

# **TEESDALE HA** **TENANT SATISFACTION SURVEY 2009**

## **Executive Summary**

### **1.0 Background and Methodology**

- 1.1 The Northern Housing Consortium was commissioned by North Star Housing Group to undertake a tenant satisfaction survey on behalf of Teesdale and Endeavour Housing Associations. This executive summary provides an overview of the research for Teesdale Housing Association and highlights the key results for the organisation. Full analysis of the data is documented in the main report.
- 1.2 The survey was carried out principally to meet the statutory requirement of registered providers to survey their tenants at least every three years, using a survey methodology consistent with the National Housing Federation's standardised STATUS survey.
- 1.3 Key performance indicators refer to tenant satisfaction with the overall service provided by their landlord, tenant satisfaction with their views being taken into account and satisfaction with how their landlord deals with repairs and maintenance.
- 1.4 The main objectives of the study are:
- To assess residents' satisfaction with their home, the area in which they live and the housing services they receive;
  - To benchmark Teesdale HA's performance with that of other social housing providers; and
  - To identify service areas for improvement.
- 1.5 The survey was widely publicised to encourage residents to return the questionnaire and staff were told that a tenant satisfaction survey was to take place. A prize draw was also included to encourage the return of questionnaires.
- 1.6 A Census of 832 general needs tenants was undertaken. Empty and non-residential properties were excluded. The survey was carried out using the specific standardised tenant satisfaction questionnaire for general needs tenants and a covering letter was sent out with each questionnaire highlighting the importance of the survey. A telephone number was provided for residents to contact Teesdale HA if they needed help with filling out the questionnaire or for residents who required the questionnaire in another language or larger print, encouraging returns from all the communities in the area.
- 1.7 The questionnaires were posted out in June 2009. With reminder letters and additional questionnaires posted out over July.

1.8 The table below shows the response rate and sampling error achieved. The response rate is in line with what we would expect for surveys of this type. In terms of the sampling error, general needs data is statistically robust from which analysis can proceed. In this research we aim to achieve a sampling error under +/- 4% for the whole data set and it can be seen that the overall sampling error for Teesdale HA is +/- 3.02%.

	<b>Total Number of households</b>	<b>Achieved response</b>	<b>Response rate</b>	<b>Sampling error +/-%</b>
<b>General needs</b>	832	465	56%	3.02

## 2.0 Key Research Findings

### *Current Housing Circumstances*

- 2.1 Some key facts include:
- 37.5% of respondents had been a Teesdale tenant for eleven years or more and 35.6% had been a resident for between three and ten years;
  - 58.7% of respondents contained at least one household member aged over 60 whilst 13.5% of households contain at least one member aged under 16.

### *Satisfaction with Accommodation*

- 2.2 Residents were asked their opinions of their home. Key findings show that:
- 88.5% of respondents were satisfied with the quality of their home whilst only 7.4% were fairly dissatisfied or very dissatisfied;
  - 83.6% of respondents were satisfied with the overall condition of their property or shared facilities whilst 8.9% felt that the condition was very or fairly poor.

### *Area Perspectives*

- 2.3.1 A range of factors were explored to assess the level of residents' satisfaction with their area. 89.1% of residents stated they were very satisfied or fairly satisfied with the area in which they live. 5.7% of respondents were dissatisfied with the area in which they live. This is an improvement compared to 80.2% and 11.2% of respondents in the 2006 survey.
- 2.3.2 There were some local area problems highlighted by respondents. Respondents were given a list of potential problems and asked to say whether any occurred in their area and, if so to what extent they were a problem. The results show that residents are mainly concerned about rubbish and litter, disruptive children/teenagers and car parking with 21.3%, 18.3% and 41.3% of respondents stating these as a very

big or fairly big problem. This is similar to the results of the 2006 survey. Issues that were not highlighted as a problem included racial harassment and abandoned and burnt out vehicles.

### ***Contacting Teesdale HA***

2.4 Residents were asked whether or not they had been in touch with Teesdale HA in the last 12 months, and if so, the reason why and their satisfaction with the service they received. Findings included:

- Three-quarters (77.7%) of respondents had been in contact with their landlord in the last 12 months compared to 77.8% in 2006;
- Just over four-fifths (81.3%) felt it was easy getting hold of the right person when they last contacted Teesdale HA, although 9.6% had experienced some difficulty. This is down slightly from 11.8% in 2006;
- 90.4% of respondents found staff to be helpful;
- 86.3% of respondents felt that staff were able to deal with their problem, although 8.5% felt that residents were unable to deal with their problem. This is down from 88.2% of respondents who felt staff could deal with their problem in 2006;
- 81.7% of respondents were satisfied with the final outcome after contacting their landlord and 13.8% were dissatisfied.

### ***Overall Quality of Service***

2.5 Residents were asked their views on the overall housing service provided by their landlord. This question is one of the Performance Indicators that need to be submitted to the Tenant Services Authority:

- 88% of respondents expressed satisfaction with the overall service provided by Teesdale HA of which 46.8% were very satisfied. In addition, 5.8% were neither satisfied nor dissatisfied and 6.2% expressed dissatisfaction;
- The proportion of respondents satisfied with the overall service has increased from 79.9% identified in the 2006 survey;
- Tenant Services Authority data shows that across the northern region, average satisfaction levels for registered providers with less than 1,000 stock stood at 83.3%; within these reports, the top performing organisation scored 96.0% whilst the poorest organisation scored 62.1%.

### ***Repairs Service***

2.6 Residents were asked their views on the repairs service they received. Some key facts include:

- 70.1% of respondents had repairs completed to their home or in communal areas in the last 12 months. This is lower than 77.8% in 2006;

- Residents were asked to express their satisfaction about the way Teesdale HA deals with repairs and maintenance. This is a Performance Indicator question, the results of which are submitted to the Tenant Services Authority. 85.0% of respondents were satisfied with the way repairs and maintenance are dealt with, including 53.6% who were very satisfied. Only 7.2% of respondents were dissatisfied whilst the remainder of households were neither satisfied or dissatisfied or had no opinion;
- The proportion of respondents satisfied with repairs and maintenance in the 2006 survey was 79.5%. This is lower than the 85.0% identified in this years survey;
- Tenant Services Authority data shows that across the northern region, average satisfaction levels for registered providers with less than 1,000 stock stood at 80.7%;
- Within these reports, the top performing organisation scored 92% and the poorest performing organisation scored 53%;
- Over four-fifths of respondents felt that being told when workers would call was good or very good (83.6%);
- 84.5% of respondents felt that the time taken before work started was good or very good;
- 90.6% were satisfied with the speed with which the work was completed once it had started;
- 91.9% of respondents felt that the attitude of workers was good, with 74.5% stating it was very good;
- 90.3% of respondents were satisfied with the overall quality of repair work;
- 90% of residents thought that mess and dirt was kept to a minimum.

### ***Rent Levels***

- 2.7.1 Residents were asked whether they felt the rent for their property represented good or poor value for money.
- 2.7.2 85.2% of respondents were satisfied that their rent represented value for money. This compares 80.1% in 2006. In addition, 8.1% were dissatisfied with the value for money of their rent.

### ***Tenant Consultation***

- 2.8.1 Residents were asked their views on the way that Teesdale HA communicates with them.
- 2.8.2 74.4% of respondents felt that their views are taken into account whilst 7.3% did not feel this to be the case. This is a new Performance Indicator and there is currently no data available to benchmark against.

- 2.8.3 Over four-fifths of respondents (83.0%) thought that Teesdale HA was good or very good at keeping residents informed of things that may affect them. 7.3% of respondents felt that their landlord was poor at this.

### ***Household Characteristics***

- 2.9.1 A series of household characteristics were explored, along with information on residents within the households. 62.6% of respondents and 32.3% of their partners were aged 60 or over. 53.9% of respondents were female, as were 46.1% of partners/spouses.
- 2.9.2 19.4% of respondents are in employment. However the largest proportion of respondents are wholly retired from work (44.8%). A further 24.7% of respondents are permanently sick or disabled.
- 2.9.3 99.1% of respondents stated their ethnic origin as British and 0.7% classed themselves as Irish. Very small numbers of respondents described their ethnic origin as White and Black Caribbean.

### ***Household income***

- 2.10 Residents were asked to provide information on household income:
- 66.4% of respondents had a net income under £10,399 per year;
  - 29.7% received between £10,400 - £20,799 per year.

## **3.0 Conclusions**

- 3.1 The aim of the survey was to assess residents' satisfaction with the housing services they receive and identify service areas for improvement.
- 3.2 The results of the survey show that residents' satisfaction levels with their home, the area in which they live, being kept informed about things that affect them as a tenant and the repairs service are relatively high.