

# Tenant Satisfaction Survey 2016-17 – Report to Tenants

## A. INTRODUCTION

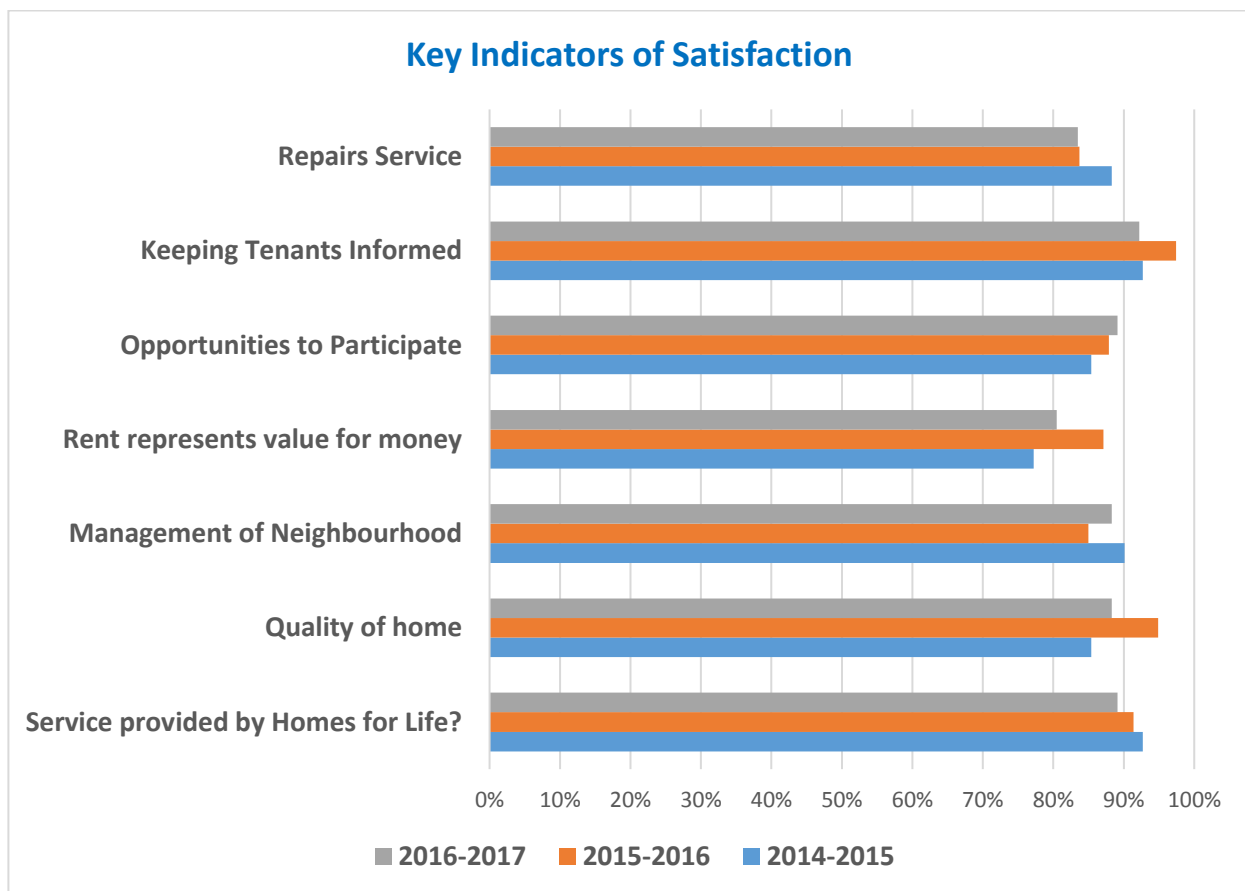
This final report presents the findings of a postal survey carried out in Oct/Nov 2016. We received 128 completed surveys, representing 45.9% of all tenants and 11 more than last year. This is an excellent response level from a postal survey, and is sufficient to take reassurance in accuracy in interpreting the majority of results.

This is the 8th time we have surveyed our tenants since the Company was set up in 1999.

## B. SUMMARY

We have maintained high satisfaction ratings across all areas questioned, 2 areas have shown increased satisfaction, 1 remained the same and 5 areas showing drops in satisfaction. One area of increased satisfaction –Satisfaction with **Management of Neighbourhood** had shown a decrease last year. Satisfaction with **Repairs** stayed at 83% but with reduced dissatisfaction. Satisfaction with **Opportunities to Participate** is the highest recorded since 2006.

The areas showing decreased Satisfaction are **Overall Services provided by Homes for Life** , down 2.3% (5 tenants expressed dissatisfaction); **Quality of Home**, down 6.6% (4 tenants expressed dissatisfaction); **Rent as value for Money**, down 6.6% (10 tenants expressed dissatisfaction) ; **Being kept informed** , down 5.2% (4 tenants expressed dissatisfaction) and **Standard of Home** when moving in (new tenants) 1 tenant expressed dissatisfaction.



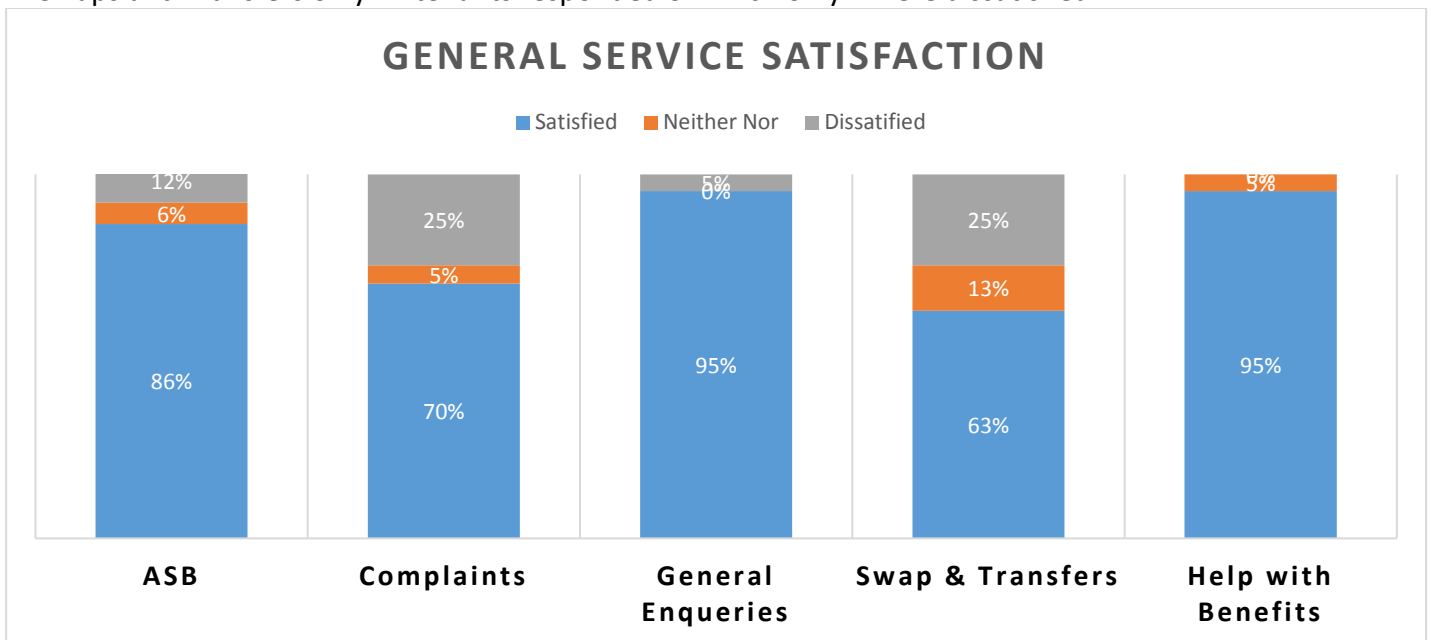
## Age profile

Years	Age Group	Nos. Responded	Nos. Current Tenants in this Age band	% of this Group to respond
16-25	1	0	10	0.00%
26-35	2	11	52	21.2%
36-45	3	20	62	32.3%
46-55	4	32	61	52.5%
56-65	5	25	43	58.1%
66+	6	40	47	85.1%

Again we can see that older tenants are the more likely to respond to a postal survey, with only 11 out of 52 tenants in the 26 to 35 year age range responding and no-one under 26. Final results may require to be weighted to reflect this.

### General Satisfaction with aspects of the Service

**Only tenants who had been in contact with the Company during the last 12 months** were asked to complete section 6. As response numbers are low care must be taken in drawing conclusions from the results. For example the low satisfaction of 70% in Complaints does not fairly reflect that only 5 tenants expressed any dissatisfaction and that the one Neither Nor response of 5% may actually reflect not having made a complaint. In Swaps and Transfers only 14 tenants responded of which only 2 were dissatisfied.



### Actual numbers responding.

	Satisfied	Neither Nor	Dissatisfied
Anti Social Behaviour	19	1	4
Complaints	21	1	5
General Enquiries	55	0	2
Swap & Transfers	12	1	2
Help with Benefits	21	1	0

With Anti Social Behaviour and Complaints it can be difficult to differentiate between dissatisfaction with an outcome rather than the way the complaint was dealt with. However these are areas to monitor. We would welcome suggestions for a better way to ask these questions.

### Service Priority

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

Priority		
1	<b>Quality of Home</b>	70
2	<b>Repairs &amp; Maintenance</b>	64
3	<b>Value for money for Rent</b>	47
4	<b>Keeping residents informed</b>	35
5	<b>Neighbourhood</b>	31
6	<b>Listening and acting on tenant's views</b>	22
7	<b>Anti-social Behaviour</b>	14
8	<b>Benefits Advice</b>	13

### Improvement Priorities feedback:

- 4x First shower install wanted (Barga, 2xMuirfield, and Forth St)
- 2x New kitchen wanted (Prestonkirk, Trickle Transfers)
- 2x Replacement windows (Prestonkirk, Trickle Transfer)
- 1x new bathroom (Trickle Transfer)
- 1x condensation/ dampness issues need addressed (Trickle Transfe)
- 1x Better insulation (Prestonkirk)
- 1x New boiler wanted to replace noisy existing one (Limeylands)
- 1x replacement of (aged/ unsightly) storage heaters (MacFarlane Crt)

### Other Service / Issues Feedback:

- 1x HFL are slow to respond and get back to you
- 1x parking problems- public parking for playpark (Davidson Terrace)
- 1x HFL/ ELC don't work closely enough to resolve reported Antisocial Behaviour problems
- 1x inadequate waste arrangements (Muirfield)

We recognise tenants wishes for showers and are negotiating with our new contractor to ensure all can be installed over 2017-18 and 2018-19. See the item on planned Maintenance in the Newsletter

### Contact and Communication

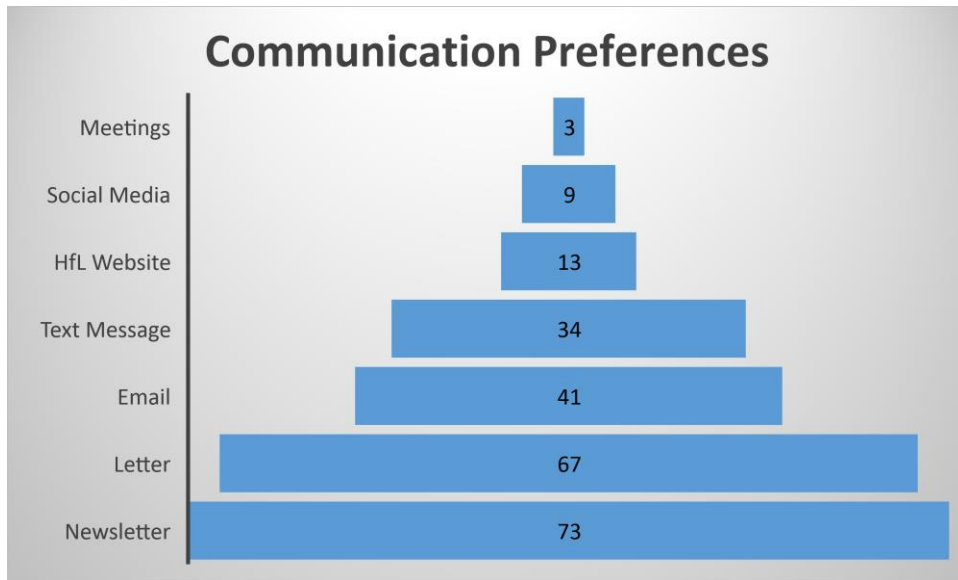
#### The ability of staff to deal with your query quickly and efficiently

Agree	Neither Nor	Disagree
89	3	3
93.7%	3.2%	3.2%

#### Is Homes for Life providing the service you expect of a landlord?

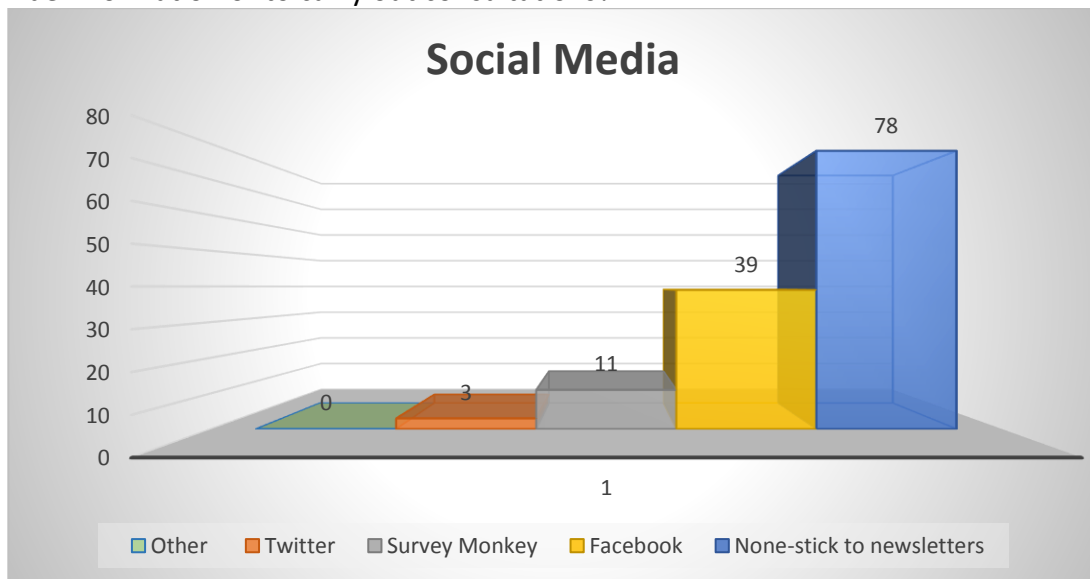
Agree	Neither Nor	Disagree
110	11	2
89.4%	8.9%	1.6%

Tenants were asked which sources of communication they would prefer Homes for Life to use when providing information or when consulting.



### Which Social Media?

Tenants were asked which **social media online services** they would you find helpful for the Company to use to provide information or to carry out consultations?

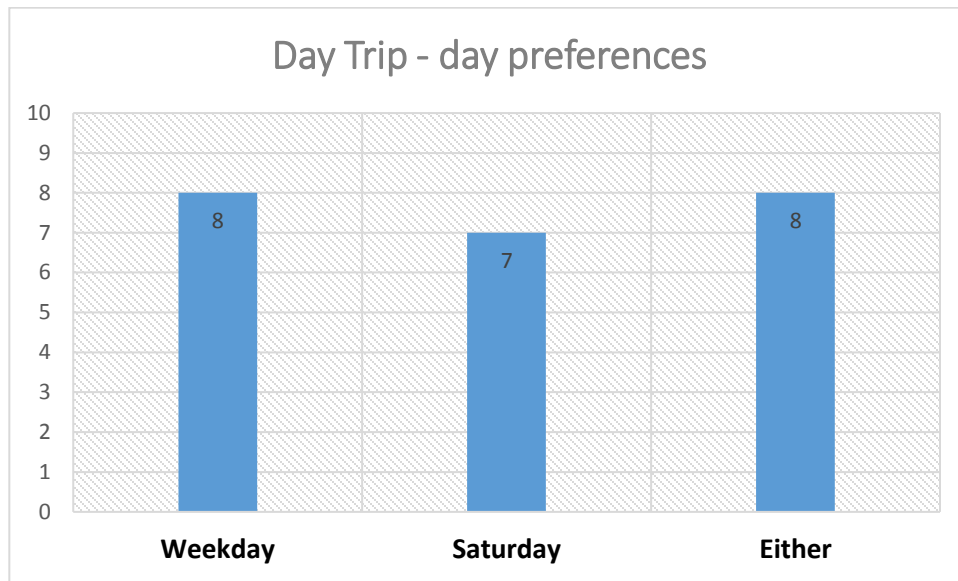


While the majority of tenants chose to still receive information via the newsletter a substantial number selected Facebook.

### Coach Trip

Tenants were asked if they'd like to come along on a free day trip round our developments as we were planning on taking a coach trip round some of our developments in the new year with either lunch or an afternoon tea.

**23 tenants have expressed an interest in going on a coach trip around Homes for Life developments**

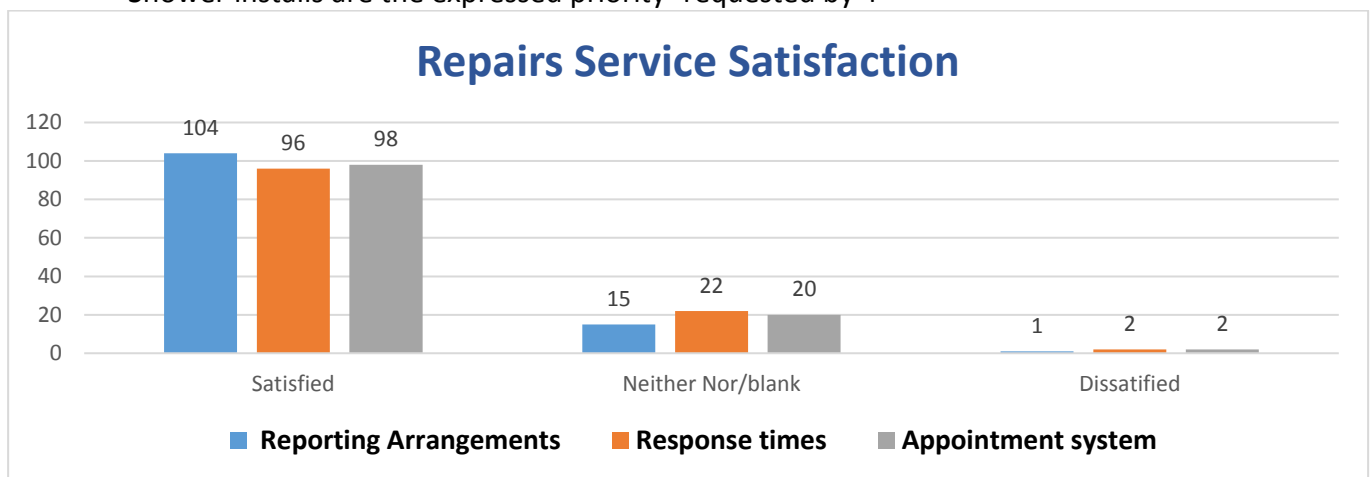


It is proposed that this is arranged for a weekday in late Spring/early Summer and is used as a consultation event to discuss the changes required to Allocation Policy. We'll be in touch with those who said they'd like to go, once a date has been finalised.

**Repairs**

**Summary of feedback**

- Some praise as well as criticism
- No express demand for quicker response targets
- Ensure we and contractors follow up and keep tenants informed and that repairs are completed
- Could Look for more appointment flexibility- though only requested by 1
- Could Consider potential for web repairs reporting - though only requested by 5
- Shower installs are the expressed priority- requested by 4



	Satisfied	Neither Nor/blank	Dissatisfied
<i>Reporting a repair</i>	86.7%	12.5%	0.8%
<i>Response time</i>	80.0%	18.3%	1.7%
<i>Satisfaction with Appointment</i>	81.7%	16.7%	1.7%

Again no opinion, Neither/Nor is disproportionately skewing the results. Satisfaction in the low 80% does not fairly reflect the very low numbers reporting dissatisfaction.

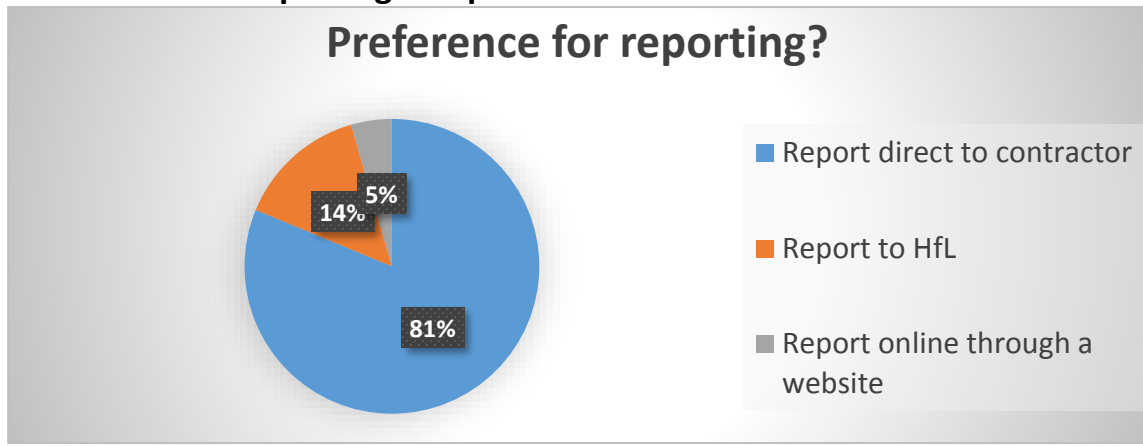
**Tenants were asked if they would like to see response times changed.**

Current target response times are Emergencies = 4hrs; Urgent = 3 working days; Routine = 10 working days. Only 14 tenants completed this section with some suggesting more relaxed response time – which would not be acceptable to the Regulator.

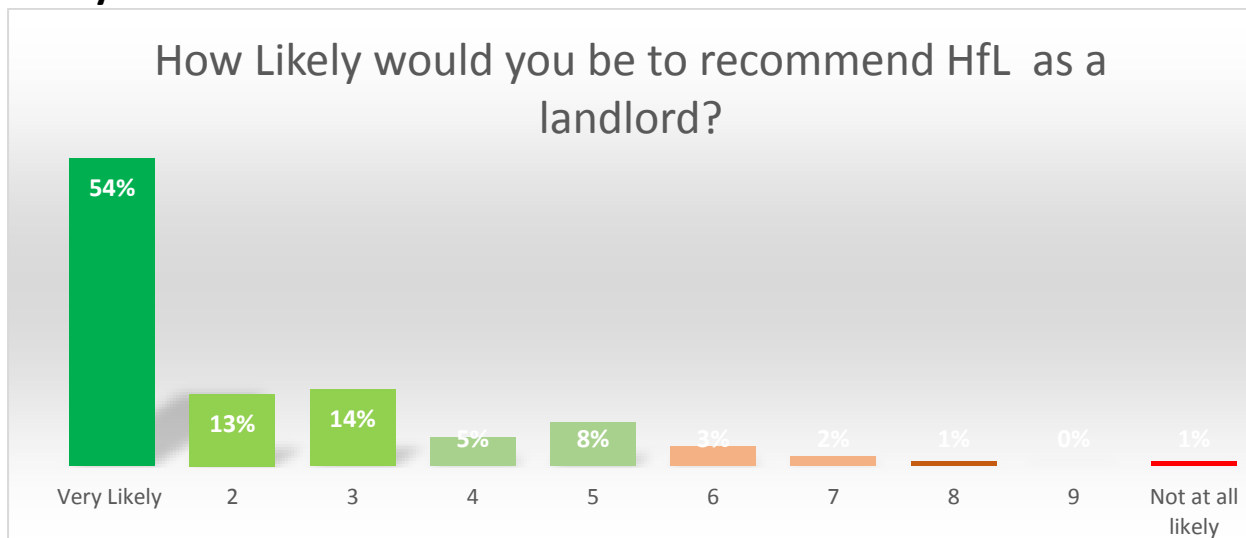
Emergencies Hours - 4hrs		Urgent days - 3 days		Routine days - 10 days	
2hrs	x6	1 days	x5	3 days	x2
3hrs	x4	2 days	x7	5 days	x6
				7 days	x5
% Suggesting change 7.8%		9.4%		10.1%	

**See the Newsletter and enclosed leaflet on the new repairs contractor, NOVUS for amended repairs response times.**

**Preference for Reporting a Repair**



**Finally ..**



94% of tenants were likely to recommend Homes for Life as a Landlord