

Taunton Deane Borough Council

Tenant Services Management Board – 26 October 2015

Housing and Communities – Tenant and Leaseholders Satisfaction Survey 2015

(This matter is the responsibility of Executive Councillor Terry Beale)

1. Executive Summary

The Tenant and Leaseholders Satisfaction Survey 2015 reported its findings in September 2015.

Tenant Services Management Board members are provided with a summary of the results of the survey.

Tenant Services Management Board members will be receiving a further report from managers, over the coming weeks and months, containing more details of the plan of activities in response to the key findings raised within the survey.

2. Background

Housing and Community Services has been working with an independent organisation since 2006 to measure and understand levels of tenant and leaseholder satisfaction with its housing and community services. The bi-annual survey helps to inform decision making and changes to service delivery by identifying key issues and actions for improvement. The satisfaction measurements also help to communicate and engage with tenants and leaseholders on performance.

3. Tenant and leaseholder satisfaction survey 2015

A total of 2851 surveys were sent out to tenants and leaseholders, achieving a 46% response rate (1300 surveys completed and returned).

The results of the survey are mixed with some parts of our services clearly on the right track and showing improvement (leaseholder management), whilst other parts showing relatively little change since the 2013 survey (management of supported housing) and then (general needs housing management) clearly pointing towards the need for much deeper analysis and action planning.

A 'tenant friendly' copy of the survey is attached at **Appendix 1** and all tenants and leaseholders will be receiving a copy alongside their quarterly newsletter later this year (circa. November 2015).

4. Next steps

Over the coming weeks and months managers within Housing and Communities will be meeting to assess, in more detail, the survey results and coming forward with a plan of activities in response to the key issues.

5. Finance Comments

There are no financial implications identified as a result of information contained within this report.

6. Legal Comments

There are no legal implications identified as a result of information contained within this report.

7. Links to Corporate Aims

The content of this report is linked to the following corporate aim:

- Aim 3 – a vibrant social, cultural and leisure environment – work with partners to improve the lives of our most vulnerable households.

8. Environmental and Community Safety Implications

There are no environmental implications identified as a result of information contained within this report.

9. Equalities Impact

There are no equalities impacts identified as a result of information contained within this report.

10. Risk Management

There are no significant risks identified within this information report.

11. Partnership Implications

There are no partnership implications identified as a result of information contained within this report.

12. Recommendations

The Tenant Services Management Board are requested to note this report and are invited to provide comment on the key results of the survey.

Contacts:	Officer Name	Stephen Boland – Housing Services Lead
	Direct Dial No	01823 356446
	e-mail address	s.boland@tauntondeane.gov.uk
	Officer Name	Martin Price – Tenant Empowerment Manager
	Direct Dial No	01823 356552
	e-mail address	m.price@tauntondeane.gov.uk

Your views

Taunton Deane Borough Council Tenant and Leaseholders Satisfaction Survey 2015

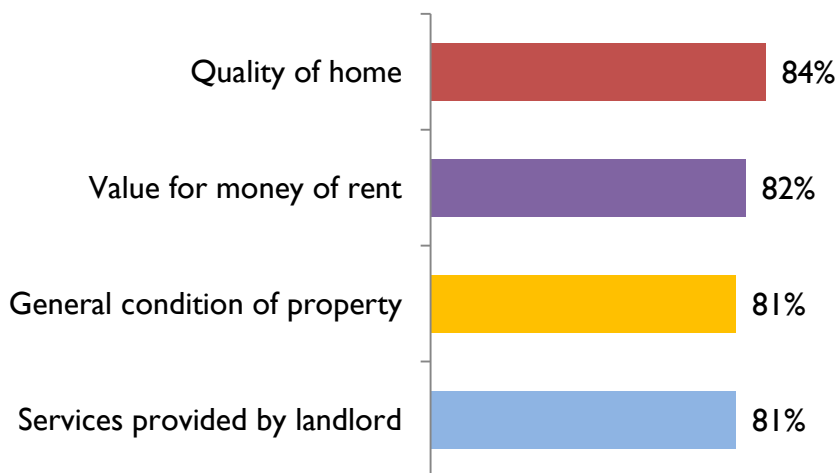
About the survey

Over the summer some of you took part in our bi-annual satisfaction survey. The survey focused on how happy you are with the way Taunton Deane Borough Council' Housing Services (Taunton Deane) delivers services and maintains your homes.

- The survey was sent to over 2,800 tenants and leaseholders and almost half of you responded (46%).
- The survey was out by an independent market research company – Acuity Research & Practice (Acuity).

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

Satisfaction with home and landlord

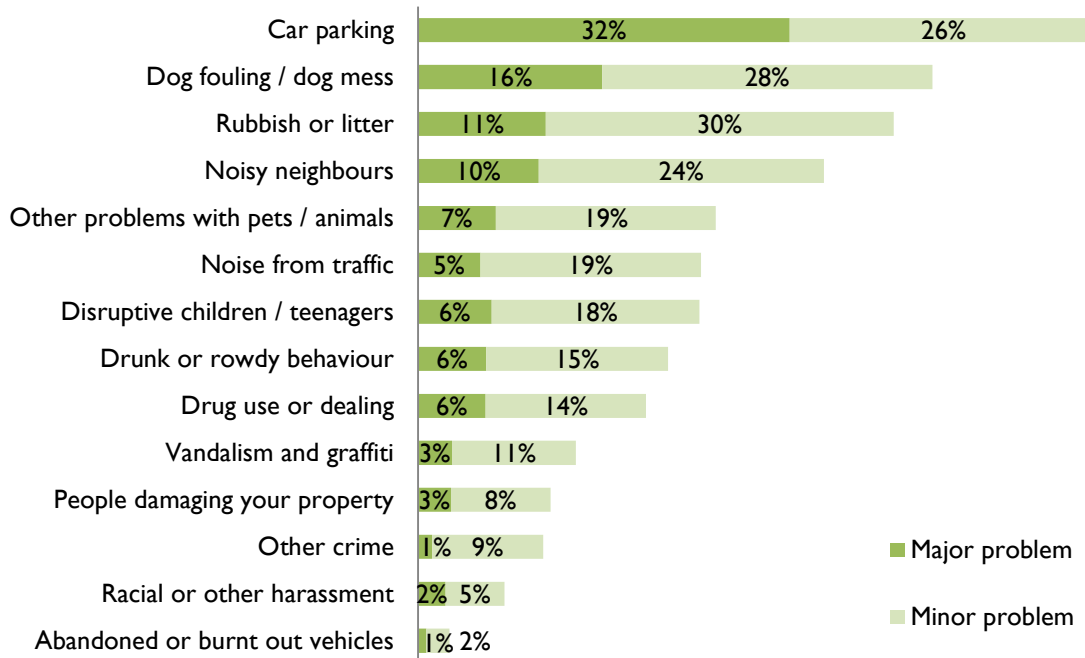


81%
of tenants
are satisfied
with services
overall

- The majority of tenants are happy with the overall service they receive from Taunton Deane (81%) and with the value for money for rent (82%).
- A high number of tenants are also satisfied with the quality of their home (84%) and with the condition of their property (81%).

Neighbourhood

- Six out of seven tenants are satisfied with their neighbourhood as a place to live (85%), a fall of 3% since the last survey in 2013.
- More tenants in sheltered accommodation (92%) are satisfied with their neighbourhood than general needs tenants (84%).
- Key issues within neighbourhoods are car parking, dog fouling and rubbish/litter.



- Around a quarter of tenants felt that their neighbourhood had improved over the last three years (23%), while more than half (54%) felt it had stayed the same (22% got worse).

Estate services

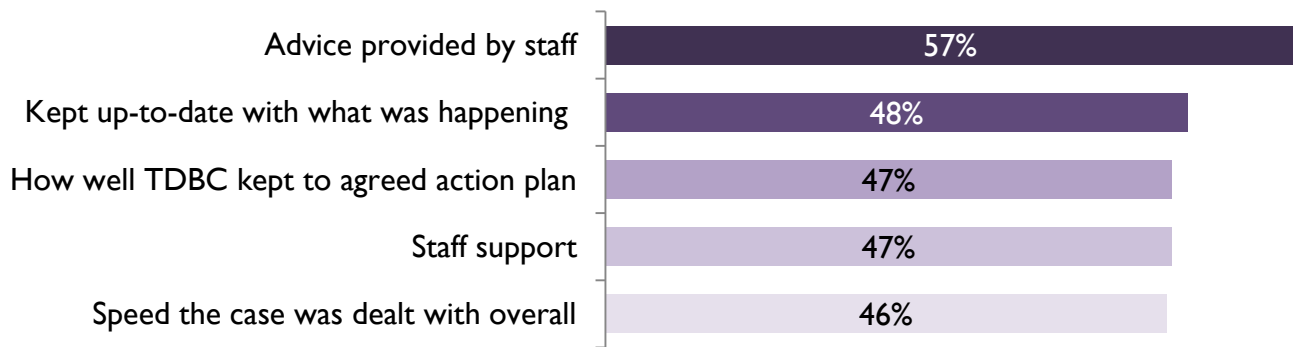
- 78% of tenants are satisfied with the appearance of their neighbourhood and 69% with the overall estate services provided by Taunton Deane.
- Far fewer tenants are satisfied with the grounds maintenance provided (63%), with 27% dissatisfied.



Anti-social behaviour

- 10% of all Taunton Deane tenants needed to make an anti-social behaviour complaint in the last 12 months.
- Three out of five tenants are satisfied with the advice provided by staff (57%) while around half of the tenants were satisfied with the other aspects of the complaint (46% to 48%).

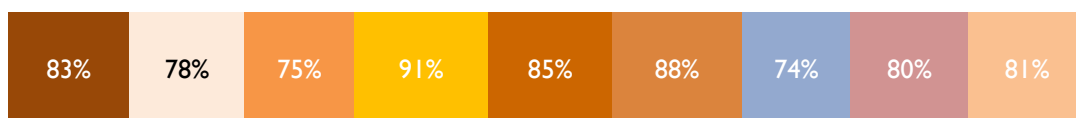
Satisfaction with handling of ASB complaint



Repairs & maintenance

- The majority of tenants are satisfied with Taunton Deane’s repairs and maintenance service (83%) and with the gas servicing arrangements (76%).
- Two thirds of all tenants had reported a repair in the 12 months prior to the survey and many of those were satisfied with the repair they received on that occasion (81%).
- Four out of five tenants (78%) said that their repairs appointment had been kept.
- 91% of tenants were satisfied with the attitude of the workers, and 85% were satisfied with the quality of the repair work.
- Not all tenants were satisfied that the repair was “right first time” (74%) or the time taken before the work started.

Satisfaction with last repair



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

Customer services

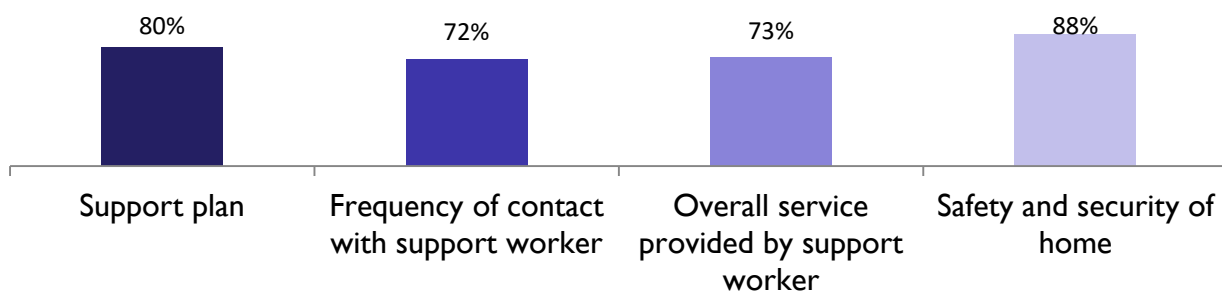
- Around two-thirds of tenants had contacted Taunton Deane with a query in the twelve months prior to the survey (63%).
- Helpfulness of staff was highly praised (83%) by many tenants – although this is a lower rating than in 2011 (89%).
- Similar satisfaction ratings were given for query being answered 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%).



- The vast majority of tenants are satisfied with the cost of contacting Taunton Deane by telephone (89% - 2% higher than in 2013).

Advice and support

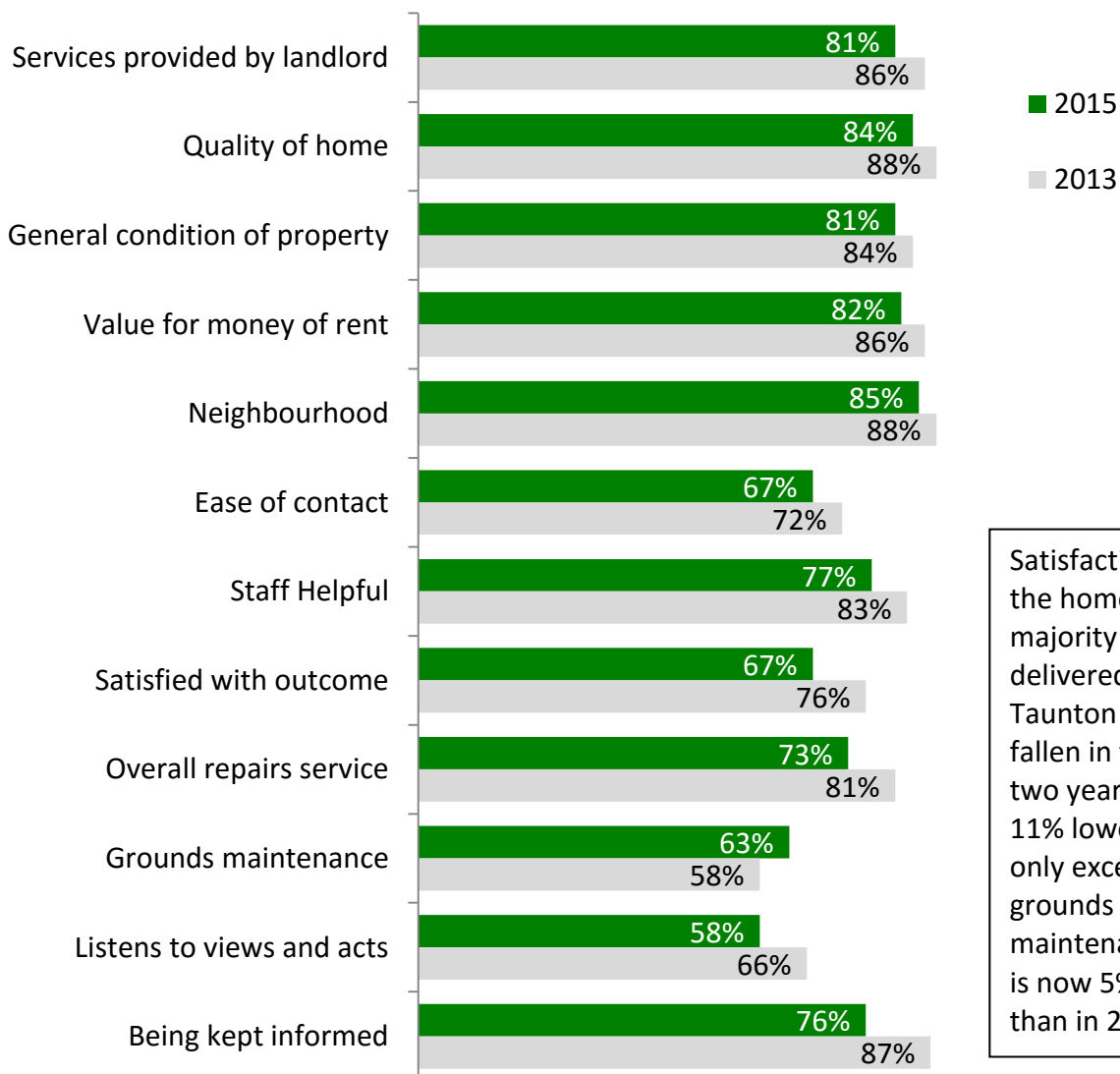
- The majority of tenants are satisfied with the advice and support given by Taunton Deane with regards to claiming the benefits to which they are entitled (77%) and managing finances generally (72%).
- Sheltered housing tenants are highly satisfied with the safety and security of their home (88%) and their support plan (80%).
- Lower ratings were awarded by sheltered housing tenants in respect of frequency of contact with their support worker (72%) and overall service provided by their support worker (73%).



Communication and information

- 76% of tenants felt that the Council is good at keeping them informed about things that might affect them as a tenant, while 58% of tenants are satisfied that Taunton Deane listens to their views and acts on them.
- Only two-fifths of tenants said that they are aware of Taunton Deane Borough Council's published housing service standards (39%), a fall of 10% since 2013 (49%).
- Over half of Taunton Deane's tenants have access to the internet (57%) – some 10% higher than two years ago.

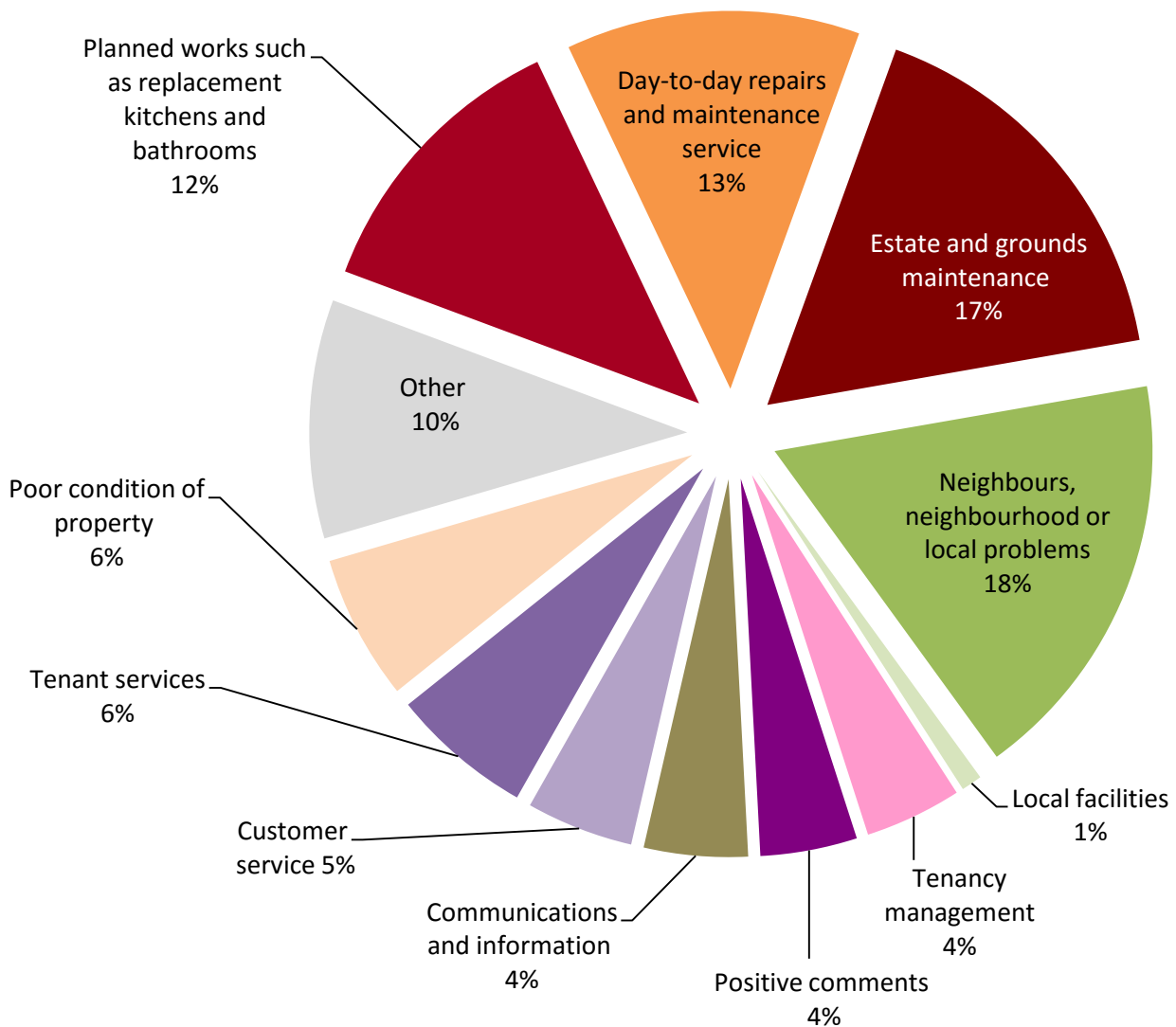
Changing satisfaction



Satisfaction with the home and the majority of services delivered by Taunton Deane has fallen in the last two years (3% to 11% lower). The only exception is grounds maintenance which is now 5% higher than in 2013).

Improving services

We asked “If there was one thing that Taunton Deane Borough Council’s Housing Services could improve, what would they like it to be?” Some 607 tenants wrote comments in the survey about the improvements they would like to see to Taunton Deane’s services.



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.