

## **Housing Board – Tenant Survey Update**

At the end of 2023, High Peak Borough Council commissioned Acuity to carry out a satisfaction survey of all tenants. The purpose of the survey was to collect tenants opinions and attitudes towards their landlord (HPBC) and the services that the council delivers to them. The content of the survey questions was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing; it became mandatory to collect these from April 2023.

The survey was conducted over the telephone and in total, the views of 522 tenants were obtained. The content of the survey was anonymised to maintain confidentiality and of 538 total responses, 16 surveys were incomplete (these have to also be included).

### **Survey outcomes:**

- Overall, 77% of tenants were satisfied with the services provided by the council, this showed no change from the outcome for the previous year's survey.
- 85% of tenants felt that they were treated fairly and with respect.
- 80% of tenants were happy with the Repairs service and 76% were happy with the time taken to complete repairs.
- 77% felt that they had a well-maintained home, with 83% of tenants feeling safe in their home.
- 76% felt that the council keep them well-informed and 68% felt satisfied that they are listened to, and actions are taken.

The satisfaction outcome for Complaints, however, was 30% which, is very low in comparison to all other response areas; however, it is reported as being the lowest scoring area across the housing sector generally. It is important to note that Complaints are one of the key areas reported to the Regulator and that several improvements have been made since this survey was carried out which will increase future survey results and ensure that complaints are dealt with more effectively. Ultimately, there is also an element where by their very nature, complaints are likely to have a lower satisfaction level.

### **Tenant Engagement:**

Tenant engagement is essential to correct and improve the survey results going forwards, with the voice of the tenant helping to inform where, when and how such improvements can be made to the satisfaction of tenants. The most common theme for suggested improvements centred around the day-to-day repairs and of course, this is an area that greatly impacts our tenants. Of those surveyed, 68% of tenants were satisfied that High Peak listens to their views, however, 22% were dissatisfied with this area. The most common reasons given for dissatisfaction were:

- lack of returned phone calls

- outstanding repairs
- being passed around staff
- issues with communication regarding repairs

The central recommendation from the survey is that having a clear repairs process where tenants can be regularly updated during all stages would let tenants see the progress of their repair. It would also provide a realistic timescale for the completion of repairs thereby ensuring that tenants are included in the process. The most fundamental factor for improvement is clear and timely communication; many tenants raised a lack of communication between staff and tenants as a big issue and this requires staff to take ownership of ensuring that the tenants enquiry gets resolved in a timely manner. Sometimes it is unavoidable that an issue needs to be passed to another service or person; however, keeping a track on that enquiry to ensure it gets resolved helps the tenant to feel considered and heard. Improving communication overall and making it easier for tenants to be able to track their reported repairs and communicate with repairs staff would certainly improve the overall satisfaction with these metrics in future surveys.