

PEMBROKESHIRE HOUSING ASSOCIATION LIMITED

**REPORT TO BOARD OF MANAGEMENT
HELD ON TUESDAY 22ND NOVEMBER 2011**

TENANT SURVEY- 2011

1. BACKGROUND


- 1.1 The last large scale survey of Pembrokeshire Housing's customers was conducted in 2006, and the findings were used to inform and prioritise service improvements, particularly in the responsive repairs service.
- 1.2 The current survey will bring us up to date with what our customers feel about their home, their neighbourhood, and the services they receive. The results will identify customers' priorities for service improvements, which can feed into Pembrokeshire Housing's self-assessment.

2. SURVEY


- 2.1 Draft survey questions were presented to the Tenants Panel. This time the survey is being administered in-house rather than an outside market research company. Doing it this way will save around £15,000.
- 2.2 Customers asked us to; use large print, keep the survey short, feedback results, and offer a prize draw. Every household received the main survey and a service preferences questionnaire. Some customers also received a short questionnaire on a particular service e.g. repairs, adaptations, sheltered housing.
- 2.3 Customers were asked to complete and return the survey to us in a pre paid envelope by Monday 24th October.
- 2.4 Customers were given the option to enter the free prize draw by giving their name and address. Winner drawn were; Mrs John, Haverfordwest, Mr and Mrs Rees, Tenby, Mrs Evans, Merlins Bridge, Mr and Mrs Bettany, Pennar, Ms Evans, Pembroke Dock, Mrs Blackshaw, Steynton, Mr and Mrs Brace, New Hedges, and Miss Brooks, Pembroke.

3. RESULTS EXPLAINED

- 3.1 For each statement, customers were asked to tick one box.

If you agree, are happy with, or satisfied tick 

If you disagree, are unhappy with, or are dissatisfied, tick 

If you are not sure, have no opinion, or this does not apply to you tick 

- 3.2 For all charts the percentage of people who agree, are happy with, or satisfied is shown as a percentage of all agree and disagree responses.

- 3.3 The responses in each chart are sorted in descending order (best results on the left), and each chart uses the same scale so you can directly compare one chart with another.
- 3.4 319 people completed and returned the main survey, a response rate of 15%. This compares with response rates of 31% in 2002, and 48% in 2006.
- 3.5 Response rates for the smaller sample surveys were better, ranging from 40% to 56%.
- 3.6 The main survey was included in the quarterly mailing with “The Key”, rent statement, and leaflets. The smaller surveys were posted out separately. This may be an explanation for the difference in response rates.

4.0 COMPARISONS WITH EARLIER TENANT SURVEYS

- 4.1 Where comparable questions have been asked in all surveys we can see trends in customer satisfaction over time, looking at results in 2002, 2006, and 2011.
- 4.2 The response to our customers’ overall satisfaction with our services remains high at 94%. This compares with 86% in 2006, and 81% in 2002.
- 4.3 Overall satisfaction with the repairs service is 90%, or 92% from customers who have used the service recently. This compares with 79% in 2006, and 68% in 2002. There has been considerable commitment to improve the repairs service and it is good to see that this is reflected in increased customer satisfaction.
- 4.4 Looking at customer service, the vast majority (96%) of tenants found Pembrokeshire Housing easy to contact and the staff helpful and polite (98%). This compares with 96% and 89% in 2006.
- 4.5 88% of customers feel that they have been listened to and the issue has been dealt with effectively. This compares with 80% in 2006 and 68% in 2002.
- 4.6 Looking at the local area, satisfaction with the neighbourhood/community as a place to live remains high at 86%. This compares with 79% in 2006 and 81% in 2002.
- 4.7 85% people feel that their views are listened to and acted upon, the comparable figures are 66% in 2006, and 56% in 2002. This improvement is encouraging.

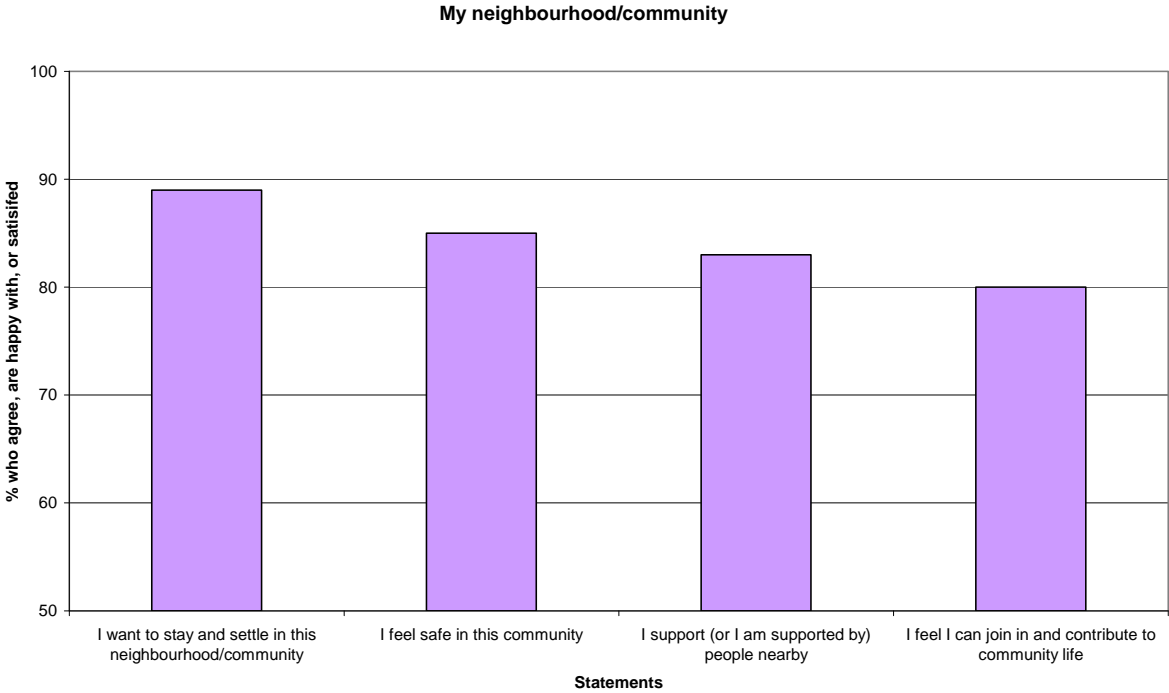
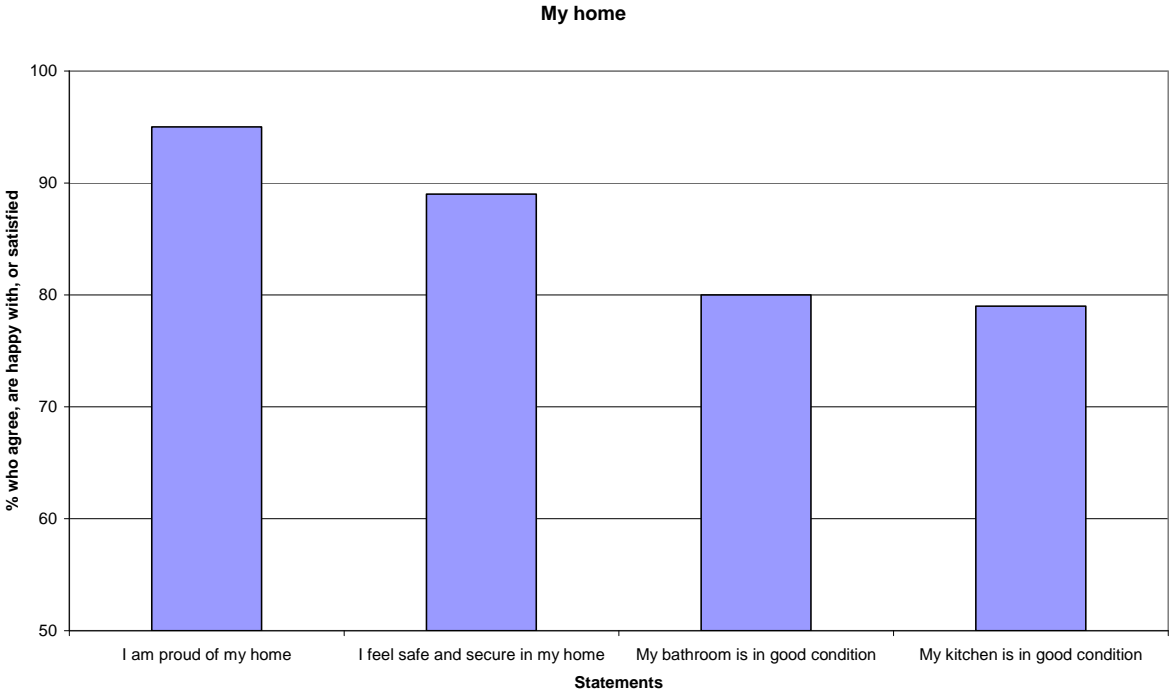
5.0 PRIORITIES FOR SERVICE IMPROVEMENTS

- 5.1 The top three priorities for service improvements are:

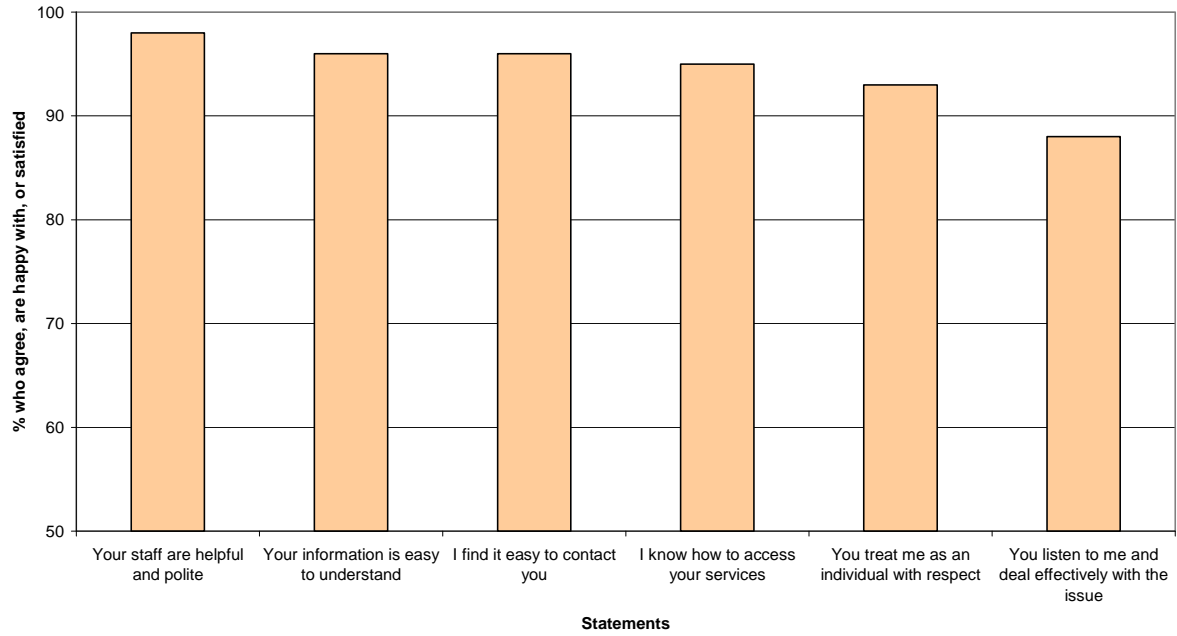
- 1st Make heating more affordable
- 2nd More new homes for people who need them
- 3rd More action on nuisance neighbours

6.0 RESULTS CHARTS

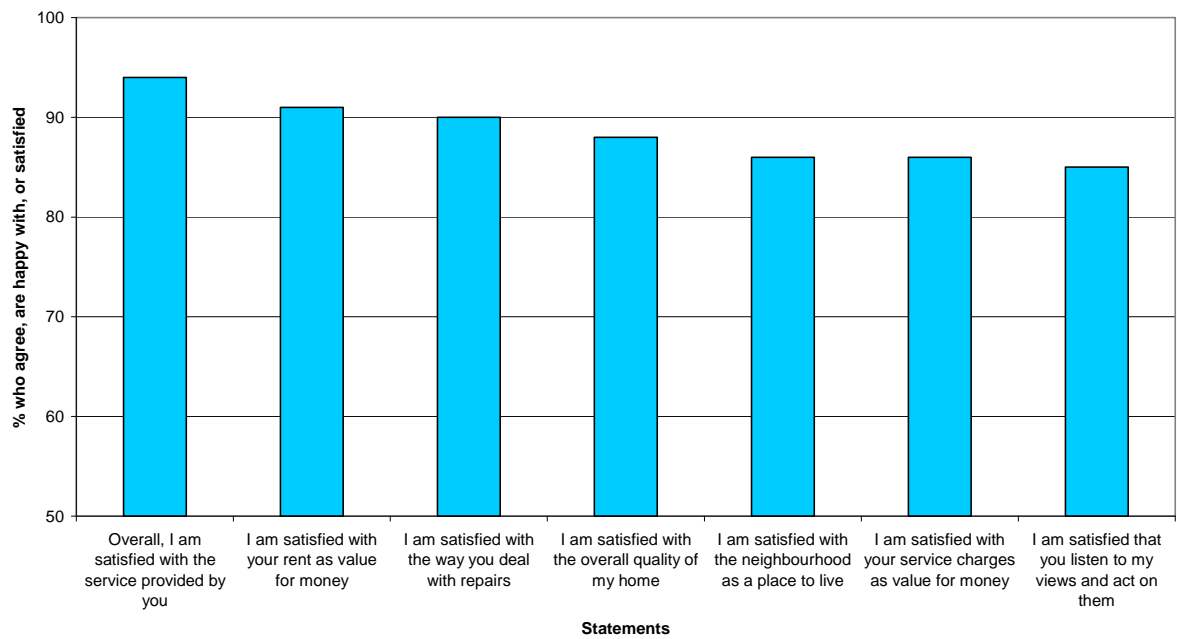
6.1 Main survey



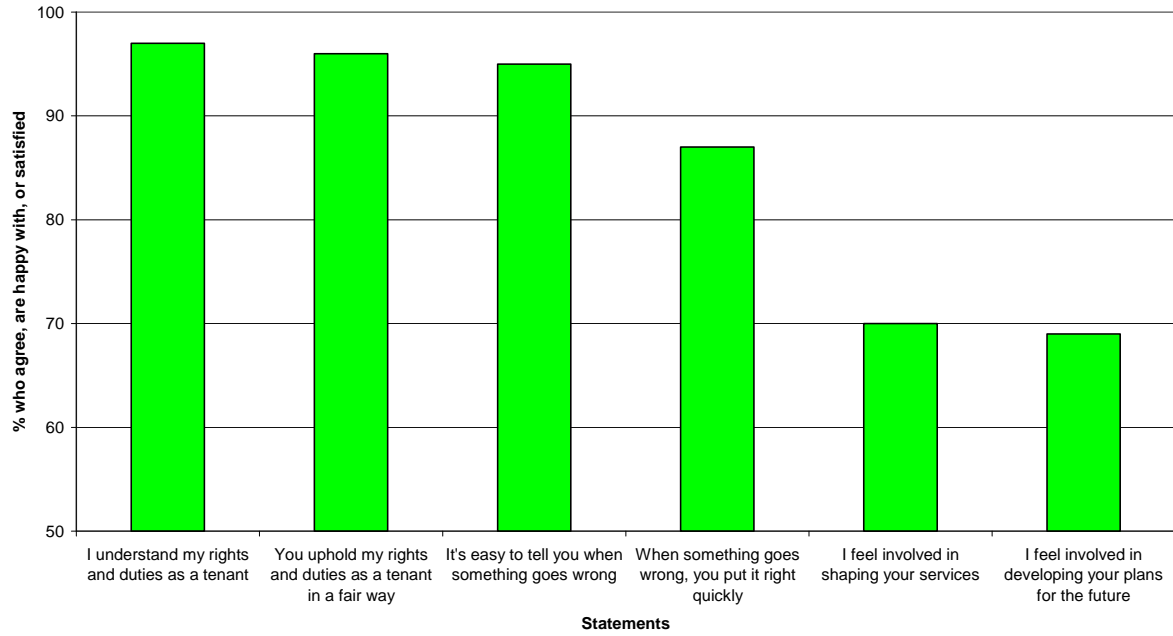
The information we provide and contacting us



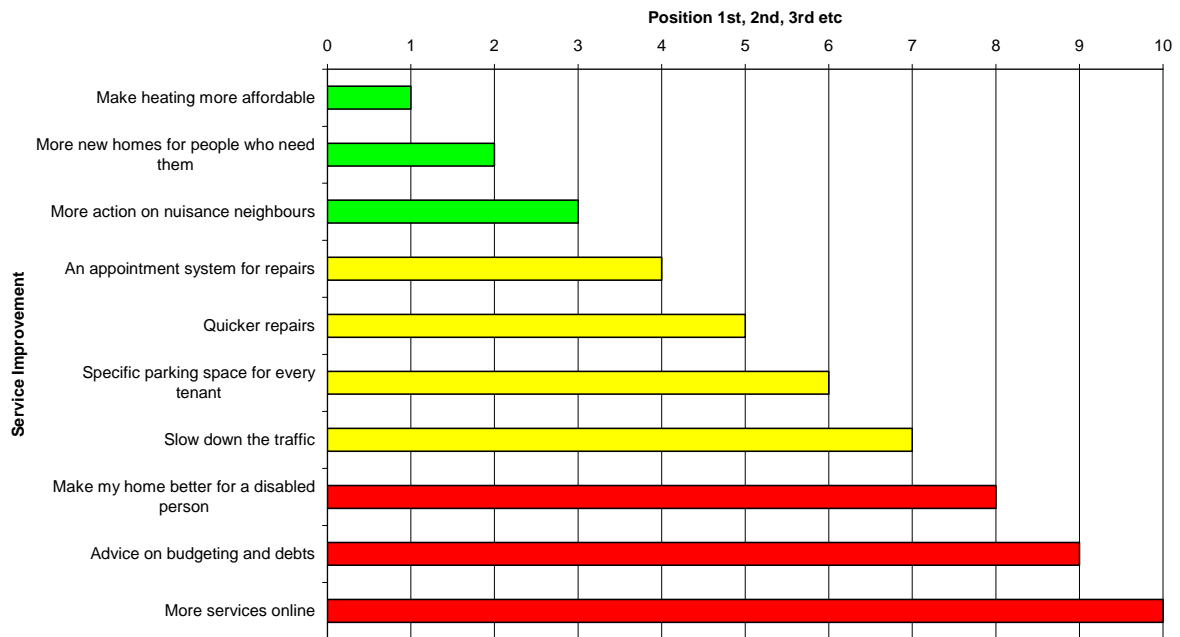
UK STAR



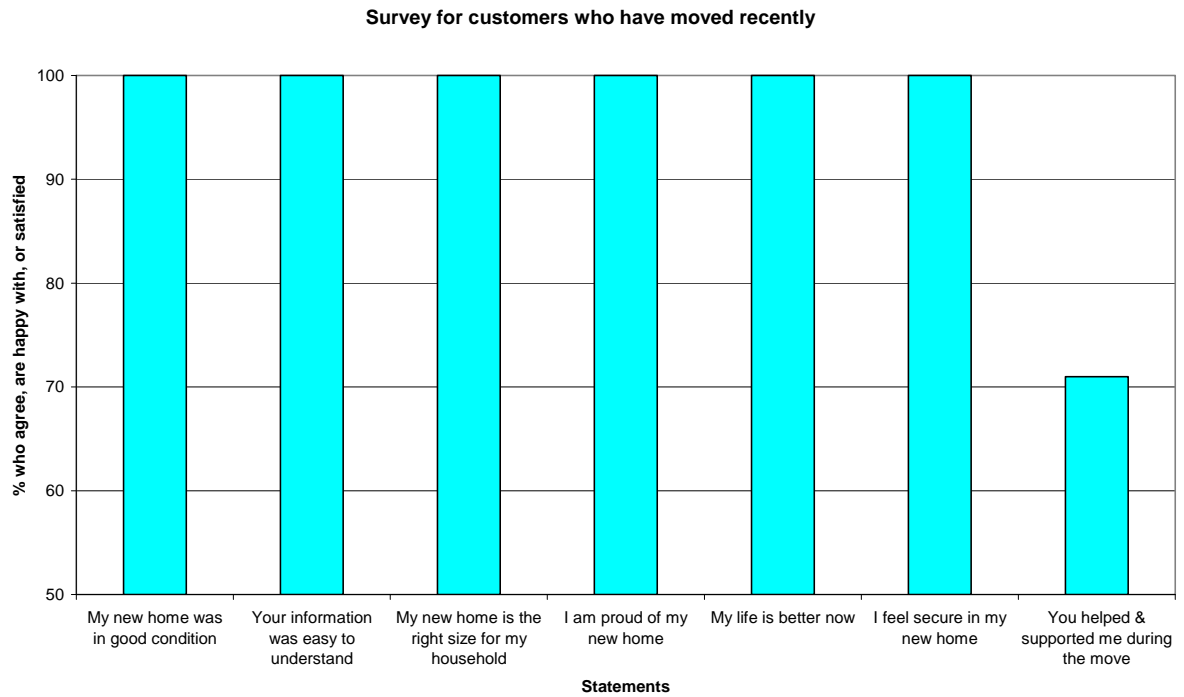
Wales Self Assessment



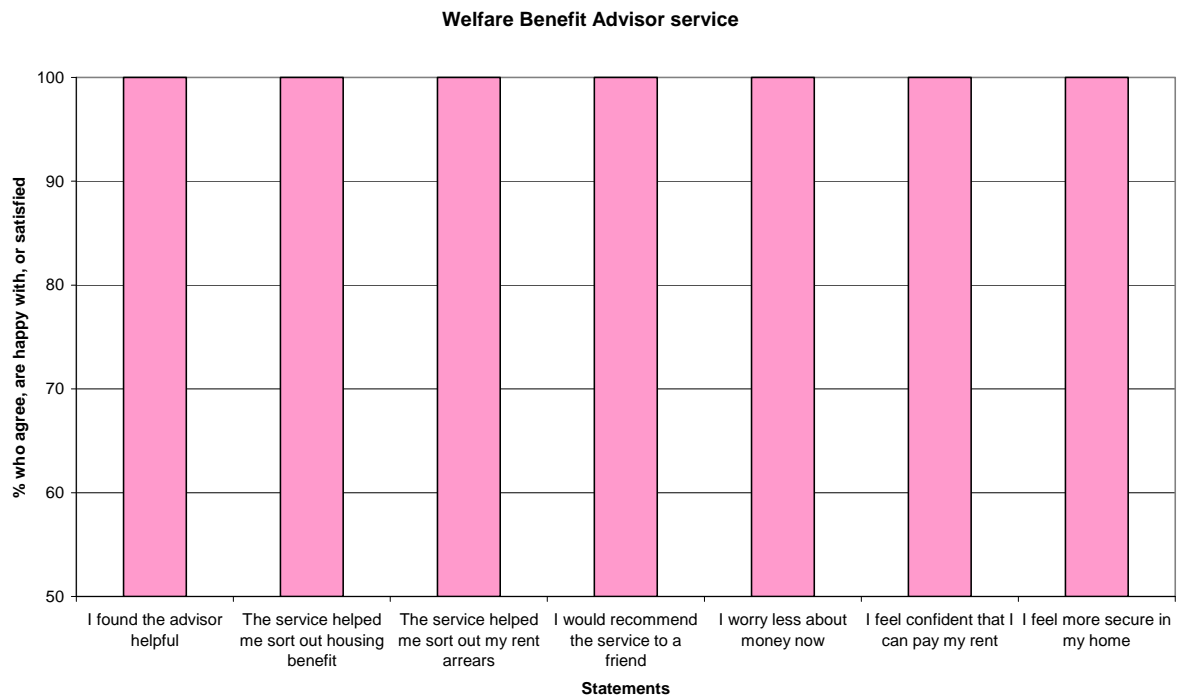
Your priorities for service improvements



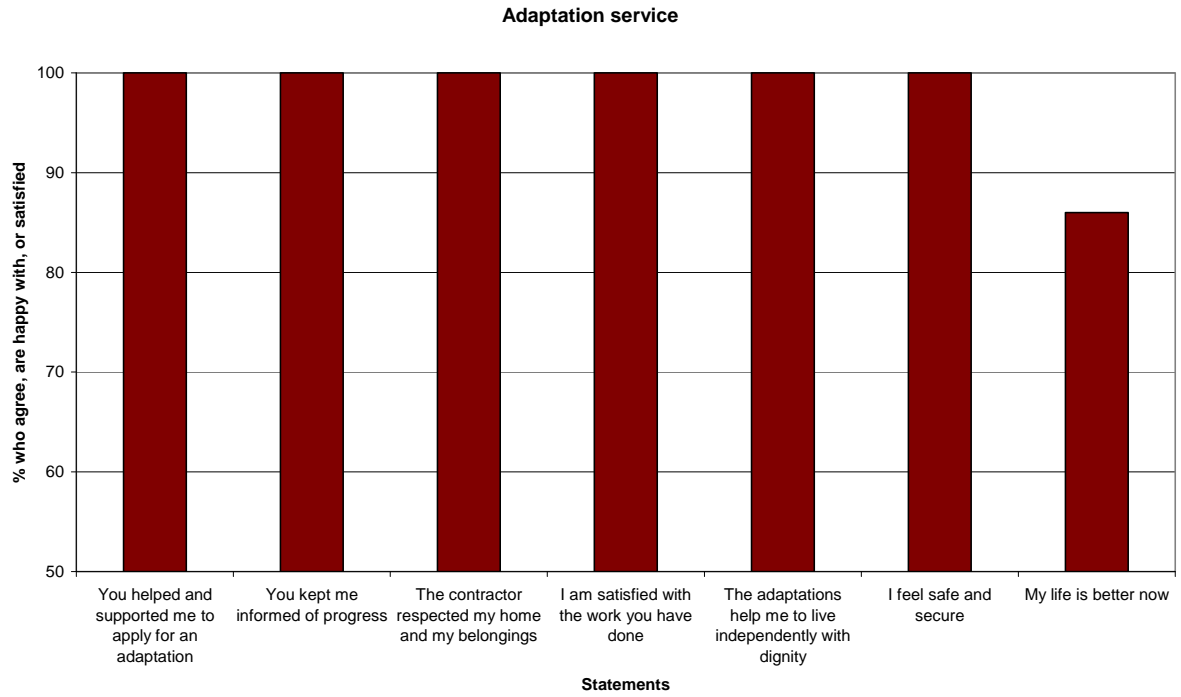
6.2 Customers who have moved recently



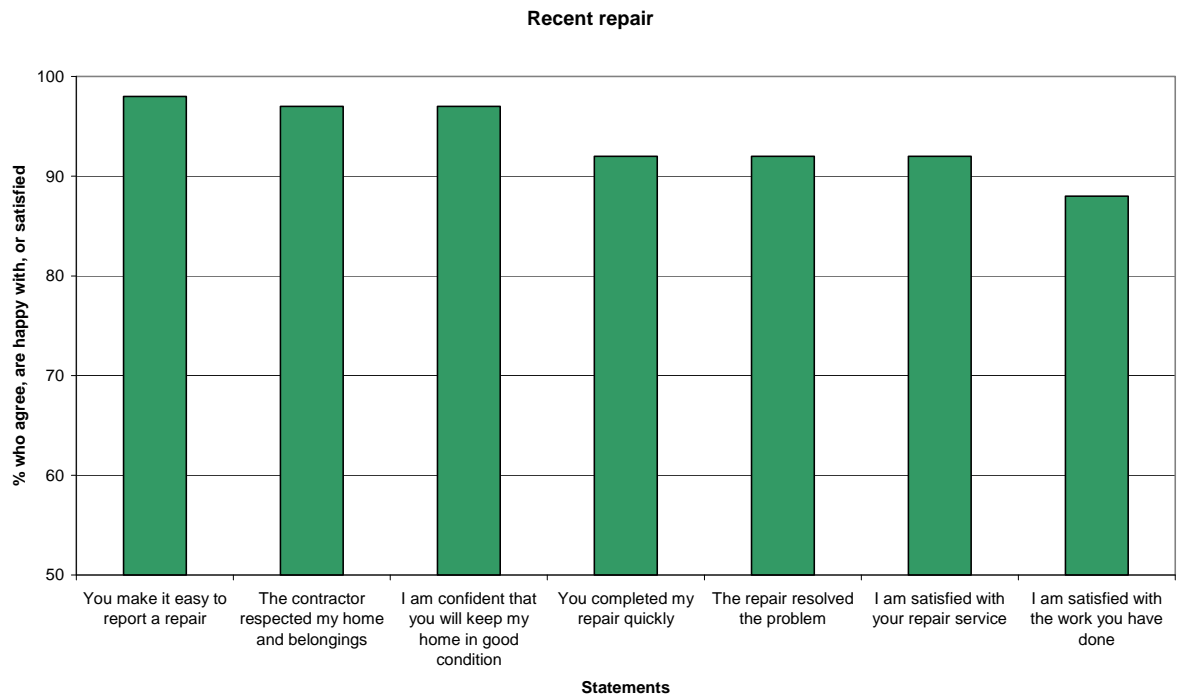
6.3 Customers who received advice from the Welfare Benefits Advisor service recently



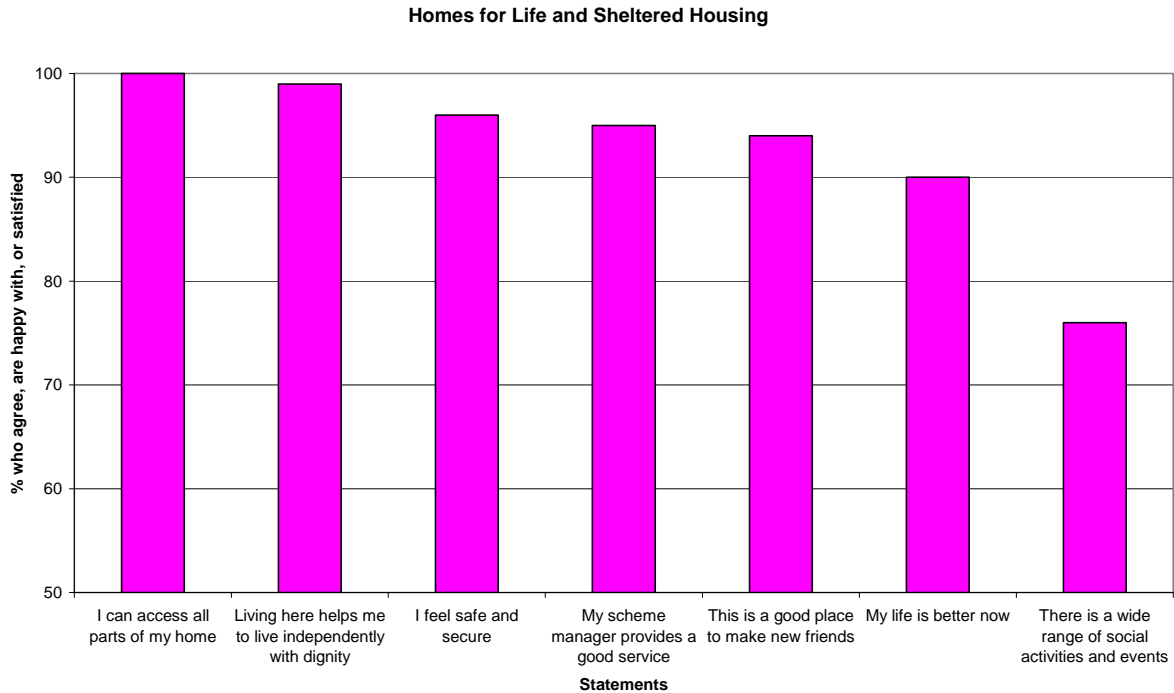
6.4 People who have had an adaptation in their home recently



6.5 People who have had a repair in their home recently



6.6 Customers who live in sheltered housing or “Homes for Life” schemes.



7.0 WRITTEN CUSTOMER FEEDBACK

Every survey form had a space for people to add in any comments, or suggestions how we could improve their home, their neighbourhood, or our services. People were also invited to explain the difference their home, neighbourhood, or our services have made. Nearly 200 people took the opportunity to give feedback this way. A sample of responses is given below.

I am delighted with my home and neighbourhood, gardeners are not very satisfactory. Ideal for bus/rail travel.

It would be nice if we had a communal room where we could get to know one another.

I honestly can't think of anything that needs changing. I am extremely happy with my house and I have also been told that I will be having a bathroom and kitchen upgrade next year.

The services provided by you, stairlift and panic button, have greatly improved my daily life which I am grateful for.

Keep doing what you are doing as you think and cover every angle about making a tenant “Happy” thanks.

I am now close to my daughter and so grateful to you all.

After 8 years on the list I finally got a house! It's already made a big difference financially, as I am saving £200 a month in rent. We do need more homes for local people as I know of many families who are in the situation I used to be in.

At Hanover Court we are desperate for a stairlift. There are at least 8 tenants out of 12 on the same floor as myself who are finding the stairs very difficult to cope with.

LPG gas is really expensive and Flogas won't help towards a budgeting scheme. So you could help people like me budget better for that bill for example somewhere to pay into e.g. include in rent and money would be transferred to Flogas monthly ready for bill.

When doing these questionnaires it comes with a return envelope which is nice, don't give it up.

This is the first ever home of my own and it has helped me be more independent, but I am on disability and although I have got a shower you still have to climb over the bath to stand under it. I would like a shower unit installed.

I think you should provide all houses with downstairs toilets.

Make heating more affordable, solar panels would help keep the costs down.

My flat is level access which has made a world of difference to me.

I don't think young and older persons should be mixed in my experience.

Your programme for servicing our boiler is excellent and gives us peace of mind.

Pembrokeshire Housing look after their tenants as well as they possibly can. Most of the time.

The night storage heater is bad for over 55+ as heat control is impossible. Please give this your priority as gas is in the road and would help keep our house warm all over.

I have a 25 year old son, currently homeless. I would like to see more flats/homes for his age bracket.

Find a way to sort nuisance neighbours.

Repair staff are always polite and friendly.

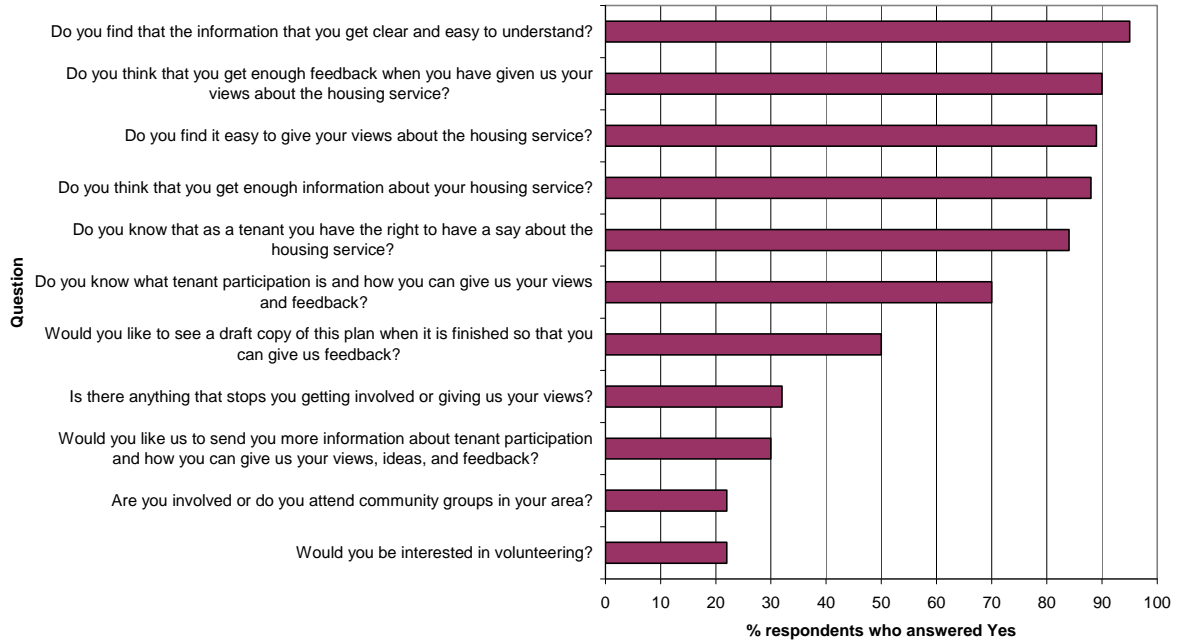
Repainting houses has seen a great improvement and was done without any inconvenience.

SUPPLEMENTARY INFORMATION

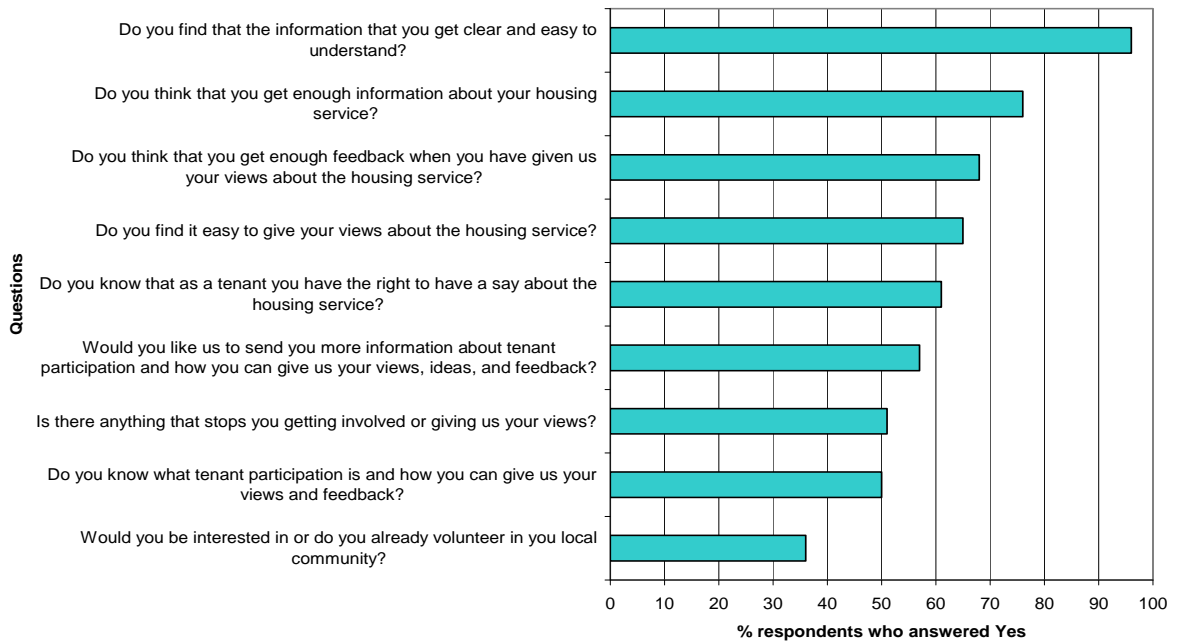
As well as the surveys mentioned above, customers have been asked for their views as part of the process of creating the new joint Tenant Participation Strategy for Pembrokeshire. The Board of Management, having seen combined results within the strategy, expressed an interest in seeking results for Pembrokeshire Housing tenants, minute BM56 refers.

There were 2 surveys, a postal survey and a telephone survey. 129 Pembrokeshire Housing tenants responded to the postal survey, and 51 Pembrokeshire Housing tenants were spoken to in the telephone survey

Tenant Participation Strategy - postal survey results



Tenant Participation Strategy - telephone survey results

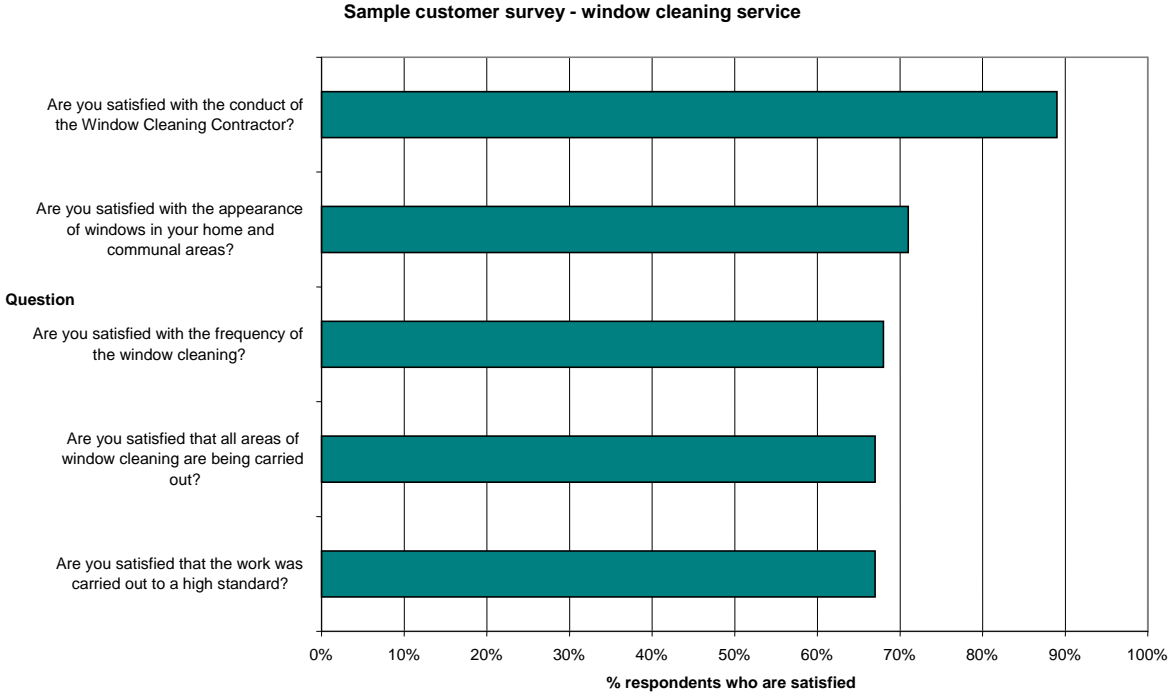


This year, following competitive tender, new contractors were appointed to provide grounds maintenance, cleaning of communal areas, and window cleaning services. Tenants pay for these services through service charges. Significant savings were obtained, minute BM139 refers.

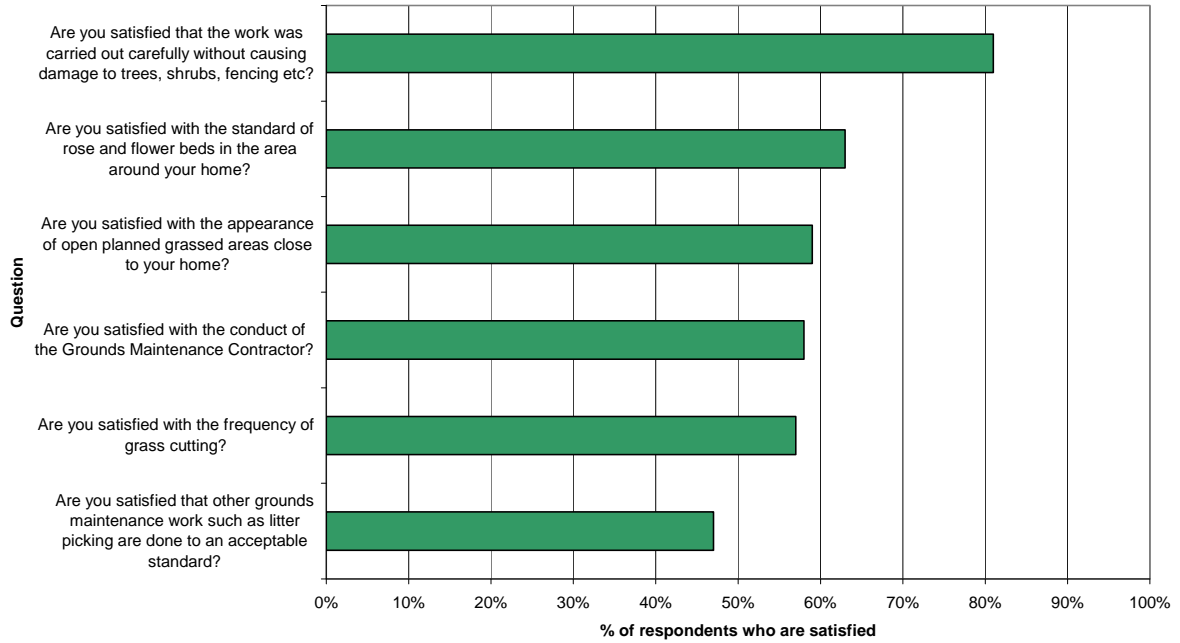
When the internal auditors reviewed service charges in April, it was recommended that tenant feedback should be sought regarding the quality of the work and satisfaction, and that this feedback should be fed into contractor monitoring meetings, minute 10.A23 refers

This has been done on a contractor by contractor basis and the results used to challenge contractors and put in place improvements where needed. The charts below show consolidated results for all contractors/contracts for customer feedback collected up until October.

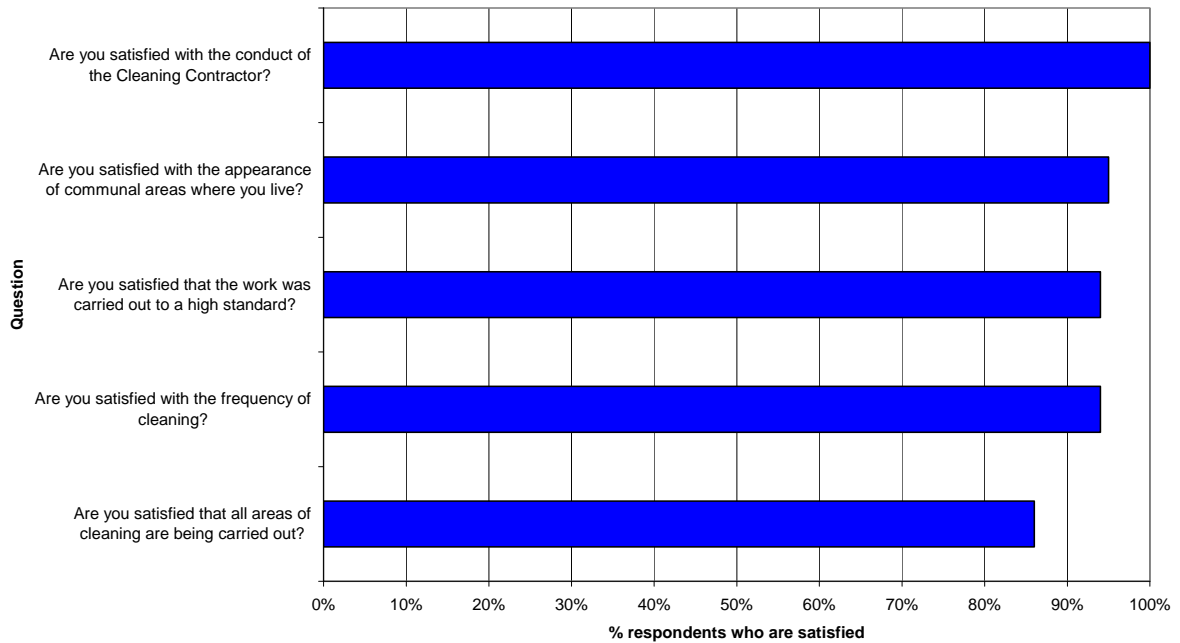
One grounds maintenance contractor, who successfully bid for most of the work, has failed to provide a satisfactory service, and as a result, work has been transferred to other contractors.



Sample Customer Survey - Grounds maintenance service



Sample customer survey - cleaning service



RECOMMENDATIONS

It is recommended;

(a) That the report be noted.

(b) The Director of Housing, with the Tenants Panel develop an action plan on the basis of the results

Graham Holmes
Director of Housing