Chorley Council Social Housing Tenant Survey 2018
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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.

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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

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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

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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

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Customer service
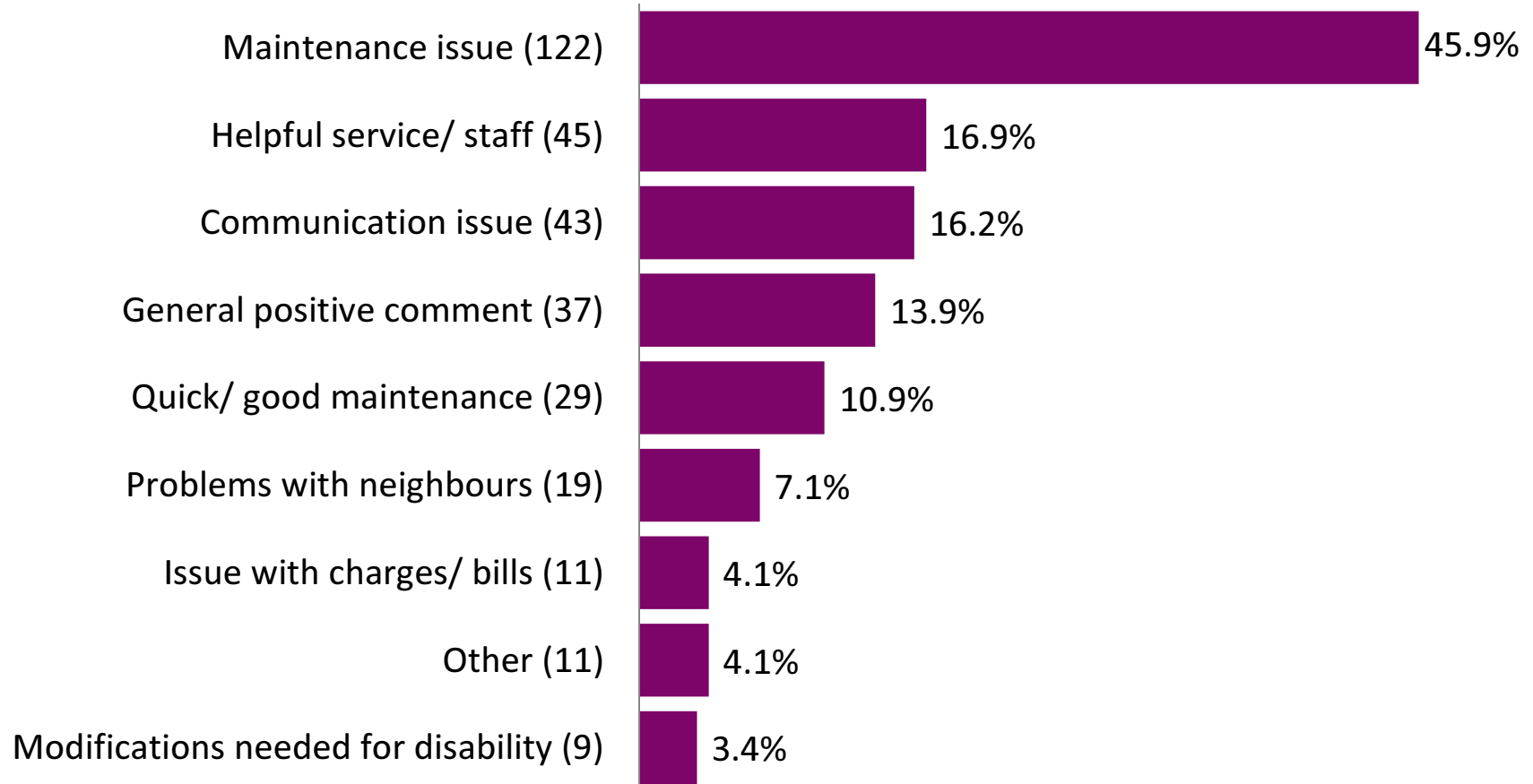## Key statistics

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

- *"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"*

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Property maintenance and standards

Key statistics

Property maintenance and standards
Key statistics

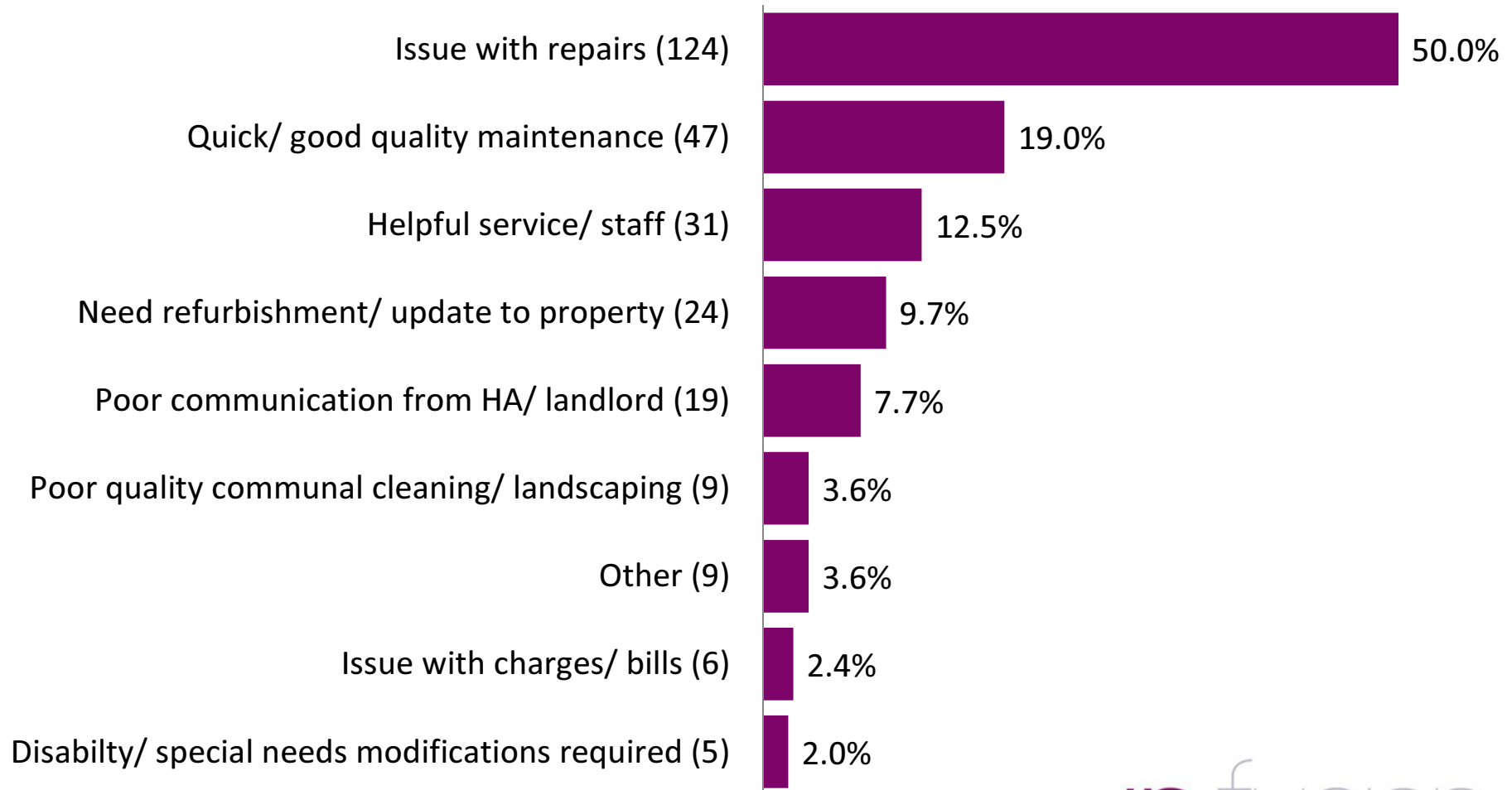**72.9%** of tenants were satisfied with the standard of their property when they moved in

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

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Property maintenance and standards
Comments

Category	Percentage
Issue with repairs (124)	50.0%
Quick/ good quality maintenance (47)	19.0%
Helpful service/ staff (31)	12.5%
Need refurbishment/ update to property (24)	9.7%
Poor communication from HA/ landlord (19)	7.7%
Poor quality communal cleaning/ landscaping (9)	3.6%
Other (9)	3.6%
Issue with charges/ bills (6)	2.4%
Disabilty/ special needs modifications required (5)	2.0%

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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"*

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Engagement and communication

Key statistics

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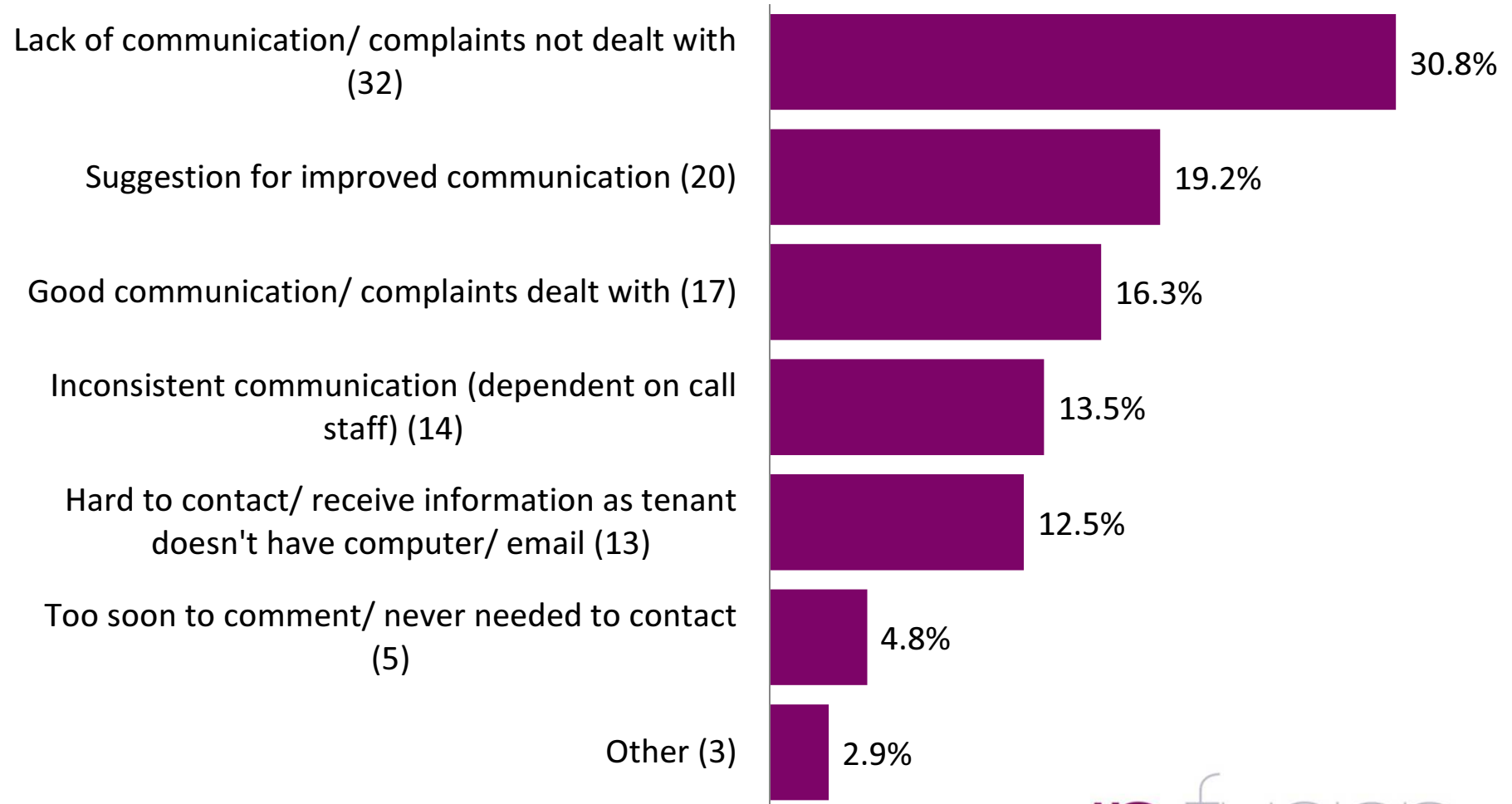# Engagement and communication
Key statistics

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

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Engagement and communication
Comments

Category	Percentage
Lack of communication/ complaints not dealt with (32)	30.8%
Suggestion for improved communication (20)	19.2%
Good communication/ complaints dealt with (17)	16.3%
Inconsistent communication (dependent on call staff) (14)	13.5%
Hard to contact/ receive information as tenant doesn't have computer/ email (13)	12.5%
Too soon to comment/ never needed to contact (5)	4.8%
Other (3)	2.9%

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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"*

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Neighbourhood

Key statistics

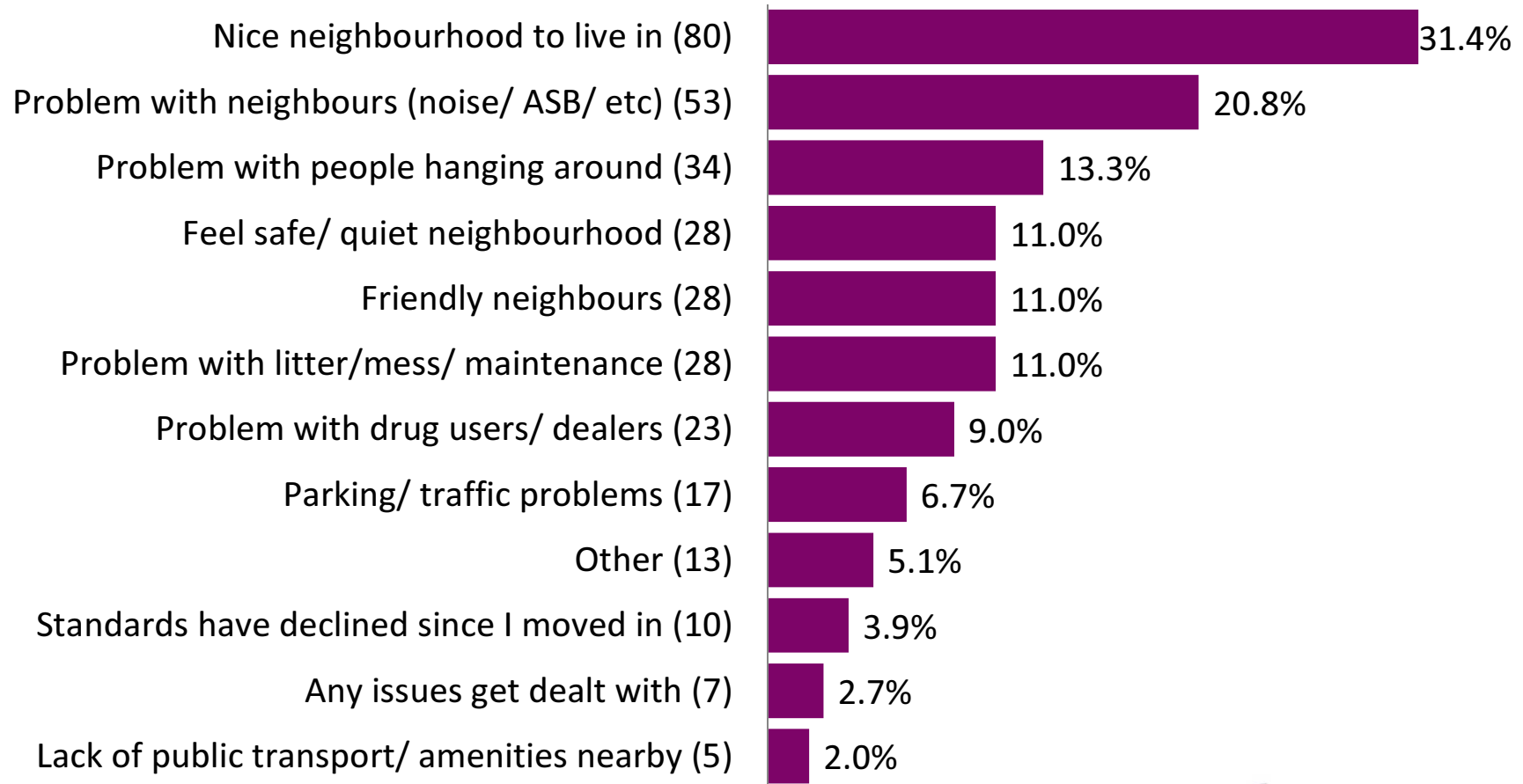in:fusion

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

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Neighbourhood
Comments

Category	Percentage
Nice neighbourhood to live in (80)	31.4%
Problem with neighbours (noise/ ASB/ etc) (53)	20.8%
Problem with people hanging around (34)	13.3%
Feel safe/ quiet neighbourhood (28)	11.0%
Friendly neighbours (28)	11.0%
Problem with litter/mess/ maintenance (28)	11.0%
Problem with drug users/ dealers (23)	9.0%
Parking/ traffic problems (17)	6.7%
Other (13)	5.1%
Standards have declined since I moved in (10)	3.9%
Any issues get dealt with (7)	2.7%
Lack of public transport/ amenities nearby (5)	2.0%

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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"*
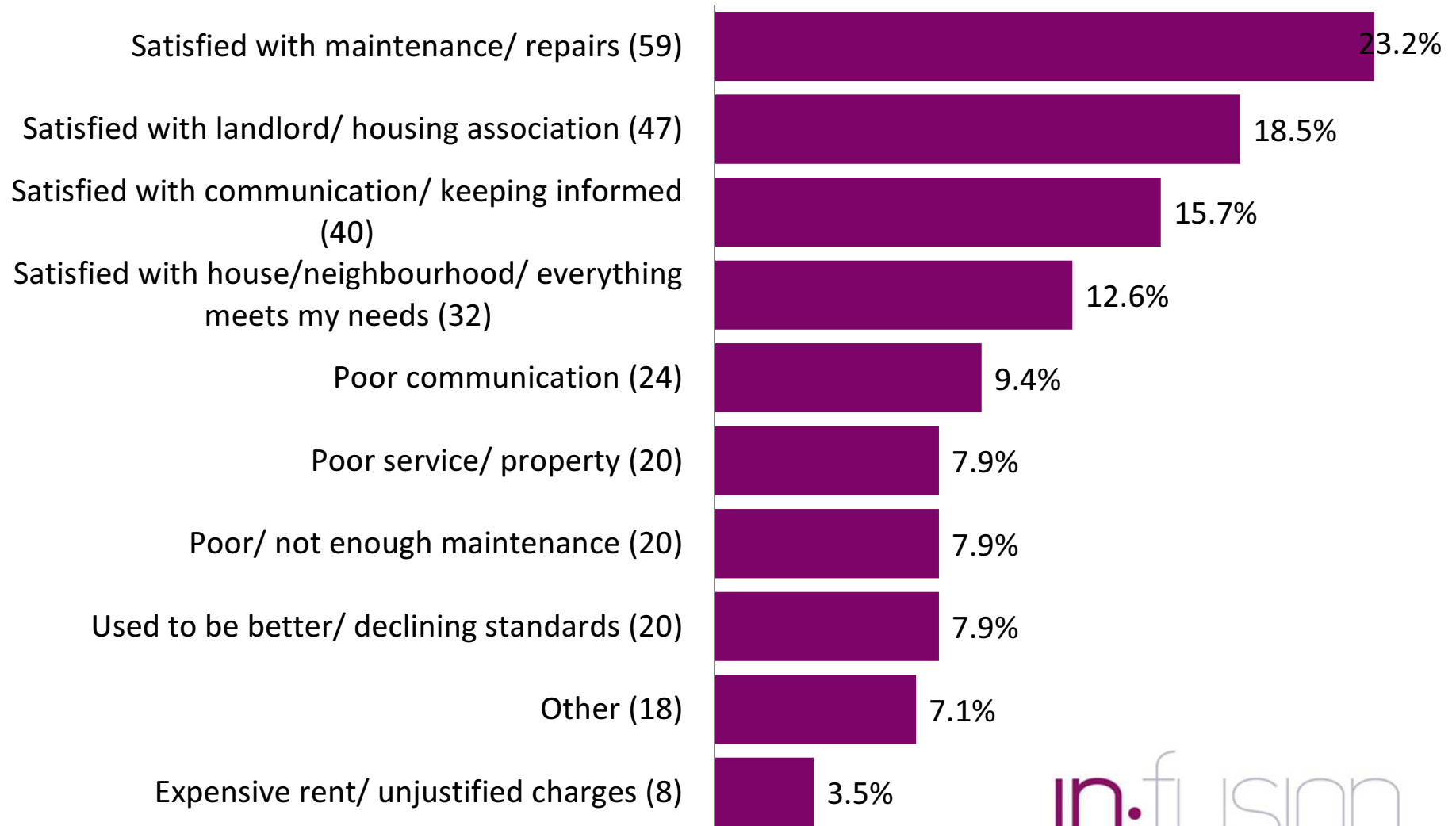
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Housing association
Key statistics

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Satisfaction with HA

84.4% Chorley Community Housing

70.9% Accent

67.2% Places for People

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Satisfaction with HA
Comments

- Satisfied with maintenance/ repairs (59) — 23.2%
- Satisfied with landlord/ housing association (47) — 18.5%
- Satisfied with communication/ keeping informed (40) — 15.7%
- Satisfied with house/neighbourhood/ everything meets my needs (32) — 12.6%
- Poor communication (24) — 9.4%
- Poor service/ property (20) — 7.9%
- Poor/ not enough maintenance (20) — 7.9%
- Used to be better/ declining standards (20) — 7.9%
- Other (18) — 7.1%
- Expensive rent/ unjustified charges (8) — 3.5%

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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

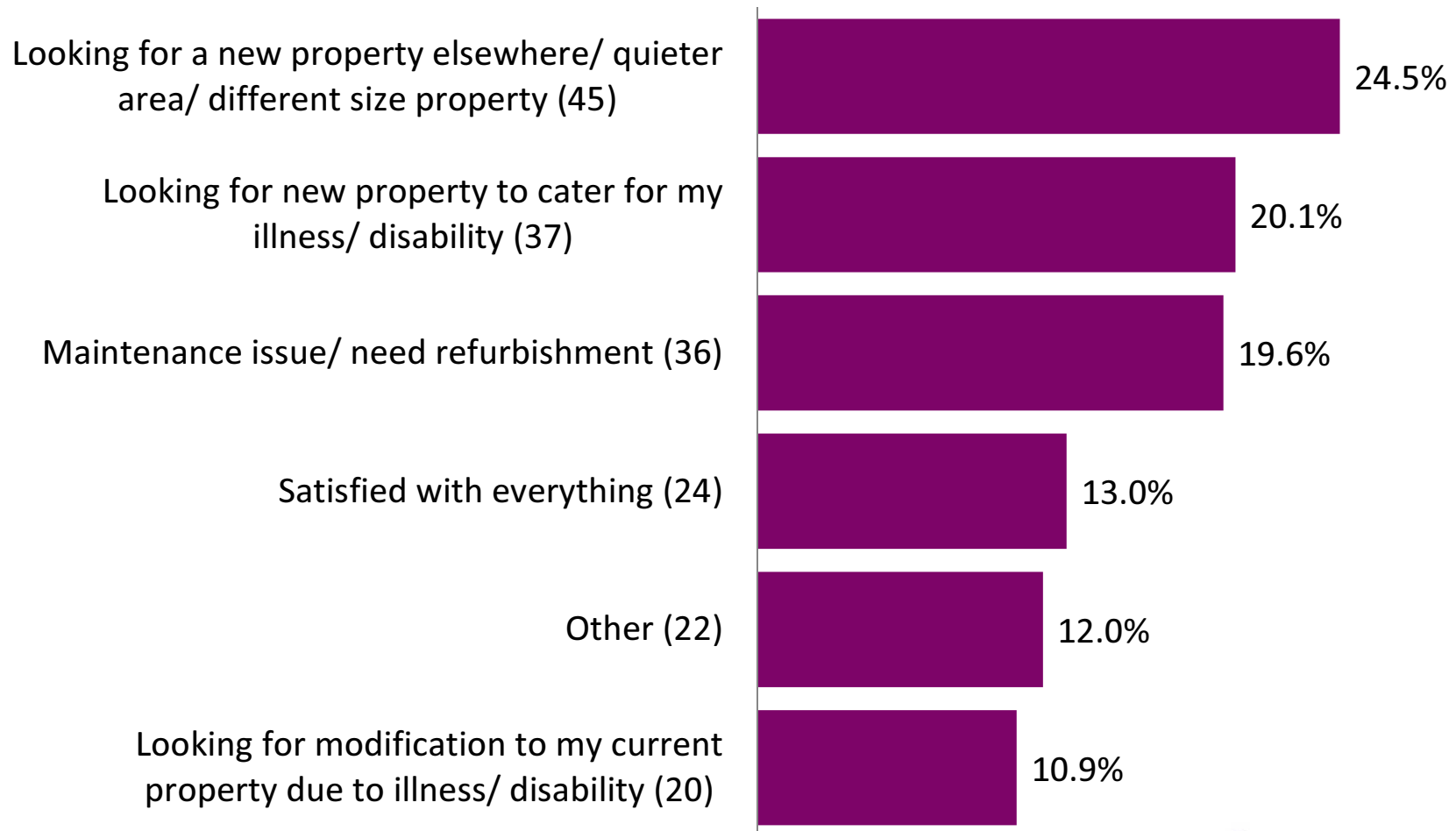**81.1%** of tenants agree that their property meets their needs

83.5% Chorley Community Housing

77.1% Places for People

77.0% Accent

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Future property needs
Comments

Looking for a new property elsewhere/ quieter area/ different size property (45) — 24.5%

Looking for new property to cater for my illness/ disability (37) — 20.1%

Maintenance issue/ need refurbishment (36) — 19.6%

Satisfied with everything (24) — 13.0%

Other (22) — 12.0%

Looking for modification to my current property due to illness/ disability (20) — 10.9%

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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

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Any questions?

If you want to find out more:

Infusion@blackpool.gov.uk