

FAREHAM

BOROUGH COUNCIL

Report to Housing Scrutiny Panel

Date **11 April 2024**

Report of: **Head of Housing (Pathways & Neighbourhoods)**

Subject: **Tenant Satisfaction Measures - Customer Questionnaire Outcomes**

SUMMARY

This report provides members with information on the outcomes of the first full Tenant Satisfaction Survey that was undertaken in December 2023.

RECOMMENDATION

It is recommended that the Housing Scrutiny Panel notes:

- (a) the content of the report; and
- (b) the intention to produce benchmark information later in 2024 and to report on improvements made based on feedback received.

INTRODUCTION

1. The Government has appointed the Regulator of Social Housing to create a system for assessing how well social housing landlords in England are doing at providing good quality homes and services.
2. After a period of consultation, regulations are now effective from 1 April 2023, which state that social housing providers must now annually survey all of their residents and report on a set of tenant satisfaction measures (TSMs). There are 22 TSM's, some of these measures include key statistics such as fire and gas safety checks and will be measured by landlord's internal reporting measures and the remaining 12 measures are collected via an annual tenant perception survey which must include the standard multiple-choice questions set by the Regulator of Social Housing.
3. The twelve perception measures are categorised as:
 - a) TP01 Overall satisfaction.
 - b) TP02 Satisfaction with repairs.
 - c) TP03 Satisfaction with time taken to complete most recent repair.
 - d) TP04 Satisfaction that the home is well maintained.
 - e) TP05 Satisfaction that the home is safe.
 - f) TP06 Satisfaction that the landlord listens to tenants views and acts upon them.
 - g) TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them.
 - h) TP08 Agreement that the landlord treats tenants fairly and with respect.
 - i) TP09 Satisfaction with the landlord's approach to handling complaints.
 - j) TP10 Satisfaction that the landlord keeps communal areas clean and well maintained.
 - k) TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods.
 - l) TP12 Satisfaction with the landlord's approach to handling anti-social behaviour.
4. This survey must have been undertaken during the financial year of 2023/24, the results of which will be reported to the Regulator in Summer 2024 and the results for all social housing providers are expected to be published during Autumn 2024.

PILOT SURVEY

5. As Fareham Housing had not previously conducted a customer satisfaction survey, a pilot survey was initially conducted on a percentage of our customer base during the Summer of 2023, based on the standard set of questions set by the Regulator.
6. The aim of this pilot survey was to find out what our customers think of the Housing service and how we perform against the perception TSMs, to highlight areas for improvement within our service, and to gain insight into how Fareham Housing customers prefer to communicate with us and how we communicate with them.

FULL SURVEY

7. The full Tenant Satisfaction Survey was conducted during the period December 2023 through to January 2024. All of Fareham Housing's customer base (approx. 3000), comprising of secure tenants, temporary accommodation tenants and leaseholders, were sent the survey through a variety of methods. For those customers where an email address is held, surveys were sent with a direct link to the survey which could be completed and submitted through PC, tablet or smart phone. All other customers were sent a paper survey form.
8. In accordance with the Regulator's technical guidance, it is important that a minimum percentage of our customer base return their views on the survey, so we included the opportunity for customers to enter a prize draw either on submission of their survey or alongside the return of their paper survey. The prize offered was a £50 gift card for a supermarket of the winner's choosing.
9. To ensure we achieved the minimum required responses, telephone surveys were also carried out and Housing Officers actively encouraged the completion of the survey whilst out in the community visiting residents.

AGE DEMOGRAPHICS OF RESPONDENTS

10. 485 responses were received, and analysis of the respondents showed:

Who responded
70% of respondents lived in general purpose housing, 30% lived in sheltered housing
53% of respondents were of retirement age
20% of respondents were in either part-time or full-time employment
17% of respondents declared to have a disability or illness and were not working
47% of respondents declared to have a disability
68% of respondents were female
54% of respondents were above the age of 65, 16% 55-64, 30% 25-54 and 1% from 18-24 year olds

SUMMARY OF TENANT PERCEPTION SURVEY RESULTS

11. Below is a summary of all the satisfactions measures resulting from this survey and the percentage of Fareham Housing customers that reported they were either very or fairly satisfied with each one. The table also provides a comparison of the full survey to the pilot survey that took place earlier in 2023:

	Satisfied (%) Full survey	Satisfied (%) Pilot survey
Overall satisfaction of the Fareham Housing service	84	76
Repairs (overall satisfaction)	87	79
Repairs (time taken to complete)	83	82
Provided with a well-maintained home	80	79
Communal areas clean and well maintained	75	64
Safe home	85	80
Landlord makes a positive contribution to the neighbourhood	67	56
Approach to handling anti-social behaviour	55	41
Complaints handling	46	30
Listens and acts on tenants' views	67	59
Keeps tenants informed about things that matter to them	71	60
Treats tenants fairly and with respect	81	76

12. Fareham Housing's approach to complaint handling received the lowest rate of satisfaction. From April 2024 complaints will be handled within the timescales imposed by the Housing Ombudsman and there will be a much stricter and rigorous approach to dealing with complaints. It will be interesting to note, when all social housing providers results are published and as a comparison with next year's survey, whether this level of satisfaction is reflected across the board and is as a direct result of poor handling of complaints or whether this satisfaction rate is low due to customers not receiving their desired outcome.

OPEN QUESTION ANALYSIS

13. Throughout the survey, respondents were given opportunities to leave comments and provide further detail on the satisfaction scores they provided. 117 responses were received regarding overall satisfaction and have been themed in the table below:

Theme	Number of comments
General positive feedback	56
Slow repairs/maintenance	11
Positive repairs	7
Positive Housing officer experience	7
Specific complaint	4
Rehousing issue	2
Other negative comments (relate to grounds maintenance, fly tipping/bins areas, overall dissatisfaction)	30

14. Following the questions specifically asking for views on repairs, positive neighbourhood, safe home etc, respondents were again given the opportunity to leave comments and provide further detail regarding their dissatisfaction in these areas. 77 responses were received and have been themed in the below table:

Theme	Number of comments
General dissatisfaction	15
Anti-social behaviour	10
Cleaning of communal areas	4
Maintenance of/issues with communal areas (external)	19
Maintenance of communal areas (internal)	1
Lack of communication from teams	2
Slow/delayed repairs	12
Other repair issues (not time related)	8
Re-housing queries	4
Specific complaint	2

15. Whilst overall respondents were satisfied with the services Fareham Housing provides, the comments received have provided some insight of where improvements can be made. These improvements will be driven through various means, including work driven by the Consumer Standards which is also overseen through the Regulator of Social Housing and through the recent appointment of the Principal Tenant Engagement Officer, who commenced their position on 02 April 2024.

16. Although surveys were conducted anonymously, of those paper surveys received and information provided for the prize draw, any specific comments were identified against the householder and specific concerns or issues were addressed. For example, concerns raised that a repair had been reported some time ago and were still awaiting contact from a contractor, these were escalated with the appropriate team and addressed.

RISK ASSESSMENT

17. There are no significant risk considerations in relation to this report.

CONCLUSION

18. The annual Tenant Satisfaction Survey results for all social housing providers are due to be published in Autumn 2024.

19. These results will be benchmarked against providers of a similar nature and of similar stock holding to Fareham Housing, which will be reported to members later in the year, alongside progress against the Consumer standards and a summary of improvements Fareham Housing have implemented or in the process of implementing.

Appendices: None

Background Papers: None

Reference Papers: None

Enquiries:

For further information on this report please contact Andrea Kingston (01329 824618)