

Tenant Satisfaction Survey

2021



Tenant Satisfaction Survey 2021

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.

This year, we reviewed the questions that we asked our tenants to make them as accessible as possible to the widest range of people. We reduced the number of choices from five to three and gave an option to comment after every question. The surveys were sent out at the end of July and tenants were given two weeks to return them by.

We received 219 completed surveys, which was approximately an 18% return rate. The survey was last completed in September 2020 when we received 106 surveys responses. As in previous years, the surveys were addressed directly to the tenants rather than via the support provider in order to ensure a more tenant focused approach.

The past 18 months has been a unique and challenging time for all due to the pandemic and this has continued to have an impact on Reside delivering its landlord services. It has been a difficult year, which will naturally have impacted tenant satisfaction: Tenant Support Officer engagement through home visits has been limited and many non-urgent repairs/ planned works have been delayed due to Covid.

We received a very low number of surveys in 2020, which was attributed to support staff possibly being 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. Although we received over twice the number of responses than the previous year, the impact of the pandemic should be taken into account when interpreting the survey results.

This year's survey included new questions following the release of 'the charter for social housing residents: social housing white paper' in November 2020. We have tried to cover as many areas of the charter as possible, however, due to the complex needs of the majority of our tenants this was not possible for all areas. Where we could ensure that a specific area of the charter could be simplified so our tenants could understand, we have done this.

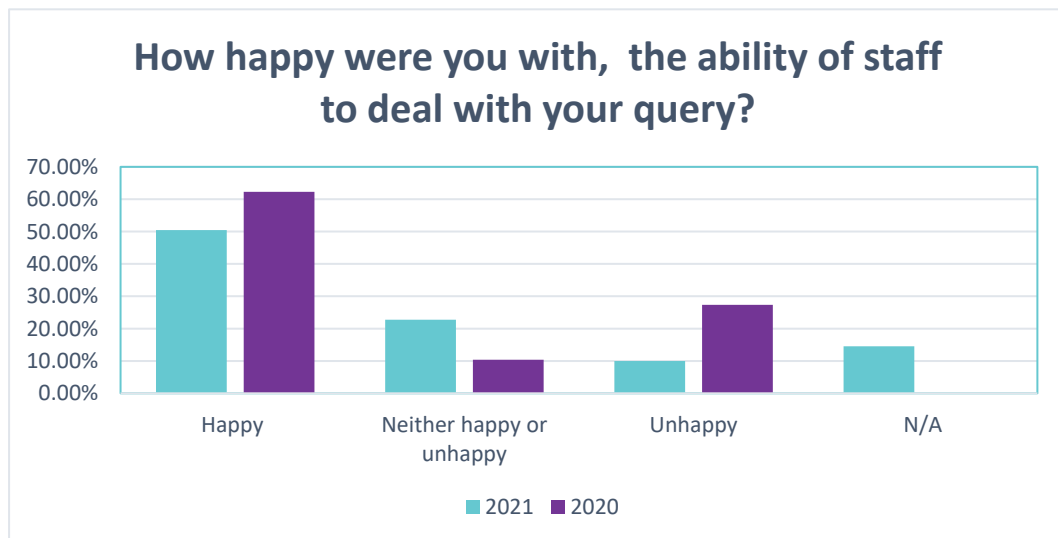
Tenant's Overall Happiness with Reside

"I love living here at this house and everyone are nice and kind"

There was a 10% decrease in the overall happiness with Reside since 2020. 61% of our tenants said they were happy with the service provided by Reside. While there has been a fair decrease in happiness, this has not coincided with a corresponding increase in dissatisfaction which has remained at 8%. The number of tenants answering with "Neither happy or unhappy", a neutral answer which suggests no strong feelings either way was up by 3% . This year, 5% of tenants also answered 'not applicable' compared to no tenants last year.

Communication

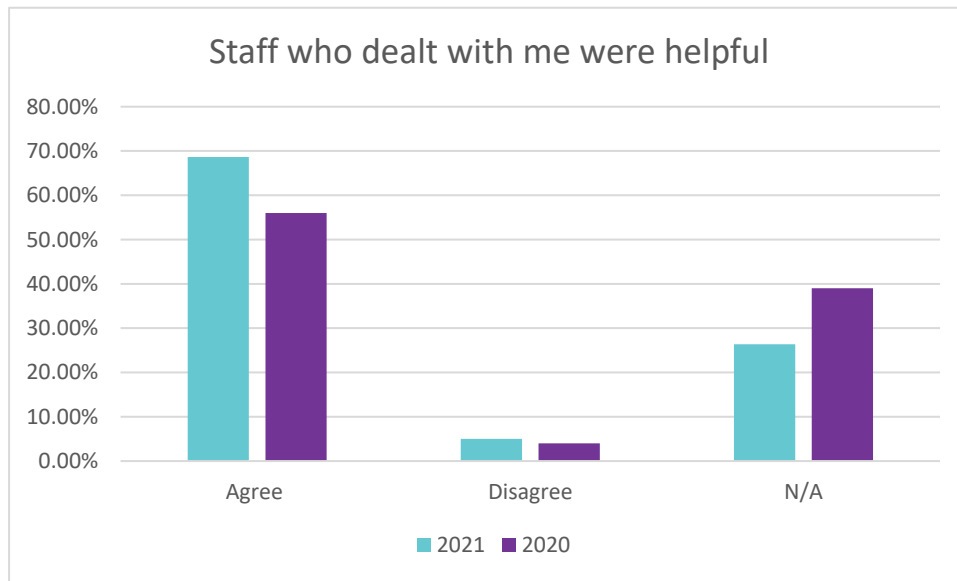
If you have contacted Reside in the last year, how happy were you with, the ability of staff to deal with your query?



Of the tenants who responded to this question, 50% reported that they were happy with the ability of staff to deal with their query. This was a decrease of 12% from last year. There has also been a decrease in the number of tenants who reported they were unhappy which dropped from 27% to 10%.

There has been a lot of staff changes within the Maintenance Team over the last twelve months who are the first point of contact for most of the calls received by Reside. It is encouraging to see that levels of dissatisfaction have dropped significantly.

Staff who dealt with me were helpful



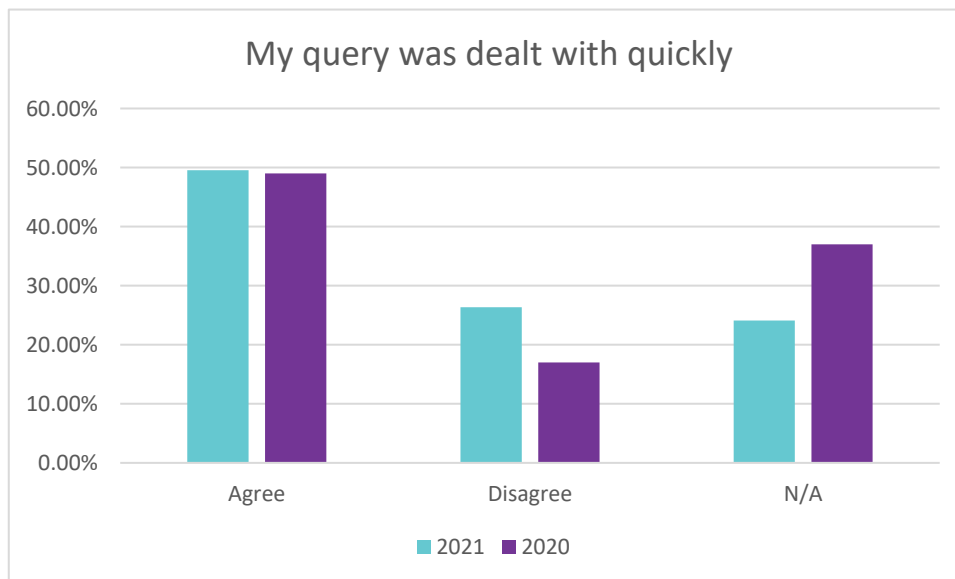
When asked if staff were helpful when dealing with a query, 69% of tenants agreed with this statement which was a 13% increase from the previous year. 5% of tenants disagreed with the statement and 26% answered 'not applicable'

Some comments that were given were:

'Query not dealt with'

'Felt like staff did not listen'

My query was dealt with quickly



The response to this question remained the same for 2021 as was reported in 2020, with 49% of tenants agreeing that their query was dealt with quickly. The number of tenants who disagree has increased by 9%.

Some comments that were given were:

'Emails responded to quickly and phone calls too'

'Find it difficult to contact Reside'

'Sometimes takes up to 30 minutes for someone to pick up the phone'

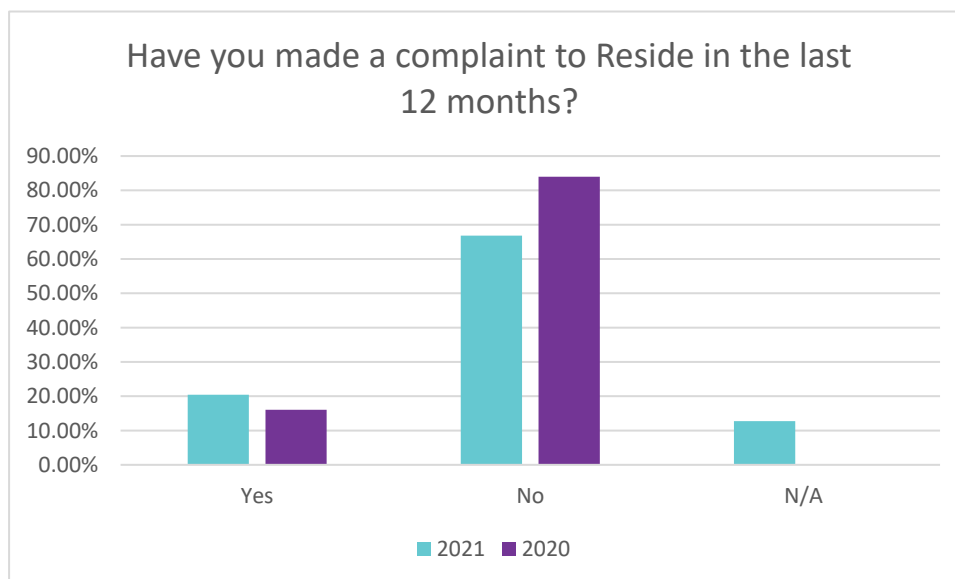
'Reception help me'

In recent months Reside has changed the way calls to the maintenance team are handled. At one point around 15% of callers rang off because their call had not been answered. This has now been reduced to around 4% of calls being abandoned. We therefore hope that this improvement will lead to higher levels of satisfaction being reported in future.

Complaints

Have you made a complaint to Reside in the last 12 months?

"House maintenance is not good"



Tenants were asked if they had made a complaint to Reside in the last 12 months and 20% of tenants who responded confirmed that they had. 71% of tenants confirmed that if they were not happy, they had let Reside know that they wanted to complain which was up 3% from the previous year.

Of the tenants who had complained to Reside, 30% confirmed they were happy with the way Reside dealt with their complaint. 14% of tenants were unhappy with the Reside dealt with their complaint and 56% of tenants responded with 'not applicable'. We have responded individually to every formal complaint which we have received over the last year through our complaints procedure. This is to be found on our website. We will follow up all responses to this survey, which flag up outstanding repairs, but which may not have been communicated to us in this way.

Some comments that were given were:

'Cooker broken for months'

'Fire door was not painted when it was installed, took a couple of months to have it finally done'

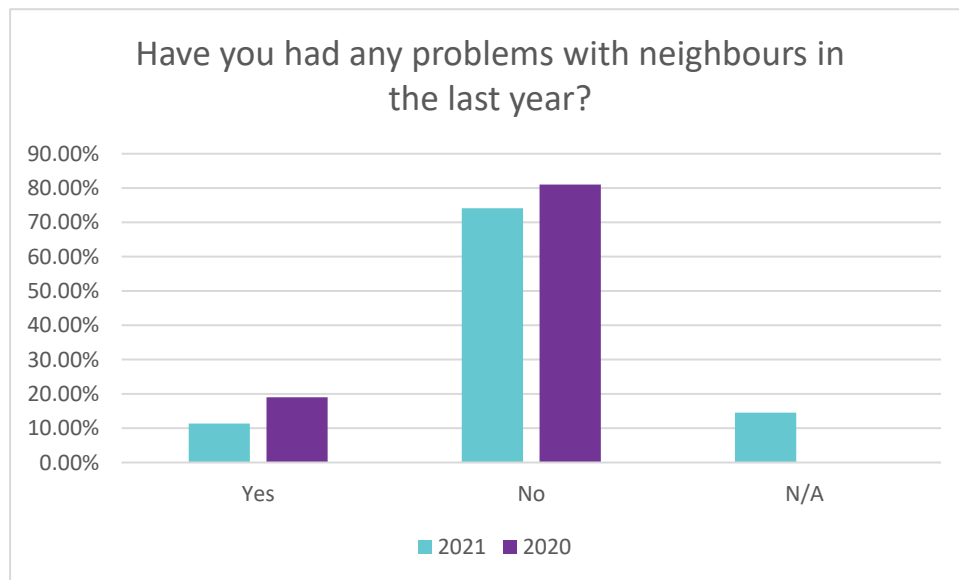
'Bad tone by staff member'

'Waiting for repairs to be done in the home example kitchen door hanging off'

'My parents have made a complaint about utility charges which is ongoing'

Problems with neighbours

Have you had any problems with neighbours in the last year?



We asked our tenants if they have had any problems with neighbours in the last year and 11% of tenants reported that they had.

When asked who they reported their concerns too, 40% stated they reported it to Reside, 20% to the police, 76% to support staff and 56% stated that they didn't report it. For this question, tenants were able to tick multiple answers.

We also asked tenants 'if you reported it to Reside, how happy were you with how we handled your concerns'. 18% of tenants reported they were happy, 3% stated they were unhappy and 6% stated they were 'neither happy nor unhappy'.

We asked the reasons why they did not report concerns to Reside else and some comments were:

'Because I cannot be bothered for them to do something about it'

'Resolved the problem myself'

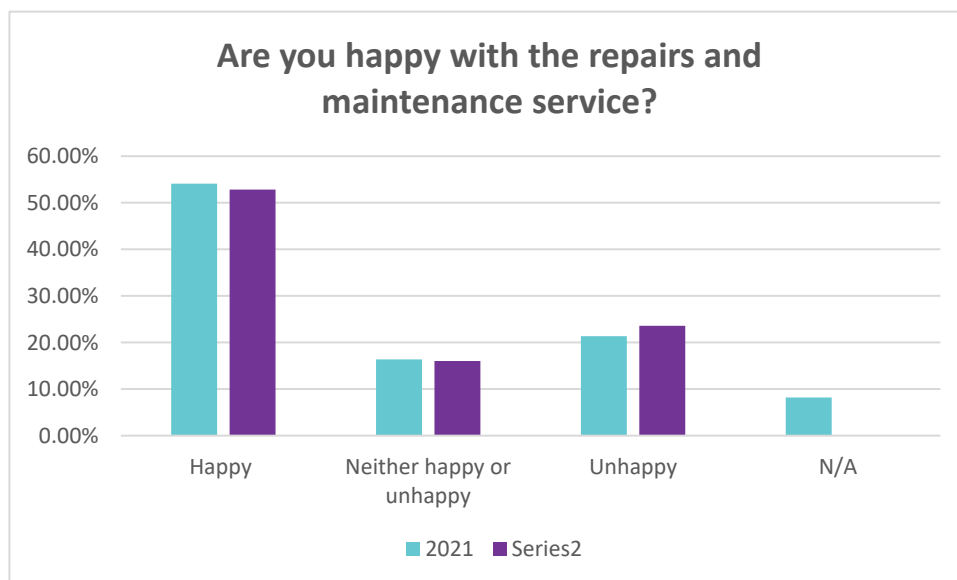
'I'm scared to'

'I thought it would be ok handing it over to the police'

Repairs and Maintenance

Are you happy with the repairs and maintenance service?

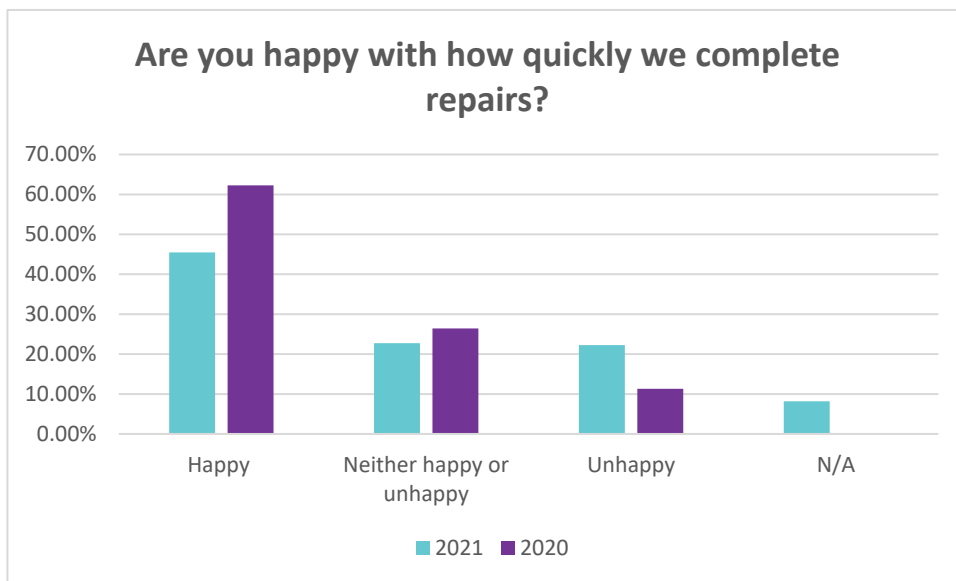
"It took a long time for a problem to be sorted out"



The satisfaction rating for repairs continues to highlight some room for improvement with only 54% of tenants stating they were happy with the way Reside deals with repairs, a slight increase in satisfaction of 52% from 2020.

Are you happy with how quickly we complete repairs?

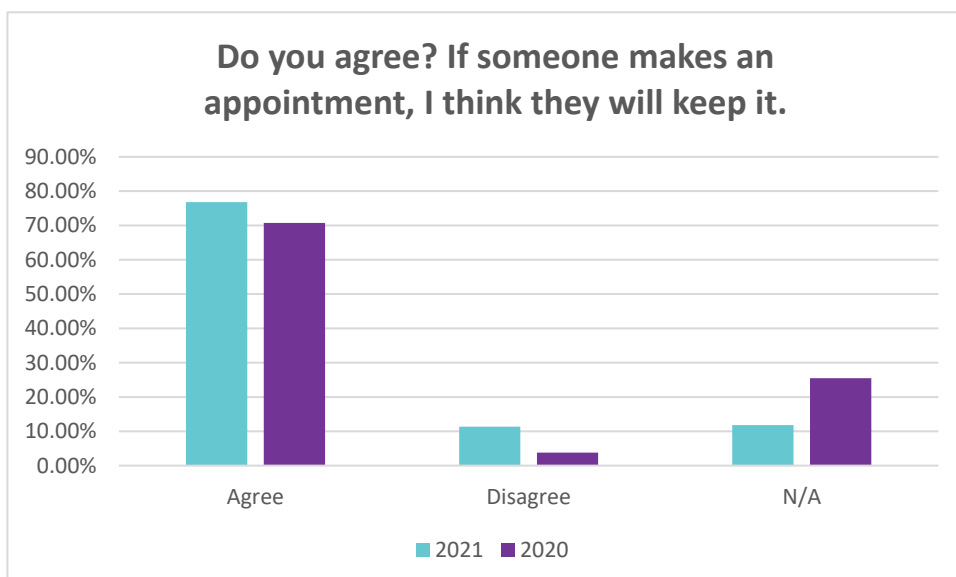
“Repairs to be done more quickly instead of having to wait ages”



Of the tenants surveyed, 45% reported that they are happy with how quickly repairs are completed. This was a significant decrease from 2020 when 62% of people reported being happy. There was also an increase in tenants who were unhappy to 22% up from 11%.

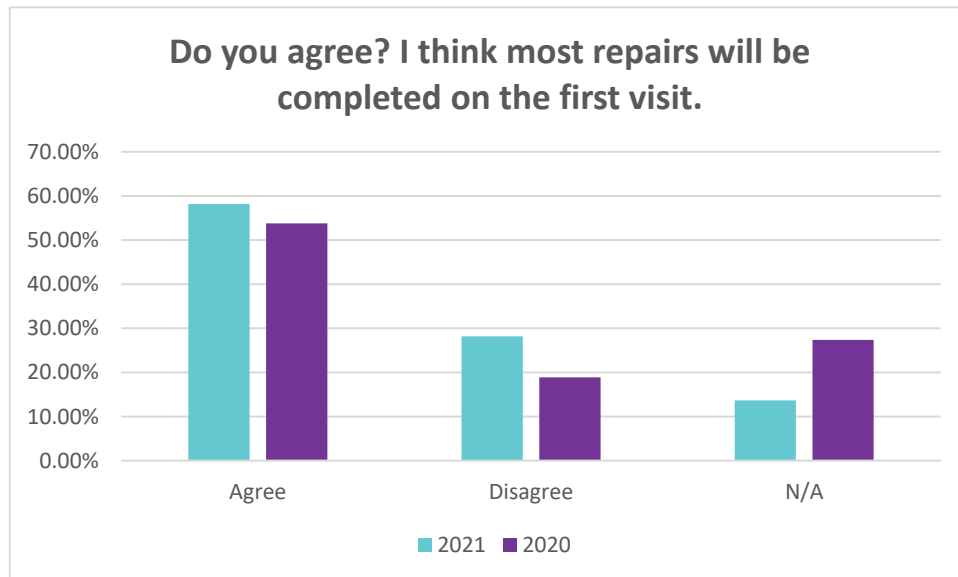
During the COVID-19 pandemic, Reside like many other housing associations had a backlog of non-urgent works build up due to access issues. The backlog of repairs has now been cleared and a normal service is being provided.

Do you agree? If someone makes an appointment, I think they will keep it.



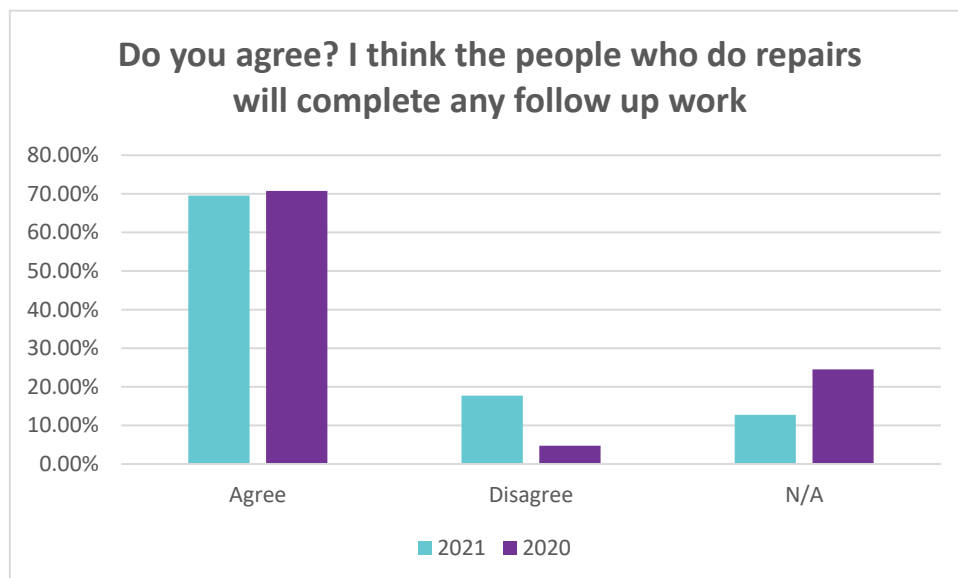
This year there was an increase in the number of tenants who agreed if someone made an appointment they would keep it. This was up by 5% from last year.

Do you agree? I think most repairs will be completed on the first visit.



58% of tenants agree that Reside will complete most repairs on the first visit. This was 4% increase from the year before.

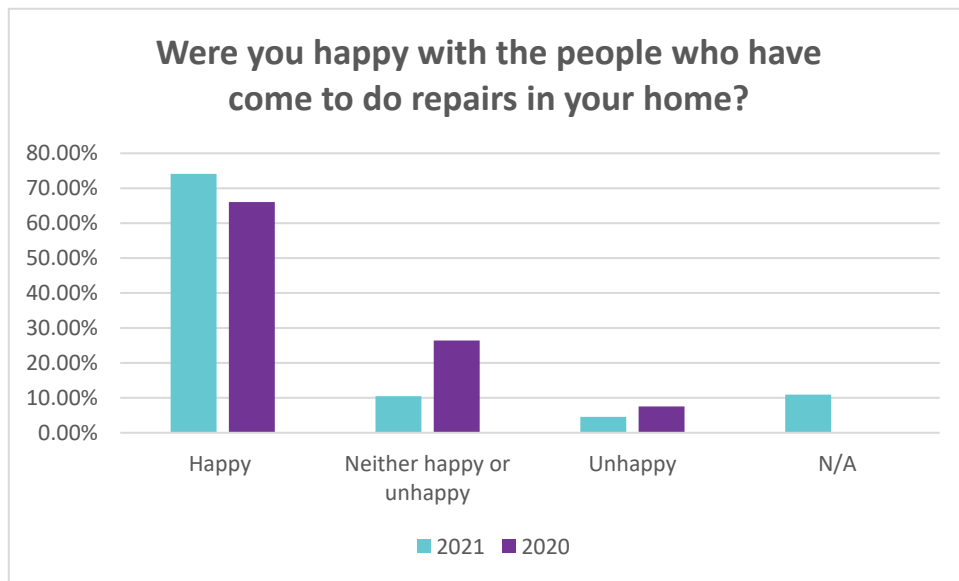
Do you agree? I think the people who do repairs will complete any follow up work



For this question, 69% of tenants agreed that follow work would be completed. We regularly monitor how many of our repair requests are completed within the target times. 96% of emergency and urgent repairs and 92% of routine repairs are currently completed within the target times of 24 hours, 10 and 20 working days.

Were you happy with the people who have come to do repairs in your home?

“Always very friendly and professional”

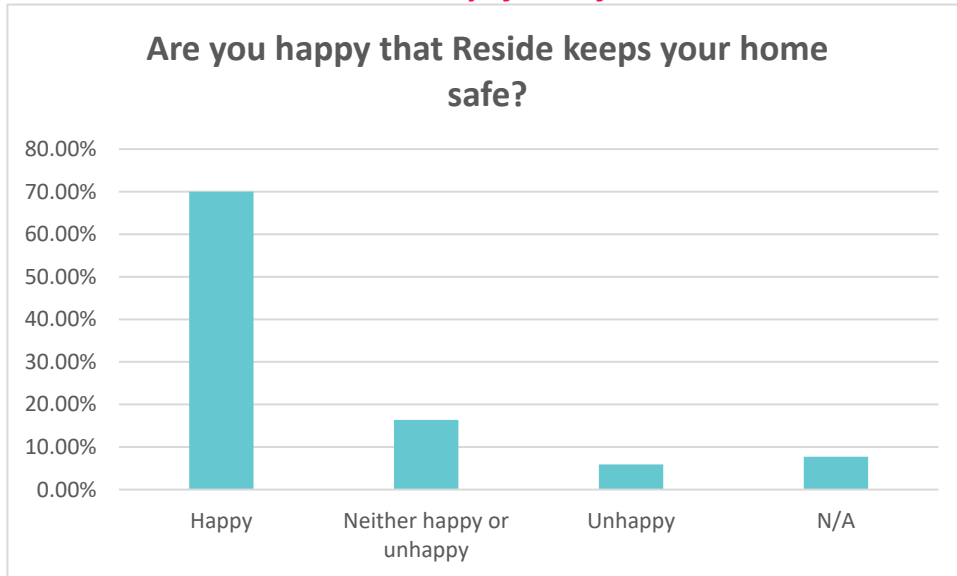


Reside continues to receive high satisfaction levels for the repairs people that visit our properties. 74% of tenants were happy with the in house maintenance operative or contactor that completed the work which is an 8% increase from last year. The number of tenants who stated they were unhappy has also dropped by 3%.

Health and safety

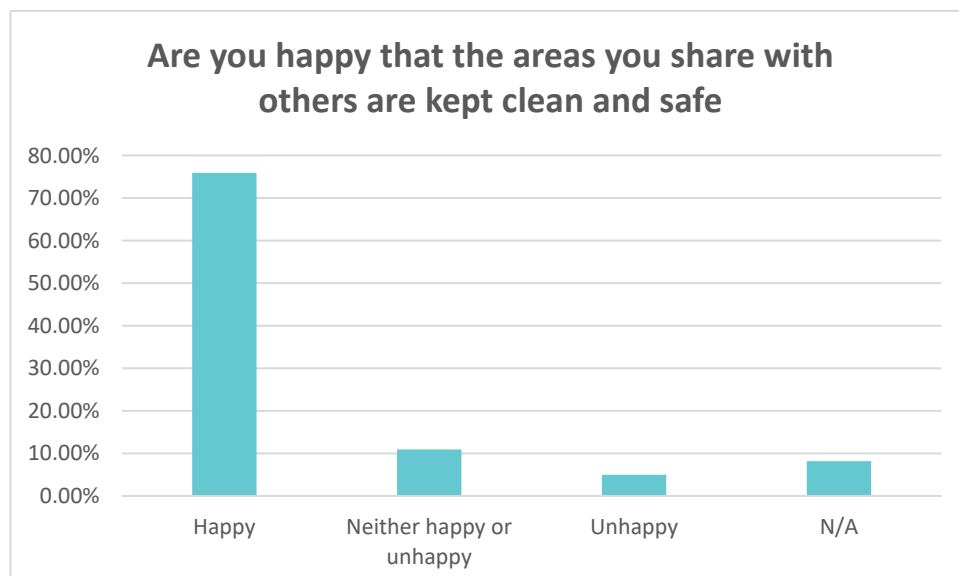
Are you happy that Reside keeps your home safe?

"I always feel safe"



This question was newly added to the 2021 survey. 70% of tenants felt that Reside kept their home safe with 6% who were unhappy. 8% of tenants responded 'non applicable' to the question and 16% responded 'neither happy nor unhappy'. Thirteen tenants provided comments to this question. The majority of the comments related to repairs that had not been completed and the tenant felt it was a safety issue for example, 'The rendering on the building has been falling off' 'Some of the repairs are related to safety issues and are not being addressed promptly'

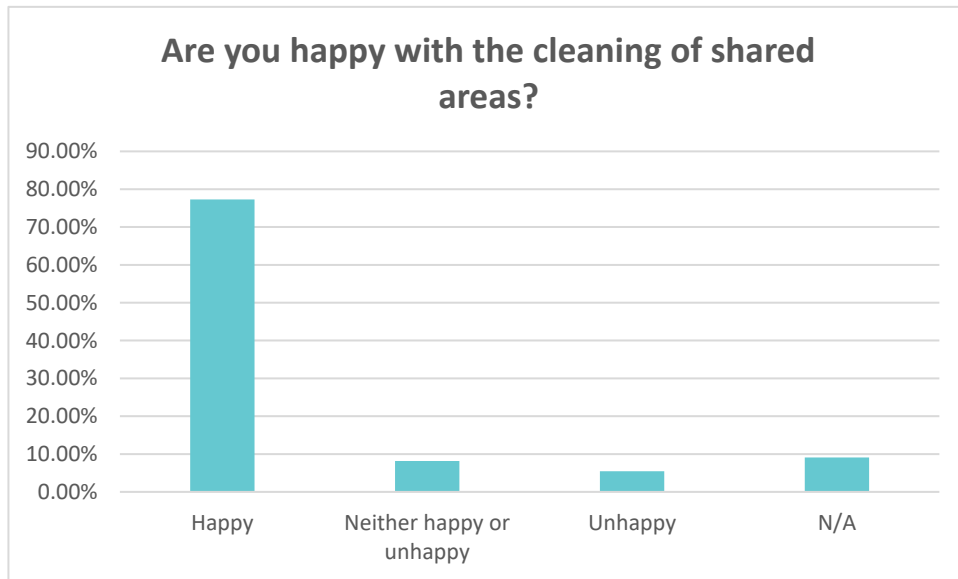
Are you happy that the areas you share with others are kept clean and safe?



This question was also new. 76% of tenants were happy with how their home if looked after with 5% unhappy and 11% 'neither happy or unhappy'

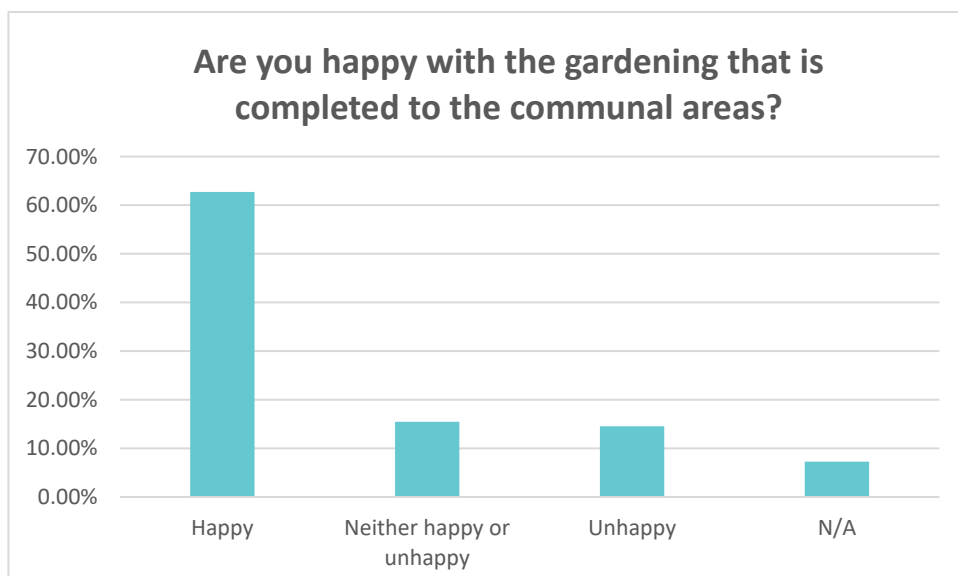
Upkeep of communal areas

Are you happy with the cleaning of shared areas?



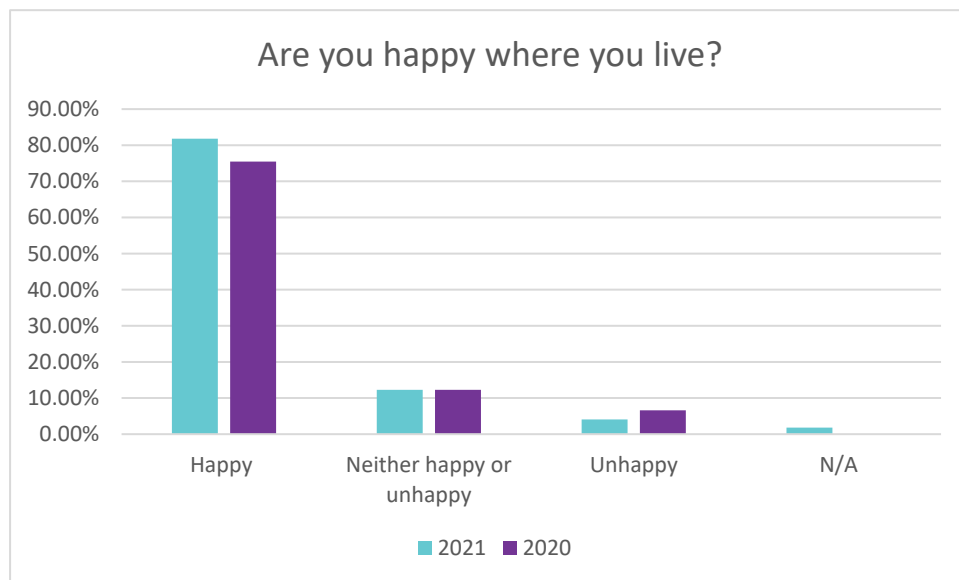
This question was newly added to the 2021 survey. 77% of tenants reported that they are happy with the cleaning of shared areas with 5% being unhappy and 8% neither happy nor unhappy. The cleaning arrangements in most schemes are arranged through the support provider so it is positive to see properties being kept to a good standard.

Are you happy with the gardening that is completed to the communal areas?



This question was newly added to the 2021 survey. 63% of tenants are happy with the gardening of communal areas with 15% stating they are unhappy. The arrangements for gardening in 2022 and beyond will be reviewed as part of the integration plans with Progress.

Are you happy where you live?



81% of tenants stated that they were happy with their homes, which is a positive score and slightly up from 2020's report of 80%. The number of tenants stating they are 'Neither Happy or Unhappy' remained the same and 4% of tenants reported they were unhappy.

Some comments that were given were:

'I love my house'

'I am very happy where I live'

'House needs work, fixing up'

'I like the area my house is in and how quiet it is'

'Poor condition of property, some maintenance works not finished'

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:
Repairs are slow	We shall review the way repairs are prioritised as part of the merger process with Progress Housing. We will investigate every specific complaint in this survey of outstanding repairs and ensure they are resolved.
Regular house checks are needed	Inspections were suspended during the pandemic. We have now commenced a programme of six monthly visits to schemes which will identify any repair work required.
Better communication is needed	We will keep tenants updated on when we will complete work.
Better listening to complaints	We will continue to investigate all complaints and take feedback from our tenants seriously. We will ensure that recommendations are implemented to improve our customer satisfaction