

## **OVERVIEW AND SCRUTINY TASK GROUP - QUALITY OF HOUSING PROVIDED BY SOCIAL LANDLORDS**

THURSDAY, 18TH OCTOBER 2018, 6.30 PM  
COMMITTEE ROOM 1, TOWN HALL, CHORLEY

The following reports were tabled the above meeting of the Overview and Scrutiny Task Group - Quality of housing provided by social landlords.

3      **Presentation of the Tenant Survey results (Pages 3 - 34)**

Scott Butterfield and James Mulvaney from in:fusion will present the findings of the survey.

GARY HALL  
CHIEF EXECUTIVE

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# **Chorley Council Social Housing Tenant Survey 2018**

**Scott Butterfield  
James Mulvaney**

**in:**fusion

# Infusion Research

## Who are we and what do we do?

- Mini market research team sitting within the Corporate Delivery Unit of Blackpool Council
- Running for over 13 years across Lancashire, moved to Blackpool in January 2016
- Fieldwork pool
- We'll deliver anything vaguely research-related – resident and staff surveys are popular but we do lots of other work
- We're not in it for a profit though, purely cost recovery within the public sector

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# Background

Commissioned by Chorley Council in April 2018 to conduct a survey with social housing tenants across the borough. The aim was:

- To inform a scrutiny review focusing on housing associations and
- To review feedback from social housing tenants around customer service, property, maintenance standards and engagement.

# Method

- Paper submissions, with the choice to complete online
- Free reply paid envelopes, responses direct to Infusion
- Responses collected across a 4 week period in May/June 2018

# Who responded?

731 responses from a total mail-out of 4000

- 423 Chorley Community Housing
- 217 Places for People
- 61 Accent
- 17 New Progress
- 13 Onward

# Response rate

Overall response rate of 18.3% from a total mail-out of 4000

- 20.5% Chorley Community Housing
- 15.9% Places for People
- 18.1% Accent
- 13.4% New Progress
- 12.1% Onward



# Customer service

## Key statistics

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# Customer service

## Key statistics

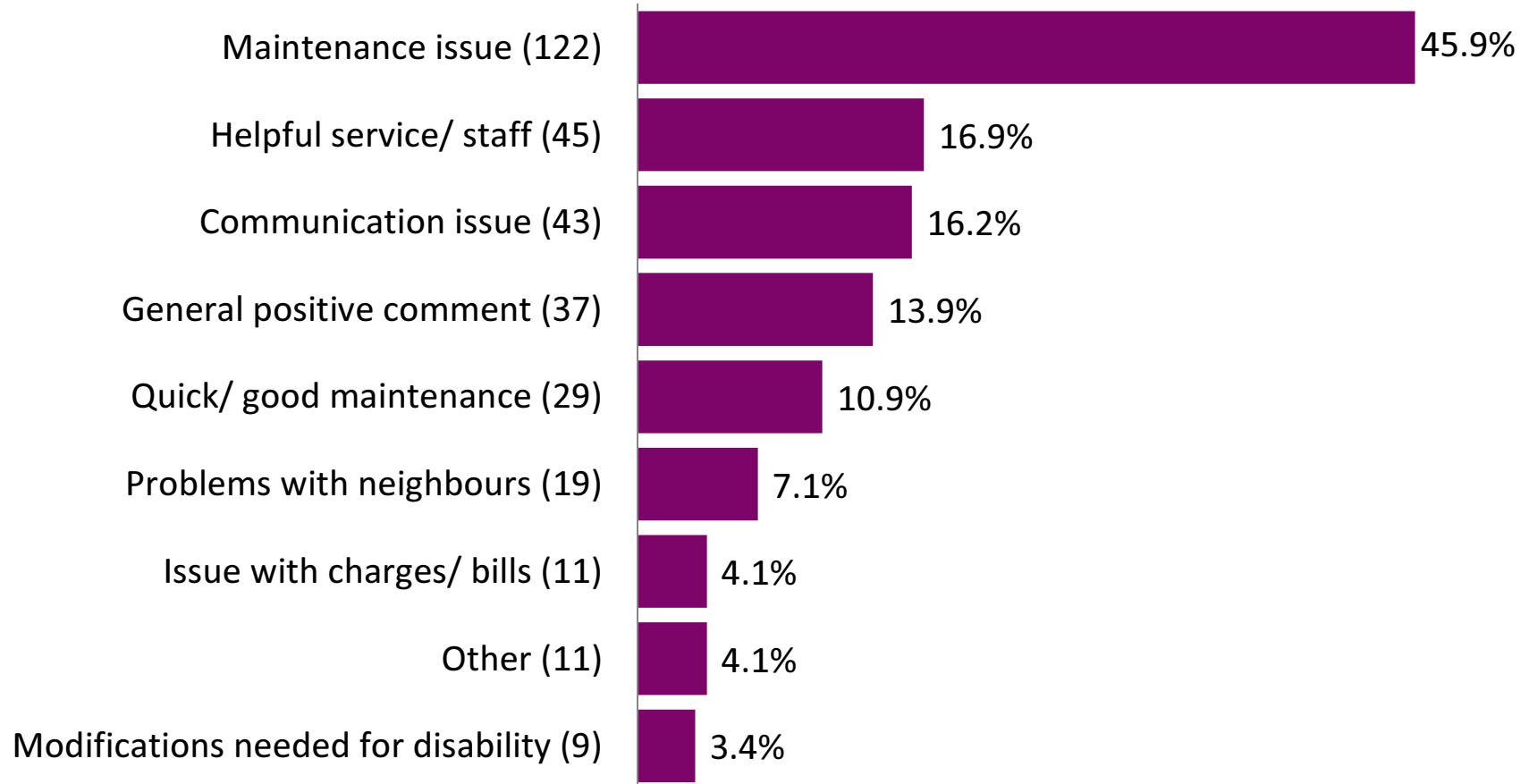
**81.9%** of tenants were satisfied with the initial speed of response with their HA

**72.1%** of tenants were satisfied with the speed of progress/ resolution with their HA

**83.9%** of tenants were satisfied with the helpfulness of staff at their HA

**79.5%** of tenants were satisfied overall with how their contact is dealt with their HA

# Customer service Comments



# Customer service

## Comments

- *“Whenever I need to report a repair, I am met with politeness and helpful advice to deal with any emergency”*
- *“When you ring up about a repair it takes so long it can take up to a month before they come out and look at it. Then a couple of weeks before they do the job”*

# Property maintenance and standards

## Key statistics

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# Property maintenance and standards

## Key statistics

**72.9%** of tenants were satisfied with the standard of their property when they moved in

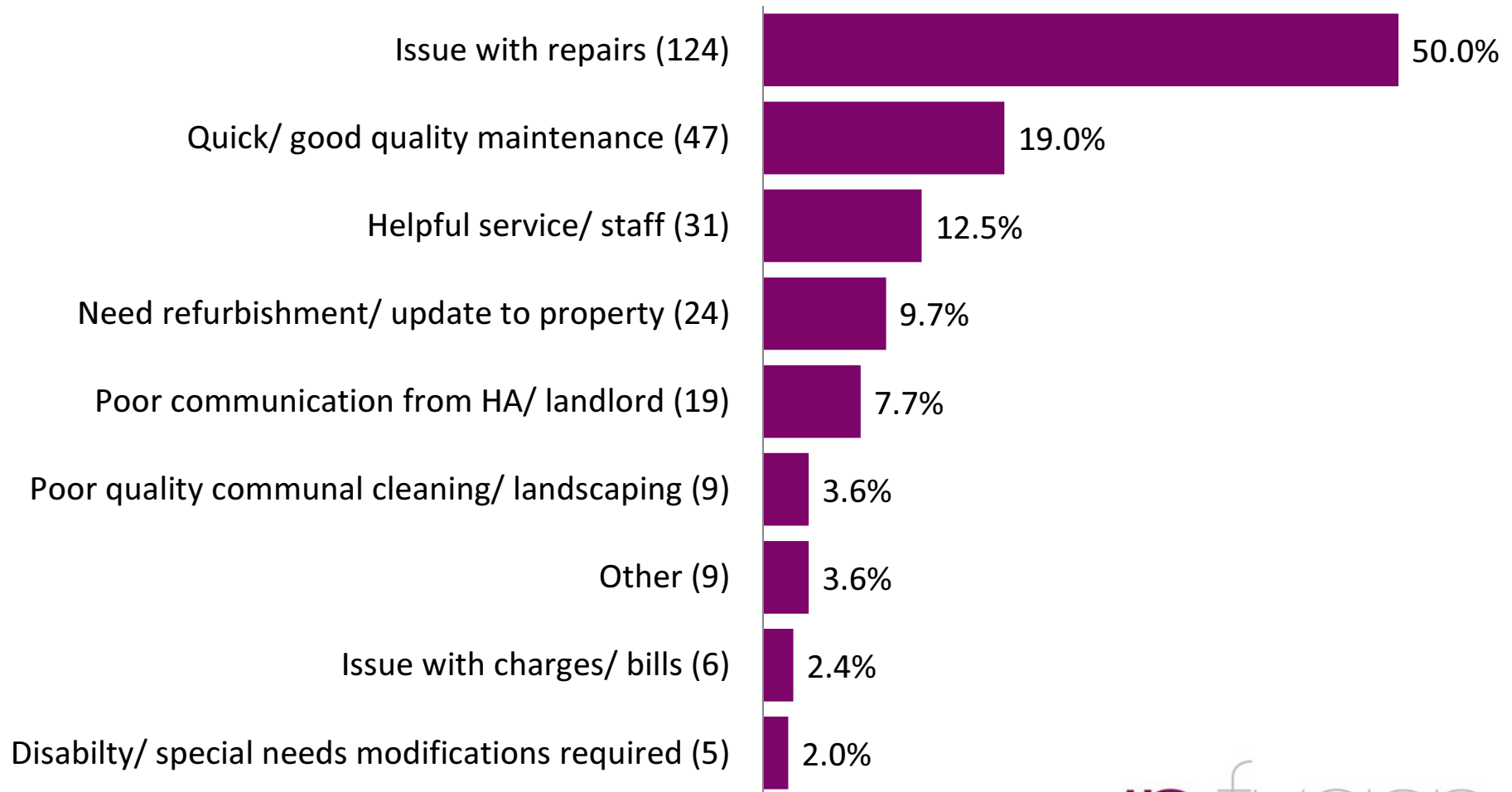
**73.4%** of tenants were satisfied with the general grounds maintenance and cleaning service for their communal areas

**77.8%** of tenants were satisfied with the overall quality of their property

**75.8%** of tenants were satisfied with the repairs and maintenance carried out on their property

# Property maintenance and standards

## Comments



# Property maintenance and standards

## Comments

- *“Nothing has been replaced in my property in 13 years. The standards have slipped a lot”*
- *“Although the quality of the build of the property was excellent. There was however some confusion over the snagging that needed doing - any that took place - that was of poor quality & not in line with the standard of the property. Poor finish on numerous things”*



# Engagement and communication

## Key statistics

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# Engagement and communication

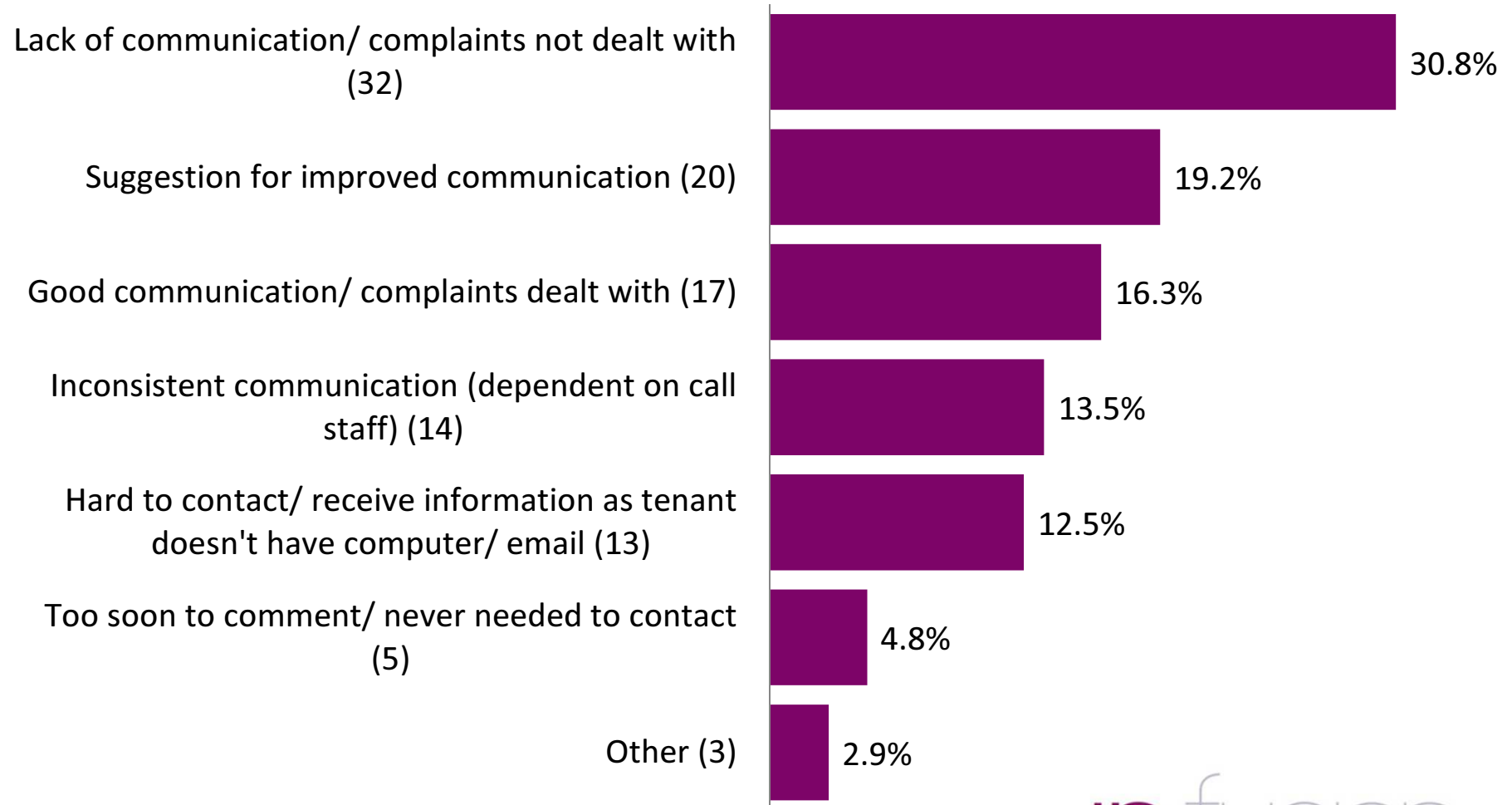
## Key statistics

**72.7%** of tenants agree that their HA keep them well informed about their services

**60.5%** of tenants agree that their HA provides opportunities for them to have their say

**52.7%** of tenants agree that their HA listens and acts on feedback

# Engagement and communication Comments



# Engagement and communication

## Comments

- *“I would like our landlord to be more communicative and listen to tenants on what we need and improvements”*
- *“They send out yearly information and I know I can contact them if I require any. I am happy with the service”*

# Neighbourhood

## Key statistics

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# Neighbourhood

## Key statistics

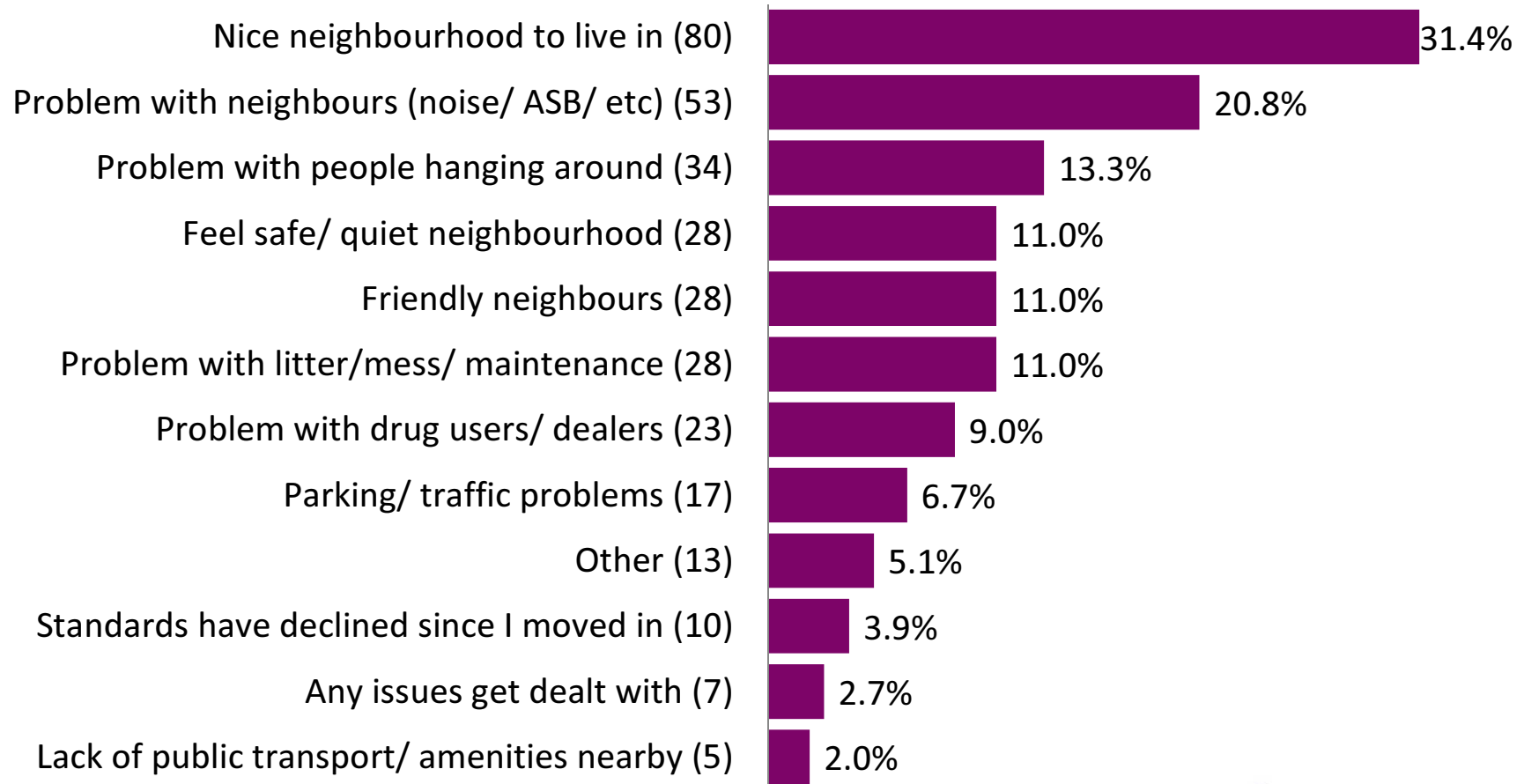
**85.0%** of tenants agree that their neighbourhood is a good place to live

**88.6%** of tenants agree that they feel safe in their neighbourhood during the day

**76.3%** of tenants agree that they feel safe in their neighbourhood during the night

**66.0%** of tenants agree that anti-social behaviour is dealt with in their neighbourhood

# Neighbourhood Comments



# Neighbourhood

## Comments

- *“My neighbourhood is very good with the exception of just two sets of neighbours”*
- *“Until recently it was a nice, friendly quiet neighbourhood”*
- *“This neighbourhood is supposed to be for over 55 year old. Last year a person in her 40s got a flat and has become a nuisance with her attitude”*



# Housing association

## Key statistics

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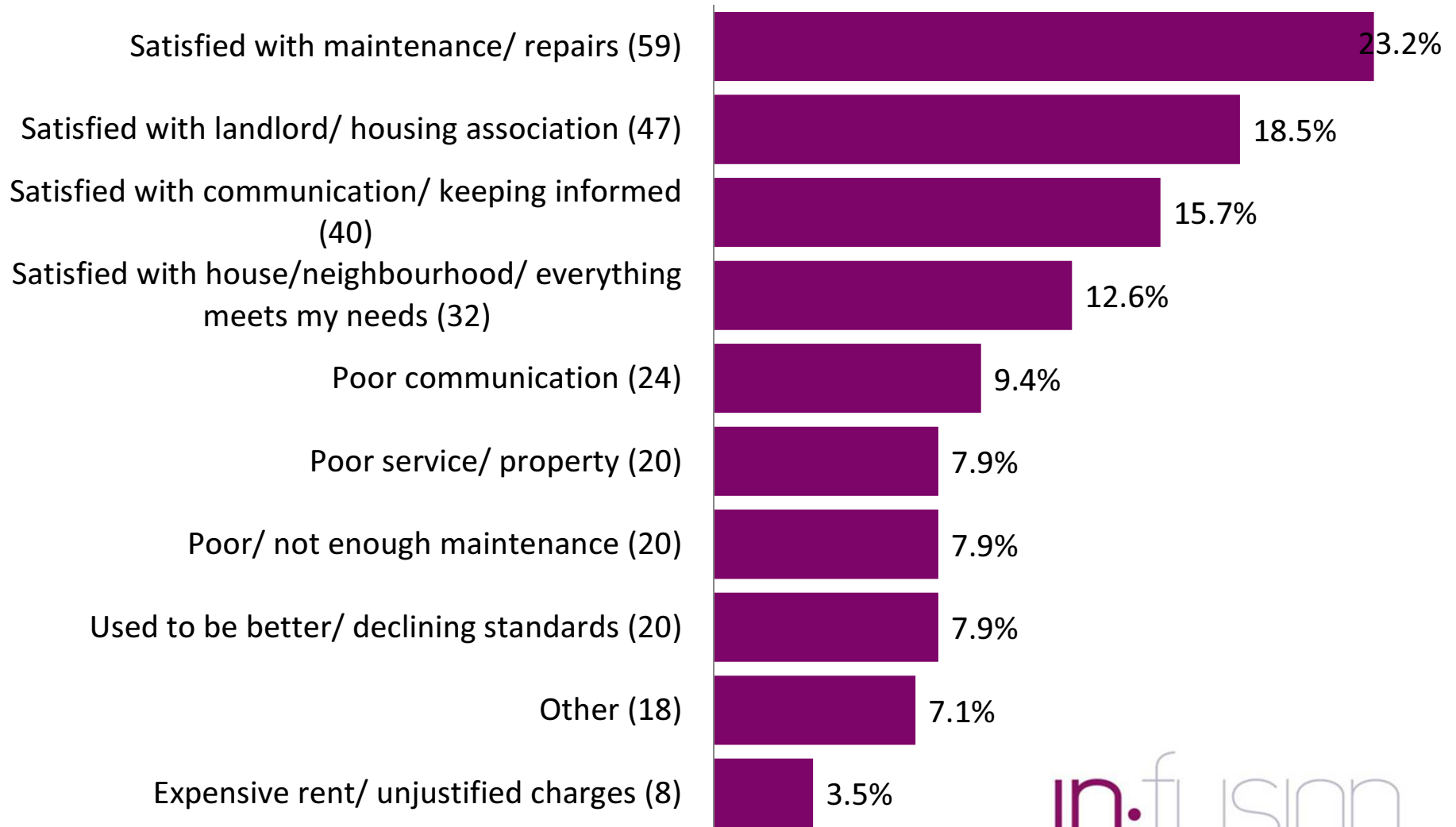
# Satisfaction with HA

**84.4%** Chorley Community Housing

**70.9%** Accent

**67.2%** Places for People

# Satisfaction with HA Comments



# Comments about HA

- *“Service is excellent. Properties are maintained to a high standard but allowed to make your property your own personal space”*
- *“Repairs are done but not within a reasonable timescale”*
- *“Basically paying for services which we don't get! And management fees for nothing!”*

# Future property needs

## Key statistics

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# Future property needs

## Key statistics

**81.1%** of tenants agree that their property meets their needs

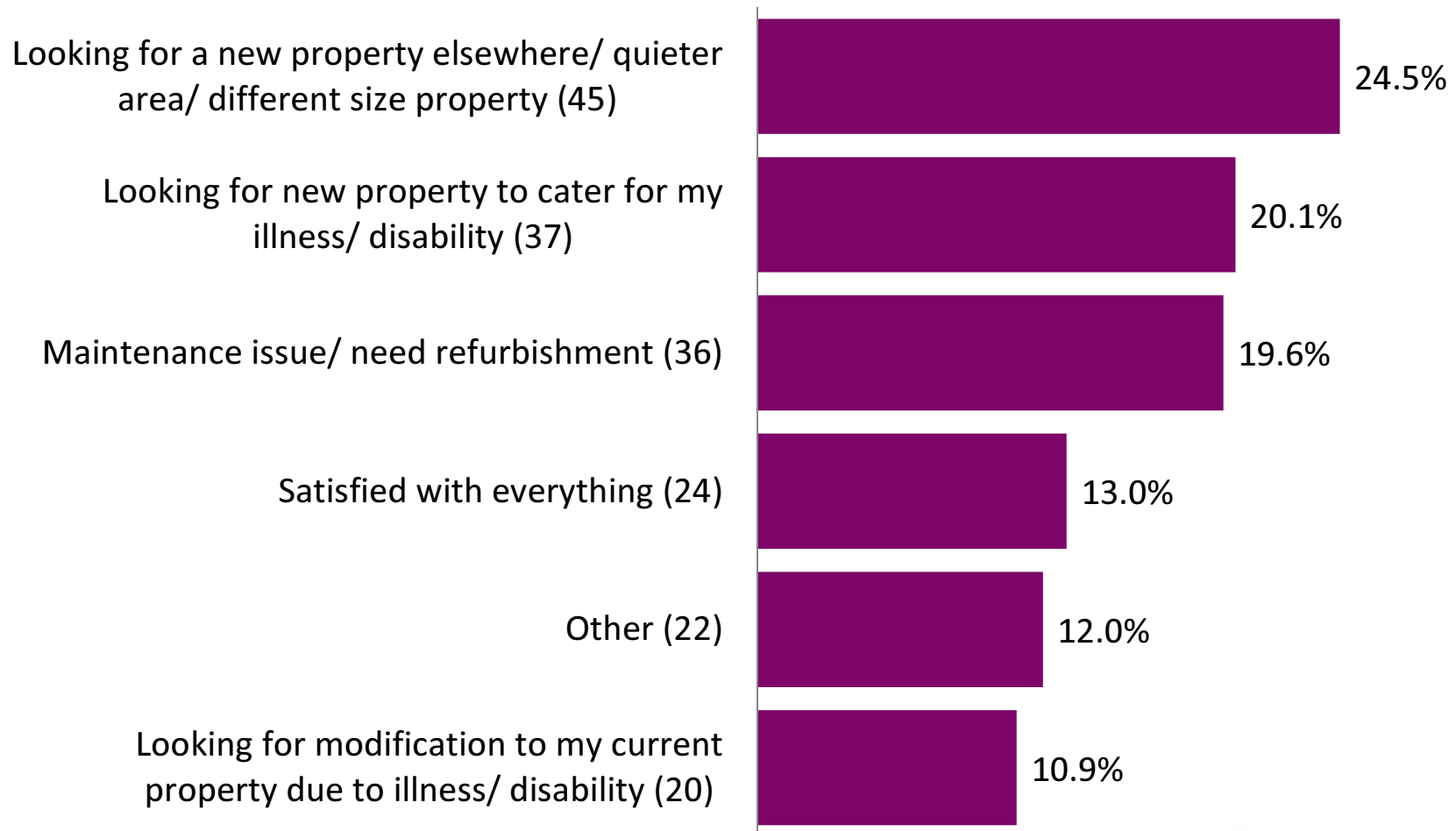
**83.5%** Chorley Community Housing

**77.1%** Places for People

**77.0%** Accent

# Future property needs

## Comments



# Future property needs

## Comments

- *“Due to my age will probably need ground floor flat for my wife & I”*
- *“Although we are happy with our flat and neighbours we would like to move into a bungalow with a small garden”*
- *“I am content with my flat and hope to live here for many years”*



# Synopsis

- General high levels of agreement throughout
- Tenants would like to see maintenance and repairs to be completed quicker
- Older and disabled residents were more likely to mention they would like to see more modifications to their property or a change of property to meet their needs

# Any questions?

If you want to find out more:

[Infusion@blackpool.gov.uk](mailto:Infusion@blackpool.gov.uk)

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