

2015 Resident Satisfaction Survey Feedback

Priority areas for improvement – Summary Action Plan

Service Area	What the survey told us	Action (s)	Lead	Due by
Repairs and maintenance	Satisfaction with repairs and maintenance is increasing but it remains the main service priority for both tenants and homeowners.	<ul style="list-style-type: none"> • Use the Repairs Reference Group to get on-going feedback on residents' expectations of the repairs service and use this to drive service improvements. • Continue to use feedback received through on-going major work, day to day repairs and gas-servicing customer satisfaction surveys that are carried out on a rolling programme across the year, to improve services. • Build on the outcomes from the recent review of complaints handling, carried out by the Service Review Group, to ensure this is embedded in services. 	Property Services	
Customer Care and Access to Services	<p>Telephone contact continues to be the preferred method of contact.</p> <p>Usage of internet increasing.</p> <p>Overall satisfaction with services for tenants has increased slightly (74%).</p> <p>Overall satisfaction with services for homeowners remains the same as previous survey (43%).</p>	<ul style="list-style-type: none"> • Use Repairs, Housing Management, Leasehold Management reference groups to identify customer care improvements needed. • Continue mystery shopping programme to assess standard of customer care provided and feedback to management teams to drive improvements. • Feed results of survey into transformation programme aiming to make more services easily available on line. • Implement recommendations from recent review of complaints handling carried out by Service Review Group. • Continue to review areas and types of complaints to direct service improvement initiatives 	All Housing Services	

Resident Satisfaction Survey – Appendix 1

	Slight decrease in satisfaction for some feedback areas (e.g. ease of getting hold of right person and satisfaction with outcome of query).			
Communication and resident engagement	<p>Keeping tenants informed was identified as a key priority.</p> <p>Taking homeowners views into account was identified as a key priority.</p>	<ul style="list-style-type: none"> • Ensure residents are kept informed about housing services by making best use of Your Homes magazine; ensuring that articles are of interest to both tenants and homeowners. • Review Tenant and Homeowner pages on the council's website to ensure information meets the requirements of residents. • Use Repairs, Housing Management, Leasehold Management Reference Groups as channels to ensure that residents are kept up to date. 	All Housing Services	
Satisfaction with neighbourhood	Both tenants and homeowners view litter, rubbish and dogs as priority problems in their local area.	<ul style="list-style-type: none"> • Share information held in report with Street Environment Services as the issues raised reflect both services. • Use Housing Management and Leasehold Reference groups to get clearer information on whether these issues relate to the immediate environment on estates or to the wider surrounding area. 	Housing Operations	
Caretaking and estates services	<p>Overall satisfaction with caretaking service is high and broadly the same as previous survey (80%).</p> <p>Decrease in satisfaction from tenants with certain parts of caretaking service (e.g. helpfulness of staff and keeping internal and external areas tidy).</p>	<ul style="list-style-type: none"> • Investigate issues further through discussion at the Housing Management Reference Group. • Re-introduce caretaking inspections by residents to get regular feedback on key aspects of the caretaking service. • Housing Operations Management Team to investigate the reasons for the decrease in satisfaction for certain areas of service. 	Housing Operations	

Resident Satisfaction Survey – Appendix 1

Value for money	<p>Value for money for service charges is a key priority for homeowners.</p> <p>The majority of tenants are satisfied that their rent is value for money (74%).</p>	<ul style="list-style-type: none"> • Discuss at Leasehold Management Reference Group to identify what specific value for money improvements they would like to see made. • Improve communications with homeowners on how service charges are calculated and the financial impact and other implications of buying a leasehold property from the council. • Improve notes that accompany bills and/or bill layout to provide more detailed information on how service charges are calculated. 	Home Ownership Services/Partners Home Ownership Services	
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