

# Your Views



## Resident Satisfaction Survey 2023

### About the Survey

Between July and September 2023, many of you took part in an important survey.

The survey was carried out via postal and online questionnaires, by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Solihull Care Housing Association (SCHA) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.



The findings will provide a view of the main drivers behind satisfaction levels and the issues residents are most concerned about, informing SCHA's future strategic and operational planning.

This report contains key survey results regarding residents' opinions about their homes and the services received.

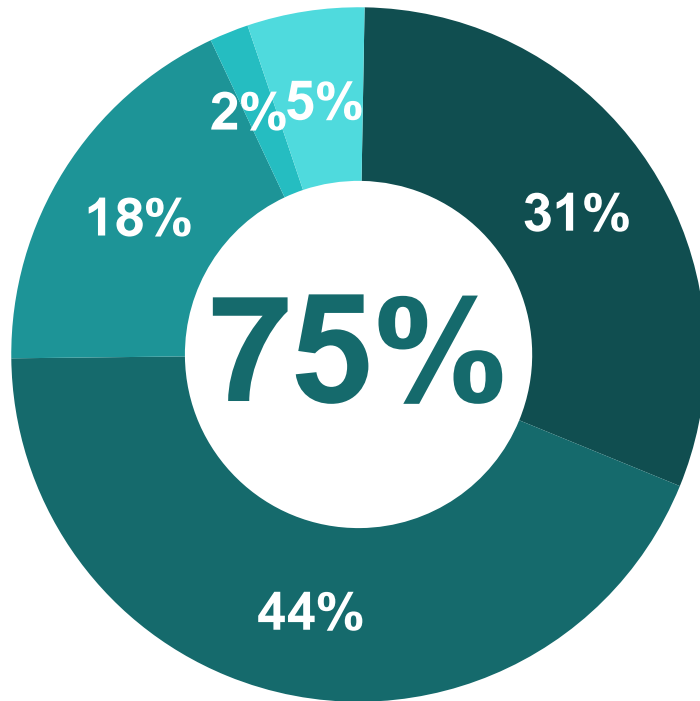


**A big thank you to everyone who took part!**

# Overall Service



Three-quarters of residents are satisfied with the overall service provided by SCHA (**75%**).



- Very satisfied
- Fairly satisfied
- Neither satisfied
- Fairly dissatisfied
- Very dissatisfied



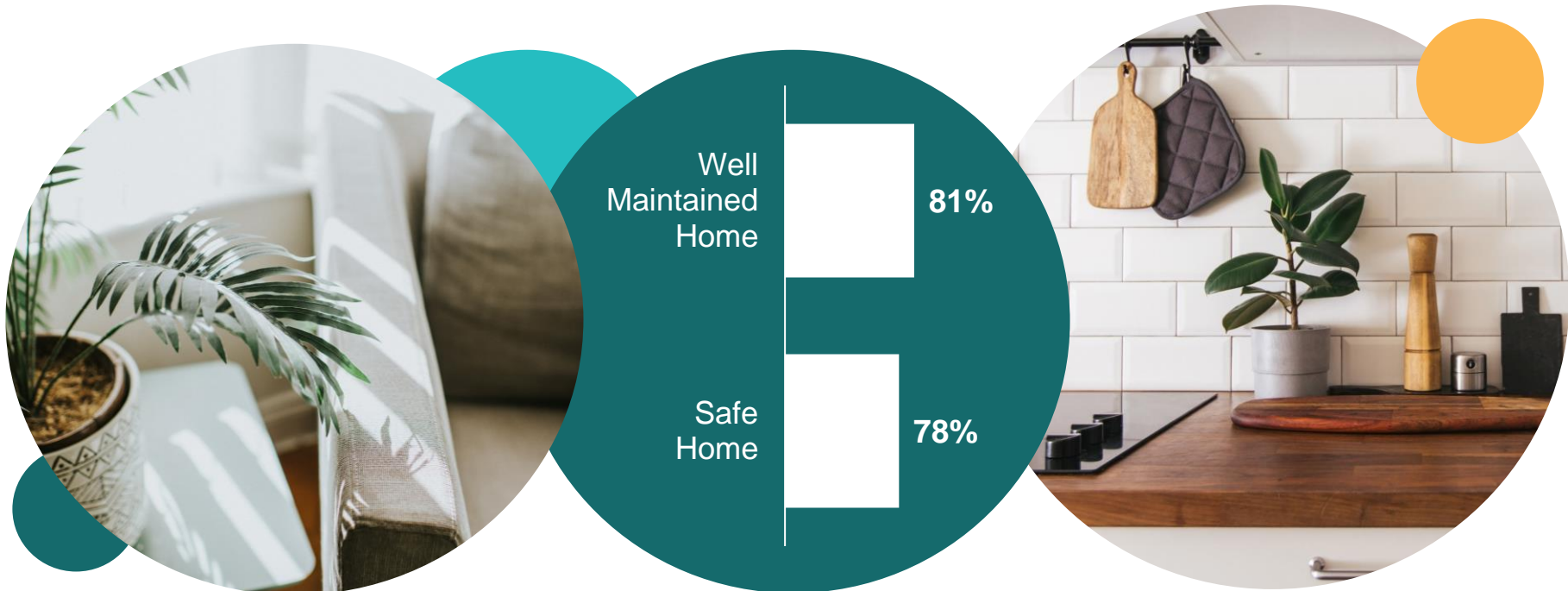
# The Home



Eight out of ten residents are satisfied that their homes are well maintained **(81%)**.



Over three-quarters of residents are satisfied that SCHA provides a home that is safe **(78%)**.



# Repairs Service



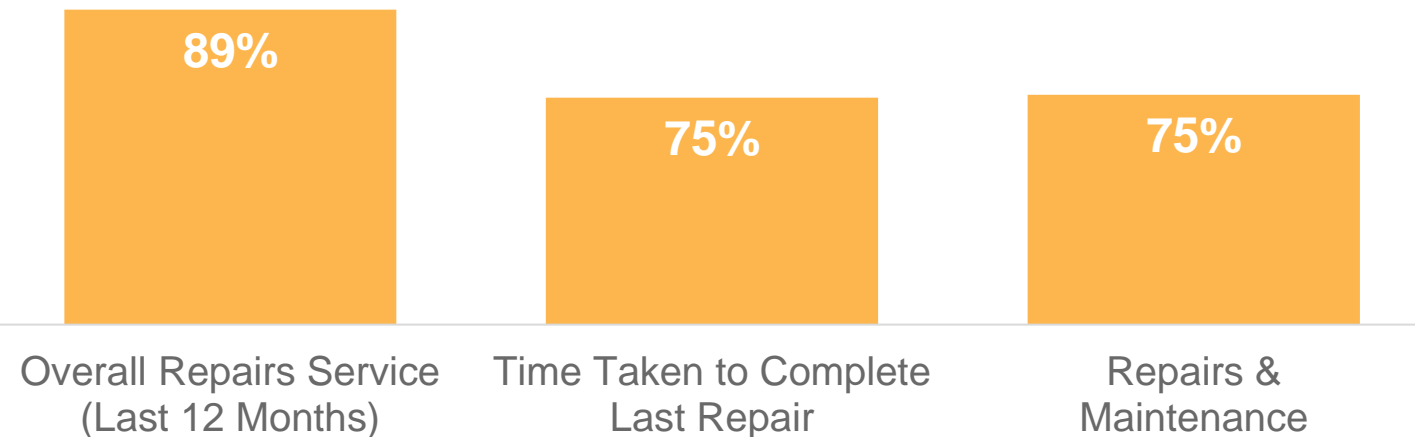
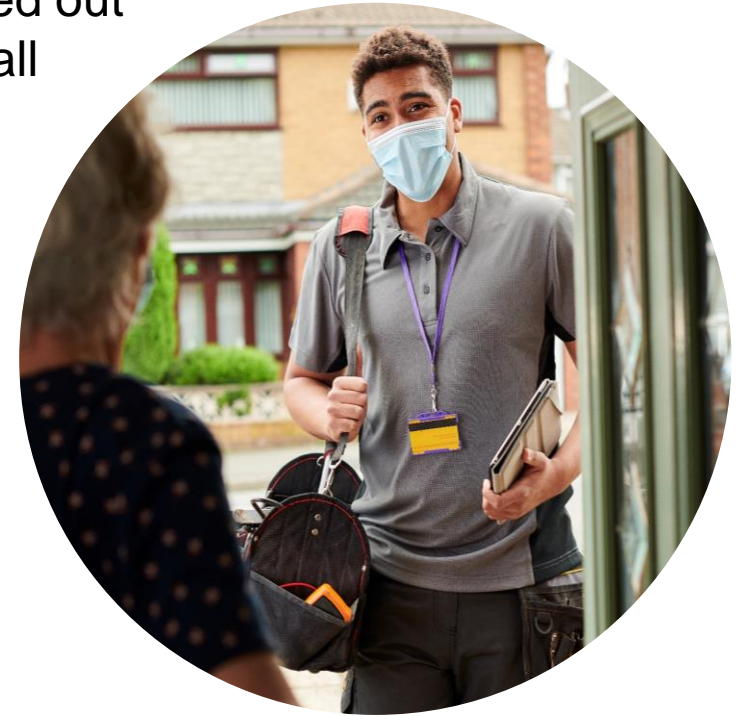
Nine out of ten residents who had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(89%)**.



Three-quarters of residents are satisfied with the time taken to complete their most recent repair after they reported it **(75%)**.



Some **75%** of residents are also satisfied with the way SCHA deals with repairs and maintenance generally.



**69%**  
of residents had a repair carried out to their homes in the last 12 months



If you would like further information, please contact SCH A via the website or call 0121 745 4281



# Neighbourhood Management



Three-quarters of residents with communal areas are satisfied that SCHA keeps them clean and well maintained (**76%**).



Fewer residents are satisfied that SCHA makes a positive contribution to their neighbourhood (**59%**).



# Communications and Resident engagement



Three-fifths of residents are satisfied that SCHA listens to their views and acts upon them **(60%)**.



Almost seven out of ten residents are satisfied that they are kept informed about things that matter to them **(67%)**.



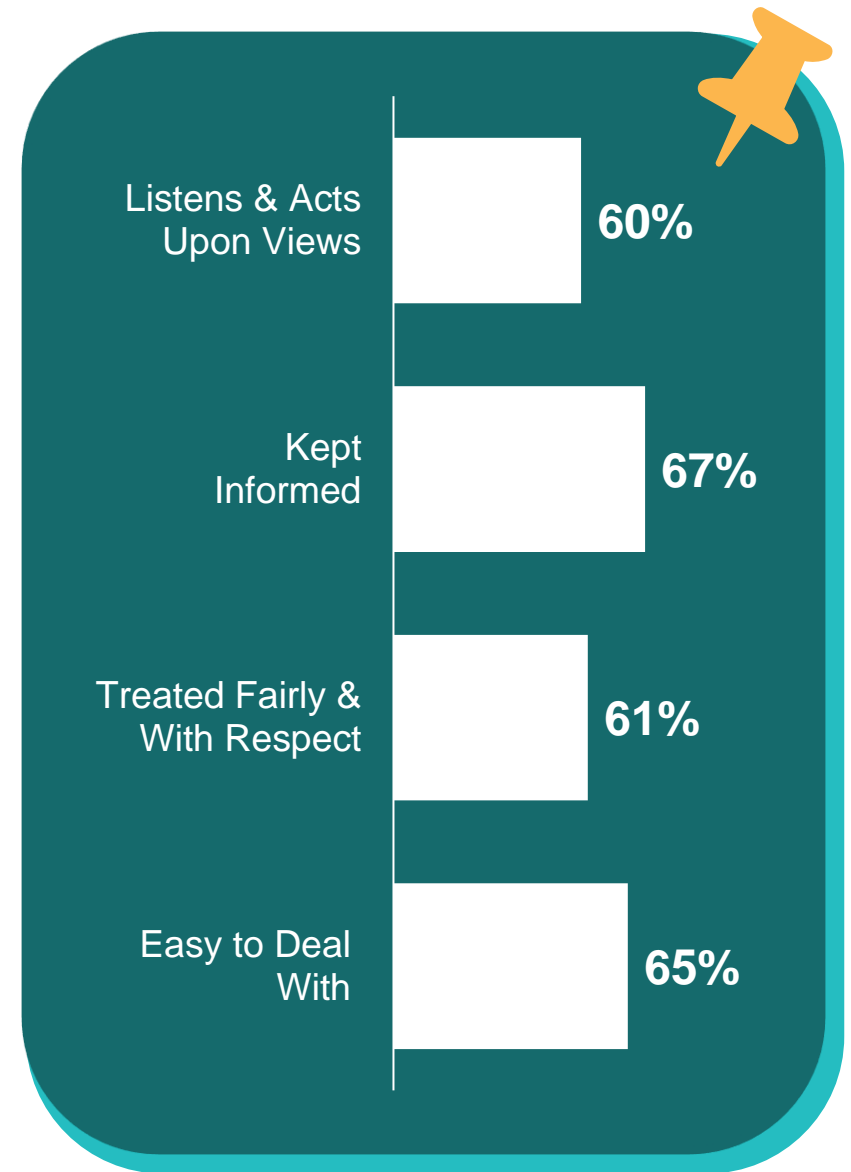
Six out of ten residents agree that SCHA treats them fairly and with respect **(61%)**.



Just under two-thirds of residents are satisfied that SCHA is easy to deal with **(65%)**.



Most residents would prefer to take part in future surveys by post **(62%)**, followed by online via an email link **(15%)**.



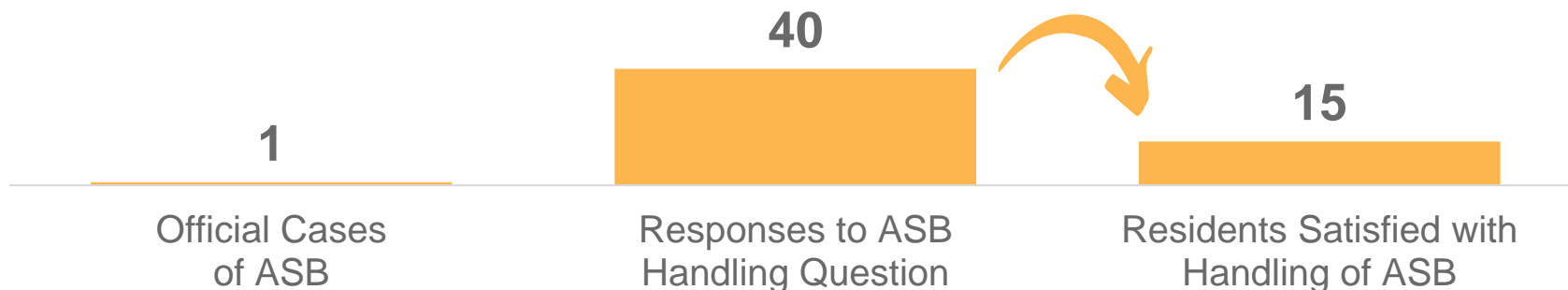
# Handling of Complaints and ASB



In the past year, SCHA has received no official complaints from residents. However, 11 residents who responded to the survey stated that they had made a complaint to SCHA in the last 12 months. Several service requests were received which these residents may have viewed as complaints. Of these residents, 4 are satisfied with SCHA's approach to handling complaints **(36%)**.



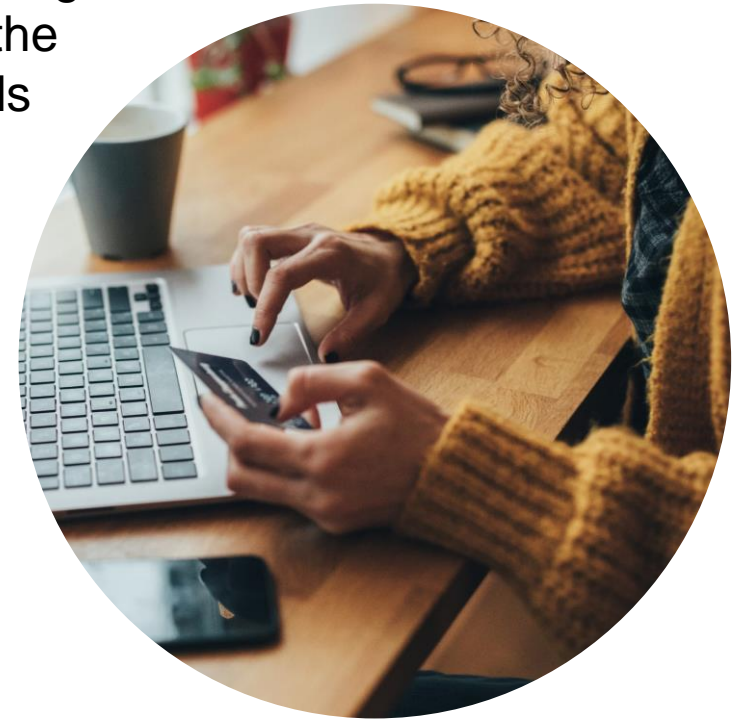
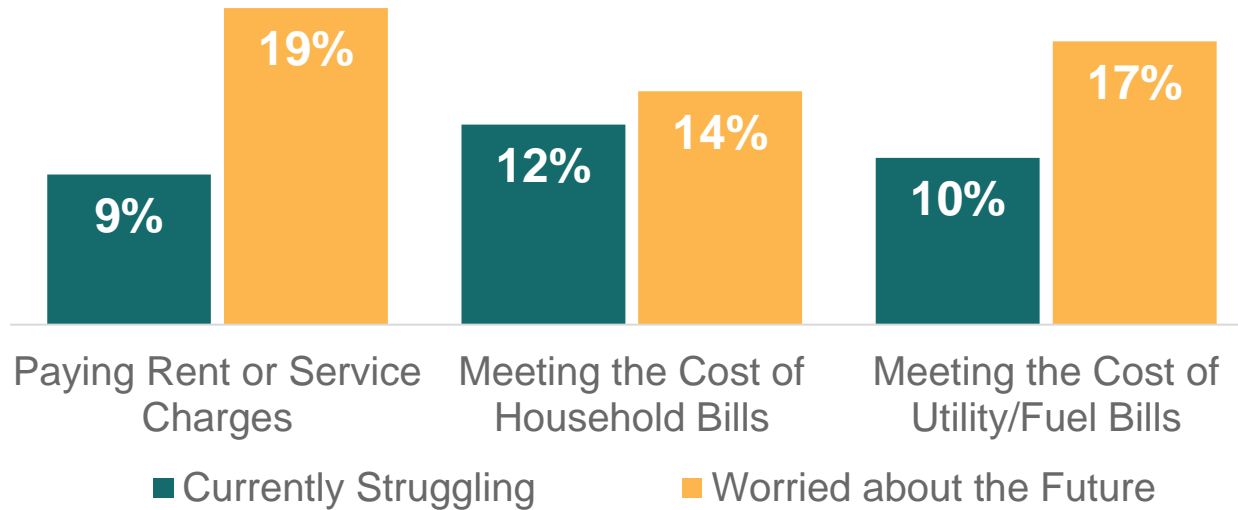
While SCHA has had 1 official case of anti-social behaviour in the last 12 months, 40 residents chose to answer a question about how SCHA deals with ASB. Of these residents, 15 are satisfied with SCHA's approach to handling ASB **(38%)**.



# Wellbeing



Around one in ten residents are currently struggling to pay their rent or service charges (**9%**), meet the costs of utility/fuel bills (**10%**) and household bills (**12%**). While some other residents are worried about making these payments in the future (between **14%** and **19%**).



**86%** of residents are satisfied with the energy efficiency of their homes



Just **3** residents said they currently have damp or mould issues in their homes. All of these residents have already reported the problem to SCHA.



# Recommending SCHA



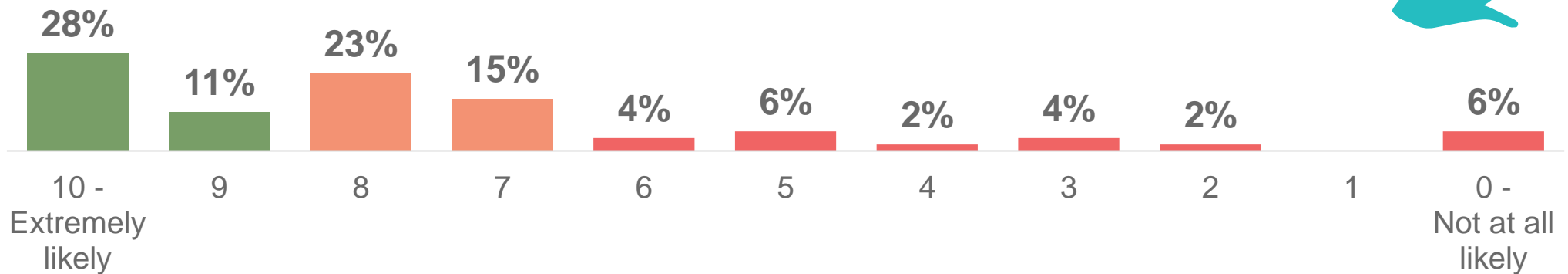
Residents were also asked how likely they would be to recommend SCHA to other people. This is a 0–10-point rating. Those who would recommend the association score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Four out of ten residents are very loyal and happy to recommend SCHA to other people (**40%**). However, **38%** of residents are unsure and **23%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for SCHA (the percentage of those who would recommend the association minus the percentage of those who would not) is **+17**.



If you would like further information, please contact SCHA via the website or call 0121 745 4281



# Residents' Comments

Residents were asked if there was one thing SCHA could improve and 23 residents gave comments.

Residents would like improvements to customer services and contact, neighbourhood problems and communal areas, including the time taken to resolve enquiries and the care provided by staff.

Residents not satisfied with their homes or communal areas were also asked to explain why and just 10 residents gave comments.

Residents most frequently commented upon the communal areas and grounds maintenance, including the quality of the cleaning service and overgrown gardens.

## Top comments – One thing to improve

Customer services & contact - Care, empathy, support etc	2
Customer services & contact - Time taken to resolve enquiry	2
Neighbourhood problems - Anti-social behaviour	2
Communal areas - Quality of cleaning service	2
Organisational policies - Mix of tenants or tenures	2
Grounds maintenance - Grounds maintenance generally	2
Manager negative - Overall manager service	2

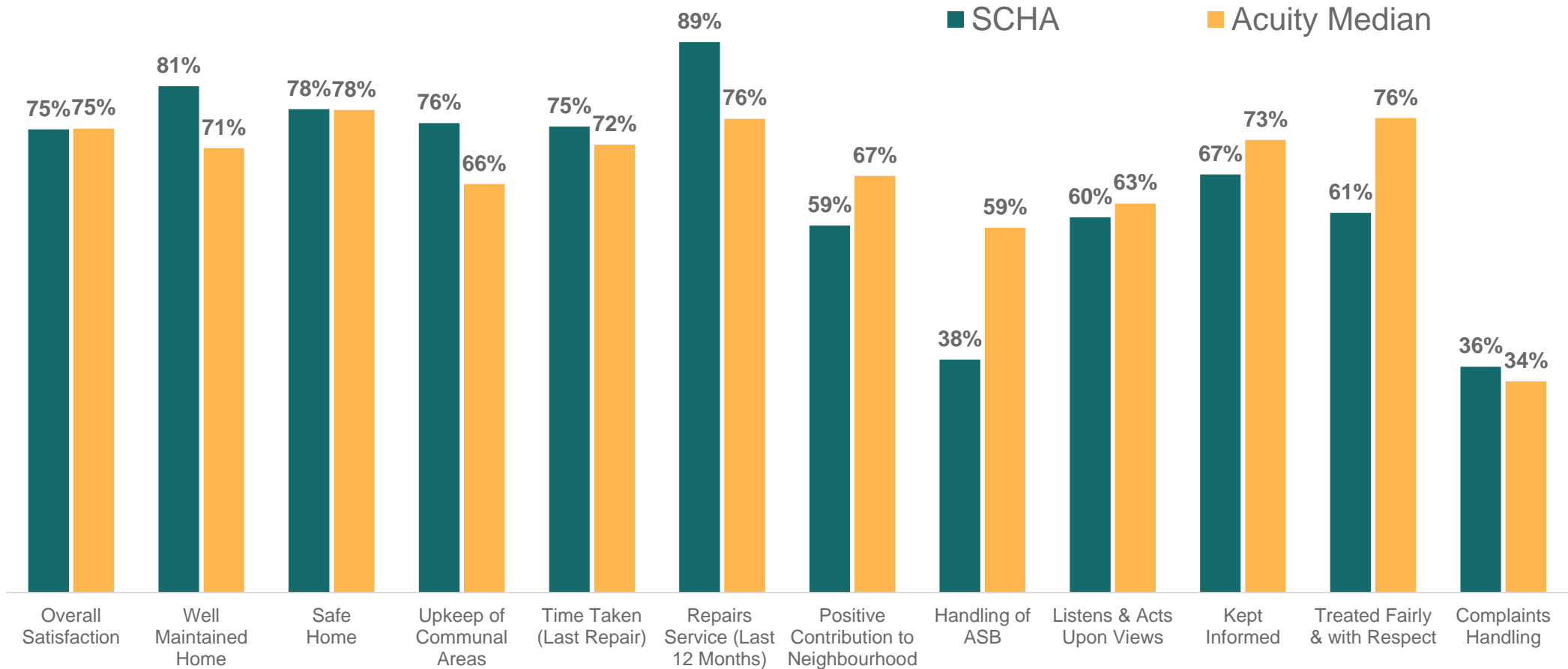
## Top comments – Not satisfied with home or communal areas

Communal areas - Quality of cleaning service	4
Grounds maintenance - Overgrown/neglected gardens	3
Communal areas - Decoration of communal areas	2
Communal areas - Maintenance of communal areas	2
Grounds maintenance - Bushes & hedges - maintenance/weeding	2
Tenant management - Value for money (rent/service charge)	2



# Comparisons with Other Landlords

The chart below compares the results for SCHA against around 70 other landlords that have carried out TSM surveys with Acuity during the year so far. SCHA is above the median for this group for 6 of the 12 comparable measures. This includes the handling of complaints (2% above the median) and the overall repairs service over the last 12 months (12% above the median).



If you would like further information, please contact SCHA via the website or call 0121 745 4281



# Your Views

SCHA appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we might contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work SCHA does to involve you in developing services. As well as publishing the results of the survey, SCHA plans to put the findings to good use by working with residents to further improve the services provided.



Thank you  
once again to  
everyone who  
took part.



Publish findings to  
residents



Use findings to plan  
and improve services,  
e.g., Customer  
services and  
communal areas



Involve residents in  
shaping service  
improvements

