



## **Results of the Annual 'Your Voice' Tenants' Satisfaction Survey May 2021**

We have completed our annual satisfaction survey of tenants. We invited all tenants to participate and had a 4 % response rate, which is low but enough to draw general conclusions for the whole tenant population, to compare with other providers and to set a benchmark from which to improve. Responses were geographically spread and from a range of property types.

We promoted the survey by writing to tenants, promoting on the website and social media channels and via text messages to all tenants.

### **Results**

Tenants were asked to rate how satisfied they were on a range of indicators on a scale of 1 to 10 – with 1 being very dissatisfied and 10 being very satisfied.

We have classified responses as follows.

| <b>Response</b> | <b>Classification</b> |
|-----------------|-----------------------|
| 1-2             | Very dissatisfied     |
| 2-4             | Dissatisfied          |
| 5-6             | Neutral               |
| 7-8             | Satisfied             |
| 9-10            | Very Satisfied        |

**Mears Living (including Plexus and Omega Housing) Annual Satisfaction survey results**

|   | <b>% of tenants answering 7-10</b> |
|---|------------------------------------|
| <b>Q1. Taking everything into account, how satisfied are you with the overall services that are available through Mears Living?</b>                                   | <b>50%</b>                         |
| <b>Q2. Thinking about 2020 and the challenges posed by the covid-19 pandemic, how satisfied are you with the communication you received from us during this time?</b> | <b>53%</b>                         |
| <b>Q3. How likely would you be to recommend (Mears Living) to family and friends?</b>   | <b>56%</b>                         |
| <b>Q4. If you have made a complaint about us, how satisfied were you with the way we handled your complaint?</b>  | <b>34%</b>                         |
| <b>Q5. How satisfied are you that Mears Living listens to your views and acts upon them?</b>  | <b>45%</b>                         |
| <b>Q6. How satisfied are you with the level of customer service you have received from Mears Living?</b>  | <b>51%</b>                         |
| <b>Q7. How satisfied are you with the performance and conduct of our staff?</b>   | <b>63%</b>                         |
| <b>Q8. How satisfied are you with the way Mears Living deals with the repair and maintenance of your home?</b>  | <b>44%</b>                         |
| <b>Q9. How satisfied are you that your rent provides value for money?</b>   | <b>54%</b>                         |
| <b>Q10. How satisfied are you with your neighbourhood/local community as a place to live?</b>   | <b>69%</b>                         |
| <b>Q11. How satisfied are you with the overall quality of your home?</b>  | <b>53%</b>                         |

*\* please note, these figures were revised on 28/06/2021 because we have moved to using a different methodology for calculating satisfaction. This may be different to the way other Housing Associations analyse their satisfaction data.*

### **Detailed responses**

As well as providing a rating, we asked tenants to leave comments for each question. Here are a selection of the comments made.

Comments made to question: 'How Satisfied are you with the way that Mears Living deals with the repair and maintenance of your home?':

- Staff are friendly
  - Staff are quick to respond to repairs
  - Always deal with any issues we have
  - Repairs carried out swiftly
  - Emergency response excellent
  - Satisfied when jobs done and they are friendly people to chat to
  - Fantastic service
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- No great communication
  - Ongoing boiler issues

- Long wait for repairs if not emergency
- Repairs not carried out quickly , wait a long time, chase up, poor communication, wrong trade sent
- Long wait for repairs if not emergency

Comments made to question: If you have made a complaint about us, how satisfied were you with the way we handled your complaint?

- My complaint was dealt with quickly, email responded to, waiting for repairs
- Still in the process lack of communication between housing mgrs. And complaint handlers
- Emailed twice got no response
- No update
- Made several complaints. Unresolved

Comments made in response to question: How satisfied are you with the performance and conduct of our staff?

- They are helpful
- All staff are very nice and polite
- In the main I am happy
- Very friendly
- Staff are professional the contractors are not so good
- Great performance
- Pleasant on the phone, but time frames too slow
- Your staff are very good
- Staff are friendly and good at explaining things, genuine nice people
- Told I would be called back numerous and haven't
- Staff need more training and better communication
- They try to help but never speak to same person twice, have to repeat everything
- Planning department refuse to speak to customer but change appts without discussion or notification
- Some good some bad

### **Findings**

The overall satisfaction rate (61%) falls below the current sector average (84%) and our own target (86%).

There are a number of reasons why this might be the case:

- a) The low response rate
- b) The impact of Covid-19 on our ability to carry out normal services
- c) Internal changes

However, it is clear there is work to do in a number of areas to ensure our tenants are getting a consistently good service and bring satisfaction in line with our target.

### **Key issues raised by tenants:**

**Repairs communication:** Tenants would like us to be better at confirming appointments, communicating effectively when appointments need to be re-arranged, and better at keeping tenants in the loop as works progress.

**General communication:** Tenants want to be able to get through to the right person when they call and not feel they are passed around, having to keep repeating themselves.

**Support:** Tenants want to feel a greater degree of support from us – this includes better communication and feeling that ‘we care’.

**Standard and speed of repairs:** Tenants raised issues with repairs taking too long to be booked in and completed and some raised concerns about the quality of works.

### **Next Steps**

- We are phoning all tenants who scored 4 or less for overall satisfaction and will collate more detailed findings from them.
- The findings will be shared with the Your Voice tenant scrutiny panel who will be asked to review and make recommendations.
- We are already reviewing and strengthening our complaints handling process.
- The feedback from the annual satisfaction survey data, along with the recommendations of the scrutiny panel and other tenant feedback, will be used to form an organisational improvement plan which will help us to target those areas where we need to focus our attention. The plan will be published on this website by end of July.
- Customer service training is being delivered to all staff during May.