








Tenant Satisfaction Survey Results 2019



RESULTS - BENCHMARKING QUESTIONS

(2017 RESULTS IN BRACKETS)

-  87% (91%) are satisfied with the overall service provided by the Council
-  84% (86%) are satisfied with the overall quality of their home
-  85% (87%) are satisfied with their neighbourhood as a place to live
-  84% (88%) are satisfied with the way repairs and maintenance is dealt with
-  65% (71%) are satisfied that the Council listens to their views
-  85% (88%) are satisfied that their rent provides value for money
-  66% (72%) are satisfied that their service charges provide value for money

BACKGROUND

 Carried out every 2 years

 Sample size 36% general needs, 100% sheltered

 Response options

 Email with link to digital survey

 Postal with hard copy

 Online QR code in covering letter





 Returns 709 general needs, 254 sheltered

 Overall response rate 46%





 Results accurate to +/-2.84% at 95% confidence level.

TRENDS

These remain unchanged from previous surveys:

-  Older households more satisfied than younger households
-  Stanmore households least satisfied of the district areas
-  Those on benefits more satisfied to those not entitled to benefits
-  Sheltered are more satisfied than general needs

SUMMARY HEADLINES

-  Overall results are good - Largely top quartile and above median
-  Sheltered generally top quartile performance along with repairs and maintenance overall
-  Increase in number with no view or neutral view accounts for some falls in satisfaction. Dissatisfaction levels largely unchanged
-  All results appear to be lower than 2017, however with the +/- 2.84% at 95% confidence level - largely within the same range.

RESULTS – TOP 5 SERVICE PRIORITIES

General Needs




1. Repairs and maintenance (75%)
2. Quality of home (57%)
3. Listening to views and acting on them (31%)
4. Value for money for rent (28%)
5. Dealing with anti-social behaviour (28%)

Sheltered







1. Repairs and maintenance (58%)
2. Keeping residents informed (45%)
3. Quality of home (42%)
4. The Community Alarm or Lifeline Service for older residents (38%)
5. Listening to views and acting on them (36%)

RESULTS

General Services

-  88% were satisfied that the Council treats them fairly
-  92% were satisfied that the Council has friendly and approachable staff
-  84% were satisfied with the way their enquiries are dealt with in general

Repairs and Maintenance

-  84% satisfied with their gas servicing arrangement
-  27% didn't know who their Area Property Surveyor (APS) was
-  52% had had a visit from an APS
-  88% were satisfied with the outcome of the visit from their APS
-  84% believed they were listened to by the surveyor
-  34% had to contact Housing to chase works

RESULTS CONT.

Estate Services

- 30% report that the appearance of their neighbourhood has improved in the last 3 years
- 85% are satisfied with the safety and security of their home

Sheltered

- 71% satisfied with the helpfulness of the team
- 65% satisfied with overall service
- 92% satisfied with ease of access to their home and inside the building
- Lower levels of satisfaction (89% in 2019) with ease of access to building compared to 95% in 2017 – may relate to improved security systems making it more difficult to gain access.

Contact and Communication

- 69% found getting hold of the right person easy
- 71% use the internet
- Improvements digital inclusion for older age groups
 - within sheltered this may in part be due to Wi-Fi installation at sheltered schemes

RESULTS CONT.

Tenant Information & Making Views Known




- 🏰 81% feel that the Council is good at keeping them informed about things that might affect them as a tenant
- 🏰 69% are satisfied that the Council gives them opportunities to make their views known
- 🏰 62% were aware of TACT and 37% were aware of Tenant Conference
- 🏰 Reasons given for not coming to TACT
 - 🏰 Don't feel comfortable in meetings (31%)
 - 🏰 Haven't got the time (21%)
 - 🏰 Don't know what they do, what their purpose is (21%)
 - 🏰 I can't get there due to work commitments (18%)
 - 🏰 I don't want to share my view in this way (13%)
- 🏰 Reasons given for not coming to Tenant Conference
 - 🏰 Work commitments (24%)
 - 🏰 Not sure what it's about (21%)
 - 🏰 Haven't got the time (17%)
 - 🏰 Not interested (15%)
- 🏰 54% had heard of Tenant Voice and of those only 26% read it

FOCUS FOR SERVICE IMPROVEMENT





- 🏰 Areas of dissatisfaction of 10% and above
 - 🏰 Quality of home 11%
 - 🏰 Repairs and maintenance 10%
 - 🏰 Listening to views and acting on them 11%
 - 🏰 Service charges 10%
 - 🏰 Complaints – 10%
 - 🏰 Anti-social behaviour -10%
 - 🏰 Time taken to answer their query – 17%
 - 🏰 Final outcome of query – 16%
 - 🏰 Sheltered
 - 🏰 Frequency of presence on the scheme – 20%
 - 🏰 Frequency of face to face contact on scheme – 15%
 - 🏰 Overall sheltered service – 12%

ACTION

Repairs and Maintenance –

-  Area Property Surveyor new tenant visits - should address - face to face contact issues
-  satisfaction survey changes - collecting qualitative information about why tenants are dissatisfied
-  Repairs Maintenance Service Delivery Group discussion of results – to inform a follow up digital survey – especially to find out what chasing works relates to.

Listening to views and acting on them –



-  Take every opportunity to find out what views it is we are not listening to through -
 -  Tenant Voice Article
 -  Digital survey and focus group work
 -  Tenant Conference

ACTION cont.



Sheltered –

-  Restructure – increased face to face contact, increased presence on the scheme, change of duties , becoming more person focused than property focused

Service charges –






-  Independent review commissioned,
-  Digital survey and focus group work in programme to investigate further.

Contact and communication –



-  Corporately projects underway to make improvements to telephone contact, digital options
-  Housing hub coming up to sit in housing service.

ACTION – TENANT INVOLVEMENT

TACT Results – discuss following proposals for action with Chair, Support Group and TACT

-  Move away from meetings in sheltered common rooms
-  Continue with meetings moving around the district and blitz area with posters to promote
-  Email invites and the topics that will be covered
-  Proposal to Chair – to have the summer meeting in the evening and offer food
-  Promote transport options







Opportunities for Making views known

-  Making people aware of options available through the e-newsletter
-  Tenant Compact work will inform other measures required

Tenant Conference & Tenant Voice

-  Discuss results with all stakeholders

REVIEW OF HOUSEMARK STAR TOOL

-  The HouseMark Tenant Satisfaction Survey framework under review
-  In Response to the Green Paper – New Deal for Social Housing
-  Impact of Grenfell Tragedy
-  Increasing importance of understanding how tenants feel their views are listened to and being respected.
-  Ensuring the Benchmarking suite delivers reliable comparisons
-  WCC is involved in the consultation programme to design the new structure

Questions

