

Tenant Satisfaction Measures 2024

Headlines and Recommendations September 2024

Methodology



- Surveyed residents in 111 dwellings (Harrison Housing and West Hackney) not the other managed schemes
- Acuity Research & Practice (ARAP)
- Benchmarked with Acuity Clients and NHF/Housemark
- Carried out 12 February 2024 to 2 April 2024
- Postal and online responses
- Response rate 66% lower than target 77% but RSH acknowledges difficulty for small providers
- Results broken down by scheme except where too small (individual responses could be identified at Portal or Greenwoods)
- Timing of 2024 TSM survey, was as late as possible but still close to a period of transition at Harrison Housing

Headlines

- Overall satisfaction 68% (benchmarks 72-75%)
- Benchmark organisations have seen a yearly decline, influenced by external factors such as pandemic and cost of living crisis
- Well maintained home 67%, safe home 74%, energy efficient home 75%
- Satisfaction with repairs 64%, time taken 70%
- Communal areas clean and well maintained 74%
- Responses on neighbourhood management and sense of community more “neutral” approx. 1/3
- 51% satisfaction amongst those who reported ASB
- 25% satisfaction with complaints handling (those who have complained)
- 62% easy to deal with, 71% treat fairly/with respect, 64% keep informed

Themes



- Recommend Harrison Housing? Most schemes scored 56-69% but CUA much lower (25%)
- Net promoters score 20 (20% more recommend Harrison Housing than do not)
- Overall much lower scores from CUA
- Greater positivity at St James's, Howis and Minford
- Stanley Close and West Hackney more mixed
- Older residents generally more satisfied
- Male residents generally more satisfied
- New residents and those with us over 4 years more satisfied. Possible pandemic cohort effect?
- Overall postal responders were happier than online responders
- Repairs, communications and customer service generated the most negative additional comments

Recommendations



Acuity made three recommendations

- Improve complaints handling
- Improve repairs service and communications around repairs (including follow up on mould reports)
- Improve communications and customer services – consult more and show greater empathy

These are three areas which have seen progress in the last 6 months, and where we still have work to do.

What have we done?



Complaints Handling

- New policy in place, Ombudsman compliant and shared with residents
- Staff training has started
- First complaint went through the system; now closed with the resident saying they will not be taking any further action
- Improvements to the complaints handling system will be reported to Trustees in December

What have we done?



Repairs Service (and follow up on mould reports)

- All residents that reported mould in the survey have been visited and now being dealt with
- Staff have received training about how to help residents who report mould and the escalation system in place
- Residents are clear that SM books day to day repairs (newsletter) and staff changes at head office have improved the service
- Property stock condition surveys almost complete, works have been done where possible, urgent major works have been booked or completed (Balcony, boilers, tanking works, roof's and leaks)

What have we done?

Communications and customer services

- Housing Management visits more frequent (improved visibility)
- Permanent SM at St James's Gardens and staff changes at head office have improved the service standard
- Newsletter published in Summer 24
- CEO visiting scheme's



Next Steps – Action plan

- Continue to improve communications – improved website, more frequent newsletters and written communication – telling residents what we have done/achieved more often
- CEO & Housing Manager continue to visit schemes to improve visibility
- More staff training on difficult conversation, complaint handling and customer service standards
- Put in a clear policy/ procedure on handling ASB
- Publish the planned cyclical program (not committing to when, but committing to what will be done)
- Ensure that budgets are in place in order to deliver on the planned programme and deal with day to day repairs efficiently
- Repeat the satisfaction survey early in 2025