows, Housing Repair Operations Manager
Alan Edmunds, WHQS Implementation Manager

Background Papers:

Appendices:

Appendix 1 Tenant Satisfaction Survey Questionnaire - English
Appendix 2 Tenant Satisfaction Survey Questionnaire - Welsh

Caerphilly Homes

Tenant Satisfaction Survey 2021



Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

 www.arp surveys.co.uk/caerphilly
your confidential code: **999ABCD**

PRIZE DRAW! 1x £250 5x £50

Dear Ms Sample

Your views are really important to us and our 2021 survey is a chance to tell us what you think of the services we provide.

The survey is being carried out on behalf of Caerphilly Homes (Caerphilly County Borough Council's housing team) by an independent company called ARP Research Limited. Your answers are **confidential**. This means that the Council will not be able to link your answers to your name or address without your agreement.

Please either complete and return the survey in the enclosed freepost envelope, or you can complete the survey online using the link above. As a thank you, the unique code from all completed surveys will automatically be entered into a free prize draw, where 1 lucky person will win £250 and 5 more will receive £50 in shopping vouchers.

If you have any questions or concerns about this survey, need a copy in an alternative format, or require someone to help you complete it, please ring Caerphilly Homes on 01443 864086 or email: tenantinvolvement@caerphilly.gov.uk






Thank you for taking part and good luck in the prize draw!

please return by
8 October



What you think of us

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Caerphilly Homes?






Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>

2 Please tell us why you gave this answer?

write in 






General comments only. For a response please contact the Council on **01443 864086**.

3 How much do you agree or disagree that "I trust Caerphilly Homes"?

Agree strongly	Agree	Neither	Disagree	Strongly disagree
 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>

Your home







4 How satisfied or dissatisfied are you:

	Very satisfied		Neither		Very dissatisfied
					
a. With the overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. That we provide a home that is safe and secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. That your home is suitable for your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. That your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. That your service charge provides value for money (if you pay one)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Repairs and maintenance

5 How satisfied or dissatisfied are you with:

Very satisfied Neither Very dissatisfied Doesn't apply

a. The way Caerphilly Homes deals with repairs and maintenance

b. Your overall experience if you have had any disabled adaptations to your home

6 Have you had any day to day repairs carried out in the last 12 months, e.g. a leaking tap?

Yes **go to Q7 ↓** No **go to Q8 ↷**

7 Thinking about the **last time** you had repairs carried out, how satisfied or dissatisfied were you:

Very satisfied Neither Very dissatisfied



a. That it was easy to access the repairs service

b. With the time taken before work started

c. With the overall quality of the work

d. That the repair was done 'right first time'






e. With the overall repairs service you received this time

8 How could we improve the repairs service for you?

write in 

Communication

9 How satisfied or dissatisfied are you that Caerphilly Homes is easy to deal with?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>

10 Have you contacted Caerphilly Homes in the **last 12 months**?






Yes **go to Q11 ↓** No **go to Q13 →**

11 How did you **last** contact Caerphilly Homes?

tick **ONE** only

<input type="checkbox"/> Phoned	<input type="checkbox"/> Emailed	<input type="checkbox"/> Facebook
<input type="checkbox"/> On-site staff	<input type="checkbox"/> Text	<input type="checkbox"/> Twitter
<input type="checkbox"/> Wrote	<input type="checkbox"/> Website	<input type="checkbox"/> Other (write in)

12 Thinking about the **last time** you contacted Caerphilly Homes, how satisfied or dissatisfied were you:

	Very satisfied		Neither		Very dissatisfied
					
a. That overall we were easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. With the ease of getting hold of the right person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. With the helpfulness of the staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. With their ability to deal with your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. With the quality of the information or advice you got from staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. With the final outcome of your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>






13 In your day to day life, have you done any of these using an **app** or **website** over the past year?

tick all that apply

- Used Facebook, Instagram or other social media
- Used video calling, such as Zoom, Skype or Teams
- Online shopping
- Online banking
- Booked a service or appointment online
- Used Government services online
- Contacted any organisation on Facebook or Twitter
- Contacted any organisation by email or on their website
- Read an email newsletter
- Visited the Council's Facebook or Twitter
- Used the Council's online services

Involving you

14 How satisfied or dissatisfied are you that Caerphilly Homes:

	Very satisfied		Neither		Very dissatisfied
					
a. Keeps you informed about things that might affect you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Listens to your views and acts upon them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Gives you a say in how services are managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Gives you chances to take part in decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>







15 Would you be interested in having your say about our services in any of the following ways?

tick all that apply




- Taking part in short online or social media polls
- Taking part in detailed surveys (online or via telephone)
- Online or telephone discussion groups about the latest issues
- In person discussion group about the latest issues
- None of these

Your neighbourhood

16 How satisfied or dissatisfied are you with:

	Very satisfied		Neither		Very dissatisfied	No opinion
						
a. Your neighbourhood as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b. Grounds maintenance, such as grass cutting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The way we deal with anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17 To what extent are any of the following a problem in your neighbourhood?

	Not a problem	Minor problem	Major problem
			
a. Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Other pet or animal problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Disruptive, drunk or rowdy adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Disruptive children or teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18 How could your neighbourhood be improved?

write in 

General comments only. For a response please contact the Council on **01443 864086**.

Supporting you

19 Did you know that Caerphilly Homes offers help with getting the most from your income and claiming certain benefits?

Yes No

20 Thinking about your rent and income, how satisfied or dissatisfied are you with the advice you were offered from Caerphilly homes with the following:

	Very satisfied		Neither		Very dissatisfied	Doesn't apply
a. Claiming universal credit, housing benefit and other welfare benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Managing your finances, paying rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21 How could we improve our benefit and income advice and support to tenants?

22 Did you receive a welfare call from us during the first COVID-19 lockdown in 2020?

Yes **go to Q23 ↓** No **go to Q24 ↷**

23 How much would you agree or disagree that this welfare call:

	Agree strongly		Neither		Strongly disagree
a. Was helpful to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Made you feel that the Council cared about its tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24 Overall, how would you rate the way we delivered our services to you during the COVID-19 pandemic?

Very good	Fairly good	Neither	Fairly poor	Very poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25 Do you have any other comments on our support during this COVID-19 pandemic?

Page 14

Wellbeing

26 How much do you agree or disagree that:

	Strongly agree		Neither		Strongly disagree	Prefer not to say
a. I have a good quality of life in my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
b. I feel part of the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
c. I don't feel lonely or isolated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

The future

27 What **ONE** thing could Caerphilly Homes do to improve their services for you? [write in](#)

General comments only. For a response please contact the Council on **01443 864086**.

28 We have highlighted seven areas that we think we should be focusing on over the next 10 years, please tell us which you consider to be the **top three** priorities?

tick no more than **THREE** boxes

- Local Services** - access to housing staff and services within your local community
- Housing Quality** - keeping homes safe, warm and secure, meeting people's needs in communities where they want to live
- Housing Availability** - building new homes and making homes affordable
- Tenant Focus** - listening to tenants and working with them to improve services
- Technology and Innovation** - making sure we make the best use of technology for tenants and staff
- Support and Assistance** - providing services that help people access housing, maintain a tenancy and improve their quality of life
- Climate Change** - meeting targets to reduce carbon and making homes more energy efficient

A bit about you ...

These questions are **optional**, but they help us make sure the survey matches the makeup of our tenants and to check we are meeting everyone's different needs.

29 Is the main person filling in this survey:

tick ONE only

- Male
- Female
- Prefer not to say
- Other (write in)

30 How old is the main person filling in this survey?

write in 

31 Are your day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?

tick ONE only

- Yes - limited a lot
- Yes - limited a little
- No
- Prefer not to say

32 What is your preferred language?

tick ONE only

- Welsh
- English
- Prefer not to say
- Other including BSL (write in)

33 Please tell us if you've ever felt that your experience in dealing with Caerphilly Homes was different in any way (better or worse), because of who you are, or are perceived to be, as an individual (e.g. because of your age, your ethnic origin, your language requirements, your disabilities, your sexual orientation or gender, or anything else that makes you an individual)?

write in 

Thank you!

Please return in the enclosed freepost envelope for your chance to win up to **£250 in shopping vouchers!**

Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN

Privacy

You have a number of rights in relation to the information we hold about you, including the right of access to your information and the right of complaint if you are unhappy with the way your information is processed. For further information on how we process the information and your rights please visit the Council's website or contact Caerphilly Homes on 01443 864086 or email: tenantinvolvement@caerphilly.gov.uk



Cartrefi Caerffili

Arolwg Bodlonrwydd Tenantaid 2021



Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD



www.arpsurveys.co.uk/caerffili
eich cod cyfrinachol: **999ABCD**

RAFFL FAWR! 1X £250 5X £50

Annwyl Ms Sample

Mae eich barn chi yn bwysig iawn i ni ac mae ein harolwg ni yn 2021 yn gyfle i fynegi eich barn chi ar y gwasanaethau rydyn ni'n eu darparu.

Mae'r arolwg yn cael ei gynnal ar ran Cartrefi Caerffili (tîm tai Cyngor Bwrdeistref Sirol Caerffili) gan gwmni annibynnol o'r enw ARP Research Limited. Mae eich atebion chi yn **gyfrinachol**. Mae hyn yn golygu na fydd y Cyngor yn gallu cysylltu eich atebion na'ch cyfeiriad â'ch enw heb eich caniatâd.

Llenwch yr arolwg a'i ddychwelyd yn yr amlen radbost amgaeedig, neu gallwch chi lenwi'r arolwg ar-lein gan ddefnyddio'r ddolen uchod. Er mwyn diolch i chi, bydd codau unigryw o'r holl arolygon sy'n cael eu llenwi yn cael eu rhoi mewn raffl am ddim yn awtomatig, a bydd un person lwcus yn ennill £250 a bydd 5 arall yn cael £50 ar ffurf talebau siopa.

Os oes gennych chi unrhyw gwestiynau neu bryderon ynghylch yr arolwg hwn, os oes angen copi mewn fformat arall arnoch chi neu os oes angen rhywun i'ch helpu chi i'w lenwi, ffoniwch Cartrefi Caerffili ar 01443 864086 neu e-bostio: CyfranogiadTenantiaid@caerffili.gov.uk

Diolch am gymryd rhan a phob lwc yn y raffl!

dychwelwch erbyn
8 Hydref



Eich barn amdanom ni

1 Gan ystyried popeth, pa mor fodlon neu anfodlon ydych chi â'r gwasanaeth y mae Cartrefi Caerffili yn ei ddarparu?

Bodlon iawn



Eithaf bodlon



Y naill na'r llall



Eithaf anfodlon



Anfodlon iawn



2 Allwch chi ddweud pam y gwnaethoch chi roi'r ateb yma?

ysgrifennwch

Sylwadau cyffredinol yn unig. Am ymateb, cysylltwch â'r Cyngor ar **01443 864086**.

3 I ba raddau rydych chi'n cytuno neu'n anghytuno â'r datganiad "Mae gen i ffydd yn Cartrefi Caerffili"?

Cytuno'n gryf



Cytuno



Y naill na'r llall



Anghytuno



Anghytuno'n gryf



Eich cartref

4 Pa mor fodlon neu anfodlon ydych chi:

Bodlon iawn



Y naill na'r llall



Anfodlon iawn



a. Gydag ansawdd cyffredinol eich cartref

b. Ein bod ni'n darparu cartref sy'n ddiogel

c. Bod eich cartref chi yn addas ar gyfer eich anghenion







ch. Bod eich rhent yn cynnig gwerth am arian

d. Bod eich tâl gwasanaeth yn cynnig gwerth am arian (os ydych yn talu tâl o'r fath)

Page 19

Atgyweirio a chynnal a chadw






5 Pa mor fodlon neu anfodlon ydych chi â'r canlynol:

	Bodlon iawn		Y naill na'r llall		Anfodlon iawn	Ddim yn bethnasol
						
a. Y ffordd y mae Cartrefi Caerffili yn delio ag atgyweiriadau a gwaith cynnal a chadw	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b. Eich profiad cyffredinol os ydych chi wedi cael unrhyw addasiadau i'r anabl i'ch cartref	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 A ydych chi wedi cael unrhyw atgyweiriadau cyffredinol i'ch cartref yn ystod y 12 mis diwethaf, e.e. tap yn gollwng?

Ydw **ewch i C7** ↓ Nac ydw **ewch i C8** ↷

7 Wrth feddwl am y tro **diwethaf** cafodd atgyweiriadau eu gwneud yn eich cartref, pa mor fodlon neu anfodlon oeddech chi:

	Bodlon iawn		Y naill na'r llall		Anfodlon iawn
					
a. Gyda pha mor hawdd roedd hi i gael gafael ar y gwasanaeth atgyweirio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Gyda'r amser roedd yn ei gymryd cyn i'r gwaith ddechrau	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Gydag ansawdd cyffredinol y gwaith	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ch. Bod yr atgyweiriad wedi'i wneud yn 'iawn y tro cyntaf'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Gyda'r gwasanaeth atgyweirio cyffredinol a gawsoch chi y tro hwn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8 Sut gallem ni wella'r gwasanaeth atgyweirio i chi?

ysgrifennwch 

9 Pa mor fodlon neu anfodlon ydych chi gyda pha mor hawdd yw delio â Cartrefi Caerffili?

Bodlon iawn	Eithaf bodlon	Y naill na'r llall	Eithaf anfodlon	Anfodlon iawn
				






10 Ydych chi wedi cysylltu â Cartrefi Caerffili yn y **12 mis diwethaf**?

Ydw **ewch i C11 ↓** Nac ydw **ewch i C13 →**

11 Sut y gwnaethoch chi gysylltu â Cartrefi Caerffili y tro **diwethaf**?
ticiwch UN blwch yn unig

<input type="checkbox"/> Dros y ffôn	<input type="checkbox"/> Trwy e-bost	<input type="checkbox"/> Trwy Facebook
<input type="checkbox"/> Staff ar y safle	<input type="checkbox"/> Trwy neges destun	<input type="checkbox"/> Trwy Twitter
<input type="checkbox"/> Trwy lythyr	<input type="checkbox"/> Trwy'r wefan	<input type="checkbox"/> Arall (nodwch)

12 Wrth feddwl am y tro **diwethaf** i chi gysylltu â Cartrefi Caerffili, pa mor fodlon neu anfodlon oeddech chi:

	Bodlon iawn		Y naill na'r llall		Anfodlon iawn
					
a. Ei bod yn hawdd delio â ni, yn gyffredinol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Gyda pha mor hawdd roedd hi i gael gfael ar y person iawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Gyda chymwynasgarwch y staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ch. Gyda gallu'r staff i ddelio â'ch ymholiad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Gydag ansawdd yr wybodaeth neu'r cyngor a gawsoch chi gan y staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
dd. Gyda chanlyniad terfynol eich ymholiad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13

Yn eich bywyd pob dydd dros y flwyddyn diwethaf, a ydych chi wedi gwneud unrhyw un neu ragor o'r rhain gan ddefnyddio **ap** neu **wefan**?






ticiwch bob un sy'n berthnasol

- Wedi defnyddio Facebook, Instagram neu gyfryngau cymdeithasol eraill
- Wedi defnyddio fideoalwad fel Zoom, Skype neu Microsoft Teams
- Siopa ar-lein
- Bancio ar-lein
- Wedi trefnu gwasanaeth neu apwyntiad ar-lein
- Wedi defnyddio gwasanaethau'r Llywodraeth ar-lein
- Wedi cysylltu â sefydliad ar Facebook neu Twitter
- Wedi cysylltu â sefydliad drwy e-bost neu ar ei wefan
- Wedi darllen cylchlythyr e-bost
- Wedi ymweld â thudalen Facebook neu Twitter y Cyngor
- Wedi defnyddio gwasanaethau ar-lein y Cyngor

Eich cynnwys chi

14

Pa mor fodlon neu anfodlon ydych chi bod Cartrefi Caerffili:

	Bodlon iawn		Y naill na'r llall		Anfodlon iawn
					
a. Yn rhannu gwybodaeth â chi am bethau a allai effeithio arnoch chi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Yn gwranddo ar eich safbwyntiau ac yn gweithredu ar eu sail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Yn rhoi cyfle i chi fynegi eich barn chi am y modd y caiff gwasanaethau eu rheoli	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ch. Yn rhoi cyfleoedd i chi gymryd rhan yn y broses o wneud penderfyniadau, fel arolygon boddhad ynghylch atgyweiriadau	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15

A fyddai gennych chi ddiddordeb mewn dweud eich dweud am ein gwasanaethau drwy wneud un neu ragor o'r canlynol?







ticiwch bob un sy'n berthnasol

- Cymryd rhan mewn arolygon barn byr ar-lein neu ar y cyfryngau cymdeithasol
- Cymryd rhan mewn arolygon manwl (ar-lein neu dros y ffôn)
- Cymryd rhan mewn grwpiau trafod ar-lein neu dros y ffôn am y materion diweddaraf
- Mynd yn bersonol i grŵp trafod am y materion diweddaraf
- Dim un o'r rhain




 Drwy fynegi diddordeb, rydych chi'n rhoi caniatâd i'r Cyngor gysylltu â chi ynglŷn â hyn.

Eich cymdogaeth

16 Pa mor fodlon neu anfodlon ydych chi â'r canlynol:

	Bodlon iawn 		Y naill na'r llall 		Anfodlon iawn 	Dim barn 
a. Eich cymdogaeth fel lle i fyw ynddo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b. Cynnal a chadw tiroedd, fel torri gwair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Y ffordd rydyn ni'n delio ag ymddygiad gwrthgymdeithasol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17 I ba raddau y mae unrhyw rai o'r canlynol yn broblem yn eich cymdogaeth?

	Ddim yn broblem 	Problem fach 	Problem fawr 
a. Parcio ceir	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Sbwriel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Cymdogion swnllyd	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ch. Baw cŵn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Problemau eraill gydag anifeiliaid anwes neu anifeiliaid eraill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
dd. Aflonyddu hiliol neu fath arall o aflonyddu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Oedolion sy'n tarfu ar eraill, sy'n feddw neu'n swnllyd	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Plant neu bobl ifanc sy'n tarfu ar eraill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ff. Fandaliaeth a graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pobl yn difrodi eich eiddo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ng. Pobl yn defnyddio neu'n gwerthu cyffuriau	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Cerbydau wedi'u gadael neu'u llosgi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18 Sut gallai eich cymdogaeth gael ei gwella?

ysgrifennwch 

Eich helpu chi

19 Oeddech chi'n gwybod bod Cartrefi Caerffili yn cynnig help i gael y gorau o'ch incwm a hawlio rhai budd-daliadau?

- Oeddwn Nac oeddwn

20 Wrth feddwl am eich rhent a'ch incwm, pa mor fodlon neu anfodlon ydych chi gyda'r cyngor rydych chi wedi'i gael gan Cartrefi Caerffili ynghylch y canlynol:

	Bodlon iawn		Y naill na'r llall		Anfodlon iawn	Ddim yn bethnasol
a. Hawlio Credyd Cynhwysol, Budd-dal Tai a budd-daliadau lles eraill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Rheoli eich arian, talu rhent a thaliadau gwasanaeth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21 Sut gallen ni wella ein cyngor a'n help o ran budd-daliadau ac incwm i denantiaid?

22 A gawsoch chi alwad les gennym ni yn ystod cyfnod cyntaf cyfyngiadau symud COVID-19 yn 2020?

- Do [ewch i C23 ↓](#) Naddo [ewch i C24 ↷](#)

23 I ba raddau rydych chi'n cytuno neu'n anghytuno bod yr alwad les hon:

	Cytuno'n gryf		Y naill na'r llall		Anghytuno'n gryf
a. Yn ddefnyddiol i chi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Wedi gwneud i chi deimlo bod y Cyngor yn gofalu am ei denantiaid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>







24 Ar y cyfan, yn eich barn chi, pa mor dda roedd ein ffordd ni o ddarparu ein gwasanaethau i chi yn ystod y pandemig COVID-19?

Da iawn	Eithaf da	Y naill na'r llall	Eithaf gwael	Gwael iawn
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


25 A oes gennych chi unrhyw sylwadau eraill am ein help yn ystod y pandemig COVID-19 hwn?

Page 24

26 I ba raddau rydych chi'n cytuno neu'n anghytuno â'r datganiad:

	Cytuno'n gryf 		Y naill na'r llall 		Anghytuno'n gryf 	Gwell gen i beidio â dweud 
a. Mae gen i ansawdd bywyd da yn fy nghartref	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Rwy'n teimlo'n rhan o'r gymuned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Dw i ddim yn teimlo'n unig nac yn ynysig	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Y dyfodol

27 Pa **UN** peth mae Cartrefi Caerffili yn gallu ei wneud i wella ei wasanaethau i chi? ysgrifennwch 

Sylwadau cyffredinol yn unig. Am ymateb, cysylltwch â'r Cyngor ar **01443 864086**.

28 Rydyn ni wedi tynnu sylw at saith maes rydyn ni'n credu y dylen ni ganolbwyntio arnyn nhw dros y 10 mlynedd nesaf; dywedwch wrthym ni pa rai rydych chi'n eu hystyried yw'r **tair prif** flaenoriaeth?

peidiwch â rhoi tic mewn mwy na THRI blwch

- Gwasanaethau lleol** – cael gfael ar staff a gwasanaethau tai yn eich cymuned leol
- Ansawdd tai** – cadw cartrefi yn ddiogel ac yn gynnes, diwallu anghenion pobl mewn cymunedau lle maen nhw eisiau byw
- Argaeledd tai** – adeiladu cartrefi newydd a gwneud cartrefi'n fforddiadwy
- Sylw i denantiaid** – gwranddo ar denantiaid a gweithio gyda nhw i wella gwasanaethau
- Technoleg ac arloesi** – sicrhau ein bod ni'n gwneud y defnydd gorau o dechnoleg ar gyfer tenantiaid a staff
- Cefnogaeth a chymorth** – darparu gwasanaethau sy'n helpu pobl i gael mynediad at dai, cynnal tenantiaeth a gwella ansawdd eu bywydau
- Newid yn yr hinsawdd** – cwrdd â'r heriau a gellir gweithredu i leihau carbon a gwneud cartrefi yn fwy effeithlon o ran ynni

Ychydig amdanoch chi...

Mae'r cwestiynau hyn yn **ddewisol**, ond maen nhw'n ein helpu ni i sicrhau bod yr arolwg yn cyd-fynd â chyfansoddiad ein tenantiaid a gwirio ein bod ni'n diwallu gwahanol anghenion pawb.

29 Ydy'r prif berson sy'n llenwi'r arolwg hwn:

ticiwch UN blwch yn unig

Yn wryw

Yn fenyw

Gwell gen i beidio â dweud

Arall (nodwch)

30 Beth yw oedran y prif berson sy'n llenwi'r arolwg hwn?

ysgrifennwch 

31 Ydy eich gweithgareddau pob dydd yn gyfyngedig oherwydd cyflwr neu salwch corfforol neu feddyliol sydd wedi para, neu y disgwylir iddo bara, o leiaf 12 mis?

ticiwch UN blwch yn unig

Ydy - wedi'i gyfyngu yn helaeth

Ydy - wedi'i gyfyngu ychydig

Nac ydy

Gwell gen i beidio â dweud

32 Beth yw eich dewis iaith?

ticiwch UN blwch yn unig

Cymraeg

Saesneg

Gwell gen i beidio â dweud

Arall gan gynnwys iaith Arwyddion Prydain (nodwch)

33 Gadewch i ni wybod a oeddech chi'n teimlo bod eich profiad o ddelio â Cartrefi Caerffili yn wahanol mewn unrhyw ffordd (yn well neu'n waeth), oherwydd pwy ydych chi fel unigolyn neu'r argraff ohonoch chi fel unigolyn (e.e. oherwydd eich oedran, eich tarddiad ethnig, eich gofynion ieithyddol, eich anabledau, eich cyfeiriadedd rhywiol neu rywedd, neu unrhyw beth arall sy'n eich gwneud chi yn unigolyn).

ysgrifennwch 

Diolch!

Dychwelwch yr arolwg yn yr amlen radbost amgaeedig am eich cyfle i ennill hyd at **£250 ar ffurf talebau siopa!**

Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN

Preifatrwydd

Mae gennych chi nifer o hawliau mewn perthynas â'r wybodaeth sydd gennym ni amdanoch chi, gan gynnwys yr hawl i gael gafael ar eich gwybodaeth a'r hawl i gwyno os ydych chi'n anhapus â'r ffordd y caiff eich gwybodaeth ei phrosesu. Am ragor o wybodaeth am sut rydyn ni'n prosesu'r wybodaeth ac am eich hawliau, ewch i wefan y Cyngor neu gysylltu â Cartrefi Caerffili ar 01443 864086 neu e-bostio: CyfranogiadTenantiaid@caerffili.gov.uk

