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# Harrison Housing TSM Survey

2024 Report

April 2024

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# Introduction

Harrison Housing is a registered social landlord and charity, providing housing and support to older people of limited means, in the London area.

Acuity has been commissioned to undertake an independent satisfaction survey of Harrison Housing residents, to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and are due to be reported for the first-time in 2024.

Harrison Housing manages 111 of its own units, along with 9 units owned by The West Hackney Almshouse Charity. Most are Housing for Older People, however, there are 46 general needs properties which include all of the Charity's. For this TSM report, all Harrison Housing residents were asked to complete a 30-question survey, either online or by post. The survey is designed to collect the views of approximately 92 residents, 77% of the total population, which was always going to be difficult. However, the number of residents who responded was lower, at 73.

The report includes a breakdown of results by housing scheme (excluding Rousden Street and Tonge House which have fewer than 5 responding residents), and also by age, gender, length of tenancy and survey response method. In addition, the results are compared with other Acuity LCRA clients, both across all regions and in specifically those in London.

The survey is confidential, and the results are sent back to Harrison Housing anonymised unless residents give their permission to be identified – 88% of residents who responded did give permission to share their name and 92% of these residents are happy for Harrison Housing to contact them to discuss any issues they raised.

The aim of this survey is to provide data on residents' satisfaction, which will allow Harrison Housing to:

- Provide information on residents' perceptions of current services
- Compare the results with previous surveys, where possible
- Compare the results with other landlords (where appropriate)
- Report to the Regulator.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with fewer than 2,500 properties achieve a sampling error of at least  $\pm 5\%$  at the 95% confidence level. In order for Harrison Housing to achieve this, a total of 86 responses would be required. The Regulator acknowledges, however, that this is difficult to achieve for smaller landlords, but that the survey results will still be acceptable and compliant as long as a census approach is applied. As all Harrison Housing residents were asked to complete the survey, the results are deemed compliant although at 73 responses, the sampling error is higher than recommended at  $\pm 6.7\%$ .

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the results file to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.



# 68%

## Overall Satisfaction

More than two-thirds of residents (68%) are satisfied with the overall service provided by Harrison Housing. Satisfaction rates are higher for the provision of a safe (74%) and energy efficient home (74% and 75% respectively) however, and with the cleanliness and maintenance of communal areas (74%). Satisfaction rates are also slightly higher for the repairs service in the last 12 months, and the time taken to make the last repair (both at 70%), and that residents are treated fairly and with respect (71%). Satisfaction with the maintenance of homes is slightly lower at 67% and satisfaction with the repairs service overall is 64%.

Between a half and two-thirds of residents are satisfied that Harrison Housing is easy to deal with (62%), keeps them informed of things that matter to them (64%) and listens to their views and acts on them (52%). Around half the residents are satisfied that their landlord makes a positive contribution to their neighbourhood (55%) and are happy with how anti-social behaviour is dealt with (51%). Complaints handling has the lowest satisfaction rate at 25% and 51% of residents would recommend Harrison Housing to other people, with a Net Promoter Score (NPS) of +20.

# Key Metrics Summary 2024

	67%	Well maintained home		51%	Anti-social behaviour
	74%	Safe home		62%	Easy to deal with
	75%	Energy efficiency		52%	Listens & Acts
	70%	Repairs - Last 12 months		64%	Keeps you informed
	70%	Time taken - Last repair		71%	Treats fairly & with respect
	64%	Repairs - Overall satisfaction		25%	Complaints handling
	74%	Communal areas clean & well maintained		51%	Promoters
	55%	Positive contribution to neighbourhood			





**Overall Satisfaction**





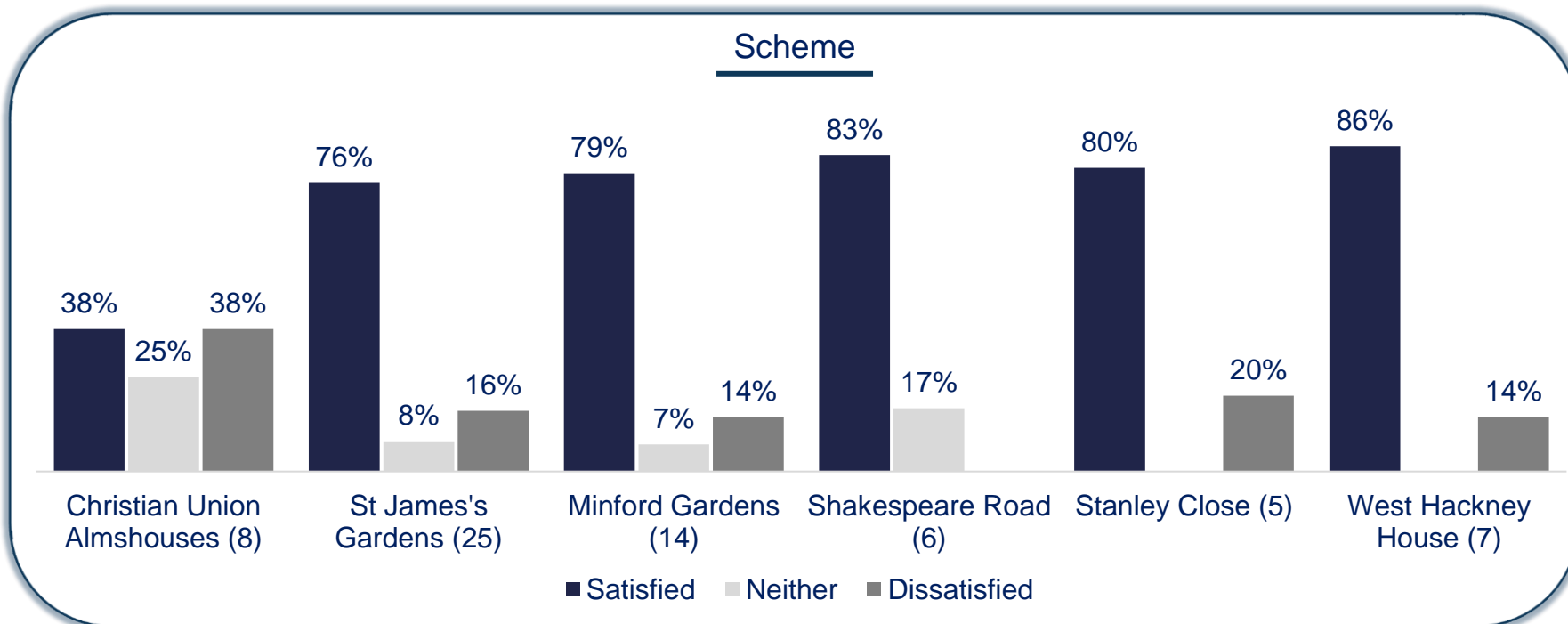
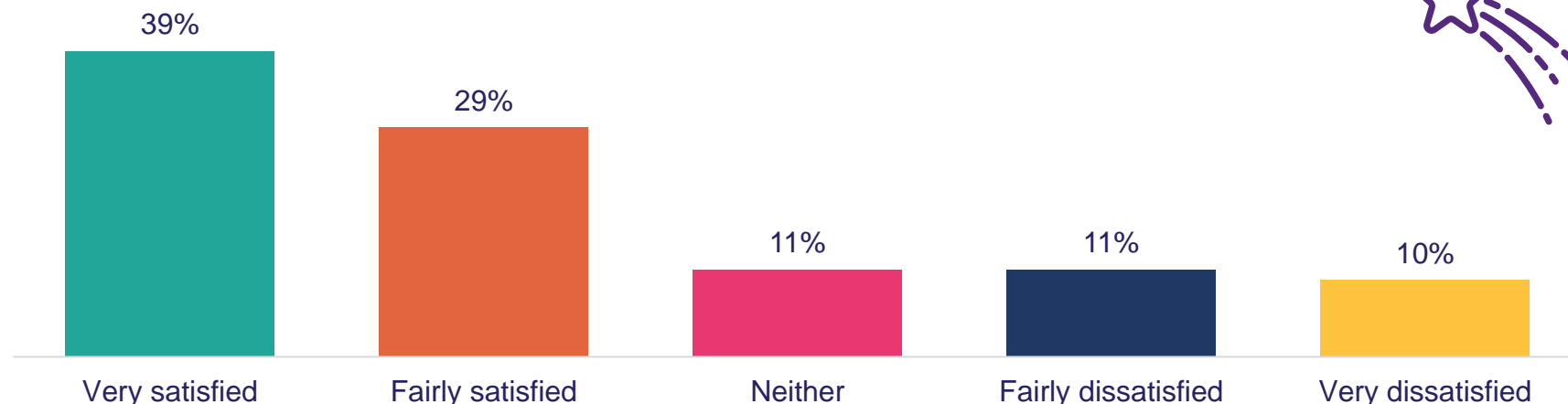
Firstly, residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Harrison Housing?” This is the key metric in any resident perception survey.

More than two-thirds of residents surveyed are satisfied with the overall service provided by Harrison Housing. This included 39% who are very satisfied. However, 21% said that they are not satisfied, including 10% very dissatisfied. The remaining 11% are neither satisfied nor dissatisfied.

The bottom right chart shows the ratings for the schemes that received at least five responses to the survey. Satisfaction is highest among residents of West Hackney House (86%) while satisfaction rates are at more than three-quarters of residents for all other schemes except Christian Union Almshouses, where satisfaction and dissatisfaction rates are the same (38%) and a quarter of residents are neither satisfied nor dissatisfied.

The ‘understanding satisfaction’ section of this report, further analyses the results by a range of different groups, including age, gender and length of tenancy.

# Overall Satisfaction



# National Context

Looking at historic data for satisfaction with overall services, generally the trend is downwards for both Acuity clients (over the last 3 years), and for general needs residents nationally (NHF/Housemark data) from 2018/19 onwards.

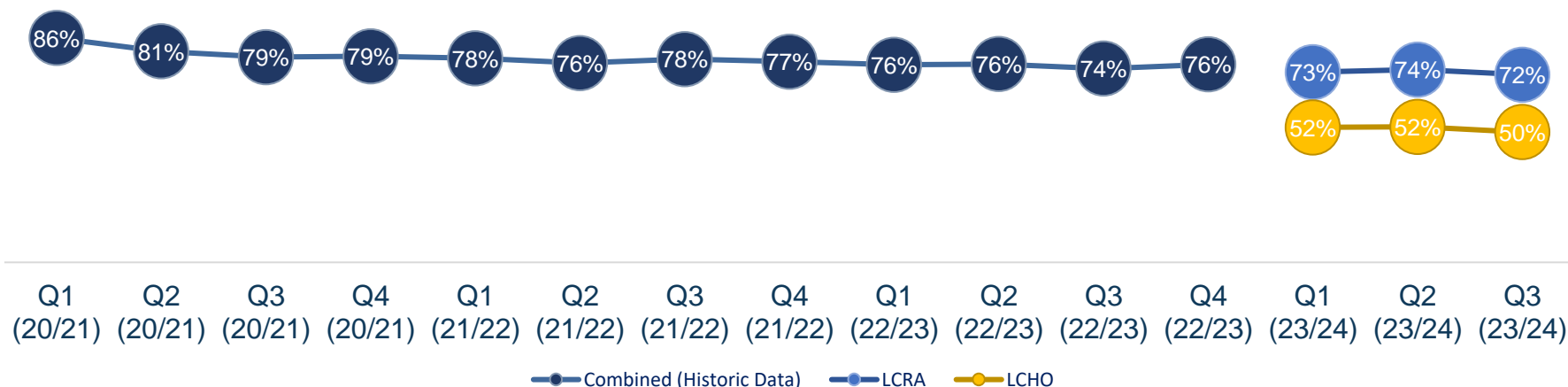
When considering the results from this survey, it is important that the national context and external factors should also be taken into account. For example:

- Cost of Living Crisis
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

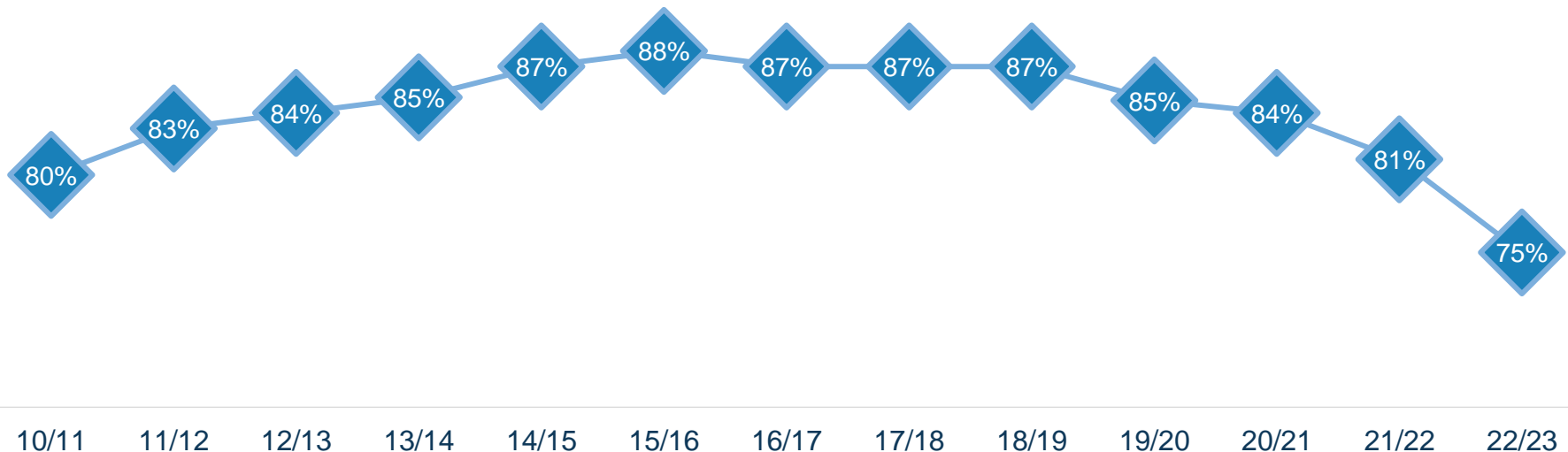
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, possibly making them less accessible and responsive. The results of this resident satisfaction survey of Harrison Housing's residents should be viewed in this context.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members.

**Overall Services (Acuity Clients)**



**Satisfaction with services provided (NHF/Housemark median - general needs)**





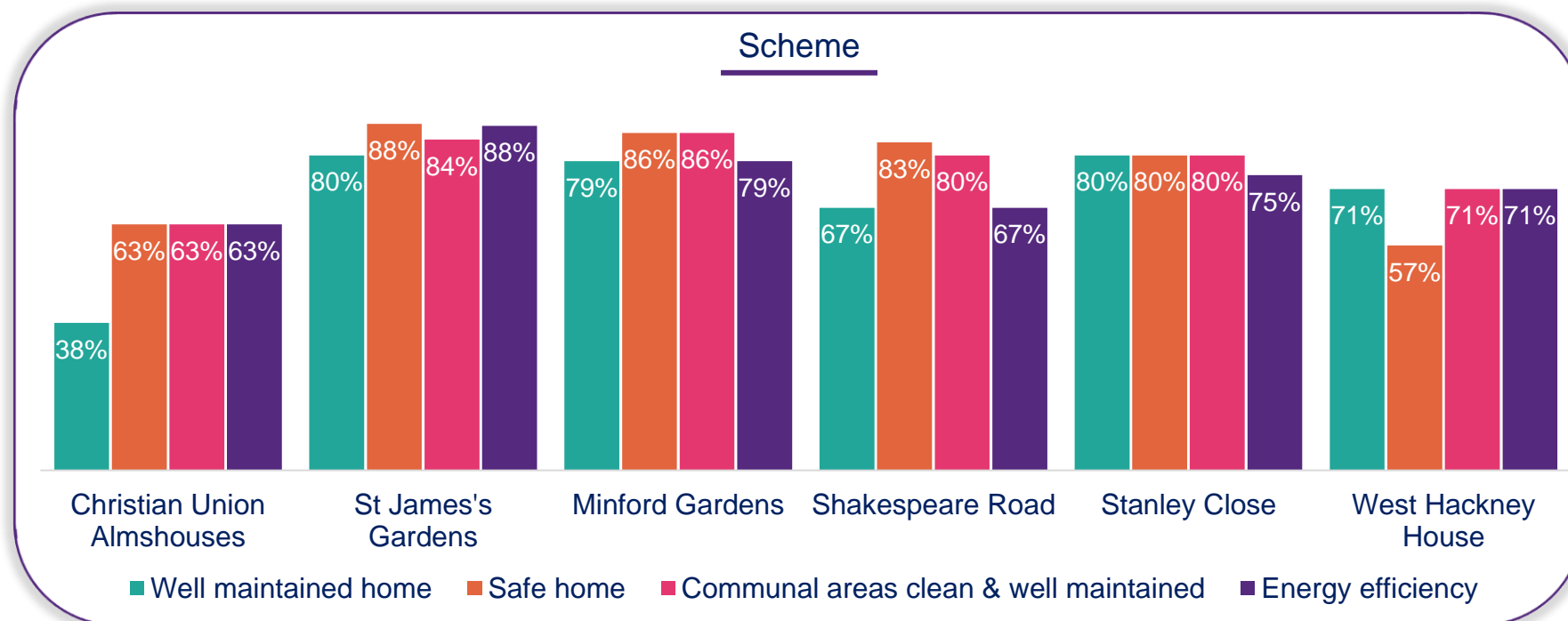
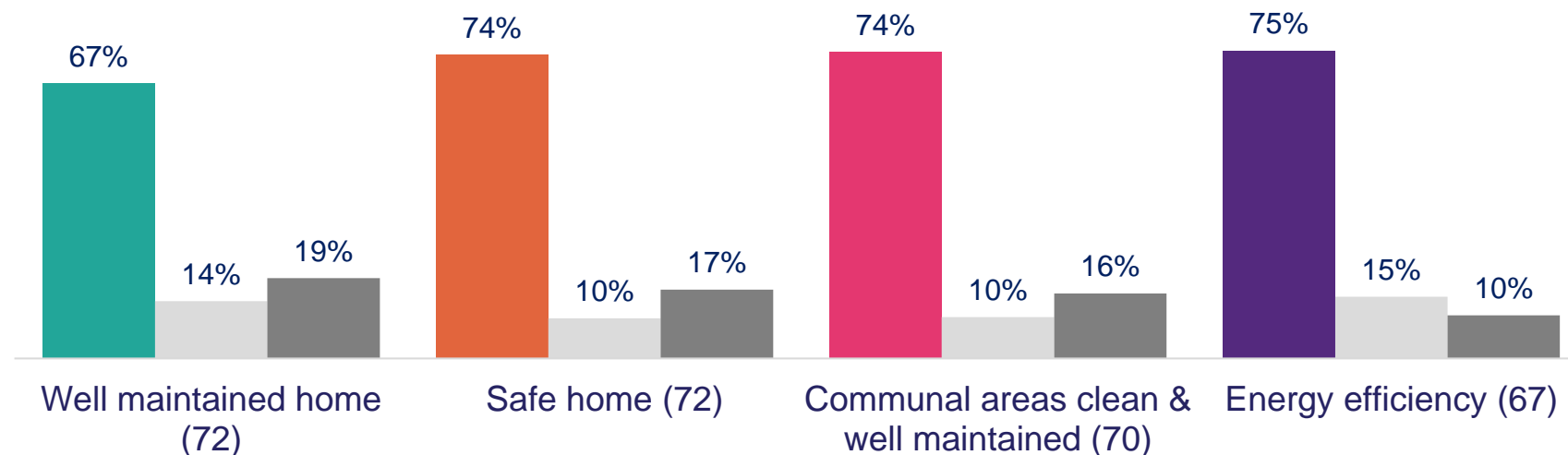


# Keeping Properties in Good Repair





# The Home & Communal Areas



The TSMs split out satisfaction with the home into two questions around its safety and its maintenance. More residents are satisfied that their homes are safe (74%) than well-maintained (67%), which is common in surveys of this kind.

The majority of residents surveyed live in a building with communal areas (97%), and of these residents, 74% are satisfied that the areas are kept clean and well maintained – one of the highest satisfaction ratings for the survey.

Three-quarters of surveyed residents are satisfied with the energy efficiency of their home (75%) while just 10% are not and 15% have no opinion either way.

Satisfaction that the home is well-maintained, safe and energy efficient, is highest for residents of St James's Gardens (80%, 88% and 88% respectively), while satisfaction with cleaning and maintenance of communal areas is highest for Minford Gardens (86%). The lowest satisfaction rating for home maintenance is for residents at Christian Union Almshouses (38%), where the ratings for home energy efficiency and cleaning and maintenance of communal areas are also the lowest at 63% for both. The lowest satisfaction rating for having a home that is safe, however, is for residents of West Hackney House.



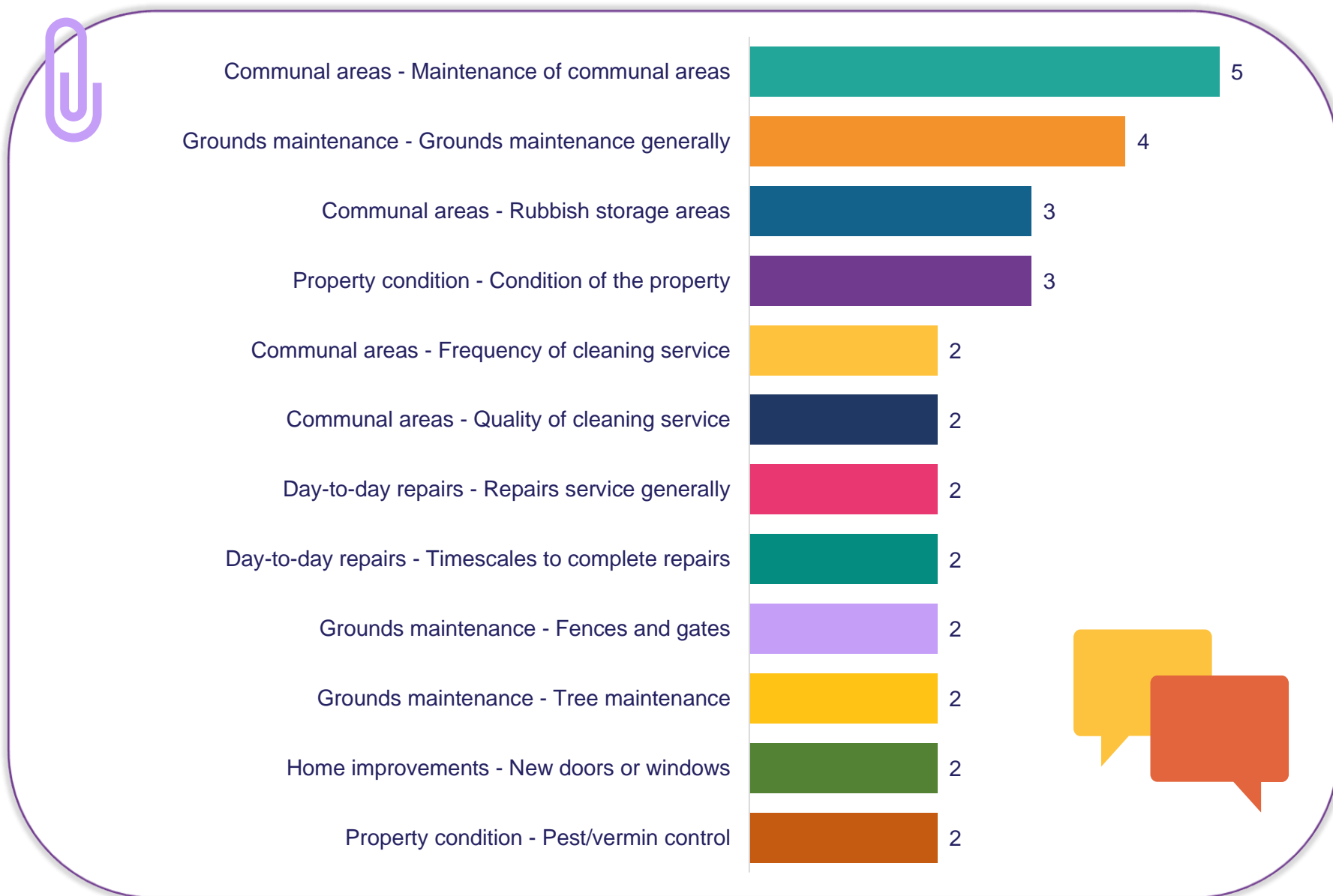
# Comments – Home or Communal Areas

Residents not satisfied with their homes or communal areas were asked to explain why and what could be done to improve this. Of these residents, 21 commented – these are summarised in the chart opposite.

While there is no clear stand-out issue, most comments related to the maintenance and cleaning of communal areas and grounds, including several highlighting issues with the rubbish storage areas, including unpleasant smells in summer and residents worried that the area would attract rats.

Several comments also concern issues with the day-to-day repairs service and the condition of the property and improvements needed - some resulting in security problems or issues with rodent pests.

To provide further insight into residents' concerns, a selection of the comments received are shown in full on the following page.



Number of respondents: 21

# Home or Communal Areas – Comments

## Communal areas – maintenance and cleaning

*“Just need to ensure it is kept maintained. Why wait until overgrown.”*

*“Basement area, with some communal storage cupboards, needs attention, cleaning and painting. Fire doors have been installed, which is helpful, but otherwise it is neglected. Fairly simple work which shouldn’t increase rent/maintenance costs. Difficult area for Residents to clean.*

*“Cushions need changing and the curtains are never taken down to wash.”*

*“The rubbish bins are never cleaned and stink in the summer. The pathways are very slippery when wet. Thus, us put to overhanging trees in the park bird poo couches the path two letterbox. Repairs are sloppy and take months to be carried out.”*

*“The bins overflow on occasion because service was withdrawn which attracts rats.”*

*“It isn’t cleaned regularly...”*

*“The sides by the laundry area are full of rubbish. When I arrived here the communal areas were very clean...”*

## Day-to-day repairs and property condition

*“Repairs are sloppy and take months to be carried out.”*

*“I have been waiting ages for my new carpet to be laid.”*

*“The place all needs repairing. There are rotten windows to buildings and unsafe balconies that have not been fixed. The main gathering area used to be a fun place for residents and now is under threat of not being used.”*

*“Two years to repair leaking roof and lots of emails begging. Two years + to remove bike handlebars from protruding into stairwell.”*

*“Some individual doorbells on the communal doorbell have been reported as not working or working intermittently since early 2023 and numerous visits by contractors have not addressed the issue, with residents missing deliveries and callers.”*

*“Double glazing. Cavity wall insulation. Fob door entry system, we should have a video entry system as vulnerable residents could let anybody in!”*

## Grounds maintenance and safety/security

*“The garden is not maintained well...”*

*“...we need a gardener twice a year as the trees and bushes have become too high and some of them haven’t been pruned for two years as the are too high for the gardener to reach.”*

*“Garden at back of building needs maintaining - rear back doors areas gutters at 42 back door are leaking. Rainwater gather at No6 back door especially [in] downpour.”*

*“”The garden and a fence require more attention that is given.”*

*“Better lighting.”*

*“External masonry fell from the arch outside the front communal entrance in early 2023. This was photographed and reported by residents by email with follow up requests for further assessment/action. Copies of emails are available. This has not been inspected until a visit from the new Housing Officer in Feb 2024.”*

## Other issues

*““Sorry, in my house I urgently need to replace the carpets in the living room. It was already used when I moved in, and I finished tidying it, now its \*”*

*“The laundry room is noisy, and the machines are not cleaned [regularly]. Power wash every three months as never done, and muck brought into flat. As the one on the outside wall is very noisy and we can hear residents answering their intercom. The entrance floor should have rubber inlay as deliveries and walkers make a lot of noise. The entrance gates need replaced as offer no security and are very noisy when residents bang them. The front door is very basic and again offers no security. Decoration painting every three years building needs management company details on outside. Scheme manager should come every two weeks. WIFI and TV in the lounge. Email & text comms.”*

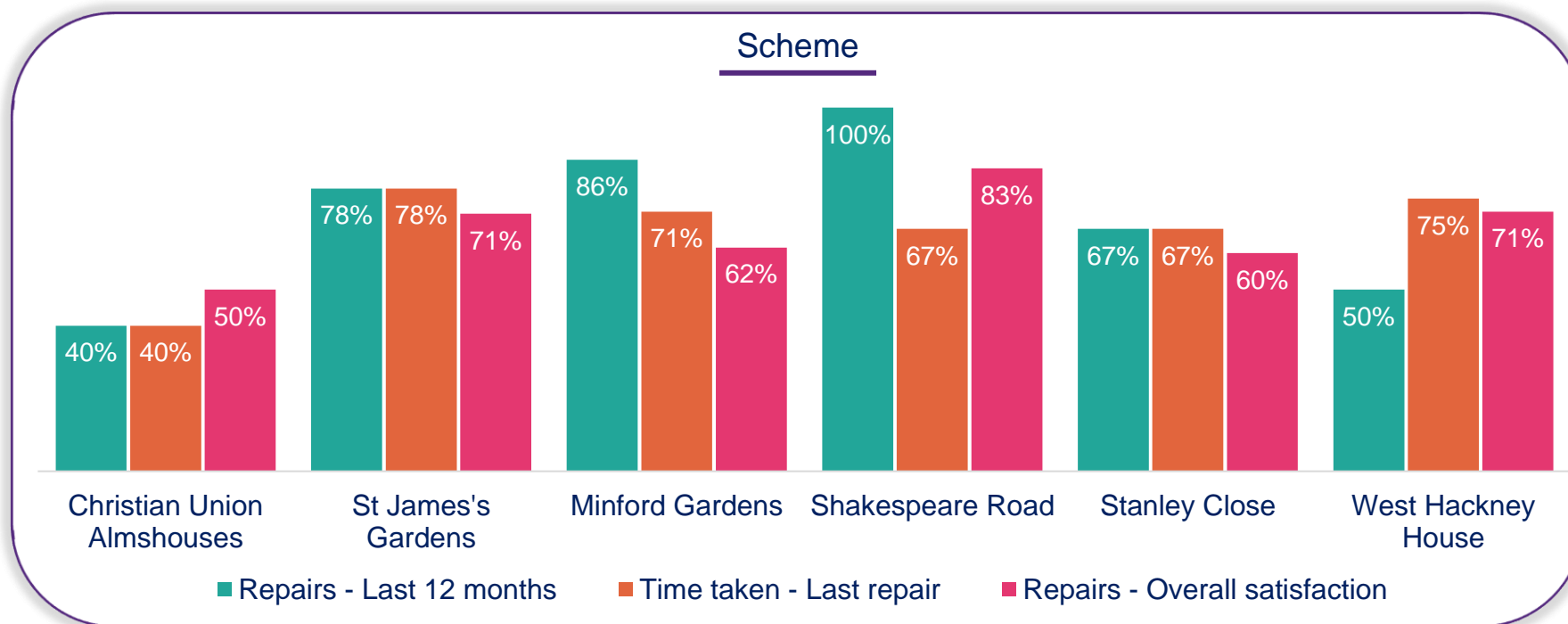
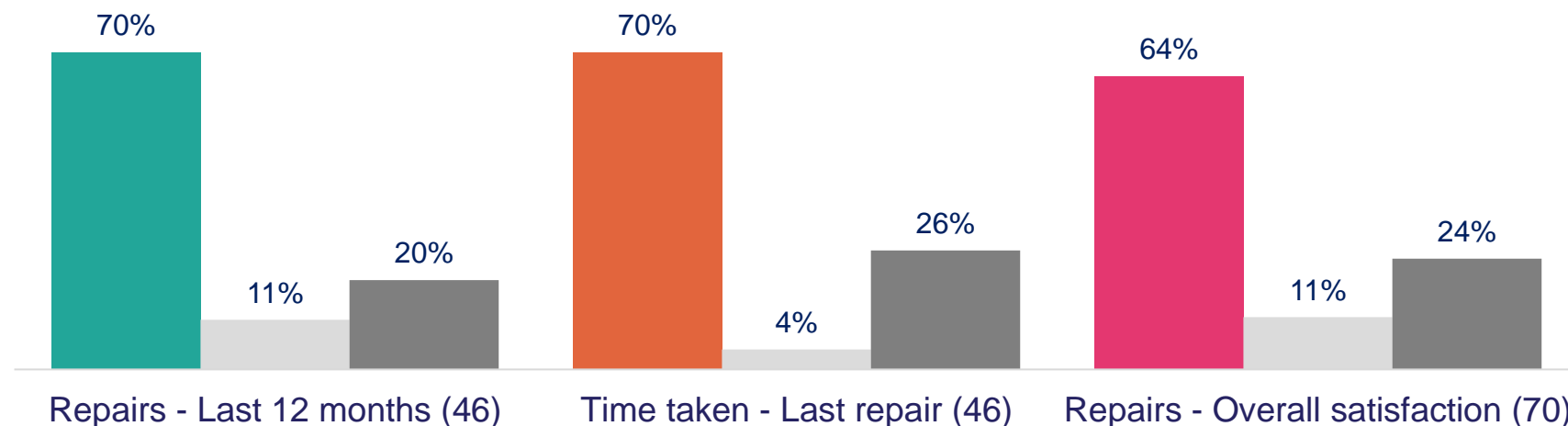
# Repairs & Maintenance

Residents were asked if Harrison Housing had carried out a repair to their home in the last 12 months. More than two thirds said that they had (69%). Of these residents, 70% said that they are satisfied with the repairs service they received, while a fifth (20%) are not and 11% are neither satisfied nor dissatisfied.

These residents were also asked how satisfied they are with the time taken to complete their most recent repair, and 70% said that they were. More than a quarter are not satisfied with the timescale however, (26%) with just 4% neither satisfied nor dissatisfied.

All residents were asked how satisfied they are with the way their landlord deals with repairs and maintenance. Just under two-thirds (64%) said that they are satisfied, however, nearly a quarter of residents are not (24%) and 11% are neither satisfied nor dissatisfied.

The scheme with most repairs in the last 12 months, is St James's House. More than three-quarters of their residents (78%) are satisfied with their repair, and also with the time taken to complete it. Overall satisfaction with the service is lower at 71%. Satisfaction with these measures is highest (100%) in Shakespeare Road (with just three respondents) and again lowest for Christian Union Almshouses residents (40%), where the lowest rate for overall satisfaction is also seen at 50%.





Residents not satisfied with the repairs and maintenance service were asked to provide more information and to say what Harrison Housing could improve – just 17 residents commented.

Residents most frequently referred to timescales to complete repairs and outstanding or forgotten repairs as well as the repairs service generally. These are also common areas of concern for other social landlords, which could be partly due to the effects of the pandemic and related increased costs and shortages of labour and materials.

Aside from the above issues, comments raised cover a range of repairs and maintenance service areas, including repairs contractors, communications – particularly keeping residents informed of progress, external property maintenance such as roof repairs, and customer services and contact, including keeping promises and returning calls or emails.

Some examples of comments made are shown on the following page.



## Comments – Repairs & Maintenance Service



Number of respondents: 17

# Repairs & Maintenance Service – Comments

## Timescales to complete repairs

*"Over the last year the length of time from reporting an issue to a contractor attending has taken longer than the ten days that they say they aim for non-emergency repairs..."*

*"Response time inadequate. Repairs still waiting for them to finish repairs two years."*

*"Two years to fix leaking roof. Front wall of building is now leaking housing officer has labelled the penetrating damp condensation and is blaming me despite photos clearly showing penetrating and damp and cracks of exterior facia."*

*"They take ages to get round to doing the repairs."*

*"Harrison Housing take too long to get repairs done."*

*"Speed up the response."*

*"It usually takes a long time."*

## Repairs service generally and outstanding or forgotten repairs

*"It would be good for the repairs to be continued as promised. For example, my bathroom shower needed the flooring changed with a new shower head. This has not been done."*

*"I complained about leaking gutters months ago and still nothing fixed."*

*"Entrance door and patio door need repairs (reported many years ago)."*

*"Give us back our repairs book. At present there is no record of when we reported our repairs which used to happen. Now we have to constantly go into the scheme managers office to check on progress."*

*"Repairs needed and are obvious."*

*"I had bathroom light in mirror off for three to four months, not fixed yet."*

*"The engineers/contractors should text regard arrangements."*

## Communications & information and customer care

*"Scheme manager should come more often."*

*"Follow up on repairs & issues. The engineers/contractors should text regard arrangements. Should be a dedicated phone number for repairs."*

*"Nobody to turn to at the weekend when emergencies."*

*"The safeguarding policy needs to be reviewed as when flagging up issues no notice taken. Should be diary & dates on notice board as aide memoire when staff visiting. More surveys, more face to face meetings. More coffee mornings held outside in the summer."*

*"Often no reply to initial emails reporting issues and follow up emails and calls being ignored. Residents are not always informed in advance of contractors working in communal areas and residents' personal mobile numbers have been given to individual contractors without residents first being informed..."*

## Other issues

*"Attitude of housing manager. They can send builders in for two days without permission and regardless of condition of 92 year old resident with dementia who lives alone."*

*"Payment card to pay rent."*

*"Residents panel and representation."*





# Responsible Neighbourhood Management





More than half of residents surveyed are satisfied that Harrison Housing makes a positive contribution to their neighbourhood (52%), while 13% do not. However, a third of residents are neither satisfied nor dissatisfied that this is the case (33%). Half the residents are also satisfied with their landlord's approach to handling anti-social behaviour (51%), however, just under a quarter are dissatisfied (23%) and 26% are neutral in their opinion.

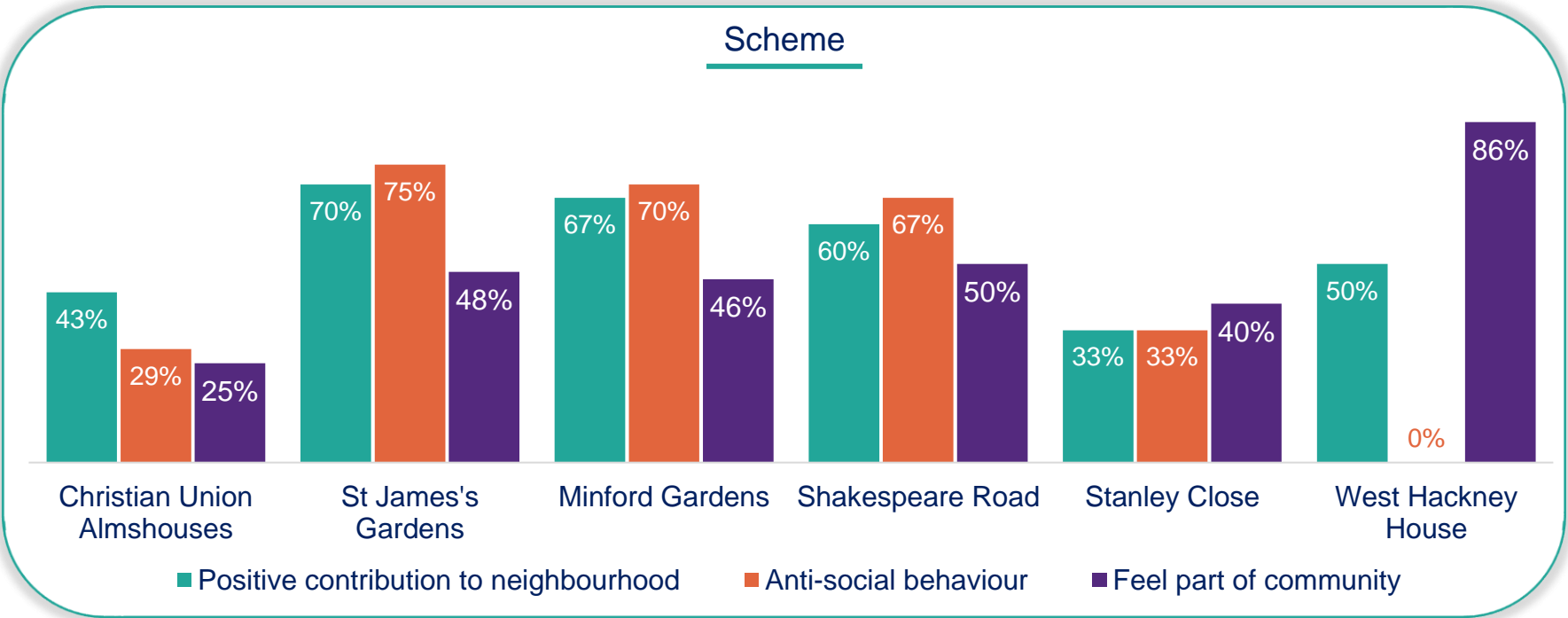
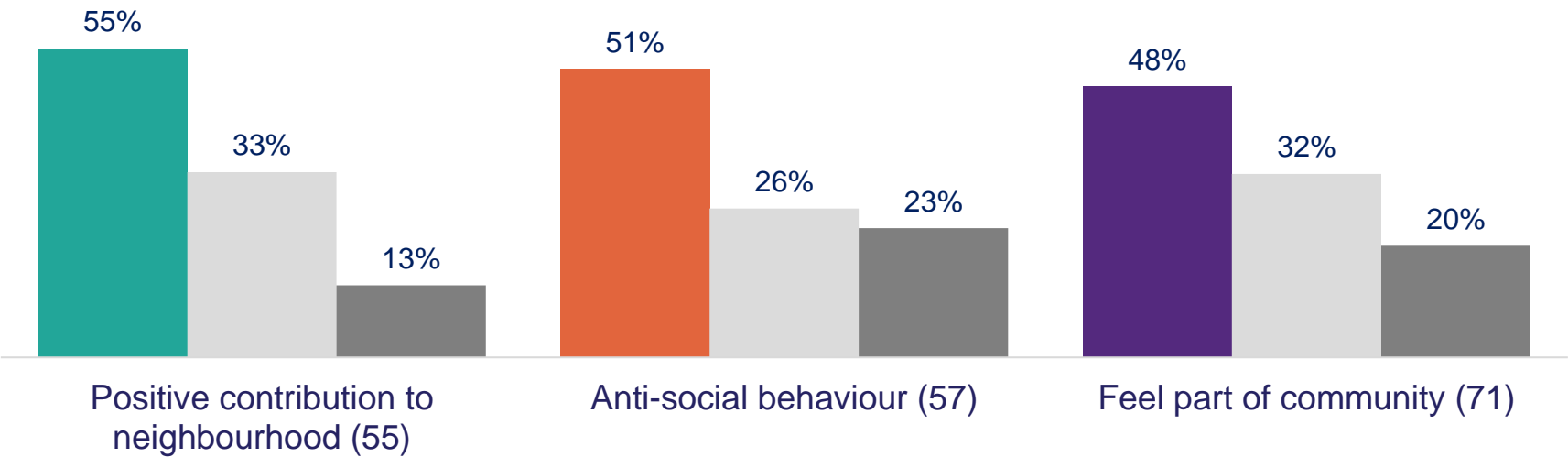
The survey also asked residents if they feel part of their local community/neighbourhood. Just under half said that they did (48%), while a fifth (20%) did not. Almost a third of residents said that they don't know or are not sure (32%).

Looking at the results by scheme, satisfaction with a positive contribution to the neighbourhood, and with how anti-social behaviour is dealt with, is highest for residents of St James's Gardens (70% and 75% respectively) – and this is also the scheme with most respondents (20). Satisfaction rates are lowest for these measures at Christian Union Almshouses and Stanley Close, however, these have much fewer respondents. No residents of West Hackney house are satisfied with how ASB is dealt with – the majority being neutral on this issue.

The majority of West Hackney House residents feel part of the community, while around a half or fewer residents of the other schemes do.



# Responsible Neighbourhood Management







**Respectful & Helpful Engagement**

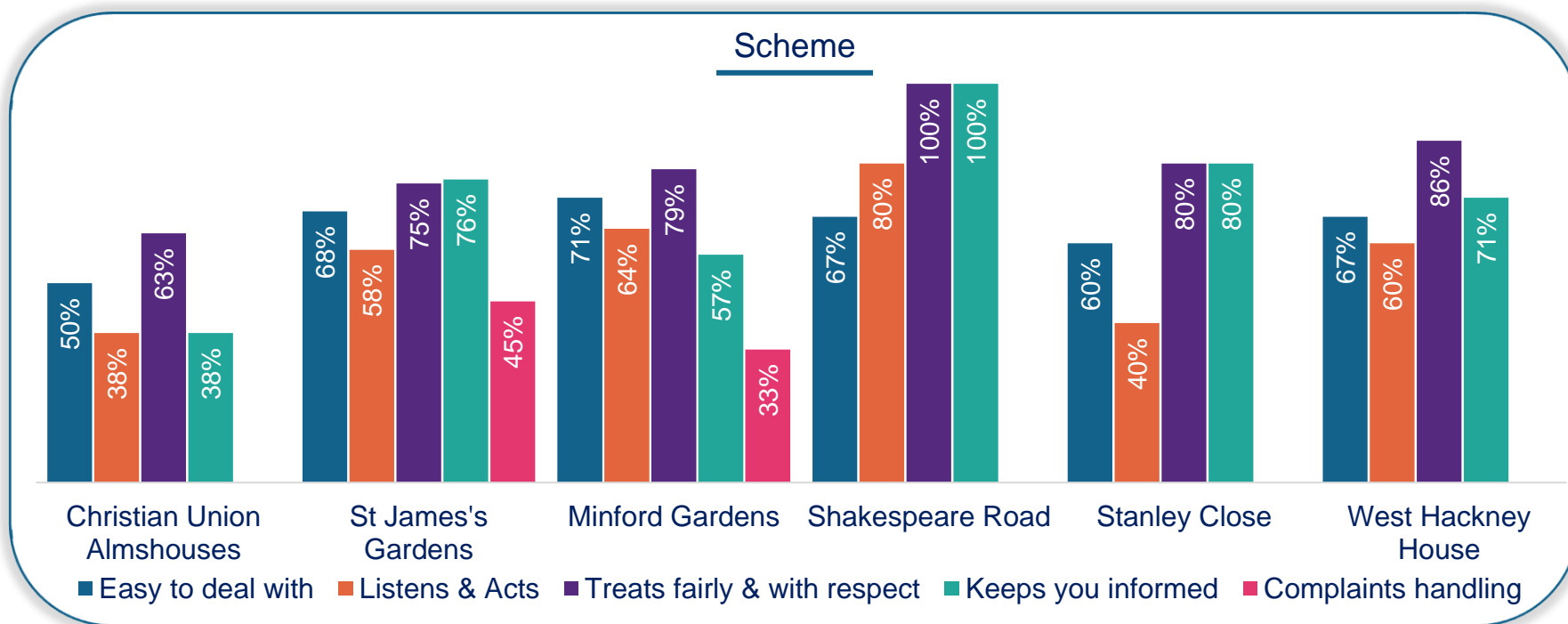
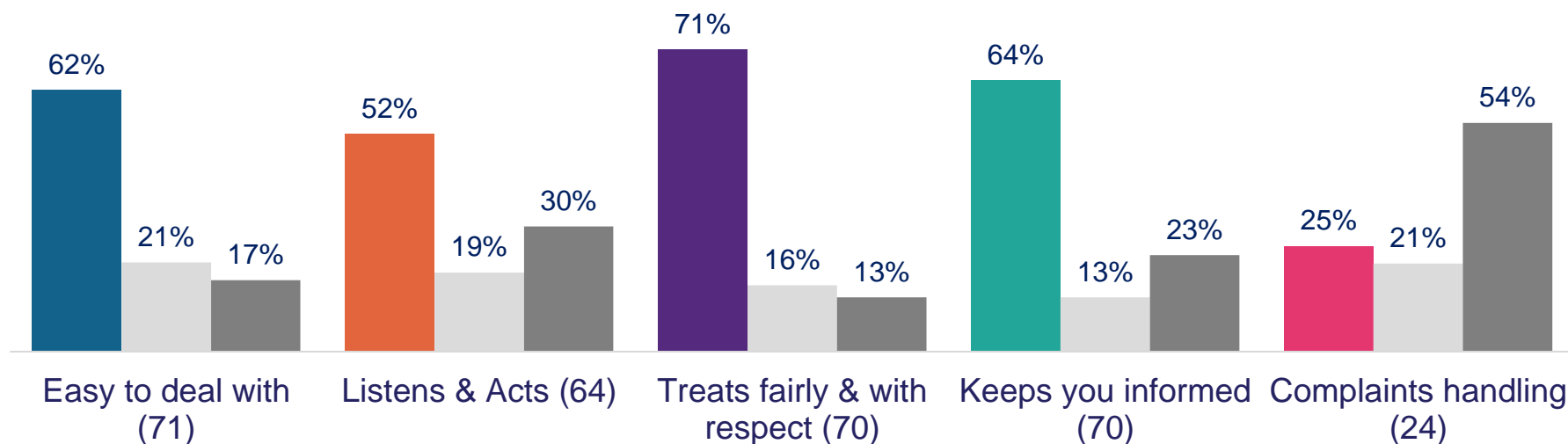


Six out of ten residents find Harrison Housing easy to deal with (62%), with more being neutral than dissatisfied that this is the case. Around half are satisfied that Harrison Housing listens to their views and acts on them, while 30% are not. However, 71% of residents are satisfied that they are treated fairly and with respect, with just 13% not satisfied. The satisfaction rate for being kept informed is lower at 64%, and more than a fifth of residents are not satisfied that their landlord keeps them informed of things that matter to them.

Just over a third of residents surveyed said that they had made a complaint to Harrison Housing in the last 12 months (35%), and of these 24 residents, just six are satisfied with the approach to handling their complaint (25%). A fifth are neither satisfied nor dissatisfied (21%) while more than half are dissatisfied with the approach taken (54%).

Although satisfaction rates are generally highest for Shakespeare Road, just six residents responded to all questions except complaints handling, where one resident was neutral. Christian Union Almshouses has the lowest rates across the measures. However, satisfaction rates are also relatively high for St James's Gardens and Minford Gardens – the schemes with the most respondents.

# Respectful & Helpful Engagement



Residents not satisfied with any aspect of customer service and communications, were asked to provide more information and what Harrison Housing could improve. Just 16 residents commented, which would perhaps indicate that most do not have strong opinions on this aspect of service.

While there is no standout issue, there are more comments relating to calls or emails not being returned, than with other issues. Comments and suggestions made cover a wide range of service areas, including day-to-day repairs generally and keeping residents informed of repair progress. The repairs service can impact how satisfied residents are with several measures, especially when communication is difficult. Generally, the repairs service is the most common reason for resident-landlord interaction and therefore, often the basis on which residents judge customer service and contact.

Several residents suggest more events and meetings to keep them informed of changes, and to perhaps introduce new residents.

Some residents have found contacting their landlord by phone difficult, while others would like more consultation and improved communications generally and a more caring, respectful attitude from staff.

# Comments – Customer Service & Communications



Number of respondents: 16





# Customer Service & Communications – Comments

Communications & information – generally	Customer service & contact	Repairs service related issues	Other matters
<p><i>“Remove the scheme manager and communicate directly with resident from head office.”</i></p> <p><i>“Please put memo on notice board if workmen are coming as if there’s banging we will understand.”</i></p> <p><i>“More contact with residents! A regular get together with residents so that things needed can be shared. A new resident should be introduced to us (+ a cup of tea)!”</i></p> <p><i>“Case in point. You should NOT be asking residents that are in their 70s and 80s for feedback on a survey when they may not have access to a computer or emails. This survey was sent out on the 21st March and you have given residents 24 hours to complete this. You won’t get proper comprehensive feedback unless you actually speak to residents directly, in person. There are not so many that that could not be possible. Meet them!!”</i></p>	<p><i>“It is very hard to get hold of them on the phone, and emails take a while too. I am hoping that these new employees will be better.”</i></p> <p><i>“Communication could be improved between the office and Minford when the scheme manager is suddenly unavailable.”</i></p> <p><i>“This is my home, even if I don’t own it, I expect to be kept fully informed of anything that will affect me in it. To be informed by letter of the complete change of management at Harrison Housing was a shock and very unsettling. It would be useful to reinstate the regular, minuted residents meetings at West Hackney House, in order for the new management and staff to be introduced personally to residents and for us to feel we are being considered, consulted and informed...”</i></p> <p><i>“Problems respecting confidentiality. Appointments made but no one turns up and HH doesn’t email to apologise. Housing Director refused to give me name of person to complain to.”</i></p>	<p><i>“I have been without an oven for almost a year and my emails re this have been ignored or I’m told someone will come but they never do. Emails should be acknowledged even if it a holding reply. It is very disrespectful to ignore them.”</i></p> <p><i>“Repairs, and as an officer, do not want to answer the phone.”</i></p> <p><i>“I have pest rodent problems since moving into my flat. I have in past asked them to dismantle my kitchen unit and block all the holes behind. The woman next door had her unit refitted but they have never done mine...”</i></p> <p><i>“The repairs take a long time to get done or only half is done initially.”</i></p> <p><i>“Response time and quality of repairs.”</i></p> <p><i>“Respond to emails by sending back messages that it was received and is dealing with. Timeframe is too long considering the residents situation...”</i></p>	<p><i>“HH not having resources and any power to deal with the problematic residents/situation. I have received the written promises/action taken that are not true.”</i></p> <p><i>“Harrison Housing should give adequate notification of visits to flats by pest control and water testing engineers. Sometimes, during the past year, we only had two or three days notice.”</i></p> <p><i>“They should provide each resident with minutes of residents meetings. They should take me seriously when I report to them that I have regular break-ins into my flat and have things stolen and my confidential documents accessed, rather than saying to me We are just your landlord.”</i></p> <p><i>“I also have toxic fumes coming into my flat at night (something to do with the flat next door), which I have reported on several occasions...”</i></p>





## Recommending & Improvements





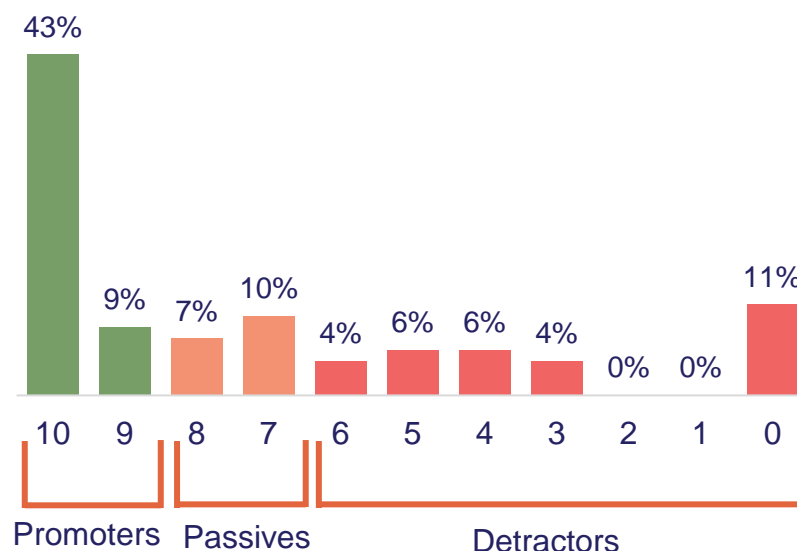
# Recommending Harrison Housing

**51%**  
Promoters

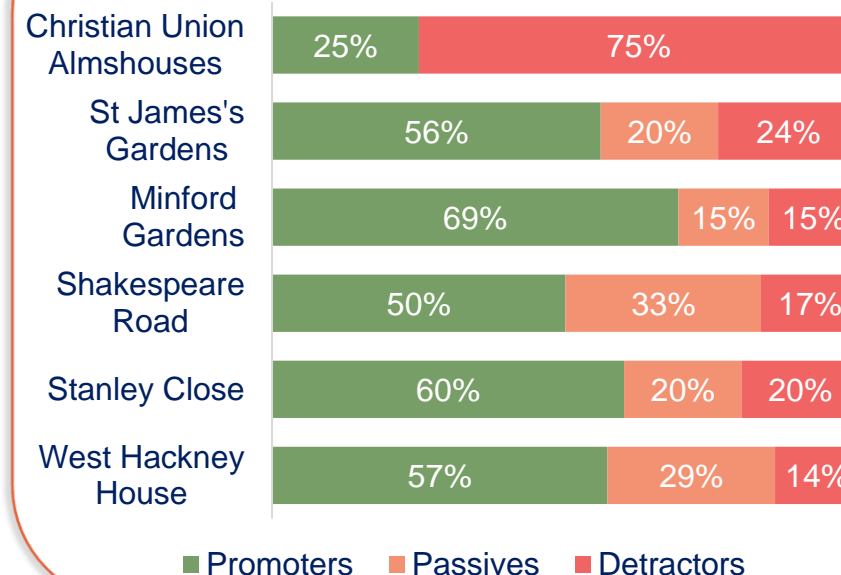
**17%**  
Passives

**31%**  
Detractors

## How likely would you be to recommend Harrison Housing to other people?



## Scheme



Residents were asked, "How likely would you be to recommend Harrison Housing to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?"

Around half the residents surveyed are promoters, very loyal and happy to promote Harrison Housing to other people (51%), with 43% giving a score of 10 out of 10. Fewer than a fifth of residents are currently passive and could be persuaded either way (17%). However, 31% are detractors, and likely to have negative views about Harrison Housing.

Residents giving a score of 8 out of 10 are an important group as these residents are close to being promoters – in this case 7% of all residents surveyed. The concerns of these residents could include communication problems or repair and maintenance issues.

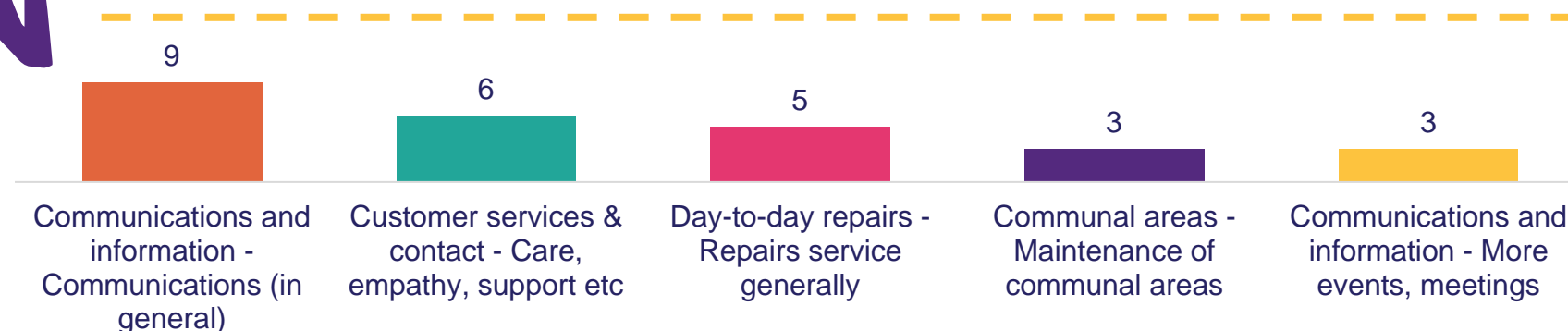
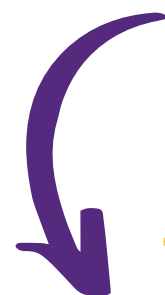
In line with other satisfaction metrics in this survey, the percentage of promoters is lowest among residents of Christian Union Almshouses. The highest percentage is for Minford Gardens, and there is little difference between the percentage of promoters and detractors among the remaining schemes.

The Net Promoter Score (promoters minus detractors) is +20.

**20**  
NPS

# Improvement Suggestions

## Categories



Number of respondents: 54

Residents were asked what one thing could Harrison Housing improve, and 54 residents commented. This includes six positive comments and two from residents saying that they had no suggestions or comment to make.

The most frequent comment category was communication and information, with three of the 13 comments referring to the need for more events or meetings, while nine concerned communications in general. Customer services and contact issues are also common, with several highlighting the need for better trained, friendlier and more respectful staff.

Comments relating to day-to-day repairs are also frequent, with the majority focusing on improving the repairs service generally. In addition, problems with the condition of properties were highlighted, sometimes relating to pest or vermin control. Some residents feel that the maintenance and furnishing of communal areas could be improved, and that more communal areas are needed. Tenant services and management issues are also mentioned, including the availability of scheme managers, gardening services, the need for a 'handyman' service and concerns around rent and service charges. Examples of comments are shown on the following page - providing insight into key areas for improvement.



# Improvements to Service – Comments

## Communications & information

*"Communication via email or letter."*

*"I am 96 and housebound and slightly deaf which makes telephoning difficult. Please don't contact me again."*

*"Have contact with the residents not only when there's a crisis."*

*"Phone open for information/discussion."*

*"Communication and respect. Don't blame the residents for always being out of the loop..."*

*"They should listen and act to see if things on the issue are solved."*

*"Organising sight seeing expeditions. We used to have regular outings, but not for several years."*

*"Restart the lunch we used to have out at a good restaurant."*

## Customer service & contact

*"Professional approach. Lack of charitable efforts or care and welfare."*

*"More democracy."*

*"Staff training, especially for scheme managers and related staff, for example, those dealing with Repairs and home visits and communications generally."*

*"Training in contact, whether in person, telephone, email or in writing, with Residents experiencing stress, especially extreme stress, for example stress-related health matters and overwhelmingly the stress of low income, especially during present cost of living crisis."*

*"Stop minimising problems and complaints. One resident has been harassing me for two years. I've told HH staff many times that I can't take much more but they just say of course you can."*

*"The staff on site could be much warmer and less closed off."*

## Day-to day repairs, property condition and home improvements

*"The repairs to the buildings need to be addressed. "*

*"Harrison Housing must get urgent repairs and maintenance done to the two buildings of this scheme at St. James's Gardens before it is too late. Repairs to the leaking roof and exterior paint work are well overdue. The windows should be draught proofed."*

*"Make sure that all workmen block holes before fitting kitchen units when a new resident moves in ..."*

*"...HH needs to speed up on its repairs and get better management."*

*"Get reported repairs done."*

*"Can you check outside the window as they are cracked..."*

*"Redecoration after ten years occupancy e.g. painting damage of carpets and kitchen appliances."*

*"Think of effective ways of controlling mice."*

## Other issues

*"A person that can be a handyman and a cleaner, full-time."*

*"Explain why they charge for services that are already covered in the rental costs!"*

*"Have people working for them, who actually take the residents seriously."*

*"The scheme manager, through no fault of hers, is not at our scheme Mon-Fri am as she is moved around other schemes by the trust which makes it difficult for us to see her. These are the hours we were told she would be here in Minford Gardens."*

*"Cutting back the garden area earlier in the year. Its overgrown for the whole summer and cut back for the winter."*

*"Need for a communal area preferably an indoor one as it would be warmer."*

*"Common parts look a bit \* and scruffy , need a little TLC. I don't mean plastic flowers and leaflets all over the place. Furniture in common parts look pre-war."*





# Wellbeing



Harrison Housing also took this opportunity to ask residents questions about their wellbeing, including if they currently have any damp or mould problems in their homes.

Just 15% of residents stated that they do have damp or mould in their homes, this equating to ten of the residents that responded to the question. All of these residents stated that they have already reported the problem to Harrison Housing.

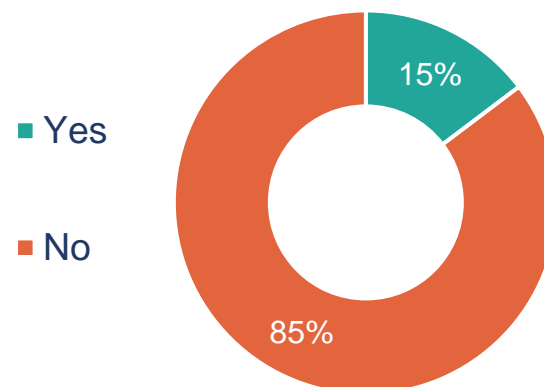
The cases of damp and mould are spread across several different schemes, with the most occurrences in St James's Gardens (four) – the scheme with the most respondents. In addition, a quarter of the residents surveyed at Christian Union Almshouses, and both residents surveyed at Tonge House, said that they have damp or mould problems. Other individual cases were at Rousden Street and West Hackney House schemes. Most reports were from residents in the 65 to 74 age category.

The details of the residents with damp or mould issues have been passed back to Harrison Housing. These need to be addressed as a matter of urgency to ensure residents are kept safe and that the condition of their properties does not deteriorate any further.

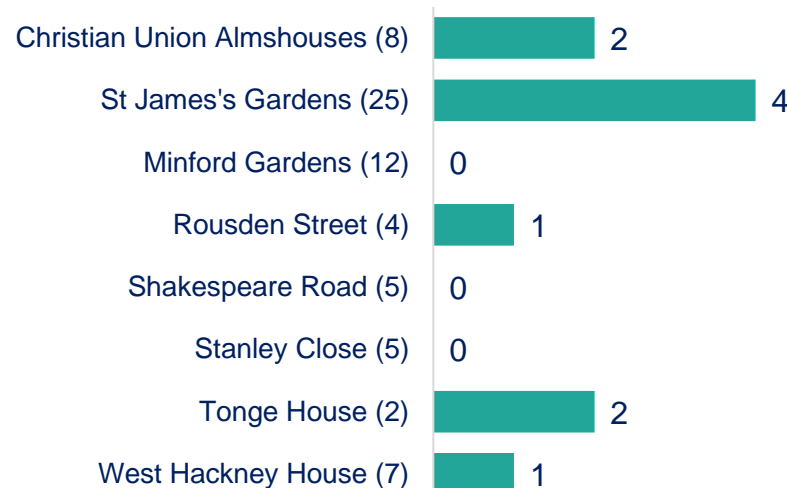


# Damp & Mould

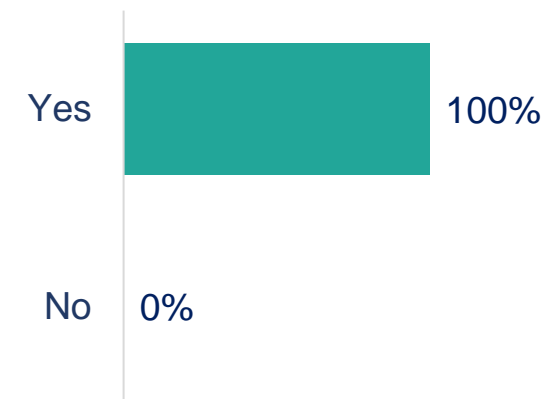
## Damp/Mould in Home



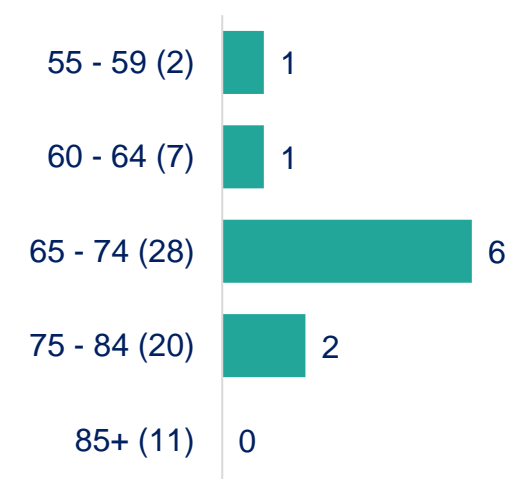
## By Scheme



## Reported it?

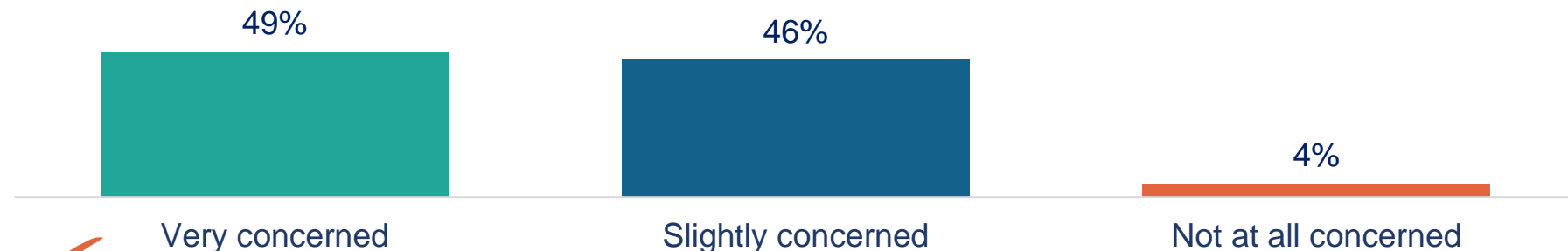


## By Age Group

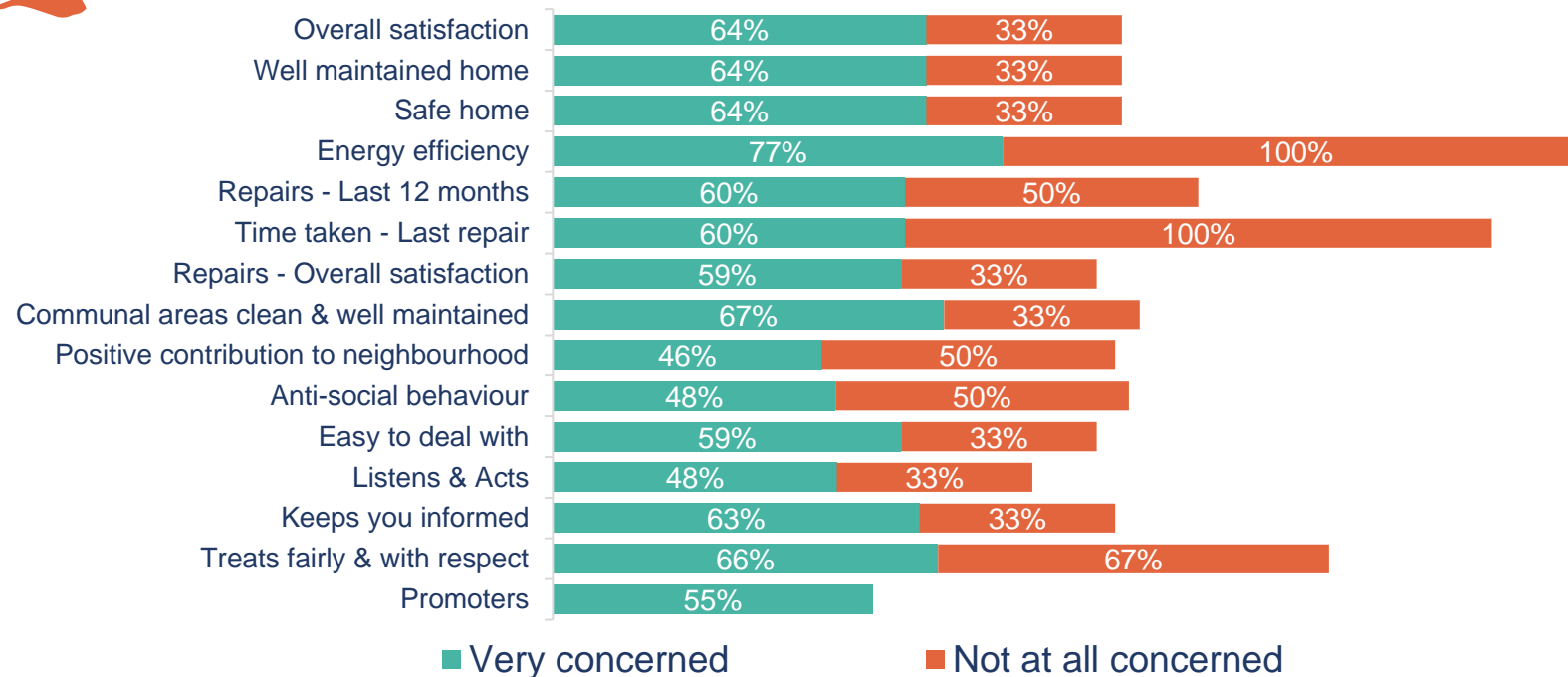




# Cost of Living Concern



## Cost of living concern & satisfaction



In addition, residents were asked about how concerned they are about the cost-of-living crisis for them personally.

The survey found that almost all Harrison Housing residents are concerned about the current cost of living crises – just 4% saying that they are not at all concerned. Almost half of surveyed residents (49%) reported being very concerned, while 46% are slightly concerned.

Evidence from similar surveys shows that those struggling financially are often less satisfied with their homes and the services provided by their landlord. However, with few exceptions, the inverse is true for Harrison Housing residents surveyed. It could be inferred that those most concerned with the current cost of living crisis might also be struggling financially – but this may not be the case.

Regarding the overall service provided, 64% of residents who are very concerned are satisfied, compared with 33% of those not at all concerned. Satisfaction rates are either similar or higher for those residents very concerned for most measures - the exceptions being satisfaction with energy efficiency of the home and the time taken to complete the last repair. For these two measures, all residents who said that they are not at all concerned, are satisfied.





# Understanding Satisfaction





# Satisfaction & Dissatisfaction

The charts opposite show both the levels of satisfaction and dissatisfaction with the range of services provided. Sometimes where satisfaction is low, the remaining residents can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where residents do not have strong opinions or conversely, areas where opinions are polarised.

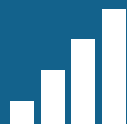
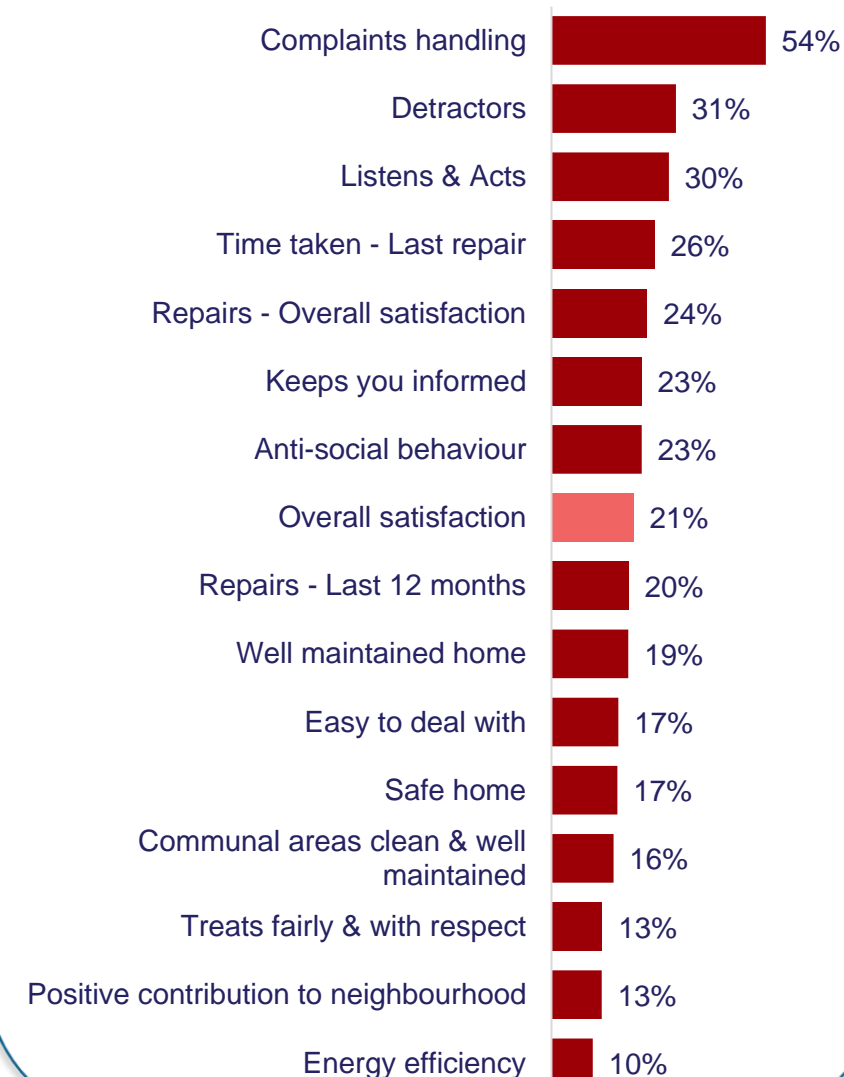
Overall satisfaction with Harrison Housing's services sits about halfway down the rankings, while the top ranked measure is for satisfaction with the energy efficiency of the home (75%), followed by the cleanliness and maintenance of communal areas and the provision of a safe home (both 74%). There are also satisfaction rates of 70% and over, for being treated fairly and with respect, and for repairs and timescales of repairs in the last 12 months, whereas satisfaction with the repairs service overall is lower. For most of these measures, dissatisfaction rates are correspondingly lower – however, the time taken to make the last repair has one of the highest dissatisfaction rates at 26%, indicating polarised opinion.

The lowest satisfaction rate is for complaints handling, which also has the highest dissatisfaction rate at 54%. However, 26% of residents with experience of complaints handling, did not have an opinion either way.

## Satisfaction with measures



## Dissatisfaction with measures





The tables to the right include an analysis of all comments received in this 2024 survey across open-ended questions, with positive comments displayed in green.

Negative comments relating to the repairs service are most frequent, with the majority focusing on the repairs service generally as well as timescales to complete repairs and outstanding or forgotten repairs.

Issues around communications and information, as well as customer services and contact are also commonly highlighted – communications in general could be considered a hot topic overall, whether relating to repairs or other services. Some residents feel that there is a lack of customer care and support from Harrison Housing, and that there are issues around the condition of their homes and maintenance of communal areas that need to be addressed. There are several comments regarding problems with rodents in properties.

In addition, some residents would like more events to be organised, and more meetings with staff and new residents, to improve the sense of community and keep them better informed.



# Combined Comments

Top Comment Areas	
Day-to-day repairs	35%
Communications and information	22%
Customer services & contact	19%
Property condition	17%
Communal areas	14%
Grounds maintenance	9%
resident services and management	9%
Manager Negative	8%
Positive comments	6%
Safety and security	6%
Home improvements	6%

Hot Topics	
Communications and information - Communications (in general)	12%
Day-to-day repairs - Repairs service generally	12%
Day-to-day repairs - Timescales to complete repairs	12%
Day-to-day repairs - Outstanding / forgotten repairs	8%
Communal areas - Maintenance of communal areas	7%
Customer services & contact - Care, empathy, support etc.	7%
Property condition - Condition of the property	7%
Communications and information - More events, meetings	6%
Customer services & contact - Return call / email	6%
Property condition - Pest/vermin control	6%
Grounds maintenance - Grounds maintenance generally	5%
Manager Negative - Availability of manager	5%
Day-to-day repairs - Keep informed of repair progress	4%

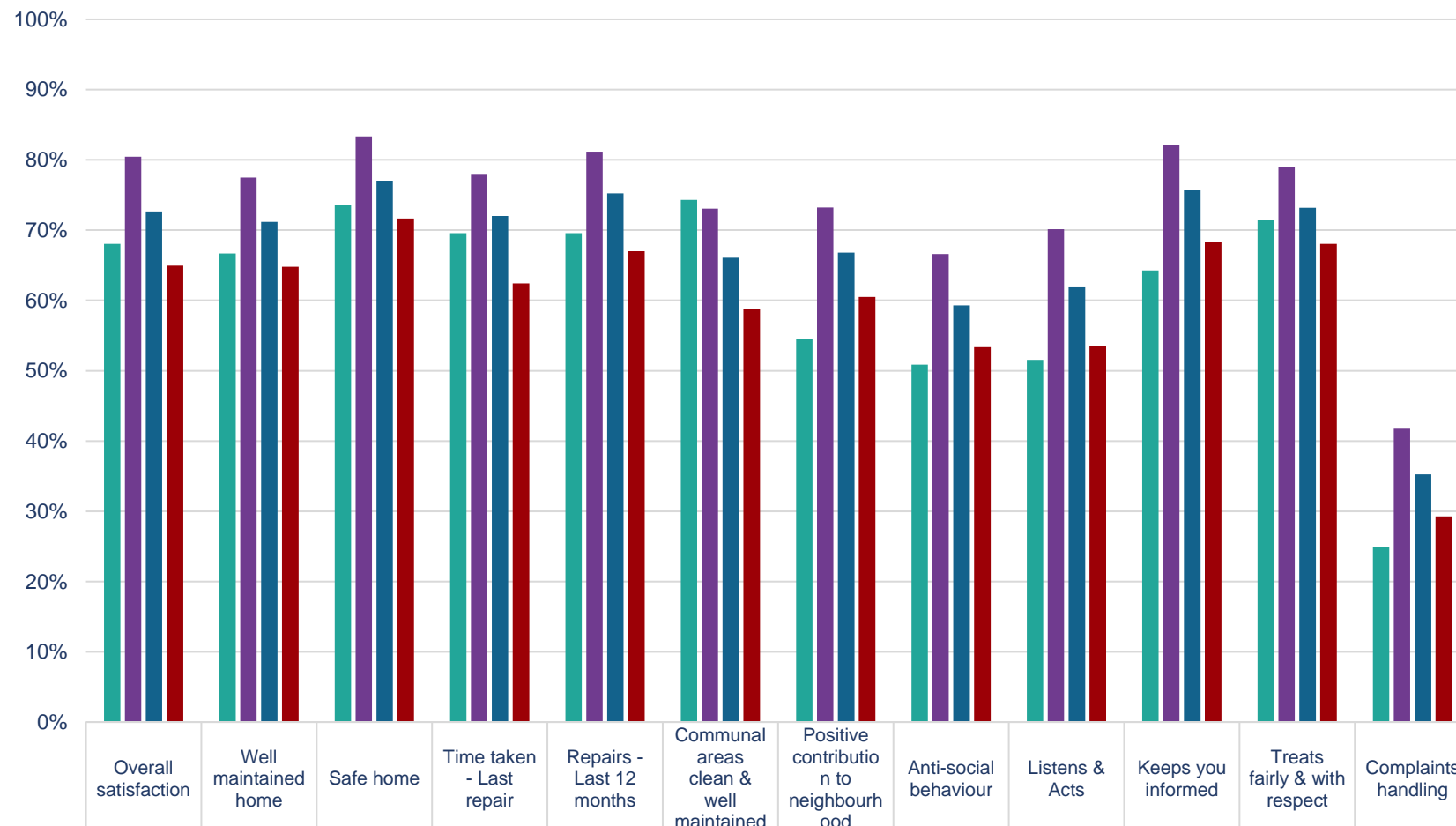
# Benchmarking – Acuity Clients (LCRA)

## Satisfaction Levels Acuity Median Q1 – Q3 23/24

The chart opposite shows the performance on the core questions against Acuity clients (LCRA) that have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected from Q1 to Q3 2023/24.

All except one of Harrison Housing's ratings are below the Acuity median, with six lying above the lower quartile boundary and in the third quartile. These include overall satisfaction with Harrison Housing. Satisfaction with the cleaning and maintenance of communal areas is higher than the upper quartile boundary however, and into the top quartile. The remaining five measures are below the lower quartile and fall into the lower quartile.

The Acuity median for satisfaction with complaints handling is the lowest of all the core metrics at 35.2%. However, satisfaction with this measure at Harrison Housing is comparatively low at more than 4 percentage points below the lower quartile boundary.



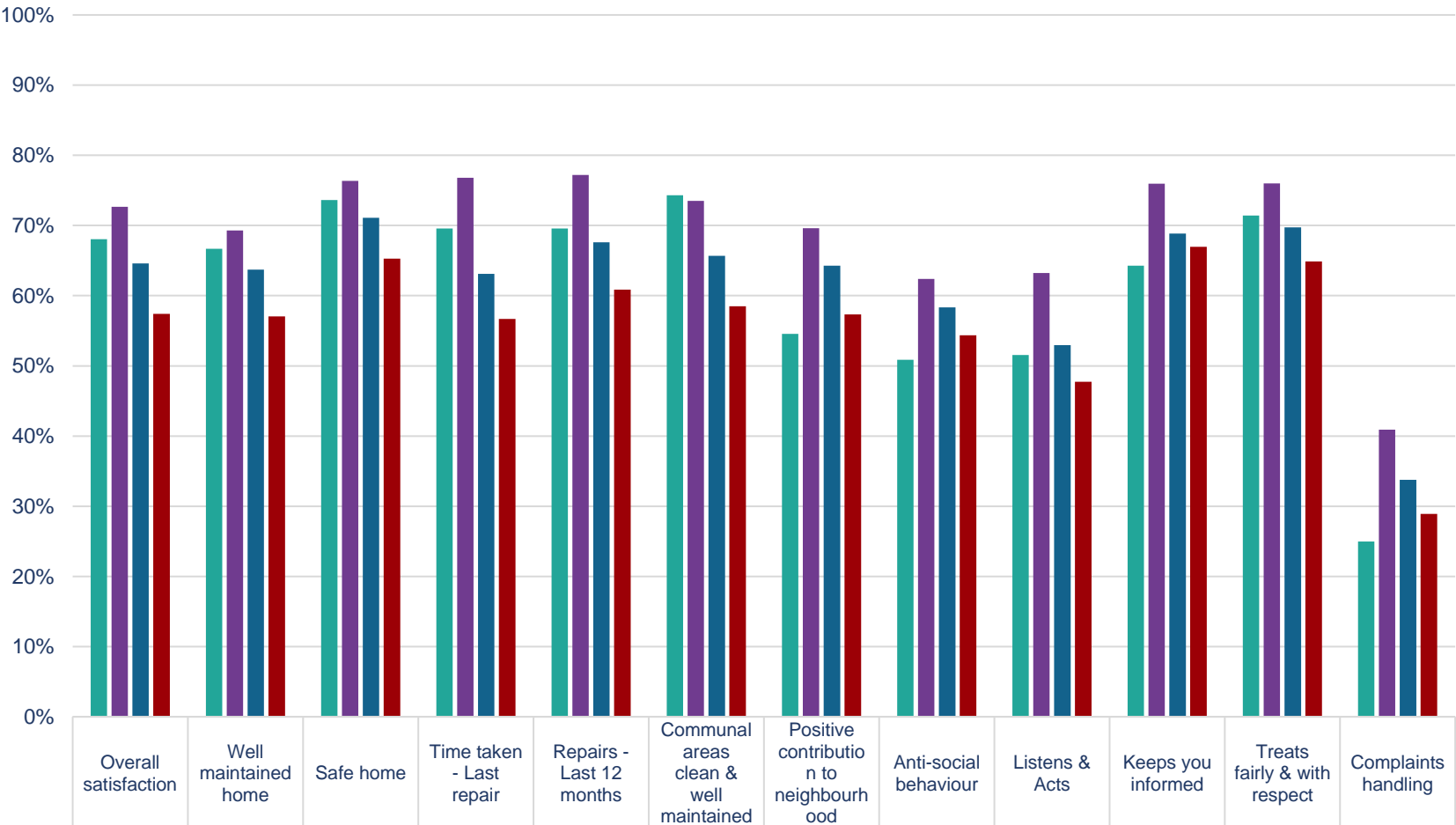
	Overall satisfaction	Well maintained home	Safe home	Time taken - Last repair	Repairs - Last 12 months	Communal areas clean & well maintained	Positive contribution to neighbourhood	Anti-social behaviour	Listens & Acts	Keeps you informed	Treats fairly & with respect	Complaints handling
Harrison Housing	68.1%	66.7%	73.6%	69.6%	69.6%	74.3%	54.5%	50.9%	51.6%	64.3%	71.4%	25.0%
Upper Quartile	80.5%	77.5%	83.3%	78.0%	81.2%	73.0%	73.2%	66.6%	70.1%	82.2%	79.0%	41.8%
Acuity Median	72.7%	71.2%	77.0%	72.0%	75.2%	66.1%	66.8%	59.3%	61.9%	75.7%	73.2%	35.2%
Lower Quartile	65.0%	64.8%	71.6%	62.4%	67.0%	58.7%	60.5%	53.4%	53.5%	68.3%	68.1%	29.3%
Quartile Position	3	3	3	3	3	1	4	4	4	4	3	4
Number of Landlords	101	92	93	93	93	92	92	99	100	92	94	93





# Benchmarking – Acuity Clients (LCRA, London)

## Satisfaction Levels Acuity Median Q1 – Q3 23/24



	Overall satisfaction	Well maintained home	Safe home	Time taken - Last repair	Repairs - Last 12 months	Communal areas clean & well maintained	Positive contribution to neighbourhood	Anti-social behaviour	Listens & Acts	Keeps you informed	Treats fairly & with respect	Complaints handling
Harrison Housing	68.1%	66.7%	73.6%	69.6%	69.6%	74.3%	54.5%	50.9%	51.6%	64.3%	71.4%	25.0%
Upper Quartile	72.7%	69.3%	76.3%	76.8%	77.2%	73.5%	69.6%	62.4%	63.2%	75.9%	76.0%	40.9%
Acuity Median	64.6%	63.7%	71.1%	63.1%	67.6%	65.7%	64.3%	58.3%	53.0%	68.9%	69.7%	33.8%
Lower Quartile	57.4%	57.1%	65.3%	56.7%	60.9%	58.5%	57.3%	54.4%	47.7%	67.0%	64.9%	28.9%
Quartile Position	2	2	2	2	2	1	4	4	3	4	2	4
Number of Landlords	29	28	29	29	29	28	28	28	28	28	28	29

It is also possible to compare performance on the core questions against Acuity (LCRA) clients using the new TSM questions during the year, that are based in London.

In this case, the majority of Harrison Housing's ratings are above the median, with cleaning and maintenance of communal areas again in the top quartile and six other measures lying in the second quartile.

Of the remaining five measures, satisfaction that residents' views are listened to and acted on, is below the median but above the lower quartile and in the third quartile. The other four measures are below the lower quartile boundary and fall into the lower quartile – this includes satisfaction with complaints handling.



The table opposite presents the satisfaction rates across all measures, for each scheme with five or more responses. It summarises the charts already shown in earlier sections of the report.

As is seen throughout the scheme breakdowns in previous sections of this report, satisfaction rates are generally lowest among residents of Christian Union Almshouses. However, satisfaction rates for providing a safe home and how anti-social behaviour is handled, are lowest for residents of West Hackney House – none of the responding residents of this scheme, Shakespeare Road or Christian Union Almshouses are satisfied with how Harrison Housing approaches the handling of complaints. It should be noted that the number of residents responding from these schemes is low.

The highest satisfaction rates for each measure are mostly split between St James's Gardens (the largest number of respondents) Shakespeare Road and Minford Gardens. The highest rate for overall satisfaction with Harrison Housing's services is for residents of West Hackney House.



## Scheme

	Christian Union Almshouses	St James's Gardens	Minford Gardens	Shakespeare Road	Stanley Close	West Hackney House
Overall satisfaction	38%	76%	79%	83%	80%	86%
Energy efficiency	63%	88%	79%	67%	75%	71%
Well maintained home	38%	80%	79%	67%	80%	71%
Safe home	63%	88%	86%	83%	80%	57%
Repairs - Last 12 months	40%	78%	86%	100%	67%	50%
Time taken - Last repair	40%	78%	71%	67%	67%	75%
Repairs - Overall satisfaction	50%	71%	62%	83%	60%	71%
Communal areas clean & well maintained	63%	84%	86%	80%	80%	71%
Positive contribution to neighbourhood	43%	70%	67%	60%	33%	50%
Anti-social behaviour	29%	75%	70%	67%	33%	0%
Easy to deal with	50%	68%	71%	67%	60%	67%
Listens & Acts	38%	58%	64%	80%	40%	60%
Keeps you informed	38%	76%	57%	100%	80%	71%
Treats fairly & with respect	63%	75%	79%	100%	80%	86%
Complaints handling	0%	45%	33%	0%	--	0%
Promoters	25%	56%	69%	50%	60%	57%

Base: Christian Union Almshouses = 8, St James's Gardens = 25, Minford Gardens = 14, Rousden Street = 4, Shakespeare Road = 6, Stanley Close = 5, Tonge House = 4, West Hackney House = 7

# Age Group

It is common in surveys of this type that older people, and those in independent living accommodation, have higher satisfaction rates than their younger counterparts.

Harrison Housing provides accommodation and support to older people, and therefore the majority of their surveyed residents are aged 60 and over. For most satisfaction measures, the highest satisfaction rates are for those 75 and over – the lowest being for those aged between 60 and 74. However, some of the lowest satisfaction rates are for residents aged 85 or over, and in some cases, the highest rate is also for 75- to 84-year-olds. This true for overall satisfaction, providing a well-maintained home and repairs within the last 12 months. In addition, some of the highest satisfaction rates are for the 60 to 64 age group.

The lack of a clear pattern could be due to the significant difference in number of residents for each age group, or that all residents are older people.



	60 - 64	65 - 74	75 - 84	85+
Overall satisfaction	71%	66%	78%	55%
Energy efficiency	67%	69%	80%	90%
Well maintained home	71%	62%	78%	55%
Safe home	71%	66%	83%	82%
Repairs - Last 12 months	67%	58%	94%	50%
Time taken - Last repair	67%	63%	75%	83%
Repairs - Overall satisfaction	57%	59%	76%	64%
Communal areas clean & well maintained	86%	69%	81%	73%
Positive contribution to neighbourhood	50%	58%	53%	63%
Anti-social behaviour	20%	57%	53%	57%
Easy to deal with	71%	61%	61%	64%
Listens & Acts	43%	54%	53%	55%
Keeps you informed	71%	62%	71%	64%
Treats fairly & with respect	71%	66%	73%	91%
Complaints handling	0%	18%	38%	50%
Promoters	71%	54%	55%	27%

Base: 55 - 59 = 2, 60 - 64 = 7, 65 - 74 = 29, 75 - 84 = 23, 85+ = 12

# Gender

There are more than twice the number of female respondents than their male counterparts, and for most measures females have the lower of the two satisfaction rates. However, a greater percentage of females are satisfied with Harrison Housing overall, that their home is well maintained, and with the repairs in the last 12 months. The satisfaction rate is also higher for women being treated fairly and with respect. In some cases, the difference between the two is quite marked, for example with communal areas being kept clean and well maintained, where there is a 19-percentage point difference between the two – satisfaction being highest amongst males.

Further investigation may indicate why this pattern of satisfaction rates is seen, however, the difference in rates could be affected by the difference in the number of male and female residents surveyed.



	Female	Male
Overall satisfaction	71%	61%
Energy efficiency	73%	78%
Well maintained home	67%	65%
Safe home	69%	83%
Repairs - Last 12 months	75%	57%
Time taken - Last repair	72%	64%
Repairs - Overall satisfaction	60%	74%
Communal areas clean & well maintained	68%	87%
Positive contribution to neighbourhood	51%	60%
Anti-social behaviour	47%	57%
Easy to deal with	58%	70%
Listens & Acts	45%	64%
Keeps you informed	62%	70%
Treats fairly & with respect	72%	70%
Complaints handling	21%	30%
Promoters	48%	59%

Base: Female = 50, Male = 23



# Length of Tenancy

The highest and lowest satisfaction rates vary across the tenancy lengths and satisfaction measures. However, the majority of the lowest rates are for those with tenancy lengths of between 1 and 3 years, and this included the lowest rate for overall satisfaction with Harrison Housing.

For those with tenancies of less than a year, the satisfaction rates are very variable, with equal numbers of the highest and lowest rates for each measure.

More of the highest satisfaction rates are for residents with tenancies of more than 4 years. However, residents with tenancies of between 11 and 20 years have the lowest – or equally low – satisfaction rates for a well-maintained home, dealing with ASB and the percentage of promoters.

Often, more residents with newer tenancies are satisfied with services, as they have had less time to experience, for example, dealing with repairs related issues. This doesn't appear to be the case with residents responding to this survey, however.



	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years
Overall satisfaction	80%	59%	60%	85%	69%
Energy efficiency	100%	59%	71%	75%	80%
Well maintained home	80%	65%	67%	77%	56%
Safe home	80%	65%	73%	85%	69%
Repairs - Last 12 months	75%	54%	86%	63%	78%
Time taken - Last repair	50%	38%	71%	88%	100%
Repairs - Overall satisfaction	40%	47%	67%	77%	87%
Communal areas clean & well maintained	100%	69%	73%	77%	73%
Positive contribution to neighbourhood	33%	50%	69%	70%	38%
Anti-social behaviour	67%	50%	64%	50%	38%
Easy to deal with	60%	50%	73%	62%	63%
Listens & Acts	33%	50%	71%	46%	56%
Keeps you informed	40%	56%	67%	77%	75%
Treats fairly & with respect	75%	59%	73%	77%	69%
Complaints handling	0%	22%	43%	0%	33%
Promoters	80%	50%	47%	62%	47%

Base: < 1 year = 5, 1 - 3 years = 17, 4 - 5 years = 15, 6 - 10 years = 13, 11 - 20 years = 17, Over 20 years = 4, NO DATA = 2

# Response Method

Finally, the results are grouped by the method used to respond to the survey. In this case more residents responded by post (48) than online (25).

For all measures except the percentage of promoters, satisfaction rates are higher for surveys submitted by post, rather than online. In addition, the difference in the rates between the two response methods is generally quite large – for example, there is a 30-percentage point difference for satisfaction with the time taken to make the last repair. However, the percentage of promoters is 17 percentage points higher among those that completed the survey online.

If the majority of postal surveys are from older respondents, this difference could be at least partially explained by the theory that older residents are more likely to be satisfied with services.



	Postal	Online
Overall satisfaction	72%	60%
Energy efficiency	82%	59%
Well maintained home	70%	60%
Safe home	81%	60%
Repairs - Last 12 months	77%	56%
Time taken - Last repair	80%	50%
Repairs - Overall satisfaction	71%	52%
Communal areas clean & well maintained	81%	61%
Positive contribution to neighbourhood	58%	47%
Anti-social behaviour	51%	50%
Easy to deal with	65%	56%
Listens & Acts	55%	45%
Keeps you informed	68%	57%
Treats fairly & with respect	78%	58%
Complaints handling	29%	20%
Promoters	46%	63%

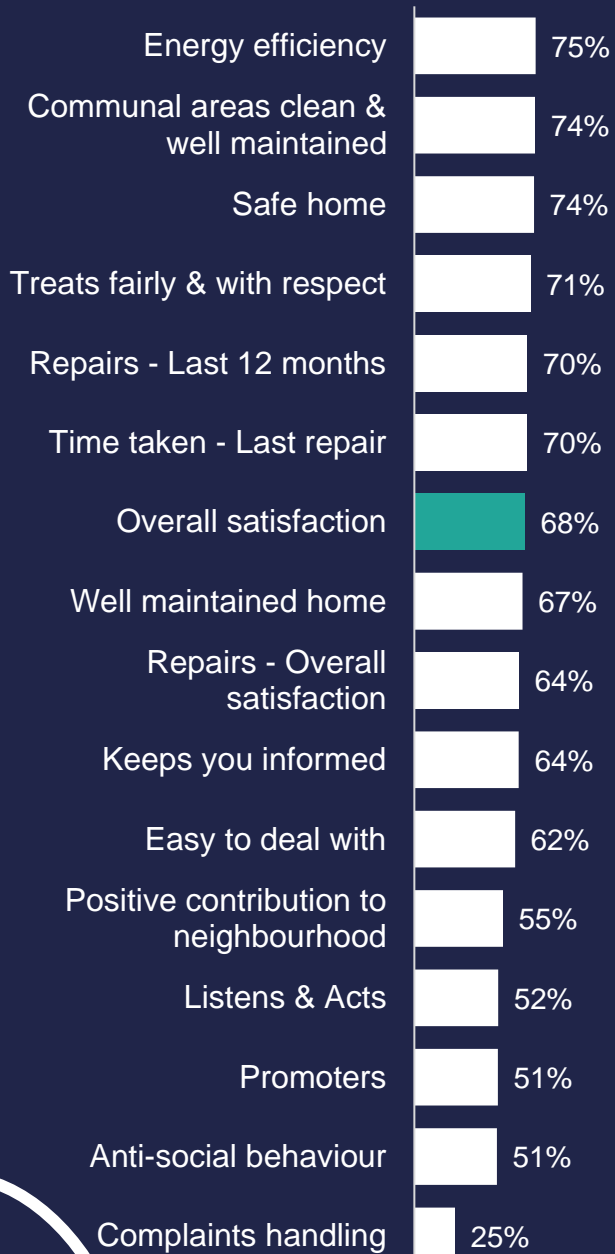
Base: Postal = 48, Online = 25



## Summary of Results



## Satisfaction 2024



# Summary of Results

This survey has incorporated all of the Tenant Satisfaction Measures (TSMs) for the first time, which became mandatory for all registered providers of social housing to collect from April 2023. Some of these measures may be comparable to questions in previous surveys, however, others have been used for the first time and will provide an important baseline for Harrison Housing moving forward.

Overall, levels of satisfaction with the services provided by Harrison Housing are average to low, with just one of the 12 TSMs scoring above the Acuity client median for all regions, and seven TSMs above the median when compared with other landlords in London. However, the satisfaction rate for cleanliness and maintenance of communal areas is in the top quartile for both comparisons.

Satisfaction with services overall is placed slightly above mid-way in the rankings at 68%, whilst five measures have satisfaction rates of 55% or less. The highest satisfaction rate is for energy efficiency of the home (75%) and the lowest is for complaints handling (25%). The highest rate of dissatisfaction is also for the handling of complaints (54%), while the lowest is for energy efficiency (10%). Dissatisfaction with complaints handling is likely to incorporate more than just how residents' complaints are handled – for example, residents not getting the resolution they wanted or expected or not having yet received a final outcome. More than half of all measures had a dissatisfaction rating of 20% or above.

The survey included several open-ended questions giving residents the opportunity to expand on their answers and reasons for dissatisfaction. Day-to-day repairs is the most common area highlighted in comments, with comments typically covering issues around timescales to complete repairs and repairs still outstanding, as well as the repairs service generally. Residents are also concerned about communications and information as well as customer services, and in particular the need for improved customer care, empathy and support from staff. Aside from improvements to communication in general, hot topics also included the maintenance of communal areas and issues relating to property condition. Suggestions included the organisation of more events and resident meetings.

This report has also presented a breakdown of the satisfaction rates by those schemes with five or more residents responding. While satisfaction rates are relatively high for most schemes, including those with more residents such as St James's Gardens, generally the lowest satisfaction rates are for residents of Christian Union Almshouses. For most other breakdowns by sub-groups (age, gender, tenancy length) satisfaction ratings vary across the core TSMs, however, the breakdown by response method showed a distinct difference, with those completing postal surveys having considerably higher ratings than those submitted online.

In addition, 15% of residents surveyed said that they had problems with damp or mould in their home, and all said that this had been reported to Harrison Housing. The majority of residents surveyed said that they are concerned about the current cost of living crisis (95%), with 49% being very concerned. However, this did not result in lower satisfaction ratings when compared to those residents who are not at all concerned. More than half of residents are promoters and the NPS score is +20.



# Recommendations

Harrison Housing aims to provide high quality housing and support to older people in homely environments throughout London.

The survey reveals some areas where performance is good. However, it has also highlighted areas where there is scope for improvement.

The comments made by residents give insight into what they are most concerned about and will help Harrison Housing target services for improvement.

Shown opposite are some recommendations that Harrison Housing may wish to follow up on to help improve satisfaction in the future.



## How complaints are dealt with

Harrison Housing's approach to handling complaints has the lowest satisfaction rating in the survey and is significantly lower than the median rate for Acuity clients. Dealing with complaints has become a hot topic across the sector with a new focus on this as part of the TSM questions. Surveys now include a qualifying question, meaning only those experiencing complaints give their satisfaction rating, and satisfaction rates appear to have fallen as a result. However, how complaints are handled is very important, and will significantly affect satisfaction in services overall. For this reason, we suggest that Harrison Housing investigates this area to identify where and how improvements to the complaints process could be made, to ensure that it works as well as possible.



## Repairs and maintenance

The way repairs and maintenance is delivered is key for any resident and while satisfaction with repairs in the last 12 months is one of the higher measures in the survey (70%), overall satisfaction with repairs service is lower at 64%, and this area is most frequently highlighted in residents' comments. Timescales to complete repairs is a particularly common concern, along with outstanding repairs, and perhaps these areas could be investigated to identify ways that they could be better managed. Improving communications around repairs, such as reporting progress, can help manage residents' expectations and to understand reasons for delays. Often the repairs service is linked with property condition issues, such as the presence of damp and mould. Clearly, where damp or mould issues arise, they need to be addressed as a matter of urgency.



## Communications, information and customer services

Answers to the open-ended questions in the survey also highlighted residents' concerns with communications generally and customer services, and in particular a perceived lack of care, empathy or support from Harrison Housing. Some residents suggested organising more events for residents to improve the sense of community, or meetings to inform them of changes and listen to their views. Consulting residents more, communicating progress and explaining processes more clearly will help to reassure them that their issues are being addressed, and is likely to improve overall satisfaction with their landlord.

This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

For further information on this report please contact:

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