

TENANT SATISFACTION SURVEY RESULTS 2022



During the summer 2022, nearly a quarter of our tenants took part in our annual Tenant Satisfaction Survey.

We improved our easy read survey and produced a postal and online version with a free prize draw to further incentivise tenants to take part.

The 10 questions in the survey aligned with the Government's suggested Tenant Satisfaction Measures for landlords. Tenants also had the opportunity to register their interest to get involved to improve and shape our services.

497 surveys were sent out in total; 380 were posted to tenants and 117 emailed to appointees. In addition, we contacted care providers to support tenants to complete the survey. Over a six week period tenants could submit their survey online and we visited them in their homes to discuss and collate their information.

After the survey had closed, we sought independent advice from a qualified quantitative and psychometric scale construction to analyse the data. The findings showed the survey data can be deemed as representative with a 9% confidence interval. This can be interpreted to mean that if 50% of people are satisfied with Encircle Housing, then we are 95% confident that between 41% and 59% of the population (rather than the total number of survey responses) would be satisfied with Encircle Housing.

96.6% of tenants are very satisfied or satisfied with the safety of security of their home



IMPROVEMENT: Our surveyors are carrying out health checks ensuring locks are secure and working correctly. Improving our 24/7 repairs service.

96.6% of tenants are very satisfied or satisfied that Encircle Housing treats them fairly and with respect



IMPROVEMENT: A Tenant Involvement Strategy. Gathering information to gain greater understanding about our tenant's cultures and undertake training where required.

94.2% of tenants are very satisfied or satisfied with the overall service provided by Encircle Housing




IMPROVEMENT: A Tenant Involvement Strategy and undertaking customer services training specialised to our tenant's cultures.

91.9% of tenants are very satisfied or satisfied that their rent provides value for money




IMPROVEMENT: Making sure our services provide Value for Money, ensure we are getting the best tariff with service providers.




87.3% of tenants are very satisfied or satisfied that Encircle Housing keeps them informed, listens to them and acts on their views

IMPROVEMENT: Hold focus groups to gather tenants' views, Housing Manager's attend tenant meetings and improved our 'You Said, We Did' posters to feedback to tenants.




5.8% of tenants were dissatisfied or very dissatisfied with the way we managed anti-social behaviour

IMPROVEMENT: Earlier involvement in housing matters and notify tenants and manage their expectations about the time required to comply with the law.




79.3% of tenants are very satisfied or satisfied with Encircle Housing's repairs service over the last 12 months

IMPROVEMENT: Making quarterly courtesy calls to tenants and their care staff to check the quality of the repair work and services delivered and improving the number of surveys returned.




75.8% of tenants are very satisfied or satisfied with the time it takes to complete a repair

IMPROVEMENT: Working with contractors to increase the number of repairs completed during the first visit and better reporting and monitoring system of repairs to be completed.



58.6% of tenants know who is their Housing Manager/Officer or Surveyor from Encircle Housing

IMPROVEMENT: To include a photo, name and job title on surveys and letters to tenants and Our Voice newsletter to include information about the teams and their job roles.



97.7% of tenants are very satisfied or satisfied with the care and support from their care provider

IMPROVEMENT: Continue to build and maintain close working relationships with tenants and care providers and share housing related matters.

HOW HAVE WE SUPPORTED YOU TO MAINTAIN YOUR TENANCY?

"You sorted Housing Benefit."

"Our Housing Officer is very nice and greets us, knows our names and is very helpful."

"My Housing Officer comes, and visits scheme and chats to me about my room and house. She helps me with what is expected of me in keeping a tidy and clean room/home."

"You have supported me very well."

SUGGESTIONS OR REQUESTS TO IMPROVE TENANT'S HOMES, AND/OR SERVICE THEY RECEIVE FROM ENCIRCLE HOUSING

1. Wipeable walls

IMPROVEMENT: Our new Homes Standard includes durable paints.

2. Advice on keeping bills down

IMPROVEMENT: Energy saving tips in Our Voice newsletter. Our team are also available to give further help and advice.

3. Lack of knowledge about what Encircle Housing does

IMPROVEMENT: Our Voice newsletter is here to give information about the team. Tenants and their care staff can also arrange to meet their Housing Manager to find out more.

4. To be listened to and communicated with. To be told who people are and when meetings are. For requests to be acted upon and not just empty promises that never happen

IMPROVEMENT: We will listen harder to you and take responsibility for things we commit to. Sometimes we need to ask other organisations to work with us.

5. Reduce the amount of time it takes to carry out a repair after it has been reported

IMPROVEMENT: We are producing an easy read repairs and maintenance booklet to explain what repairs we do and how long it takes to complete a repair. We are working with contractors to find ways to try to fix a repair on the first visit where possible.

We contacted all the tenants who provided comments in our survey to answer their questions and deal with any concerns.

MAKING CHANGES

We are currently using the feedback to shape our services and how we work. We look forward to sharing these changes during the next 12 months.

TENANTS GETTING INVOLVED

33 Tenants have registered their interest to help us improve our services and delivery.

A plan is being sent to those who want to be involved.

Further improvements are being made to enable more tenants to be involved throughout the year.

- ✓ Take part on a tenant panel
- ✓ Take part in a focus group to give your views about something that is important to you
- ✓ Help with interviews
- ✓ Support events
- ✓ Attend events
- ✓ Take part in people's stories
- ✓ Information for tenants
- ✓ Social media