

Tenant Satisfaction Survey Results

2023/24 - Key Results

Introduction

From April 2023 to March 2024, One Vision Housing carried out a Tenant Satisfaction Survey, to assess progress from the previous survey carried out in 2021/22. The results from this survey will ensure that customers priorities and feedback are used in the 2024/25 Strategic Planning and budget setting process. When the survey closed, 1,169 responses had been received.

The results will also be used to measure satisfaction against the Tenant Satisfaction Measures, a new system developed by the Regulator of Social Housing. This assesses how well social housing landlords are doing at providing good quality homes and services.

The measures are aimed at helping improve standards for people living in social housing, by:

- Providing visibility, letting tenants see how well their landlord is doing. And enabling tenants to hold their landlords to account.
- Giving the Regulator insight into which landlords might need to improve things for their tenants.

There are twenty-two TSMs, twelve of which were collected from this survey. They are designed to see how well landlords are doing at keeping properties in good repair, maintaining building safety, being respectful and helpful, handling complaints effectively, and responsible neighbourhood management.

All housing associations must report on the TSM's for the first time during 2024/25.

The results will also be benchmarked against our peers, using HouseMark. Benchmarking top quartile data from 2023/24 is provided for key questions, so you can see how Pine Court compares to the top performing organisations.

Please keep reading to see the results from the 2023/24 survey, including any key themes from the customer feedback.

Summary of Results

Tenant Satisfaction Measures (TSM's)

The table below shows the 2023/24 satisfaction for the Tenant Satisfaction Measures, which were set by the Regulator of Social Housing, and are monitored to ensure that the services provided by OVH is valued by customers. Also, the previous survey's satisfaction is included, along with the target set for each question, and top quartile benchmarking figure. This demonstrates how OVH compares against the top performing organisations in the country.

Question	21/22	23/24	Target	Trend	Top Quartile
Taking everything into account how satisfied or dissatisfied are you with the service provided by One Vision Housing?	94.3%	86.6%	85.0%	↓	81.0%
How satisfied or dissatisfied are you with the overall repairs service from OVH over the last 12 months?	86.2%	79.9%	84.9%	↓	80.0%
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	-	81.9%	80.2%	-	76.2%
How satisfied or dissatisfied are you that OVH provides a home that is well maintained?	-	87.6%	76.6%	-	78.2%
Thinking about the condition of the property or building you live in how satisfied or dissatisfied are you that OVH provides a home that is safe?	-	92.2%	87.3%	-	85.0%
How satisfied or dissatisfied are you that OVH listens to your views and acts upon them?	79.7%	81.9%	72.3%	↑	68.8%
How satisfied or dissatisfied are you that OVH keeps you informed about things that matter to you?	-	90.2%	81.4%	-	78.8%
To what extent do you agree or disagree with the following OVH treats me fairly and with respect?	-	96.2%	85.2%	-	83.6%
How satisfied or dissatisfied are you with One Vision Housing's approach to complaints handling?	-	44.3%	61.3%	-	42.3%
How satisfied or dissatisfied are you that OVH keeps communal areas clean and well maintained?	-	74.4%	75.3%	-	72.3%
How satisfied or dissatisfied are you that OVH makes a positive contribution to your neighbourhood?	-	88.2%	75.3%	-	74.6%
How satisfied or dissatisfied are you with OVH's approach to handling anti-social behaviour?	-	66.5%	64.8%	-	65.4%

Please note, the Top Quartile figures in the table above are taken from the HouseMark's year-end benchmarking exercise.

Additional Questions (HouseMark STAR)

The results below are from additional questions, which are included for benchmarking OVH against other organisations via the HouseMark website. These questions also provide OVH with customer satisfaction for areas which are not covered by the TSM's, such as value for money for rent and service charges.

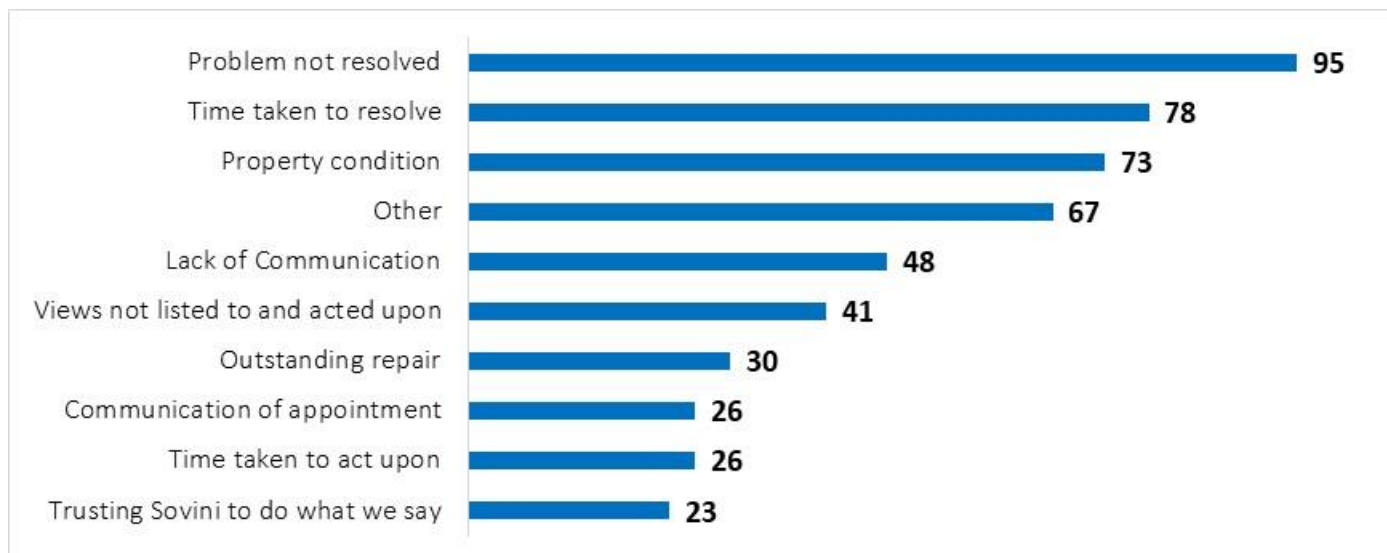
Question	21/22	23/24	Target	Trend	Top Quartile
How satisfied or dissatisfied are you with the overall quality of your home?	92.7%	88.7%	83.0%	↓	83.4%
How satisfied or dissatisfied are you that OVH is easy to deal with?	93.0%	90.1%	82.1%	↓	83.3%
How satisfied or dissatisfied are you that your rent provides value for money?	95.1%	91.3%	87.4%	↓	86.2%
How satisfied or dissatisfied are you that your service charges provide value for money?	79.6%	53.3%	73.5%	↓	75.0%
How likely are you to recommend One Vision Housing to family or friends?	59.4	52.1	36.5	↓	41.0%

Please note, the Top Quartile figures in the table above are taken from the HouseMark's year-end benchmarking exercise.

Themes from Customer Comments

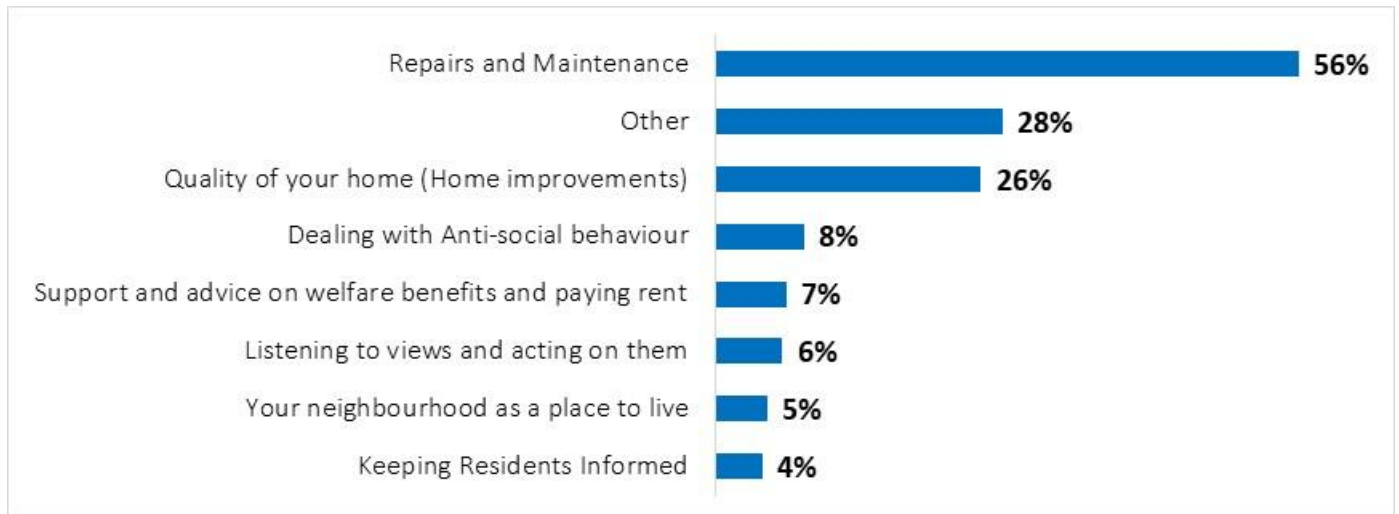
From Quarter Four of 2023/24, themes were developed, based on the feedback we had received from customers up to that point. These were then added into the survey form, so that the staff who contacted customers for the STAR Survey could easily select those which matched to the feedback they were provided with. Once analysed, this would allow OVH staff who deliver the services to see, at a glance, the areas which can cause dissatisfaction with the services provided.

The top ten themes from Quarter 4 2023/24 are included in the graph below. These were taken from the feedback provided by customers, and are areas the organisation will focus on to improve the service for customers.



Customer Priorities

The graph below shows the customer priorities for 2023/24, which were selected by the customers who participated in this survey. The top priority was 'Repairs and Maintenance', followed by 'Other' and 'Quality of your home (Home Improvements)'.



Those who selected 'Other' mentioned the following in their comments:

- Safety and security of the home.
- Good quality of customer service.
- The Independent Living service.
- Value for money of rent.
- Effective communication.
- Upkeep of communal areas.
- Aids and Adaptations.

Next Steps

The entire set of data, which includes customer satisfaction and performance from management information has been reported to the regulator for the first time in 2024/25. The actions below have been taken to learn from the customer feedback, and improve services:

- The survey is carried out on a monthly basis, and feedback is provided to staff on an ongoing basis. This means that customers can be responded to in a timely manner, in order to resolve any problems.
- This includes any negative feedback about our repairs service, which has been mentioned by the customers in their response. Inspections have been arranged at the customers property to see what the issues are, and appointments have been raised to resolve any outstanding repairs.
- Problems such as fly tipping has been brought to the attention of our Neighbourhood Services Team, who will work to resolve these issues. Actions include contacting those responsible for any clutter, booking in clearance jobs, and informing customers about Neighbourhood Action Days to clean up their neighbourhoods.

- Outstanding complaints about anti-social behaviour have been followed up on by our Neighbourhood Service Team, who will work with customers to resolve any issues.
- We are reviewing the information we hold on the website to ensure that customers are provided with up to date information on the services we provide, and what they can expect from OVH as a landlord.
- Our Outbound Survey Assistants, who carry out the survey calls, will ensure that any serious problems raised by a customer during a survey call are logged, and followed up on by the correct member of staff.
- Contact will be made to dissatisfied customers who have completed the survey, and have said that they do not mind a follow up call. This is to establish whether their satisfaction has changed since the time that they were surveyed, or if they are still experiencing any problems This will include the following services, which were identified as areas which customers identified for improvement:
 - Repairs & Maintenance.
 - Communal Areas
 - Complaints