

Tenant Satisfaction Survey Results

Report by Barry Moore, Chief Executive

1. INTRODUCTION

- 1.1. The Scottish Social Housing Charter has placed an obligation on all landlords to survey tenants to gain the level of satisfaction with the service they provide. The last survey was undertaken in 2016. The Scottish Housing Regulator (SHR) has set a number of questions which must be asked in this survey and reported in the Annual Return on the Charter (ARC) every May.
- 1.2. The opportunity was also taken to ask other questions to gain tenants' opinions on the services provided and what they felt was their priority improvement or upgrade in relation to planned maintenance.
- 1.3. Statistical Information
- 1.3.1. Actual numbers of tenants and their level of satisfaction is displayed at Appendix 1.
- 1.3.2. Graphical information is provided by way of bar charts which are appended to this report at Appendix 2.
- 1.3.3. It is the numerical data in the above two appendices which I would like Members to focus on, rather than focussing only on percentages.

2. BACKGROUND

- 2.1. The Association issued a tenant satisfaction survey in November 2019 to all 1,760 tenants with a freepost envelope provided. A link was also provided so tenants could complete the survey on-line if they wished and a text was also sent out with the link to the survey to help facilitate a greater response.
- 2.2. The overall response rate was 20% (349). This is a significant increase from the previous survey in 2016 when the Association had a response rate of 14% (243). The vast majority of responses were received by post. However sending a text with a link to the survey was also a successful method, which has clearly contributed to the increase in returns. See table below.

Responses by freepost envelope	245 (71%)
Responses on-line or by text using the link	104 (29%) previously only 11 (4.5%)

- 2.3. A far better balance between mainstream and retirement responses was achieved with this survey. Currently 85% of our tenants are mainstream and 15% retirement. 84% of responses were from mainstream tenants compared to 66% in 2016 and 16% from retirement tenants compared to 34% in 2016.

2.4. The following question is a Charter Indicator and is required to be asked first in the survey:

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Abertay Housing Association? Refer to Slide 1.

The response was as follows:

	2019	2016
Very or fairly satisfied	88.4%	87.2%

88.4% of tenants are either very or fairly satisfied with the overall service provided by Abertay, this is an increase in satisfaction from 87.2% in 2016.

2.5. The following are also Charter Indicators which we are required to ask in the survey. The responses to these are as follows:

	2019	2016
<i>Overall how satisfied / dissatisfied are you with the quality of your home?</i>		
Very or fairly satisfied	83%	88%
<i>Overall how satisfied or dissatisfied are you with Abertay's contribution to the management of the neighbourhood you live in?</i>		
Very or fairly satisfied	81%	87%
<i>How satisfied are you with opportunities given to you to participate in Abertay's decision making process?</i>		
Very or fairly satisfied	72.6%	90%
<i>Taking into account the accommodation and all the services that Abertay provides, to what extent do you think that the rent for this property represents good or poor value for money?</i>		
Very good or fairly Good	81%	84%
<i>How good or poor do you think Abertay is at keeping you informed about their services and decisions?</i>		
Very good or fairly good	83%	89%

2.6. Action Plan: Charter Indicators

2.6.1. With regard to all questions we asked tenants to provide comments, especially if they were dissatisfied with the service. These have been analysed and every tenant has received a response; each response tailored to the individual tenants comments. This is a good start to addressing 2.6.6 below.

2.6.2. Overall how satisfied / dissatisfied are you with the quality of your home? Refer to Slide 2.

2.6.2.1. Whilst it is the Asset Management Strategy which will address this, we will also work on this when carrying out 2020/21 planned maintenance programme.

2.6.2.2. The Tenant Involvement Officer will be very instrumental in the planned maintenance programme and will consult tenants prior to the works starting and after the works have completed, implementing and evaluating satisfaction surveys so that we can monitor satisfaction levels.

- 2.6.3. Overall how satisfied or dissatisfied are you with Abertay's contribution to the management of the neighbourhood you live in? Refer to Slide 3.
- 2.6.3.1. The issues that we encountered with the former Open Space Maintenance Contractor, Resolution Grounds Maintenance, (Management Committee Report: January 2020 – 20/01/17) have adversely influenced this.
- 2.6.3.2. The issues were occurring and being addressed at the time the survey was conducted and we have since parted company with Resolution Grounds Maintenance and carried out considerable work across the Estates.
- 2.6.3.3. As Members are aware, we are currently going through a regulated procurement tender exercise in respect of the Open Space Maintenance Contract in order to have a contractor in place for April 2020. The new contractor will be strictly monitored with a view to increasing the satisfaction levels with our tenants.
- 2.6.3.4. There are also issues with the way Robertson are managing the defects at Finavon Street. I have addressed this with Robertson and will monitor progress.
- 2.6.3.5. Also the dumping of furniture in common areas is an increasing problem mainly due to Dundee City Council's charges to uplift unwanted items of furniture / white goods etc. Concerns will be expressed to Dundee City Council.
- 2.6.4. How satisfied are you with opportunities given to you to participate in Abertay's decision making process? Refer to Slide 4.
- 2.6.4.1. Members will recall that when we worked on the Annual Assurance Statement I made comments to the effect that tenant involvement is an area which requires improvement.
- 2.6.4.2. The Tenant Involvement Officer will be appointed (appointed from within existing staff resources) on 1 March 2020 and will begin work on the Tenant Involvement and Empowerment Strategy. I will lead on this Strategy and be assisted by the Tenant Involvement Officer, Housing Manager and Senior Housing Officer.
- 2.6.5. Taking into account the accommodation and all the services that Abertay provides, to what extent do you think that the rent for this property represents good or poor value for money? Refer to Slide 5.
- 2.6.5.1. Members will recall our discussions when we considered the rent review for 2020/21. In order to provide evidence to support future rent reviews it is imperative that two strategies are completed within the financial year 2020/21: Asset Management Strategy and the Tenant Involvement and Empowerment Strategy.
- 2.6.6. How good or poor do you think Abertay is at keeping you informed about their services and decisions? Refer to Slide 6.
- 2.6.7. As mentioned above at 2.6.1, we have made a good start on addressing this.
- 2.6.8. Addressing this particular matter involves two main strategies: Asset Management Strategy and the Tenant Involvement Strategy. The former will inform residents on the planned

maintenance works the Association will undertake over a five year period starting 2021/22. With regard to the latter, as per my comments at 2.6.2.2 above, the Tenant Involvement Officer will be very involved in the works prior to the works starting and after the works have completed.

2.7. A summary of the other key satisfaction results are as follows:

	Satisfaction with:	2019	2016
Slide 7	Service provision from Customer Service Team	90%	Not Asked
Slide 8	General Enquiries	91%	97%
Slide 9	Complaint handling	83%	86%
Slide 10	Day-to-day repairs	91%	94%
Slide 11	Anti-social behaviour	79%	79%
Slide 12	Planned Maintenance	85%	88%

2.8. Tenants were asked what they considered to be a priority upgrade or improvement to their home. The following are what tenants considered the most important in relation to upgrades or improvements to their home. Tenants chose more than one upgrade as most important to them. The responses were recorded in priority order:

The Most Important priority:	%	Numbers
An economical heating system	75%	222
Have good insulation	65%	189
A high energy efficiency rating	59%	162
Good quality glazing	56%	163
Improved soundproofing	47%	132
Upgraded doors	44%	125

3. RISK IMPLICATIONS

- 3.1. The Scottish Social Housing Charter places an obligation on the Association to survey our tenants and report statistical data to the Scottish Housing Regulator via the ARC. The SHR has set a number questions which must be asked. Failure to carry out the survey and ask the obligatory questions would be disrespectful to the Charter and the SHR and bring about regulatory engagement.
- 3.2. Failure to consult our tenants on their views and opinions on how the Association is performing and providing services would significantly decrease tenant confidence in the Association, would alienate our tenants and as a consequence of such alienation destroy the good relationship we have with our tenants.
- 3.3. Failure of any business to engage and consult with its customers and adapt and respond to its customers' views is on a slippery slope to corporate ruin.

4. FINANCIAL IMPLICATIONS

- 4.1. The cost of conducting the survey has been accommodated with the current annual budget. The promotional materials, printing of survey forms and postage and texts messages, to all tenants with mobile phones, have cost approximately £3,000.

5. EQUALITIES AND HUMAN RIGHTS IMPLICATIONS

- 5.1. There are no equality and human rights issues arising directly from this report.

6. COMPLIANCE WITH REGULATORY STANDARDS

- 6.1. Completing the survey is part of the requirements of the Social Housing Charter and acting on the results will assist with meeting Regulatory Standards 1, 2 and 4.

7. CONCLUSION

- 7.1. We may have slipped back in terms of percentages since the previous survey, however I am not concerned at all about this because percentages don't mean a thing without the data to put them into perspective.
- 7.2. The numerical data and the bar charts are moving in the right direction and that's the most important point.
- 7.3. The Tenant Satisfaction Survey results give us a solid foundation to build on throughout the year.

8. RECOMMENDATIONS

- 8.1. Management Committee is asked to:

NOTE the results of the Tenant Satisfaction Survey and the actions which are to be implemented.