

Taunton Deane Borough Council

Tenant Services Management Board – 19th August 2013

Taunton Deane Borough Council 2013 Tenant and Leaseholder Satisfaction Survey – STAR Survey

Report of – Housing Services Lead

(This matter is the responsibility of Executive Councillor Jean Adkins)

1. Executive Summary

A request was made to the Tenant Services Management Board (TSMB) at its meetings in June and July 2013 to consider a summary version of STAR Survey and provide feedback at these meetings, including commenting on the survey findings and to consider using the findings to trigger reviews of certain service areas with a view to implementing improvements.

The summary version of the survey is attached as Appendix 1

1.0 Background

STAR (Survey of Tenants and Residents) was launched in July 2011. It provides social housing landlords with the essential means of discovering how satisfied tenants and leaseholders are with the services provided to them and also allows landlords to benchmark satisfaction results with each other. In January 2013 Taunton Deane Borough Council (TDBC) Housing Services commissioned Feedback Services to carry out such a satisfaction survey.

2.0 Responding to the survey findings

The aim of this report and survey is to allow the TSMB to analyse the results and highlight areas of the service that they feel should be reviewed in order for improvements to be made.

3.0 Recommendation

It is recommended the Tenant Services Management Board:

- Note this report
- Review the Summary of the STAR Survey attached in Appendix 1
- At the August 2013 board meeting comment on the findings, with a view to considering which service areas they would recommend to be reviewed.

Contact officer:

Stephen Boland, Housing Services Lead
Direct Dial No 01823 356446
Email address s.boland@tauntondeane.gov.uk

Your views

Taunton Deane Borough Council Tenant and Leaseholders Satisfaction Survey Report 2013

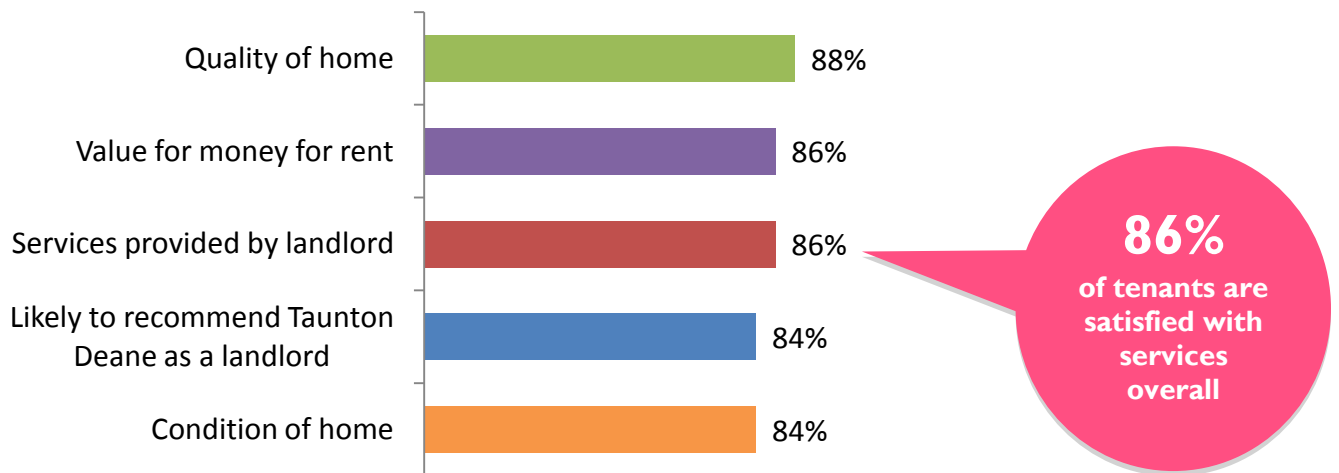
About the survey

Over the winter some of you took part in a survey of tenants. The survey focused on how happy you are with the way Taunton Deane Borough Council (Taunton Deane) delivers services and maintains your homes.

- The survey was sent to a sample of tenants (around 1,500).
- The survey was anonymous and carried out by an independent market research company - Feedback Services (a research agency supported by the National Housing Federation).

Feedback Services and Taunton Deane would like to thank all those tenants who took part. This report contains the key results from the survey.

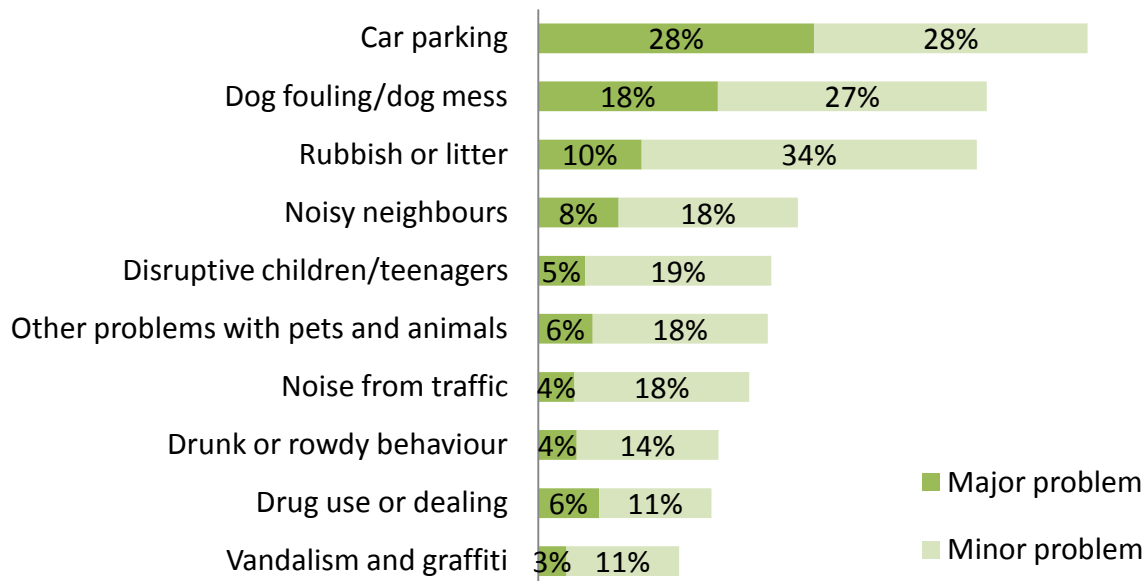
Satisfaction with home and landlord



- The vast majority of tenants would recommend Taunton Deane to family or friends (84%) and even more are happy with the overall service they receive from Taunton Deane (86%) and with the value for money for rent (86%).
- A high number of tenants are also satisfied with the quality of their home (88%) – with satisfied with the condition of their property (84%).

Neighbourhood

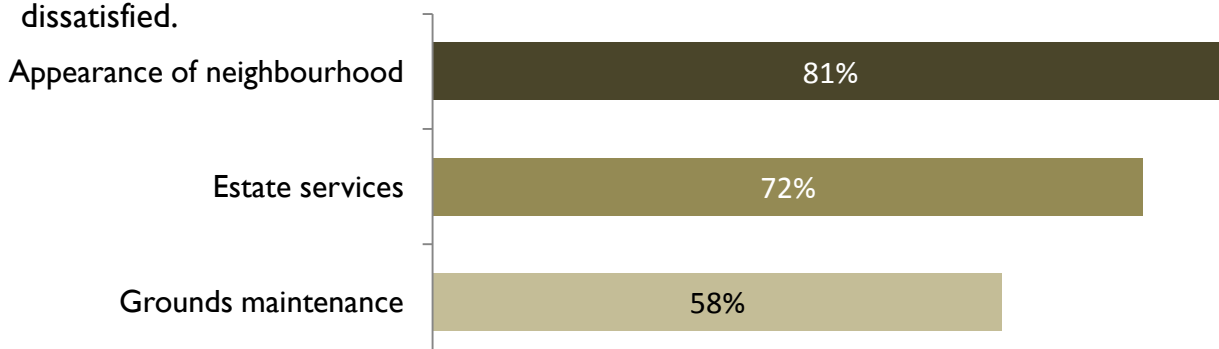
- Almost nine out of ten tenants are satisfied with their neighbourhood as a place to live (88%). This is an increase of 3% since 2011.
- More tenants in sheltered accommodation (94%) are satisfied with their neighbourhood than general needs tenants (87%).
- Key issues within neighbourhoods are car parking, dog fouling and rubbish/litter.



- A quarter of tenants felt that their neighbourhood had improved over the last three years (25%), while more than half (54%) felt it had stayed the same.

Estate services

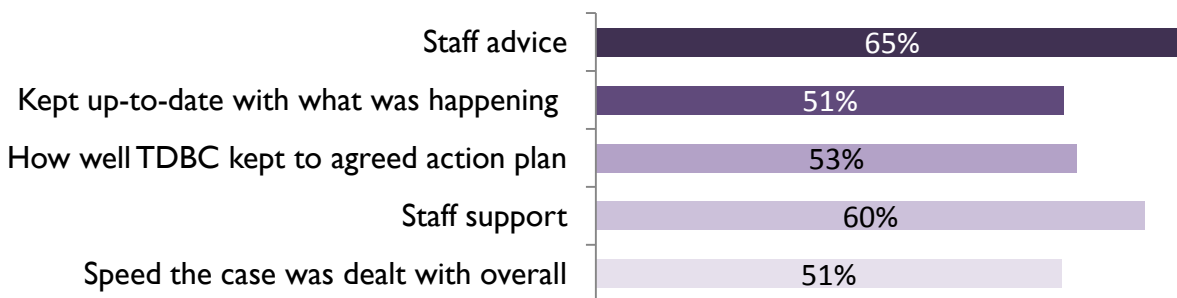
- 81% of tenants are satisfied with the appearance of their neighbourhood and 72% with the overall estate services provided by Taunton Deane.
- Far fewer tenants are satisfied with the grounds maintenance provided (58%), with 32% dissatisfied.



Anti-social behaviour

- Only 9% of all Taunton Deane tenants needed to make an anti-social behaviour complaint in the last 12 months.
- Two thirds of tenants are satisfied with the advice provided by staff (65%) and almost as many with the support given by staff (60%).
- Around half of tenants were also satisfied with being kept up-to-date throughout the case (51%), the speed with which the case was dealt with (51%) and how well Taunton Deane kept to the agreed action plan (53%).

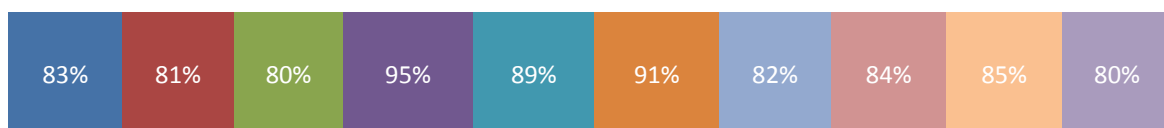
Satisfaction with handling of ASB complaint



Repairs & maintenance

- Four out of five tenants are satisfied with Taunton Deane's repairs and maintenance service (81%) and with the gas servicing arrangements (80%).
- Two thirds of all tenants had reported a repair in the 12 months prior to the survey and a very high percentage of those were satisfied with the repair they received on that occasion (85%).
- Nine out of ten tenants (91%) said that their repairs appointment had been kept.
- 82% of tenants were satisfied with their repair being "right first time" and 89% were satisfied with the quality of the repair work.

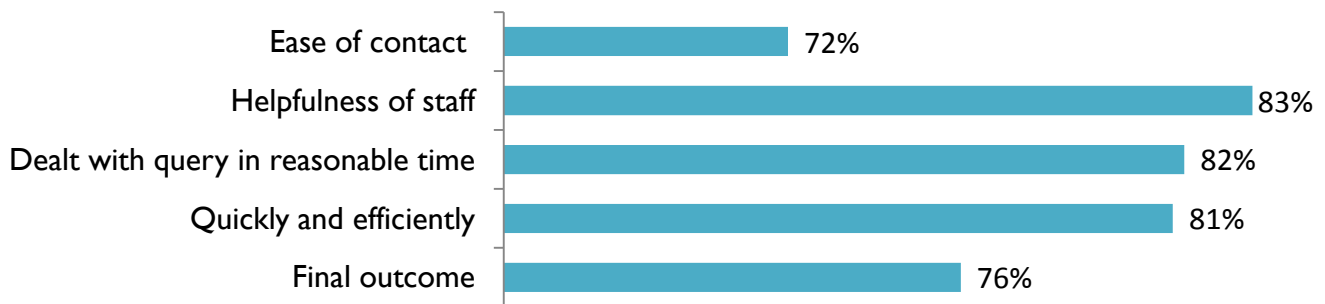
Satisfaction with last repair



- Being told when workers would call
- Being able to make an appointment
- Time taken before work started
- Attitude of workers
- Overall quality of work
- Minimising dirt and mess
- Right first time
- Contractors doing job expected
- Repairs received on this occasion
- Gas servicing arrangements

Customer services

- Three out of five tenants had contacted Taunton Deane with a query in the twelve months prior to the survey (61%).
- Helpfulness of staff was highly praised (83%) by many tenants – although this is a lower rating than in 2011 (89%).
- Similar satisfaction ratings were given for query being answered in a reasonable time (82%); dealing with the query quickly and efficiently (91%).
- Lower ratings were given for ease of contacting the right member of staff (72%) and the final outcome of query (76%).

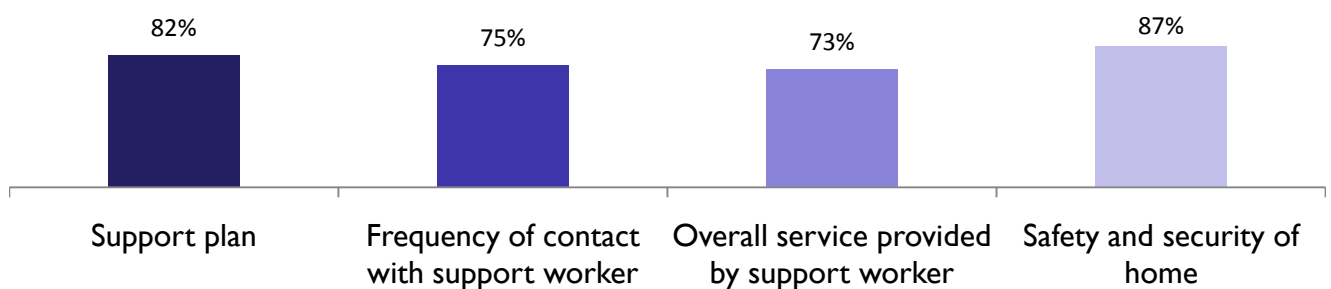


Advice and support

- The majority of tenants are satisfied with the advice and support given by Taunton Deane with regards to claiming the benefits to which they are entitled (78%) and managing finances generally (72%).



- Sheltered housing tenants are highly satisfied with the safety and security of their home (87%) and their support plan (82%).
- Lower ratings were awarded by sheltered housing tenants in respect of frequency of contact with their support worker (75%) and overall service provided by their support worker (73%).



Communication and information

- 87% of tenants felt that the Council is good at keeping them informed about things that might affect them as a tenant – this is 3% higher than the level recorded in the 2011 survey.
- Less than half of Taunton Deane's tenants have access to the internet (47%)

You say – We do

Carrying out this survey is just part of the part of the work Taunton Deane Borough Council does to involve you in developing services. As well as publishing the results of the survey Taunton Deane plans to put the findings to good use by working with tenants to further improve the services they provide.

