

Report to: Housing Review Board



Date of Meeting 16 June 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Tenant Satisfaction Survey

Report summary:

Having information on tenant satisfaction is crucial to how we plan and monitor our housing service. We last carried out a survey with our tenant population in 2020 and we feel it is timely to invest in carrying out another one. We hope to collect satisfaction data for all areas of the housing service and we also wish to ask some additional questions around the cost of living as we need to be proactive in our thoughts and plans on how we might best be able to support those tenants who are affected

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

(1) That Housing Review Board note that Housing is carrying out a housing satisfaction survey.

Reason for recommendation:

Accurate and up-to-date information on what our tenants think about our services enables us to see how we are performing but more importantly to ensure we make informed decisions about how we shape our services and plan for the future.

Officer: Natalie Brown, Information and Analysis Officer

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Risk: Low Risk; .

Links to background information .

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
 - A greener East Devon
 - A resilient economy
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Background

- 1.0 The publishing of the Social Housing White Paper by the Ministry of Housing, Communities and Local Government in November 2020 was a timely reminder of the need to ensure we, as a social landlord, have accurate and up-to-date information about what our tenants think and feel about the service we provide.
- 2.0 Tenant engagement is a clear thread running through the White Paper and there is the inclusion of a measure on respectful and meaningful resident engagement in the suite of performance indicators being developed by the regulator.
- 3.0 We last surveyed our tenant population in 2020 when we carried out a 3 year study in partnership with LiveWest and the University of Birmingham looking at tenant wellbeing and landlord satisfaction. Highlights of the study revealed the strong relationships which exist between tenant wellbeing, their home and satisfaction with their landlord. We also found across the 3 years a slight downward trend in satisfaction with our service. Useful lessons and changes have been made following recommendations from this research. However, it is now more than two years since we sought to collect feedback from our tenants on our service and we believe it is necessary to once again survey our tenant population to establish whether changes we have made have improved service delivery or more needs to be done.
- 4.0 Our economic backdrop has also changed since we last surveyed our tenants and although we are now living in a post pandemic era we are now facing new struggles most notably the cost of living is rising. It is recognised that just as we want to know how our tenants are feeling about our services we need to understand how our tenants are doing. With this in mind, it is proposed that we take this opportunity to gauge how issues around the cost of living are (and might be) impacting on the lives of our tenants. Understanding this, might help us to be proactive in the near future in how we deliver and prioritise our service to support our tenants in the best possible way.
- 5.0 Additional points to note with reasons why it is essential we survey our tenants is (1) we have agreed with the corporate team that we will publish our tenant satisfaction scores on a public EDDC performance dashboard, (2) following the last two Housing Review Boards it has been noted, following tenant feedback, that there is a need for us to present satisfaction data, especially with regards to our repairs and maintenance service, (3) the tenant repair group agreed that the repair satisfaction data we are collecting is sufficient and that a separate repair satisfaction survey is not required at this time and (4) due to intensive work improving repairs contract the timing is probably less than ideal for the team to be trying to focus on additional work required to run a repair satisfaction survey and it is agreed a housing wide survey would be a much better option.

Survey Format

- 1.0 It is proposed that we ask tenants an industry standard set of satisfaction questions. This will enable us to compare with previous years and to benchmark us with other social landlords. As mentioned previously, it is proposed that we also ask some cost of living questions.
- 2.0 We commit to consulting with tenants to confirm the content of the survey to ensure the right questions are asked in the right way and the findings benefit not just the business but the tenants too.
- 3.0 The intention is to survey all tenant households by sending out a paper survey. There will also be a link to an electronic survey if tenants would prefer to complete it in this way.
- 4.0 Below are the industry standard set of landlord satisfaction questions. Please note additional questions might also be asked to get further detail on satisfaction. Eg. With repairs and maintenance we might split the question between responsive repairs and planned works and ask for a time for when they had the repair
- How satisfied or dissatisfied are you with the way your social landlord deals with repairs and maintenance?
 - How satisfied or dissatisfied are you that your rent provides value for money?
 - How satisfied or dissatisfied are you with the overall quality of your home?
 - How satisfied or dissatisfied are you that your social landlord listens to your views and acts upon them?
 - How satisfied or dissatisfied are you with your neighbourhood as a place to live?
 - Overall, how satisfied or dissatisfied are you with the service provided by your social landlord?

Financial Commitment

- 1.0 In consultation with various tenant forums and with the recent release of the White Paper we believe it is timely if we survey all our tenant households. We need to be mindful that a paper survey is one of the most expensive ways to collect customer feedback. Approximate costings are below:
- Postage and Printing of 4200 surveys - approximately £2,200
- Standard response rate to a paper survey is 30%. Processing 1260 surveys - approximately £1700 (for 12 single response questions and 3 open ended comments)

- 2.0 We have an existing budget of £5000 to carry out a housing tenants survey.

Financial implications:

All financial considerations have been commented on in the body of the report.

Legal implications:

There are no legal implications on which to comment.