

TENANT SATISFACTION SURVEY RESULTS 2023



During the summer 2023, we increased the number of people taking part in our annual Tenant Satisfaction Survey from 83 to 277. We improved our approach to gathering people's views. We produced an online and postal easy read survey with a free prize draw to further incentivise tenants to take part.

There were 15 questions in the survey. 12 aligned with the Government's Tenant Satisfaction Measures for landlords. We included a question around our values, the services tenants would like to get involved in, and the term we use to describe all the people who we house.

487 surveys were sent out in total and we contacted care providers to support tenants to complete it. From July to September tenants could submit their survey online and we visited them in their homes to discuss and collate their information. We found the in-person visits beneficial as we had conversations around the housing matters that are important to our tenants, areas for improvements along with the services we are doing well. Some of these topics will be taken forward into our tenant focus groups in the future.

TENANT SATISFACTION

Out of 277 completed Tenant Satisfaction Survey 2023:

98%

of tenants responded.



91% of tenants are very satisfied or fairly satisfied with **the safety and security of their home.**

Improvement: We are improving this by ensuring that high standard locks are fitted to all external doors and checking the quality of these doors annually.

90%

of tenants responded.



90% of tenants are very satisfied or fairly satisfied that **we treat tenants with respect.**

Improvement: We are going to work with our tenants to get a better understanding about this result. We are going to encourage tenants to tell us if they are unhappy with our staff or services.

98%

of tenants responded.



84% of tenants are very satisfied or fairly satisfied with **the overall service they receive from us.**

Improvement: We are focussing on improving garden maintenance and communal cleaning in our tenant's homes

63%

of tenants responded.



81% of our tenants are very satisfied or fairly satisfied with **the time it takes to complete a repair.**

Improvement: We are improving this by working with our contractors to fix more repairs during the first visit.

67%

of tenants responded.



80% of those tenants are very satisfied or fairly satisfied with our repairs service.

Improvement: We are improving this by follow up calls and tighter monitoring of outstanding repairs.

95%

of tenants responded.



80% of those tenants are very satisfied or fairly satisfied that we provide a home that is well maintained.

Improvement: We are improving this with our planned painting programme.

89%

of tenants responded.



75% of tenants are very satisfied or fairly satisfied that we keep tenants informed about things that matter to them.

Improvement: More copies of Our Voice newsletter are sent to tenant's homes and we are emailing a copy to care providers to share with our tenants.

88%

of tenants responded.



74% of tenants are very satisfied or fairly satisfied that we listen to tenants' views and act on them.

Improvement: We are setting up our first pilot focus group to gather more tenant views.

64%

of tenants responded.



74% of tenants are very satisfied or fairly satisfied with our approach to handling anti-social behaviour.

Improvement: We are improving this by listening and acting upon your feedback by involving you in agreeing an action plan to address your anti-social behaviour complaint.

98%

of tenants responded.



73% of tenants are very satisfied or fairly satisfied that we are open and honest.

Improvement: We are continuing to build relationships and through our involvement plan more tenants will help to shape our services.

75%

of tenants responded.



65% of tenants are very satisfied or fairly satisfied that we are making a positive contribution to your neighbourhood.

This question was confusing to tenants as we provide supported housing in the community not large housing estates.

36

of tenants responded.



67% of tenants are very satisfied or fairly satisfied with our approach to handling a complaint.

Improvement: We are improving this with face-to-face feedback and ensuring all tenants know how to report a complaint.

SUGGESTIONS AND COMMENTS ABOUT TENANT'S HOMES, AND/OR THE SERVICE RECEIVE FROM ENCIRCLE HOUSING

1. Communal lounge and kitchen needs painting

IMPROVEMENT: We launched our first planned painting programme last autumn along with our brand new modern colours for our tenant's homes. The paint has been developed with a major paint manufacturer to be hard wearing and fire rated.

We will be in contact with our tenants a few months before we are due to paint their home so they can choose the colours and arrange a date to start the works.

2. Not a lot of information is provided

IMPROVEMENT: We produce our tenants' newsletter, Our Voice four times a year. This is posted out to our tenants and emailed to care providers to share with tenants. The newsletter shares information about tenant involvement, news in the housing and repairs team, top tips for the home and shows how we are doing. Tenants wanted to meet other tenants, so we often include stories about people's lives.

A 'Meet the team' leaflet was sent to tenants last year. We are currently updating this with the new members in our team, and it is being sent out to our tenants by August 2024.

3. The repairs service is improving

IMPROVEMENTS: We have recruited more staff to deal with repairs and gardening and cleaning services. We redeveloped a new online Repairs Survey that has successfully increased the amount of feedback we receive after each repair. We are going to collate the views and feedback how these are helping us to improve our service.

Tenant focus groups

In the Tenant Satisfaction Survey, we asked tenants what topics are important to them and their home, see below. We are going to be discussing this further in our first pilot tenant focus groups in May.

Topics our tenants want to talk about

- **29%** of tenants chose communications
- **27%** of tenants chose tenant Involvement
- **22%** of tenants chose housing
- **22%** of tenants chose repairs



WE ARE USING THE TERM 'TENANTS'

In our Tenant Satisfaction Survey, we asked what term we should use when addressing all the people who we house.

RESULTS



133 voted for tenants



96 voted for residents



21 suggested other names



17 voted for customer



12 voted for people who we house