

# Your views

Taunton Deane Borough Council  
Tenant Satisfaction Survey



## About the survey

Between January and February this year many of you took part in an important survey. The survey focused on how happy you are with the way Taunton Deane Borough Council Housing Service delivers key services and maintains your homes. The survey was anonymous and carried out by an independent market research company – Acuity Research and Practice. The survey was sent to a sample of general needs tenants and all tenants in supported housing (including Extra Care) and leaseholders. A total of 1,533 residents responded (46%).

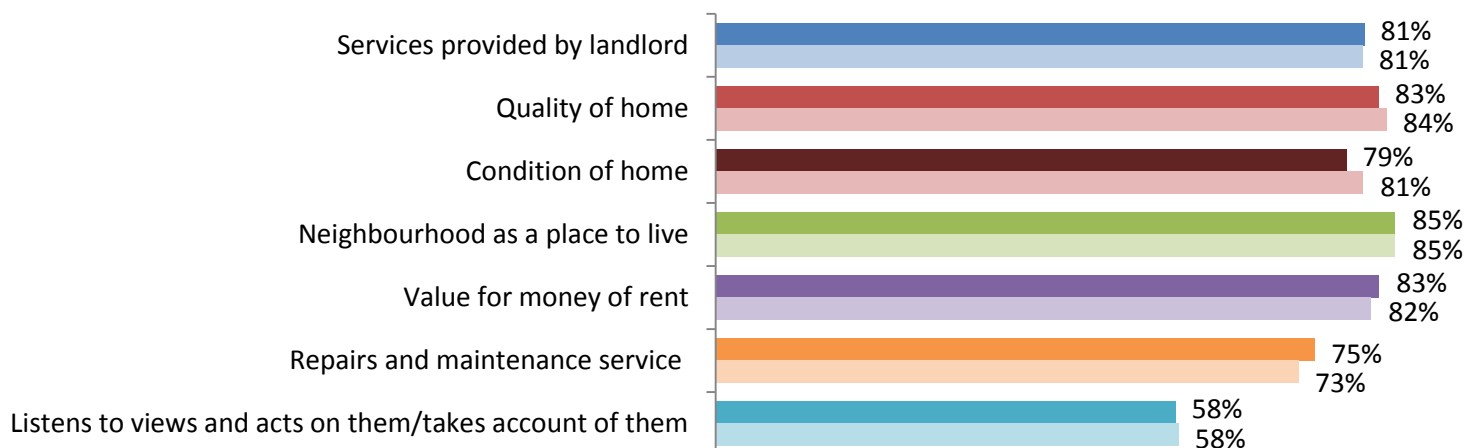
The following report summarises the findings and provides you with some information about what we are doing to improve.

## Satisfaction with key services

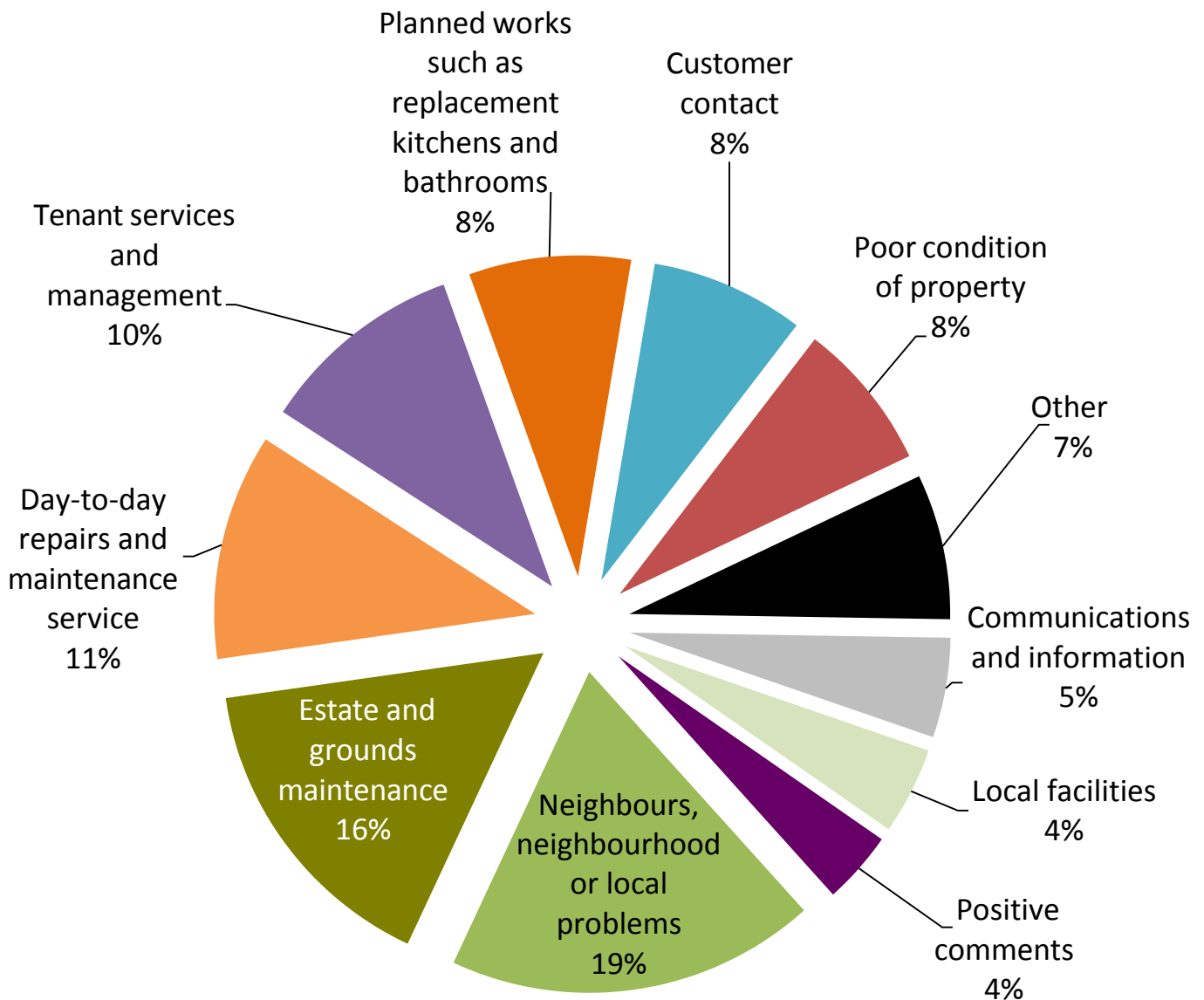
- 81% of Taunton Deane tenants are happy with the overall services they receive.
- 84% of tenants are satisfied with the quality of their home and 79% with its condition.
- Value for money of rent is rated at 83%.
- 85% of tenants are satisfied with their neighbourhood as a place to live.
- 75% of tenants are satisfied with the repairs and maintenance service.
- 58% are satisfied with how Taunton Deane listens to views and acts upon them.

Four ratings have changed since 2015, shown below;

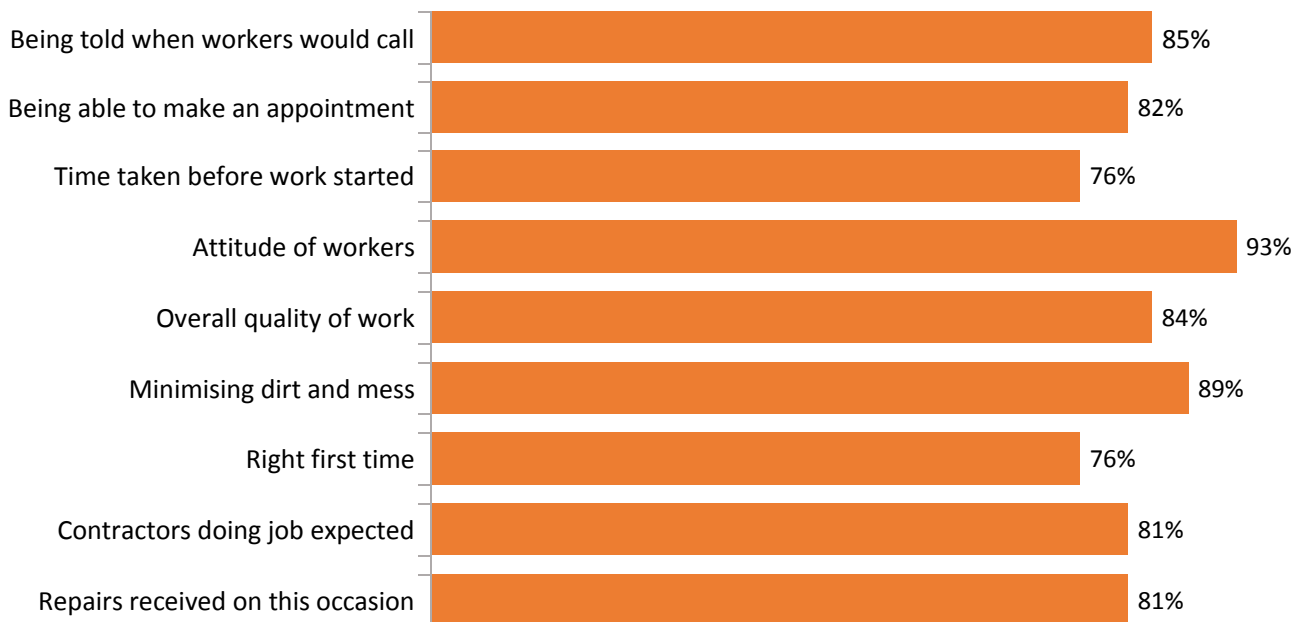
### Satisfaction with key services 2018 (2015 ratings shown below this year's rating)



- Tenants were given the opportunity to make comments on whether, if there was one thing that Taunton Deane could improve, what they would like it to be. Some 779 comments were made which are summarised below.

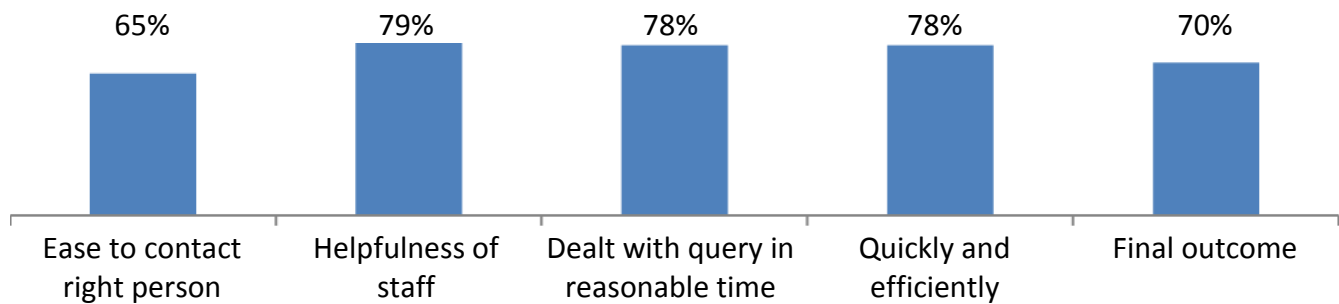


- 75% of tenants are satisfied with the overall repairs and maintenance service and ratings were in the high 80s and 90s for most aspects of the work carried out. Satisfaction with the attitude and behaviour of workers is consistently at or above 93%.
- Fewer tenants were satisfied with the time taken before work started (76%) or with the repair being done right first time (76%).



- Since the survey results were received there have been a number of changes. A new Repairs and Logistics Manager is in place and the service has been thoroughly reviewed. Improvements are already being seen across the Borough.
- There has been improved performance in the following:
  - Responsive Repairs Complaints handling (50% reduction in complaints, 100% handled on time)
  - Customer satisfaction with Responsive Repairs is at 98%
  - Call waiting times (down from average of over 2 minutes to 38 seconds)
  - Unanswered calls (down from an average of 40% to under 5%)
  - Jobs started on time (up from an average of 78% to 93%).

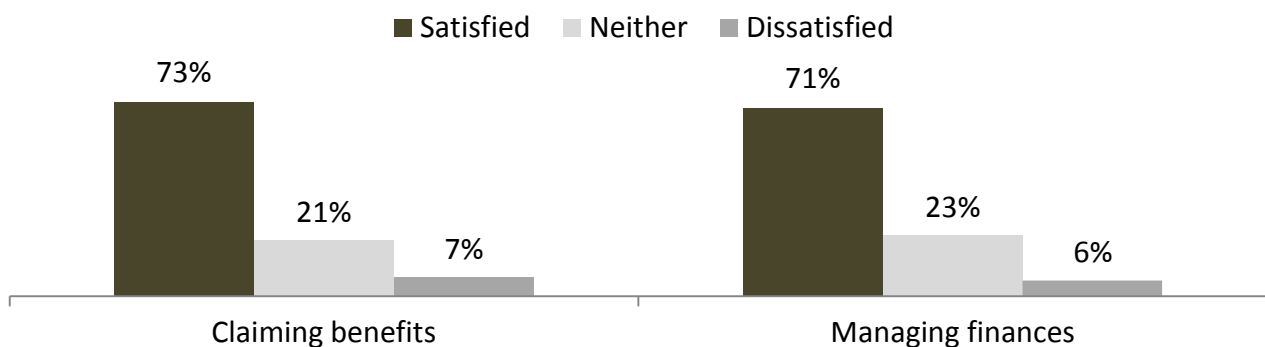
- 65% tenants were able to speak to the right person when contacting Taunton Deane, with even more finding staff helpful (79%). 78% of tenants also found that staff dealt with their query in reasonable time, quickly and efficiently. However, fewer tenants were satisfied with the final outcome of their contact (70%).



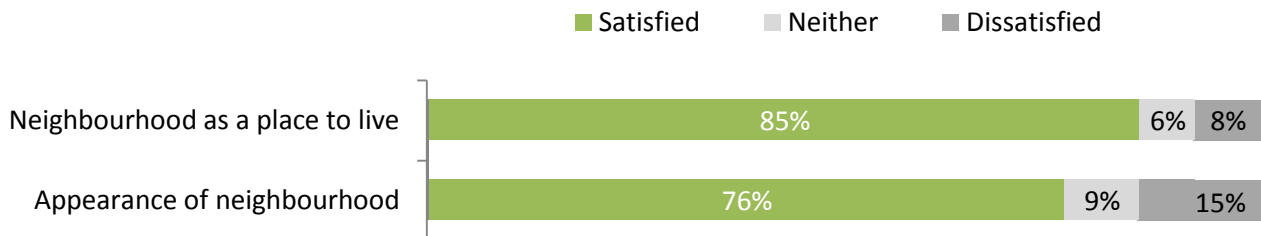
- The Council is transforming how it responds to Customers from 2019/20 and this will improve how we resolve tenant's queries.

## Financial Advice

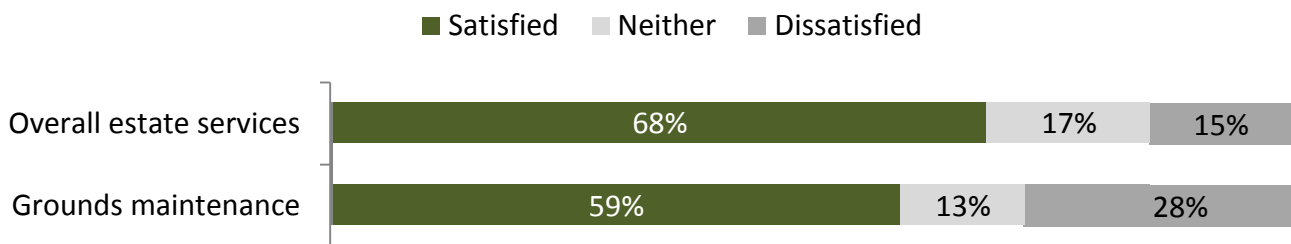
- 73% of tenants are satisfied with the advice on claiming benefits and other welfare benefits. A similar number of tenants are satisfied with the advice and support provided managing finances (71%).



- 85% of tenants expressed a positive view about the neighbourhood in which they live. However, fewer tenants were as satisfied with the appearance of their neighbourhood (76%). The majority of tenants felt that their neighbourhood had stayed the same over the past three years.

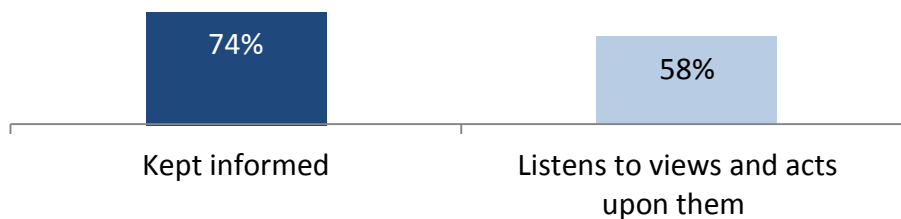


- Much lower ratings were given for estate services (68%), particularly grounds maintenance (59%).

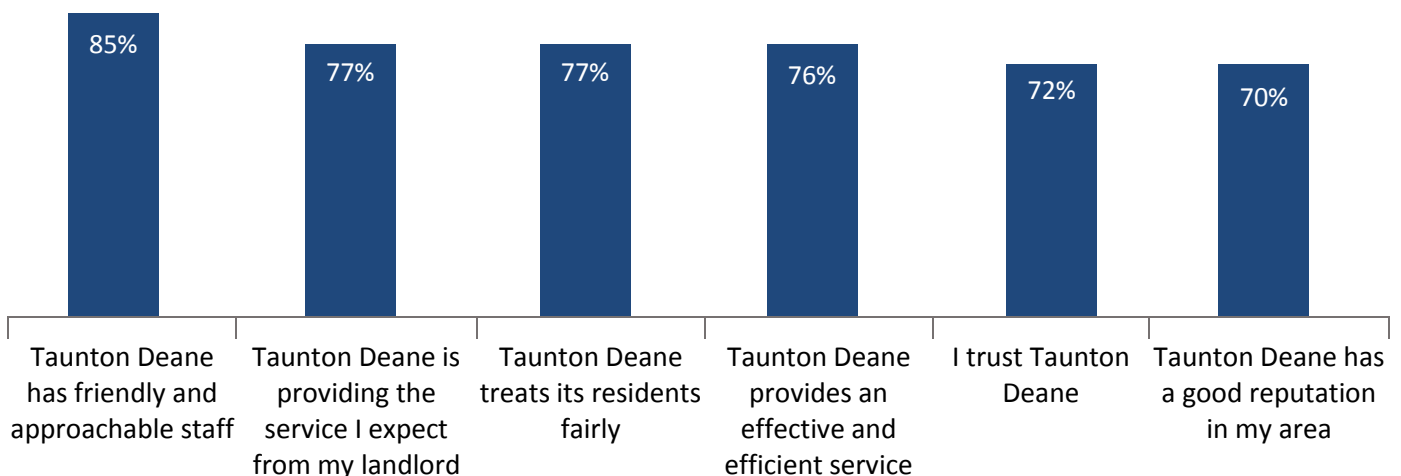


- Our grounds maintenance services has been reviewed, a new contract is in place and you should see a significant improvement over the coming summer period. Our Open Spaces Teams have worked hard to tackle a number of neglected areas, bringing them in line with the new standard that was agreed with the Tenants Groups that represent you. Hopefully you are noticing improvements across your neighbourhood.

- 74% of tenants feel that Taunton Deane keeps them informed about things that might affect them as a tenant and 58% of tenants feel that Taunton Deane listens to their views and acts upon them.
- We know we still have more to do. Our new Transformation programme will help with streamlining our processes and we plan to review how we can better engage with more tenants to properly listen to and act on your views.



- 40% of tenants are aware of Taunton Deane’s published housing service standards, however far fewer are aware of how to challenge these standards (23%). This is something that we are aware of and following transformation we intend to work with our Tenants Board to develop and publish a new set of standards which will be widely available.
- Over 75% of tenants agreed that Taunton Deane provides an effective and efficient service, provides the service expected, have friendly and approachable staff, and treat tenants fairly. Around 66% find us trustworthy and feel we have a good reputation in their area. 41% of tenants are likely to recommend Taunton Deane to family or friends. We want these figures to be higher and are continuing to work hard to make improvements.



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.

