

Tenant Satisfaction Measures Survey-November Summary for TSG

16th January 2023

What is it?

- Like a mini STAR survey (will be regulatory requirement from April 2023)
- Done every 6 months, pilot done in May 2022 and was repeated in November 2022
- 23 questions, including the 12 TSM questions in areas such as; Overall services ,The home, Neighbourhood (including estate, ASB and Grounds maintenance), repairs and Customer Contact
- There were 301 completed interviews, 250 GN, 49 SH and 2 EC, 254 from Taunton area and 47 from Wellington.

Results

- Overall satisfaction has risen by 2% since May. The May result was 75.7% (shown as 76%) and in November it was 77.4 (shown as 77%). The difference, therefore, is 1.7% which has been rounded up to 2% in the report. The increase may not seem much but during a time when Housemark say that satisfaction within the industry is declining, an increase is an achievement.
- Overall satisfaction is 77%.
- 83% thought that their home was safe. There is no comparison as this is a new TSM question from November 2022.
- Repairs increased by 10%, from 71% to 81%. Better than 2020 when it was 78%.

Areas with increased satisfaction

Overall satisfaction (up 1%) - currently 77%

Neighbourhood (up 5%) – currently 85%

Grounds Maintenance (up 7%) – currently 64%

Estate Services (up 5%) – currently 76%

Repairs (up 10%) – currently 81%

Time taken to complete a repair (up 3%) – currently 79%

Keeping tenants informed (up 2%) – currently 80%

Areas with decreased satisfaction

There were only 4

- Well maintained home (down by 4%) – currently 75%
 - Anti-social (down by 2%) – currently 63%
 - Easy to deal with (down by 1%) – currently 75%
 - Complaints Handling (down by 7%) - currently 54%
- ❖ Please note that the complaints TSM question is: *How satisfied or dissatisfied are you with Somerset West and Taunton Council Housing Services' approach to complaints handling?*

It does not differentiate between a formal complaint or when a tenant thinks they have complained, i.e mentioned it to their Tenancy Case Officer. Stage 1 formal complaints response times have improved by 26% since May.

Identified areas of improvement

Our customers tell us they are unsatisfied in the following areas:

30% are unsatisfied with the upkeep of communal areas (down 3%)

32% are unsatisfied with the way complaints are handled (up 2%)

22% are unsatisfied with grounds maintenance (down 7%)

26% are unsatisfied with the way SWT deals with ASB (up 1%)

25% are unsatisfied with the way SWT listens to views and acts upon them (remains the same).

Interesting findings

- Only 11% of tenants expressed an interest in becoming more engaged with the council
- 72% of our tenants use the internet regularly and 28% do not access the internet, up 20% from last survey in May 2022
- SH tenants are consistently more satisfied than GN tenants
- Wellington tenants are generally more satisfied than Taunton tenants
- Male tenants are generally more satisfied than female tenants (7% more)
- Grounds maintenance has seen a 4% increase which is an indication that the Grounds Service review headed up by Simon Lewis is having success.
- Significant increase in repairs-10% which would indicate that our new reporting a repair process that has been put in place by Scott Weetch has been successful.

National Context & Annual figure

- Housemark shows that satisfaction has steadily fallen over the last 2 years, on average a fall of 5% since the pandemic. Therefore, a fall in satisfaction at SWT should not be unexpected.
- Acuity report that they have seen an average satisfaction score of 76% amongst 30 of their landlord clients over the last year.
- When the May and November TSM surveys are put together, the overall satisfaction for the year is 77%.

What's next?

- Acuity tell us that the main drivers for Customer Satisfaction are tenant's homes being well maintained and being treated fairly and with respect.
- Therefore, we must keep an emphasis on our repairs service and communication.
- There is currently a Repairs Service Improvement Plan to address this.
- The Low Carbon Group have continued to meet with a new focus on communication to address this.
- We also need to keep reviewing the following areas:
- Anti-social behaviour, complaints and communal areas.

Thank you for listening