

Tenant Satisfaction Survey 2018 – Report to Tenants

INTRODUCTION

This report presents the findings of a postal survey carried out in Oct/Nov 2018. We received 141 completed surveys, representing 51.6% of all tenants and 13 more than the last full survey in 2016. This is an excellent response level from a postal survey, and accepted as sufficient to take reassurance in accuracy in interpreting the majority of results.

This is the 9th time we have surveyed our tenants since the Company was set up in 1999.

SUMMARY

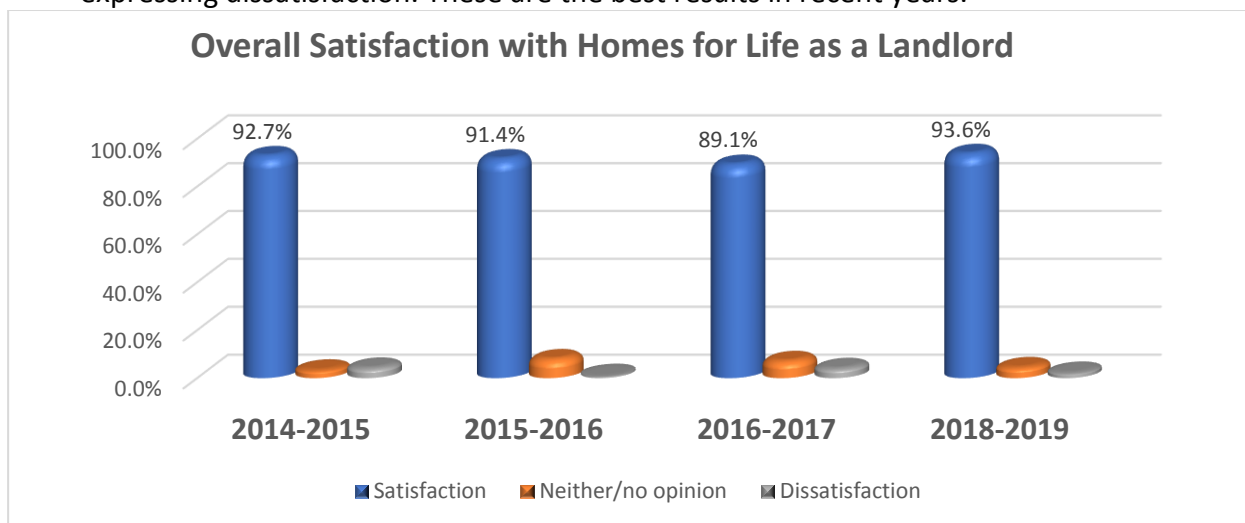
We have maintained high satisfaction ratings across all areas questioned, 4 areas have shown increased satisfaction, 2 remained more or less the same (*less than 1% change*) and 2 areas show a drop in satisfaction. Areas with more than 1% increases in satisfaction – **Overall Satisfaction** with Homes for Life is up 4.6%; **Rent as value for Money** had been decreasing but is up 3.9%; **Keeping Tenants Informed** is up 6.4%. Satisfaction with **Standard of Home when moving in** shows the most increased satisfaction at 100% , up 20%.

Areas showing more than 1% drop in satisfaction are **Management of Neighbourhood** down by 1.9% (8 tenants expressed dissatisfaction but there is no clear pattern to this) and **Opportunities to Participate** down 1.8% (though **no** tenants were dissatisfied). Although there were no tenant's expressing dissatisfaction with opportunities to participate there was an increase in people opting for Neither/Nor, up 2.6%.

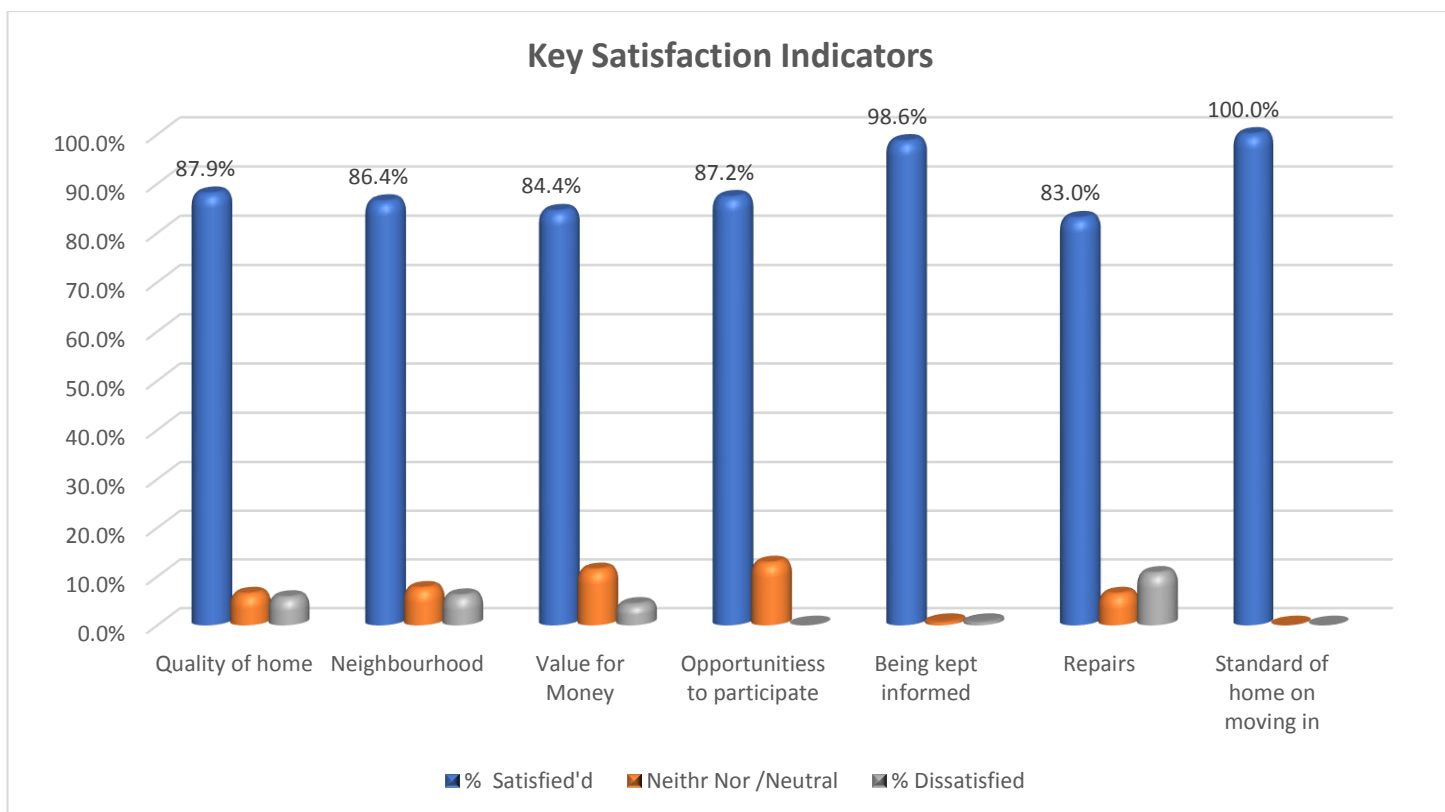
Whilst the response rate is excellent, statistically 141 is a small number of responses so one tenant can make a difference of almost 1% either way. Also tenants opting for Neither Nor may not be dissatisfied but will never the less reduce the overall % of active satisfaction. By removing Neither Nor we can look at **Active Satisfaction** which can offer greater indication of areas which may need more focus eg **Repairs**. Which is the only Area below 93% Active Satisfaction and 9.1% below the ARC average.

1. Overall Service ↑

Overall satisfaction has improved by 4.6% at 93.6% with lower neutral responses and only 3 tenants expressing dissatisfaction. These are the best results in recent years.



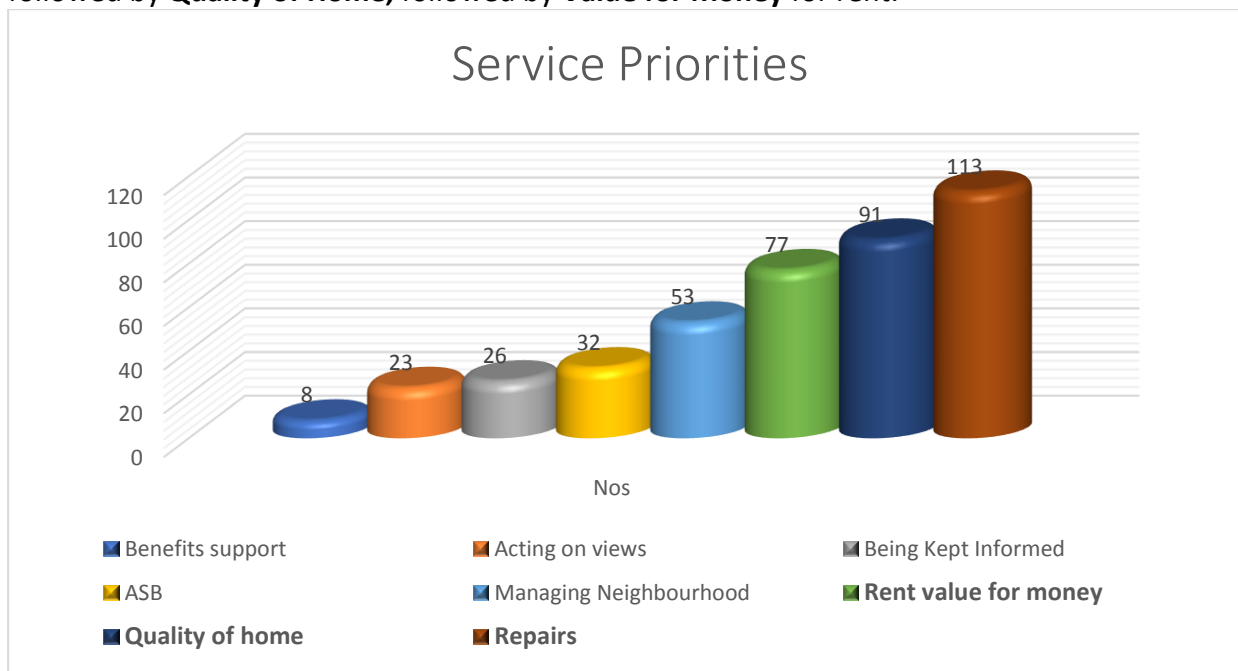
General Satisfaction with aspects of the Service



Service Priority

We asked tenants how satisfied they were that Homes for Life were providing the services they expect of their landlord. 90.2% agreed that we were providing the services they expect. 4 tenants disagreed but did not make any suggestions as to what services needed improvement or introduced.

The 3 service issues which are of greatest priority to tenants continues to be **Repairs and Maintenance**, closely followed by **Quality of Home**, followed by **Value for Money** for rent.

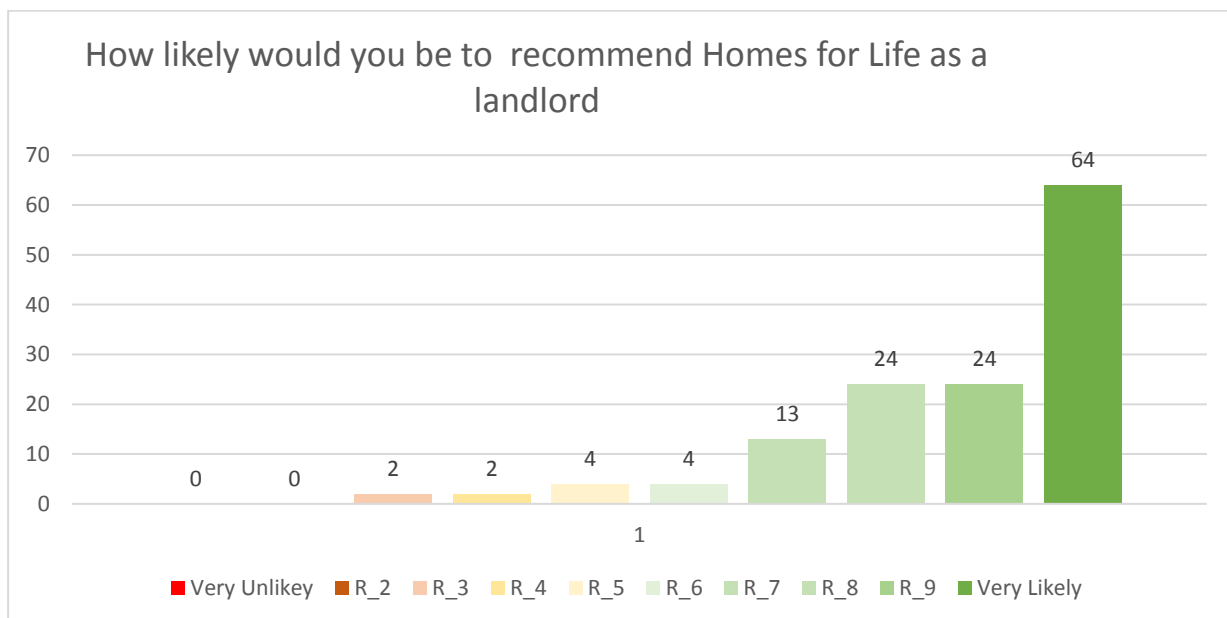


Who responded?

% Response rate by development	
75.0%	Davidson Place/Terr, Haddington
72.7%	Barga Court, Cockenzie
71.4%	Smiddy Wynd, East Linton
70.4%	Ex ELC stock – (Trickle Transfers)
66.7%	Prestonkirk House, East Linton
63.6%	Roodlands Court, Haddington
60.0%	Longstone Avenue, East Linton
56.7%	MacFarlane Court, Elphinstone
50.0%	St Andrew House, North Berwick
48.1%	Limeylands Court, Ormiston
43.5%	Muirfield Drive/Gdns, Gullane
42.9%	Kennedy Court, Haddington
42.9%	Forth Street, North Berwick
33.3%	Goldenstones Avenue, Dunbar
22.9%	Walden Terr/Pl, Gifford
21.4%	Hares Close, Cockenzie

We need to work on engagement with our tenants in Hares Close, Walden Terrace/Place and Goldenstones Avenue. Make sure your views are being heard!

Finally , we asked how likely you would be to recommend Homes for Life as a landlord.



8 tenants said they would not recommend Homes for Life as a landlord – which is the same as our last Survey in 2016, although no one selected Very Unlikely which they did in 2016. There was no pattern to the respondents saying no