

Tenant Satisfaction Survey

2019



Tenant Satisfaction Surveys 2019

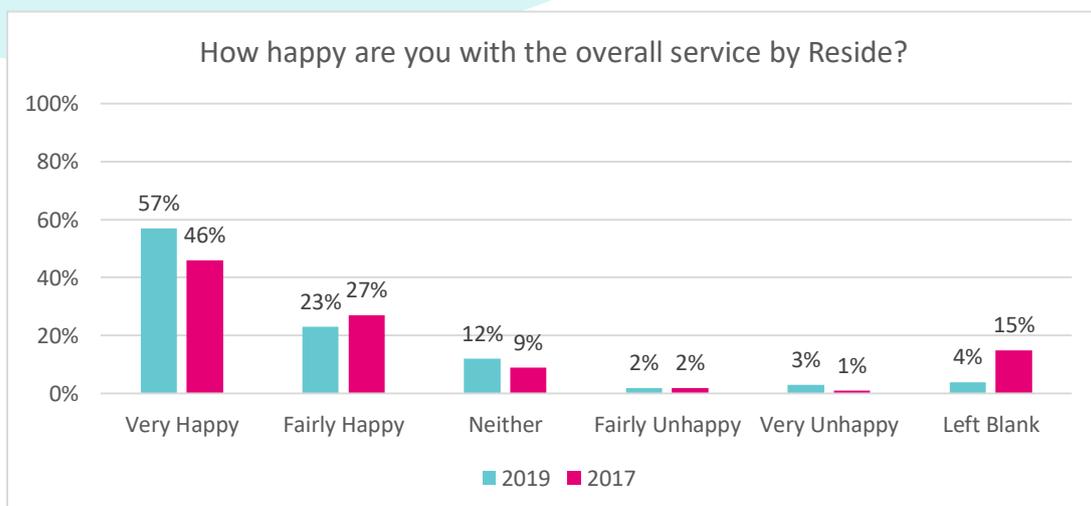
We are delighted to present the findings of our latest tenant satisfaction survey, this survey gives us important feedback on how we can improve our services and the things we are already doing well. Thank you to everyone who took part.

In March 2019 we sent out a 'Tenant Satisfaction Survey' to all our tenants individually to take part in if they wished. We received 449 completed surveys back, meaning it was approximately a 40% return rate, although not everyone taking part answered all of the questions so the response rate by question varies. The last survey completed was in 2017 when we received approximately 377 surveys back. We made two key changes to our survey distribution this year, firstly the surveys were addressed directly to the tenants rather than the care and support provider in order to ensure a more tenant focused approach and secondly there was one survey sent to all tenants. In 2017, two surveys were created based on whether we had maintenance responsibility or not for the property. We want to ensure all our tenants' homes are being looked after.

'Good home and services. I never want to leave!'

Tenant's Overall Happiness with Reside

There were differences in the questions asked between 2017 and 2019, however there were some key questions which remained the same enabling us to gain comparative data.



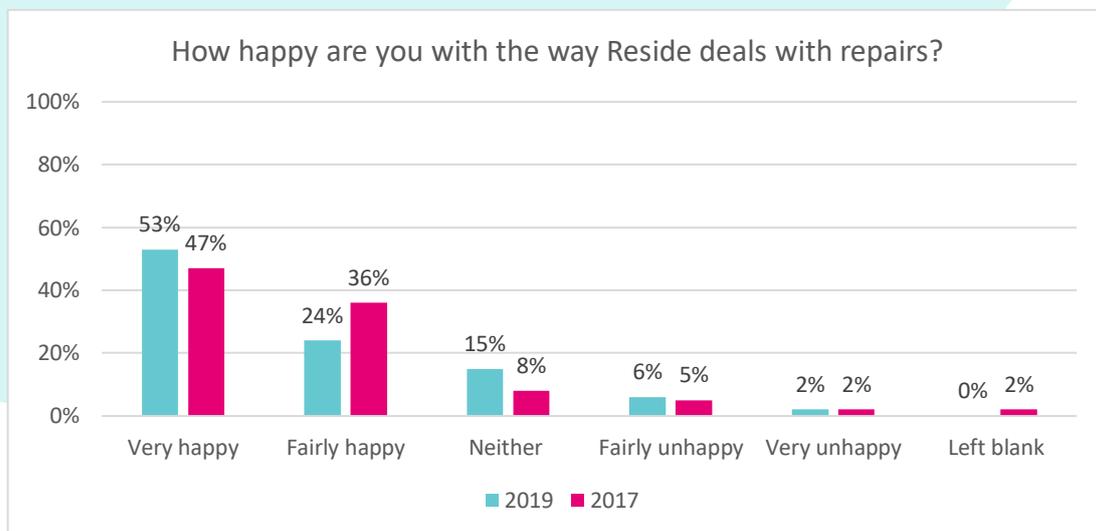
There was a 7% increase in the overall happiness with Reside since 2017. 80% of our tenants said they were happy with the service provided by Reside, 57% of which specified 'Very Happy'. The data which shows how many tenants left the question blank is shown to inform us of whether the questions being asked are easily understandable and/or relevant to our tenants.

75% of the participants agreed that Reside treats all their tenants fairly; 20% stated they did not know or left the question blank

Repairs and Maintenance

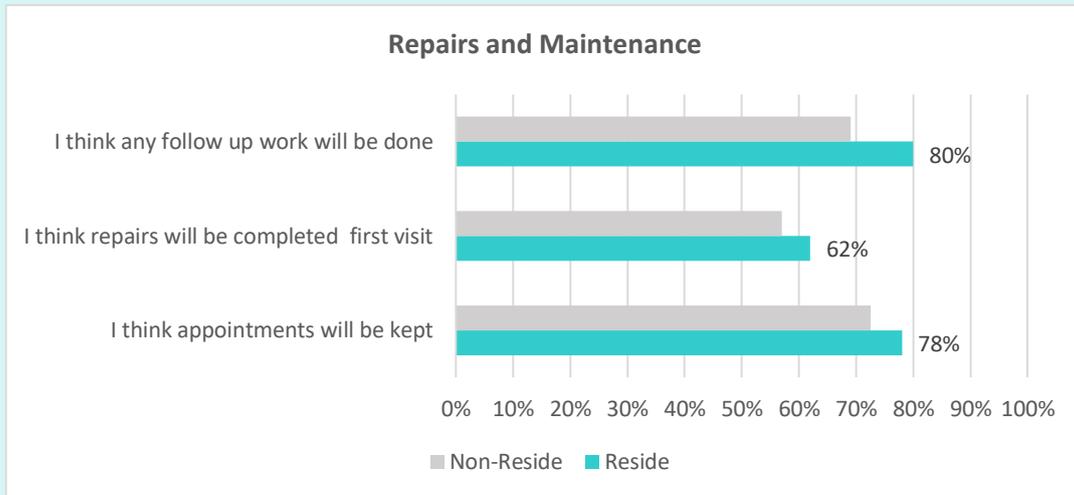
'My home is good and Reside service are excellent and especially in repairs.'

Overall the feedback on repairs was relatively positive with 77% of tenants stating they were happy with the way Reside deals with repairs, however comparatively to 2017 the happiness level did decrease by 6%. The data compared below shows only properties where we have maintenance responsibility.



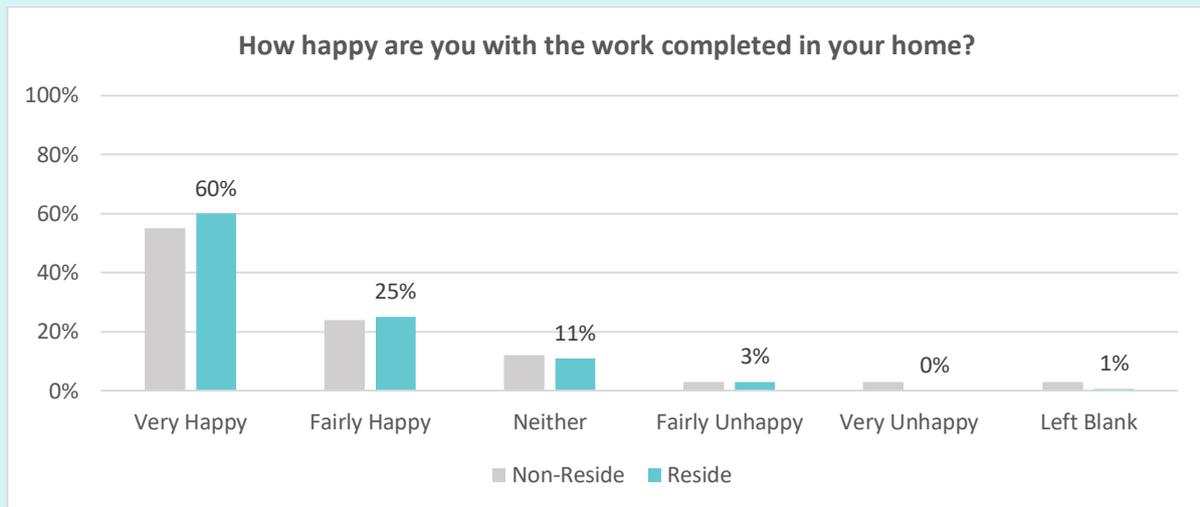
In the 2019 survey we asked some more specific questions about repairs, such as the behaviour of the workers and the speed of the repairs to help us with how we can improve.

84% of the tenants were happy with the behaviour of the people who completed the repairs



The 2019 data shows properties in which Reside had maintenance responsibility¹ compare favourably to the overall feedback; the satisfaction levels were always higher on Reside maintained properties. However, it should be noted that there is definite room for improvement with the overall numbers and specific comments that were received, as demonstrated below.

¹ It should be noted that unless otherwise specified the graphs in this section are focused on 2019 results and are split between surveys received by tenants who live in properties which Reside maintains (129 tenant surveys) and properties which are not maintained by Reside (320 surveys).



Although not a large difference, Reside maintained properties did have a slightly more positive response with 85% saying they were happy, compared to 79% of non-Reside maintained properties.

When the tenants were asked 'what would make you happier?' we received some of the following comments:

'I would like it done on time'

'Better communication to complete jobs properly'

'Getting a call back or response if and/or when asked'

'I would be happier with the repair service I receive if the person has on time for the appointment and if they came back without delay to finish the work'

'Some repairs seem to take ages (especially if expensive) IE Boiler replacement and windows'

'To not have to wait for minor repairs'

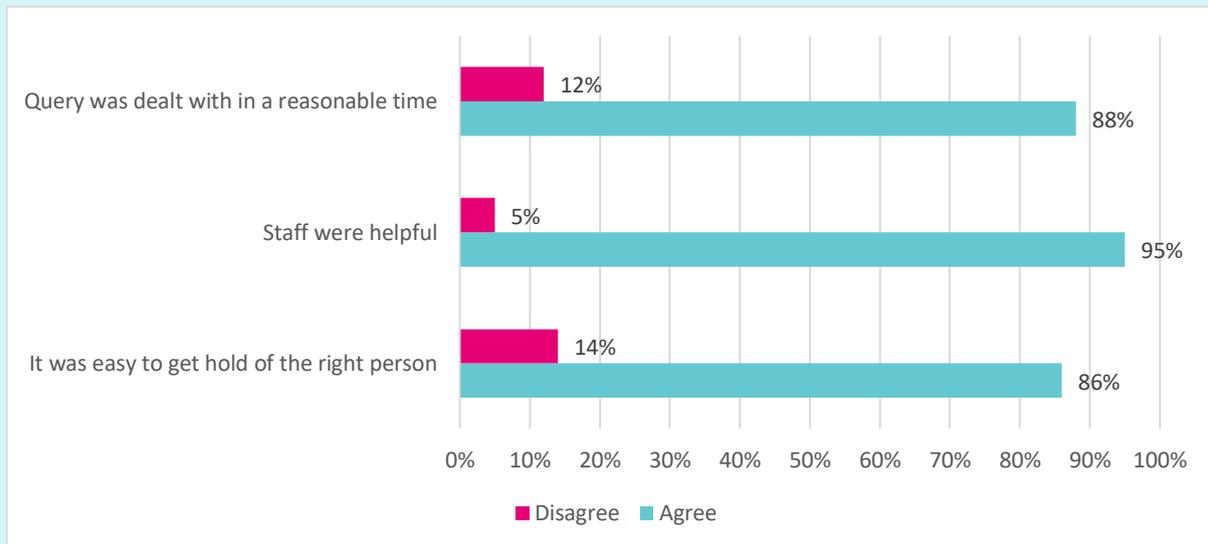
General Service

'I am very happy with the service by Reside.'

Multiple questions were asked about the tenant's experiences when they contacted Reside. Overall the responses were positive, with 95% of the participants (this was based on 69% of the overall participants answering this question) agreeing that the staff they dealt with were helpful. 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. Over 100 respondents on each question about their contact with Reside did not specify whether they agreed or not.

74% of the participants who answered the question stated that they were happy with the final outcome of their query when they contacted Reside.



The lower response rate about the general service of Reside, could highlight a lack of tenant's awareness to Reside's available services. It was concerning to hear one comment that *'no one from Reside has contacted me at all at any time'*. This could be down to relationships established with care and support providers rather than individual tenants, however we are aware the tenant support team do not manage to meet all tenants on annual visits and we hope to increase our contact with tenants overtime.

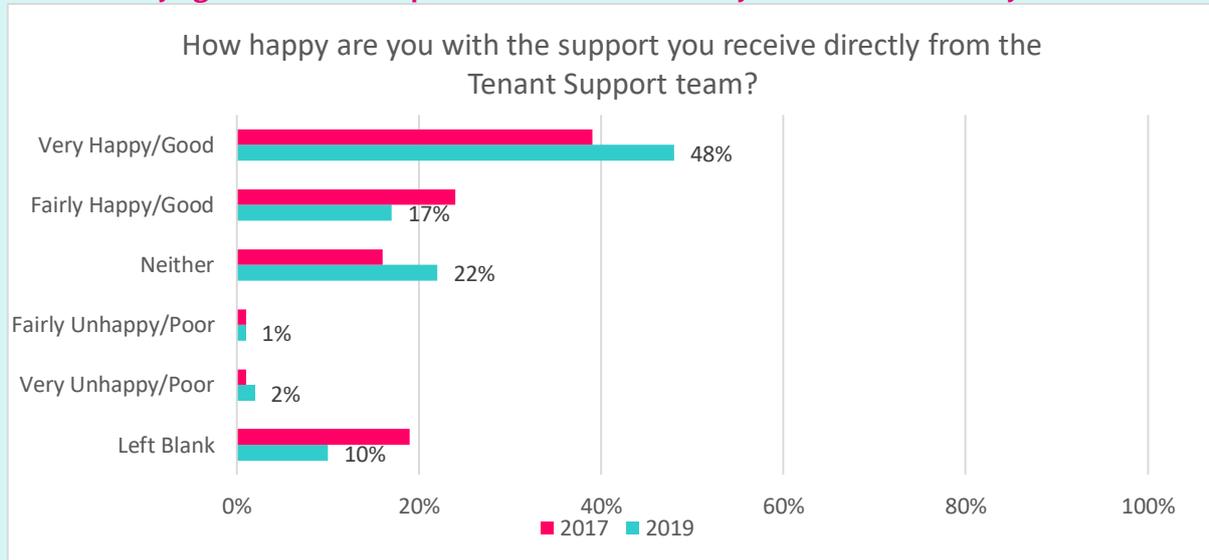
'The Reside are good to talk to, they only see face to face and they helped me to unblock the toilet, shower plug, and window handle. They're nice to talk to and they're good help. Complaints were handled well.'

The Tenant Support Team

The feedback on the support provided by the Tenant Support Team was varied, 65% of the tenants said they were happy. Although the data was not necessarily 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 ensuring tenants know what support is available to them through Reside.

32% of the participants chose 'I don't know' or left it blank when asked about whether the tenancy agreement was explained to them and if they received the tenancy handbook



Although the questions vary slightly between 2017 and 2019, the responses about the tenant support team have slightly improved². The number of tenants who said they 'do not know' has gone down, which could suggest awareness has increased. There is room for improvement in this area and Reside are actively taking action to improve tenant engagement, for example our involvement in the new National Housing Federation initiative 'Together with Tenants' focusing on tenant engagement - we are pleased to have some help on this project from someone with a long history of working with people with disabilities.

'I love my home, my home is clean and the services Reside provide were very good.'

² The questions vary between 2017 and 2019. The 2017 question asked 'Generally how good do you feel Reside is at directly supporting you to maintain your tenancy through our Tenant Support service?'

Complaints

'I am happy with Reside on how they handle my complaint, very satisfied with my complaint'

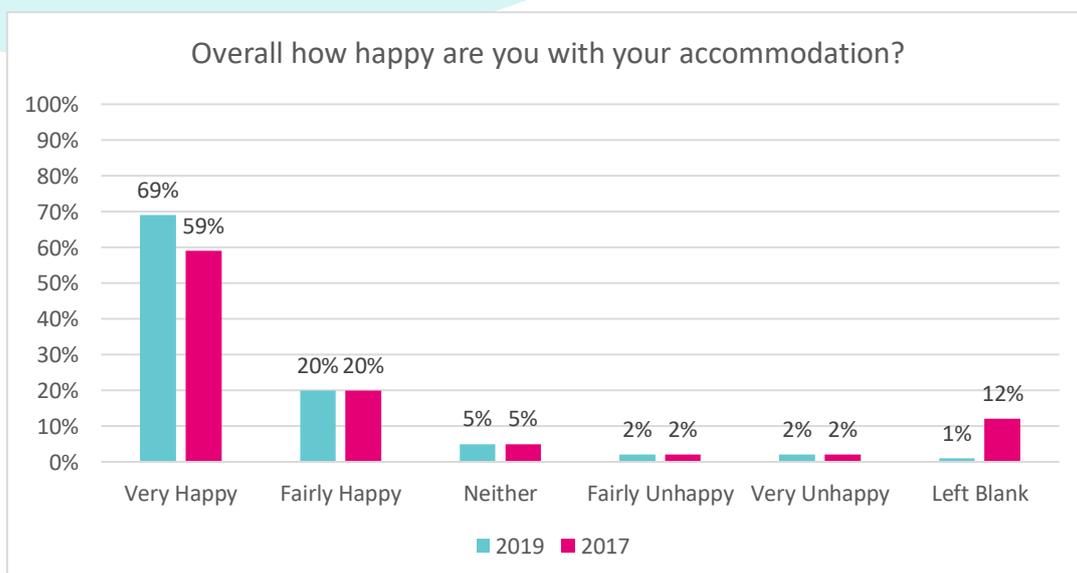
Based on the participants who answered the question, 73% stated that they know how to make a complaint to Reside, however only 18% have actually felt the need to make a complaint in the last 12 months. Based on those who did make a complaint, 61% stated they were happy with how their complaint was dealt with.

It should be acknowledged that it appears based on those that answered the question, 27% stated they do not know how to make a complaint. Approximately 9% of the overall participants did not answer this question. This will be an area of focus to ensure our tenant's issues are being heard.

The Tenant's Homes

Approximately 70% of the tenants stated they were 'Very Happy' with their accommodation, with an additional 20% choosing 'Fairly Happy'. Only 3 tenants did not answer this question, making it the most accurately answered question throughout the survey.

'I am happy in my home'



Issues with Neighbours

Based on 133 responses to the question, 69% of participants were happy with how Reside dealt with their complaint about their neighbour

When our tenants experience an issue with a neighbour they told us they are most likely to report it to support staff, however the second highest was to not report it. This highlights the need for tenants to be made more aware of the complaints procedure and tenant support service. It should be noted however that only 110 participants answered this question.

77% of tenants stated that they have not experienced any issues with their neighbours.

Conclusion

We are so 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
Tenants are slightly less happy with our repairs service, according to our survey.	<ul style="list-style-type: none">• We carry out our own repairs when possible, as tenants are happier when we do. When other people do them, we are working to make sure they do them well.• We are reviewing how we manage our repairs service – bringing in a dedicated manager, improving how we manage information by using a new IT system and checking we have all the right contact details saved so we can manage issues more quickly.• As tenants like our maintenance team, we are working to make sure these staff spend more time with our tenants and less time driving between jobs.

Some tenants don't know much about our support team service.

- Our support officers are planning to visit our tenants more often, to get to know them better and sort out any problems.
- We are drawing up a 'Together with Tenants' charter – a list of what our tenants can expect from us as their landlord. We want to talk to as many tenants as possible so they can help us with this project.
- More information is being put on our website about how tenants can get involved with what we do.
- Our support officers aim to visit new tenants as soon as possible to start getting to know them and explain important information, like how to contact us or complain.
- We have updated our tenant handbook, which has lots of useful information in it about us and our services.