

# Tenant Satisfaction Survey

2020



# Tenant Satisfaction Survey 2020

We are delighted to present the findings of our latest tenant satisfaction survey, this survey gives us important feedback on how we can improve our services and the things we are already doing well. Thank you to everyone who took part.

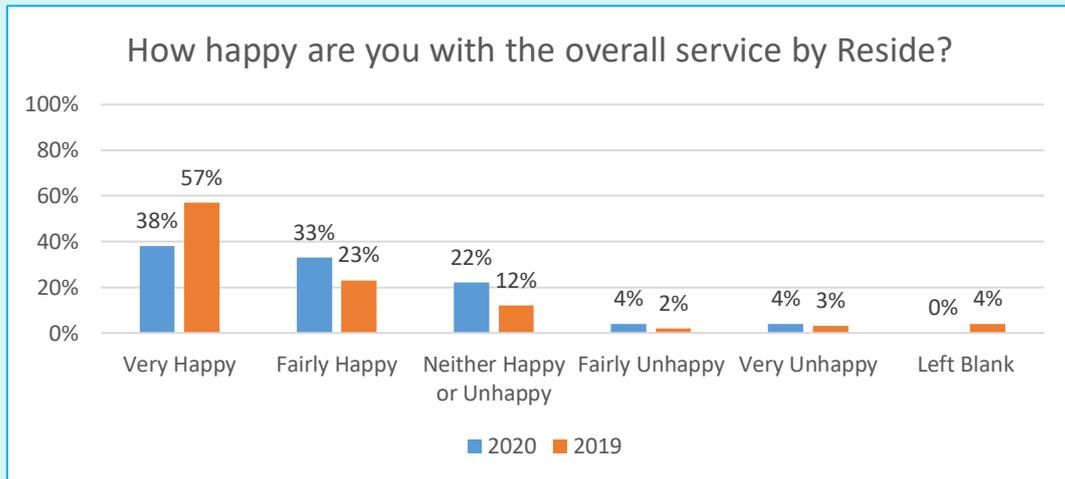
In September 2020 we sent out a 'Tenant Satisfaction Survey' to all our tenants individually to take part in if they wished. We received 106 completed surveys back, which was approximately a 9% return rate. The last survey completed was in 2019 when we received approximately 449 surveys back. Similar to 2019 the surveys were addressed directly to the tenants rather than via the support provider in order to ensure a more tenant focused approach. However, this year we also gave the tenants the option of completing the survey online via Survey Monkey. 1% of tenants completed the form through this medium.

2020 has been a unique and challenging year for all due to the pandemic and this should be taken into account when interpreting the survey results. As mentioned above the response rate was dramatically down from 2019. This could be due to a number of reasons including: support staff were too busy dealing with the impact of COVID-19 to assist tenants with no capacity to complete the survey; family may have been less available to help; or tenants may have been apprehensive about handling external post. This reduced response rate means that the results may not be as reliable as it was in previous years, however, we have still gathered sufficient responses to ensure that we have obtained a good insight into tenant opinions.

Tenants were surveyed in September 2020 following a six month period in which access to properties for both maintenance operatives and the tenant support staff had in some cases been significantly restricted. During this period tenant support officers operated from home and were unable to undertake their normal six monthly visits to homes in person. Whilst emergency repairs continued to be completed some non-urgent repairs have been delayed.

# Tenant's Overall Happiness with Reside

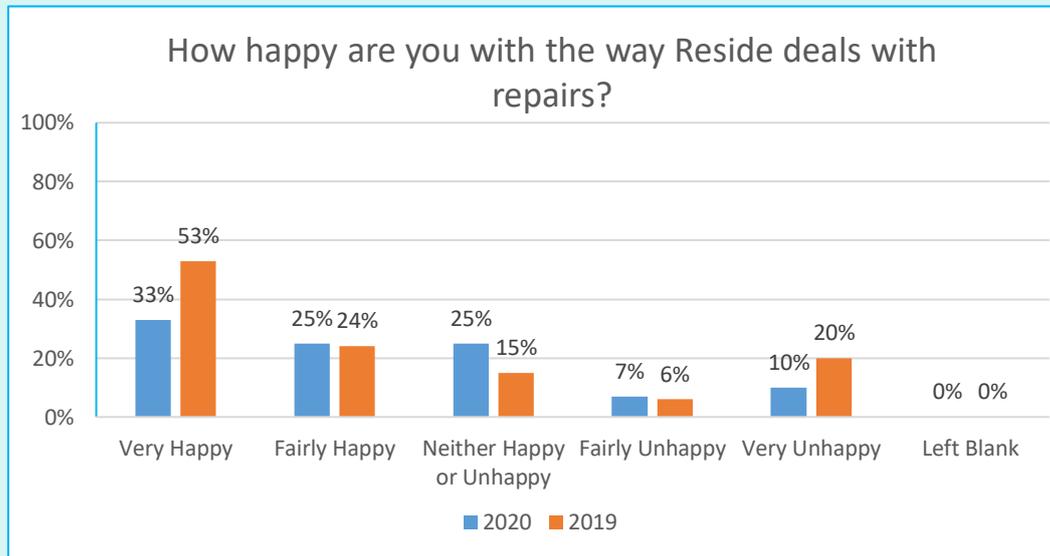
*"I am happy with all Reside services"*



There was a 9% decrease in the overall happiness with Reside since 2019. 71% of our tenants said they were happy with the service provided by Reside, with 38% stating they were “Very Happy”. While there has been a fair decrease in happiness, this has not coincided with a corresponding increase in dissatisfaction, with only a 3% increase in unhappiness and only 4% stating they were “Very Unhappy” with the service provided by Reside. This means that the reduction in happiness in 2020 has been balanced with a 10% increase in tenants answering with “Neither happy or unhappy”, a neutral answer which suggests no strong feelings either way. This could correspond with a lower level of in person contact from Reside and a lower level of direct services, e.g. repairs, to express a view on.

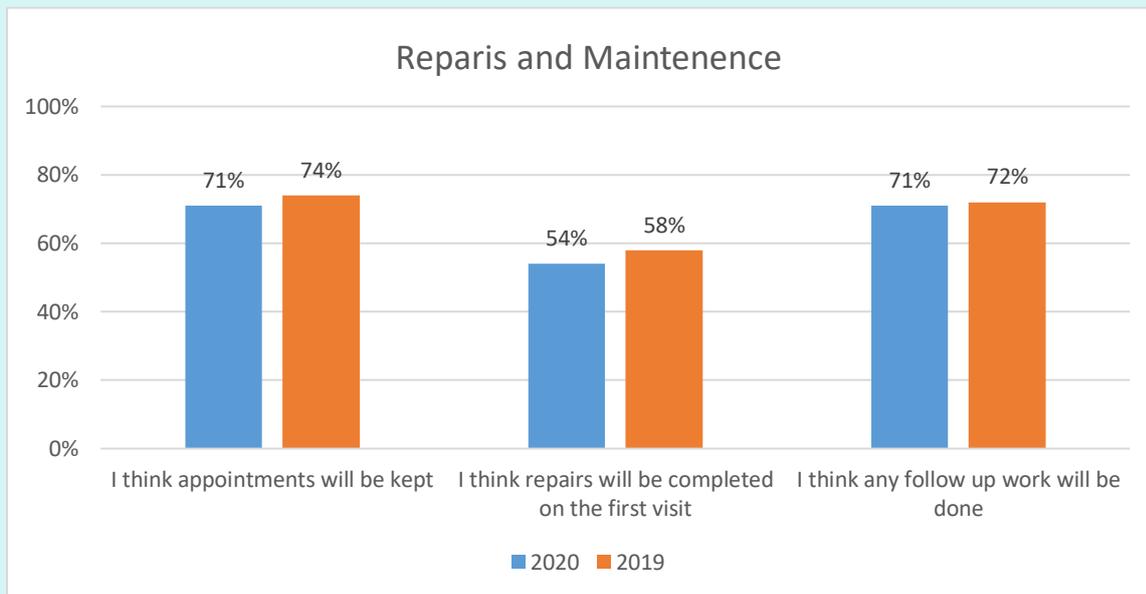
## Repairs and Maintenance

*“All maintenance issues completed fine”*



The satisfaction rating for repairs highlighted some room for improvement with only 58% of tenants stating they were happy with the way Reside deals with repairs, a decrease of 19% from 2019. However, as with the responses to the overall service, the decrease in satisfaction wasn't met with a corresponding increase in dissatisfaction as unhappiness with the way Reside deals with repairs dropped by 9%. Once again the number of tenants responding with "Neither happy or unhappy" increased by 10% from 2019.

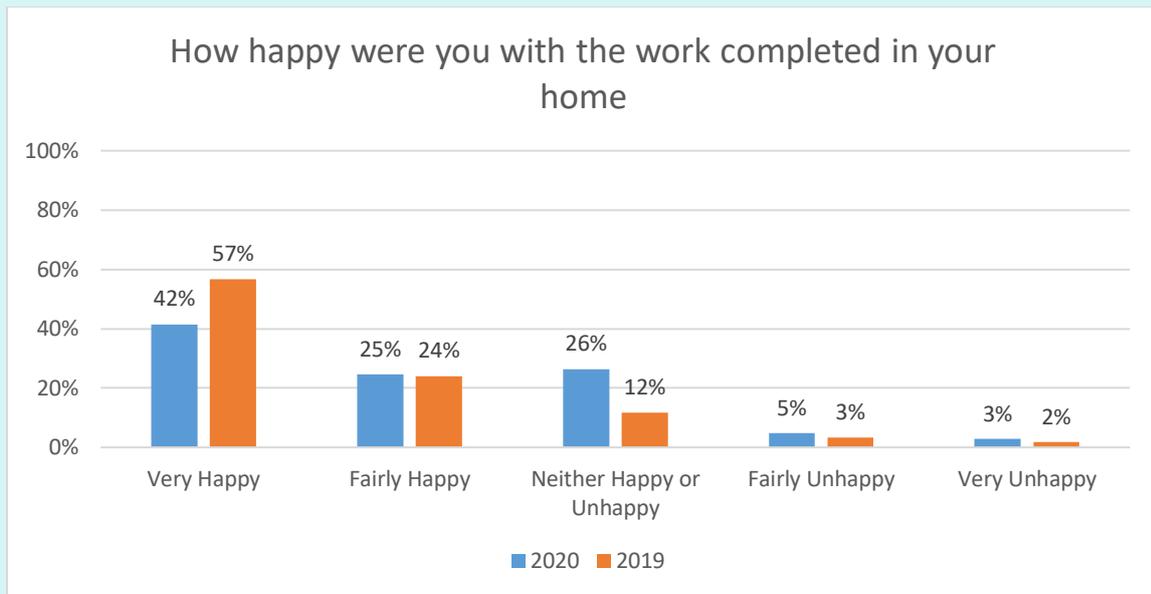
***“Repairs to be done more quickly instead of having to wait ages”***



There has been little change in satisfaction scores on these questions between 2019 and 2020. The 2020 scores are down on all counts but only very slightly. The main concern is that we have not improved on the low satisfaction score on confidence that repairs will be completed in the first visit. These results may be a result of an abnormally high number of large projects undertaken in tenants' homes which require more than one visit, and if this isn't communicated effectively to tenants they may feel aggrieved at it. Reside maintenance operatives do not carry a large stock of spares in their vans due to the variety of fittings in properties and will frequently need to buy these from local suppliers and return the same day. Whatever the reason may be it would appear to be more of a communication issue, rather than a quality of work problem.

***“Happy with the work done inside the house”***

Overall Satisfaction dropped by 14% from 81% in 2019 to 67% in 2020. Despite this, the reduction in satisfaction was balanced by an increase in tenants answering “Neither happy or unhappy” (14% increase) rather than a significant increase in dissatisfaction (3%)

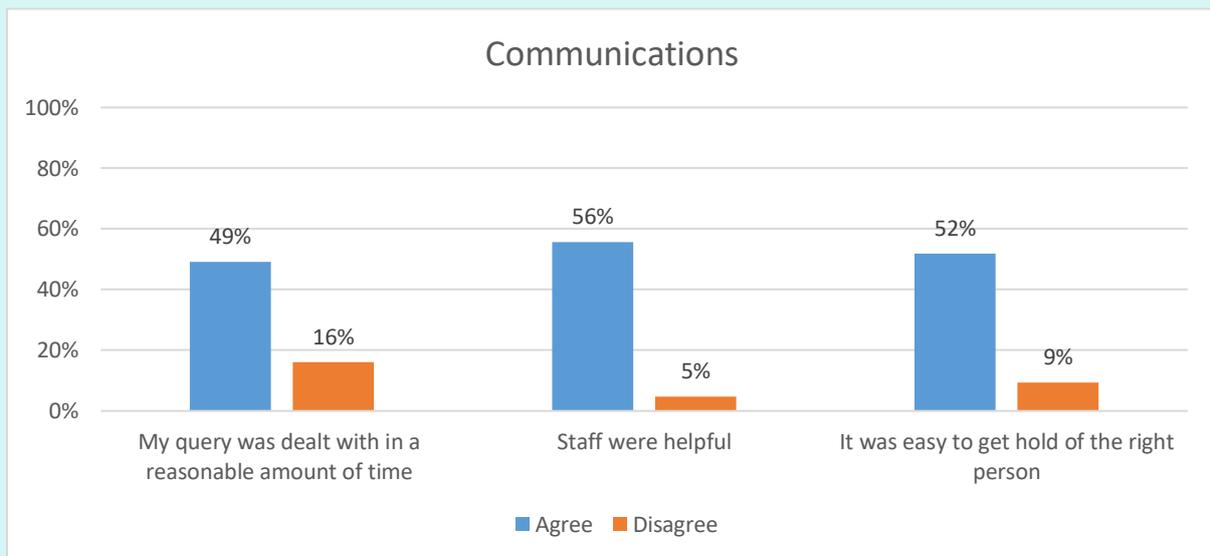


It is possible that tenants who reported neutral answers such as 'Neither Happy or Unhappy' or 'Don't Know' represent a population of our tenants who have not had any experience with the repairs system that Reside offers, this may alter the appearance of the data. As a general trend across the data obtained from the repairs questions, when neutral answers are removed satisfaction rates increased on average by 21% whereas dissatisfaction rates only increased by 3% on average. This includes taking satisfaction rates on: 'Confidence of follow up work', 'Quality of work completed in home', 'Confidence of keeping appointments' & 'Behaviour of workers' to over 90%. This implies that tenants who have had experience with the repairs system are generally more satisfied than dissatisfied. To try and address this next year we will make it clear on the form to only complete the questions regarding repairs if the tenant has dealt with the repairs service in the last 12 months.

It was also evident from responses that tenants living in properties where the repairing responsibility lies with the property owner and not Reside are generally more happy with the repairs service. This is a reversal of the position in 2019 and any underlying reasons are unclear. Further investigation will be included as part of the action plan item to review the service provided by third parties.

# Communication

*“Better communication is needed”*

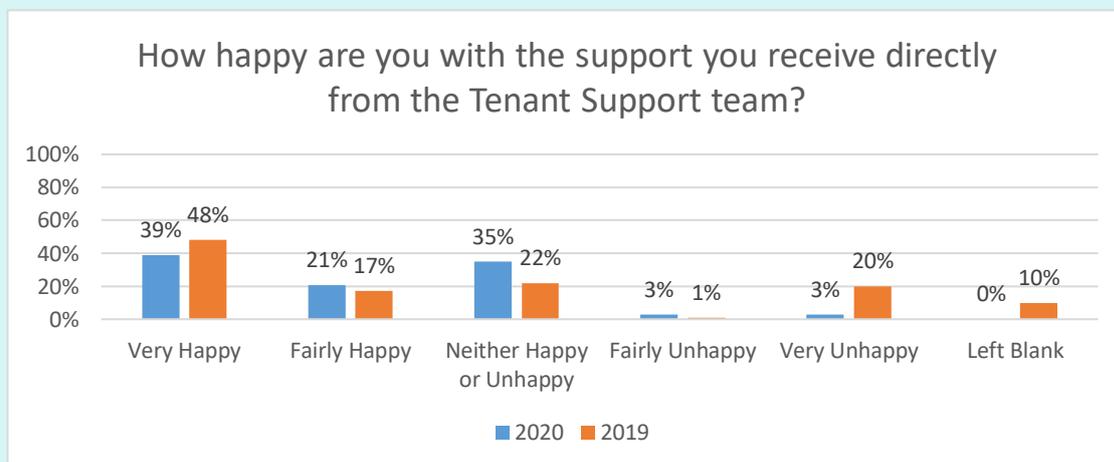


Multiple questions were asked about the tenant's experiences when they contacted Reside. Overall around 50% of the participants agreed with these questions. There are areas of improvement needed within the general contact with tenants, however, the response is skewed by many participants leaving these sections blank or stating they do not know. Neutral answers once again made up a large proportion of the responses, however the comments were mainly positive

# Tenant Support Teams

## *“Pleasant and Wonderful Staff”*

The feedback on the support provided by the Tenant Support Team was varied, 60% of the tenants said they were happy, down from 65% last year, however, unhappiness was down from 21% in 2019 to 6% in 2020. Although responses were not generally negative, it did appear that some tenants were not aware of the existence of the team. This highlights the importance of providing an initial face to face sign up and the regular scheme visits, which were suspended during lockdown.

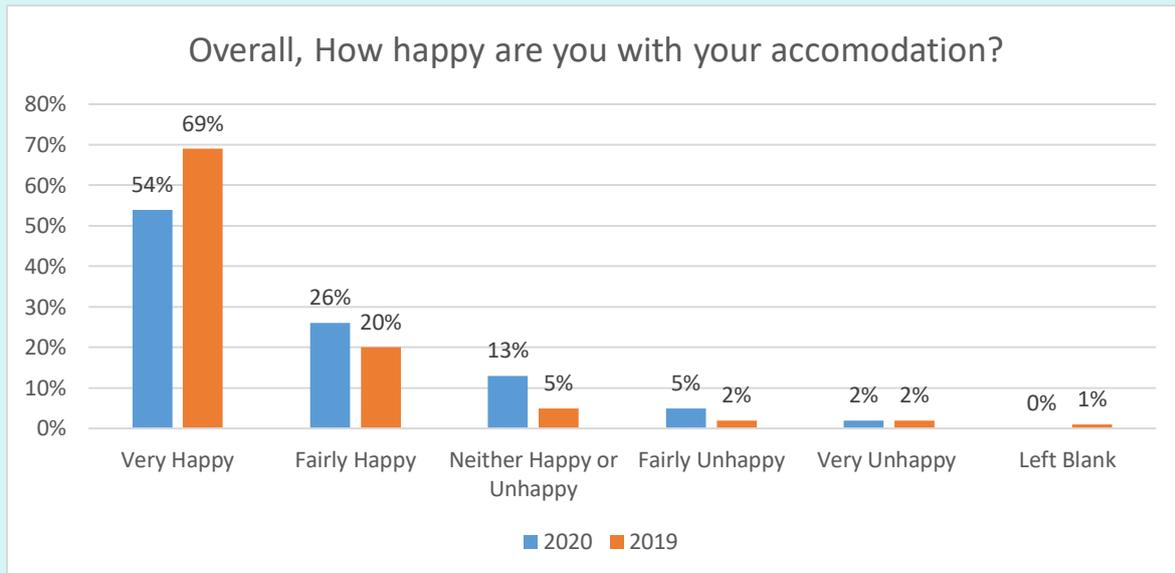


- *“Pleasant and Wonderful Staff”*
- *“Happy with the service”*
- *“Happy with all Reside services”*
- *“Very good service”*

- *“Things could be easier to report”*
- *“Better communication is needed”*
- *“Need regular house checks by Reside, asking if there’s anything need done”*
- *“Communication from Reside is very poor”*

# The Tenants Homes

*"I have a very nice flat and a lovely Landlord"*

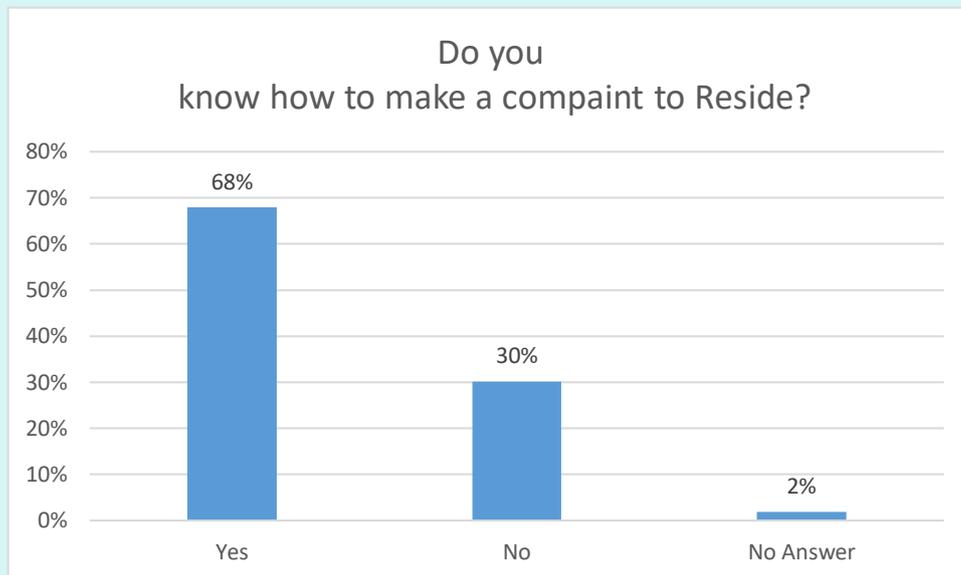


*"Lovely home with lots of space"*

80% of tenants stated that they were happy with their homes, while this is a positive score it is a reduction from 2019's report of 89%. This reduction in happiness has been translated into an increase in tenants answering 'Neither Happy or Unhappy' (an increase of 8%)

# Complaints

*“Things could be easier to report”*



Of those that answered the question, 68% knew how to make a complaint to Reside. However, only 16% have made a complaint in the last 12 months, with a satisfaction rate of 59% regarding how the complaint was dealt with. 30% of respondents stated they did not know how to make a complaint to Reside and 2% left the answer blank. This is an area where we can improve on to ensure every tenant has their voice heard when reporting an issue.

## ***Issues with Neighbours***

19% of tenants reported issues with their neighbours, down from 23% in 2019. When asked who they were most likely to report this issue to the most common answer was support staff, followed by Reside. 35% of those that made a complaint were happy with how Reside dealt with it, however only 10% reported distinct unhappiness.

*“Neighbours slamming doors is a concern”*

## Conclusion

We are extremely grateful for all the feedback and the time people took to get back to us. We want to let you know what we are planning this year to make our services better and respond to the issues raised:

### You said, we will

You Said:	We will:
<b>Repairs are slow</b>	<ul style="list-style-type: none"><li>• We will communicate with any third parties who have repairing responsibilities to check they provide an equivalent service to Reside, both in timekeeping and quality</li><li>• We will communicate with our tenants about when we plan to carry out their repairs once they have reported it</li><li>• We will monitor repairs due to go out of target time and keep tenants informed</li><li>• We will text tenants on all jobs completed to gauge satisfaction and follow up any issues promptly</li><li>• We will re-circulate information to tenants and support providers about Reside's repairing responsibilities and timescales.</li></ul>
<b>Regular House checks are needed</b>	<ul style="list-style-type: none"><li>• We will re-start the programme of tenant support property visits, which has also increased from annually to every six months</li></ul>
<b>Better communication is needed</b>	<ul style="list-style-type: none"><li>• We will supply support providers with a comprehensive pack of information about Reside, our policies and procedures</li><li>• We will engage and consult with tenants through our Together with Tenants strategy when the tenant support officers visit.</li><li>• We will improve our online presence through a new communications support agreement we have.</li></ul>