

Welsh Government Tenant Satisfaction Survey Results 2024

How satisfied or dissatisfied are you with the service provided by ateb?

	2019	2022	2024	2024 v. 2019	2024 v. 2022
Very / Fairly Satisfied	85%	90%	81%	-4%	-9%
Neither Satisfied / Dissatisfied	4%	6%	7%	+3%	-2%
Fairly / Very Dissatisfied	11%	4%	12%	+1%	+8%

How satisfied or dissatisfied are you with the overall quality of home?

	2019	2022	2024	2024 v. 2019	2024 v. 2022
Very / Fairly Satisfied	85%	93%	88%	+3%	-5%
Neither Satisfied / Dissatisfied	4%	N/A	0%	-	-
Fairly / Very Dissatisfied	10%	7%	12%	+2%	+5%

Generally, how satisfied, or dissatisfied are you with the way ateb deals with repairs and maintenance?

	2019	2022	2024	2024 v. 2019	2024 v. 2022
Very / Fairly Satisfied	83%	85%	75%	-8%	-10%
Neither Satisfied / Dissatisfied	4%	7%	8%	+4%	+1%
Fairly / Very Dissatisfied	13%	8%	17%	+4%	+9%

How satisfied or dissatisfied are you with your neighbourhood as a place to live?

	2019	2022	2024	2024 v. 2019	2024 v. 2022
Very / Fairly Satisfied	85%	86%	83%	-2%	-3%
Neither Satisfied / Dissatisfied	4%	7%	8%	+4%	+1%
Fairly / Very Dissatisfied	11%	7%	9%	-2%	+2%

How satisfied or dissatisfied are you that your rent provides value for money?

	2019	2022	2024	2024 v. 2019	2024 v. 2022
Very / Fairly Satisfied	82%	88%	81%	-1%	-7%
Neither Satisfied / Dissatisfied	7%	8%	10%	+3%	+2%
Fairly / Very Dissatisfied	11%	4%	9%	-2%	+5%

How satisfied or dissatisfied are you that your service charges provide value for money?

	2019	2022	2024	2024 v. 2019	2024 v. 2022
Very / Fairly Satisfied	N/A	75%	64%	N/A	-11%
Neither Satisfied / Dissatisfied	N/A	16%	18%	N/A	+2%
Fairly / Very Dissatisfied	N/A	9%	18%	N/A	+9%

How satisfied or dissatisfied are you that ateb listens to your views and acts upon them?

	2019	2022	2024	2024 v. 2019	2024 v. 2022
Very / Fairly Satisfied	74%	71%	64%	-10%	-7%
Neither Satisfied / Dissatisfied	10%	19%	20%	+10%	+1%
Fairly / Very Dissatisfied	16%	10%	16%	No Change	+6%

Thinking about your home specifically, how satisfied, or dissatisfied are you that ateb provides a home that is safe and secure?

	2019	2022	2024	2024 v. 2019	2024 v. 2022
Very / Fairly Satisfied	N/A	90%	85%	N/A	-5%
Neither Satisfied / Dissatisfied	N/A	5%	7%	N/A	+2%
Fairly / Very Dissatisfied	N/A	5%	8%	N/A	+3%

How satisfied or dissatisfied are you with the way ateb deals with anti-social behaviour?

	2019	2022	2024	2024 v. 2019	2024 v. 2022
Very / Fairly Satisfied	72%	88%	86%	+14%	-2%
Neither Satisfied / Dissatisfied	14%	N/A	N/A	N/A	N/A
Fairly / Very Dissatisfied	14%	12%	14%	No Change	+2%

How satisfied or dissatisfied are you with opportunities given to you to participate in ateb's decision making processes?

	2019	2022	2024	2024 v. 2019	2024 v. 2022
Very / Fairly Satisfied	N/A	62%	64%	N/A	+2%
Neither Satisfied / Dissatisfied	N/A	33%	29%	N/A	-4%
Fairly / Very Dissatisfied	N/A	5%	7%	N/A	+2%

How satisfied or dissatisfied are you that ateb gives you a say in how services are managed?

	2019	2022	2024	2024 v. 2019	2024 v. 2022
Very / Fairly Satisfied	N/A	63%	59%	N/A	-4%
Neither Satisfied / Dissatisfied	N/A	30%	31%	N/A	+1%
Fairly / Very Dissatisfied	N/A	7%	10%	N/A	+3%

To what extent do you agree with the following statement - "I trust ateb"

	2019	2022	2024	2024 v. 2019	2024 v. 2022
Strongly Agree / Agree	80%	85%	73%	-7%	-12%
Neither Agree / Disagree	9%	11%	16%	+7%	+5%
Disagree / Disagree Strongly	11%	4%	11%	No Change	+7%