

# Your views

Survey Report 2011

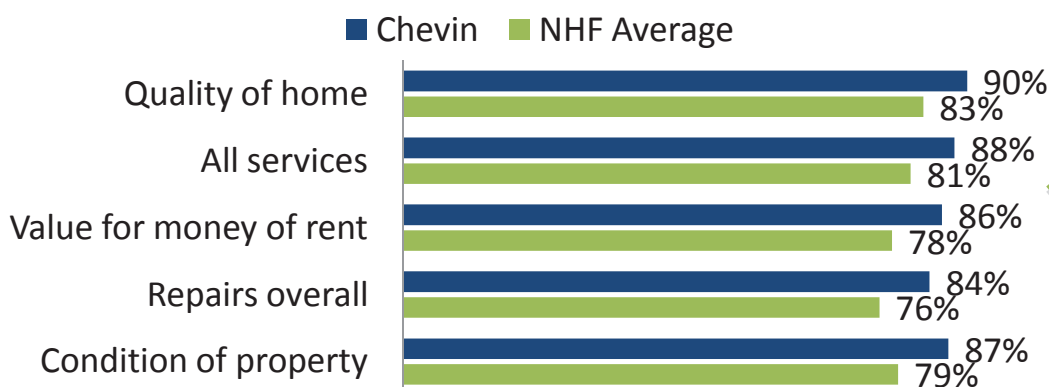


## About the survey

In late 2010, many of you took part in an important residents' survey. The survey focused on how happy you are with the way Chevin Housing Association, Harewood Housing Society and Rosa Homes delivers services and maintains your homes. The survey was anonymous and carried out by an independent market research company - the National Housing Federation (NHF)'s Feedback Service.

- The survey was sent to over 7,000 residents and just under half of all tenants (46%) and a third of shared owners and other leaseholds (31%) took part.
- Separate surveys were sent to residents (general needs tenants, supported housing tenants and sheltered housing tenants) and shared owners and other leaseholders. In the report when sheltered housing tenants are mentioned this could include tenants with a community alarm scheme, as well as those living in sheltered and extra care schemes.
- This report contains the key results from the survey for all tenants (general needs, supported housing and sheltered) unless specified. It also compares results with Chevin's last survey, the NHF average and a group of similar landlords to Chevin.

## Satisfaction with key services (tenants only)



**88%**  
of tenants  
are satisfied  
with  
services  
overall

- The vast majority of tenants are happy with the overall services they receive from Chevin (88%). The rating is 3% higher than in 2007 (85%), 7% above the NHF's national average (81%) and 2% higher than the average found in a group of similar landlords. Just 7% of tenants are dissatisfied with overall services.
- A high number of tenants are also satisfied with the repairs service (84%), value for money (86%), condition of the property (87%) and the quality of their home (90%).



# Shared owners and other leaseholders

Rosa Homes and Harewood provide services to our shared owners and leaseholders. The survey of shared owners and other leaseholders found that:

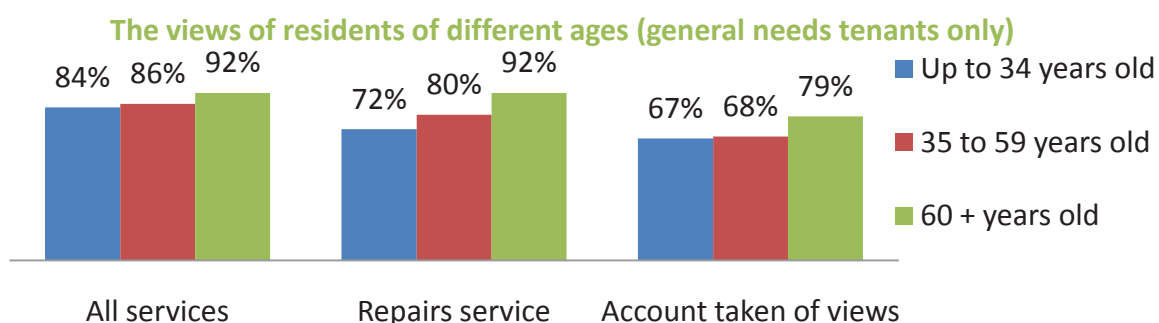
- Slightly more shared owners and other leaseholders were satisfied with the overall services provided (59%) compared with the NHF's average (55%) and the result is in line with the Tenant Service Authority's average rating (59%).
- Shared owners and other leaseholders awarded high ratings for the home (89%), design (89%), size (90%) and many were many satisfied with the neighbourhood (84%).
- The majority of shared owners and other leaseholders found staff helpful (61%) and able to deal with their enquiry (58%) when they contact the Association.
- Three quarters of shared owners and other leaseholders were satisfied with the sales process (68%). Sales staff were knowledgeable (65%) and polite (72%), and 61% of shared owners and other leaseholders felt they were kept informed during the process. 74% of shared owners and other leaseholders said they would recommend the scheme to friends and family.

## About you

The survey collected valuable household information about things such as age and ethnicity. This type of information helps Chevin to understand the needs of different people and to plan how best to deliver services in future. The information below shows some of the information we found out about tenants living in general needs properties.

- 86% of tenants are from a White British background while 11% are from a Black and Minority Ethnic background.
- 60% of tenant households receive Housing Benefit to help pay their rent.
- Just under half of tenant households (46%) have a household member with a long-term health problem or disability.
- 19% of tenants are under 35 years of age, while 50% are between 35 and 59 years old. A third of tenants (31%) are aged 60 or over.

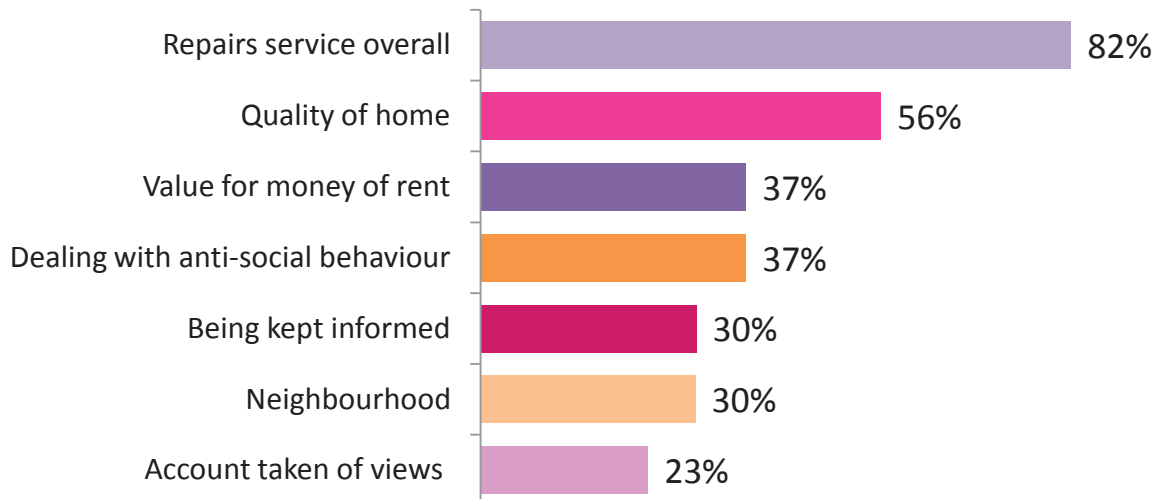
The charts and graphics below show the effect that things like age and health have on how people feel about services. Other factors such as gender or whether a tenant had a long-term illness did not affect satisfaction.



# Important services

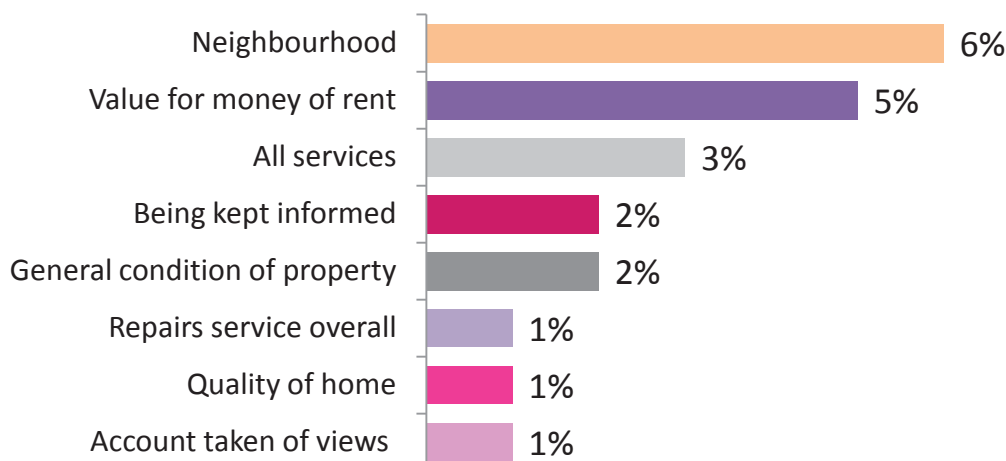
- Providing a good repairs service is considered by general needs tenants to be the most important service provided by Chevin. The chart below also shows the importance of the quality of the home to tenants, while value for money and dealing with anti-social behaviour are also important services for over a third of general needs tenants.

## The most important service areas for general needs tenants (when asked to select three)



- Sheltered housing tenants also named the repairs service as the most important service (74%). This was followed by the quality of the home (52%) and keeping tenants informed (40%), making these the top three important services.
- The support worker (55%), the repairs service (51%) and the overall quality of the home (50%) were important to around half of supported housing tenants.
- The chart below shows the increase in satisfaction in these and other areas over the last three years (where there is comparable information from the 2007 survey).

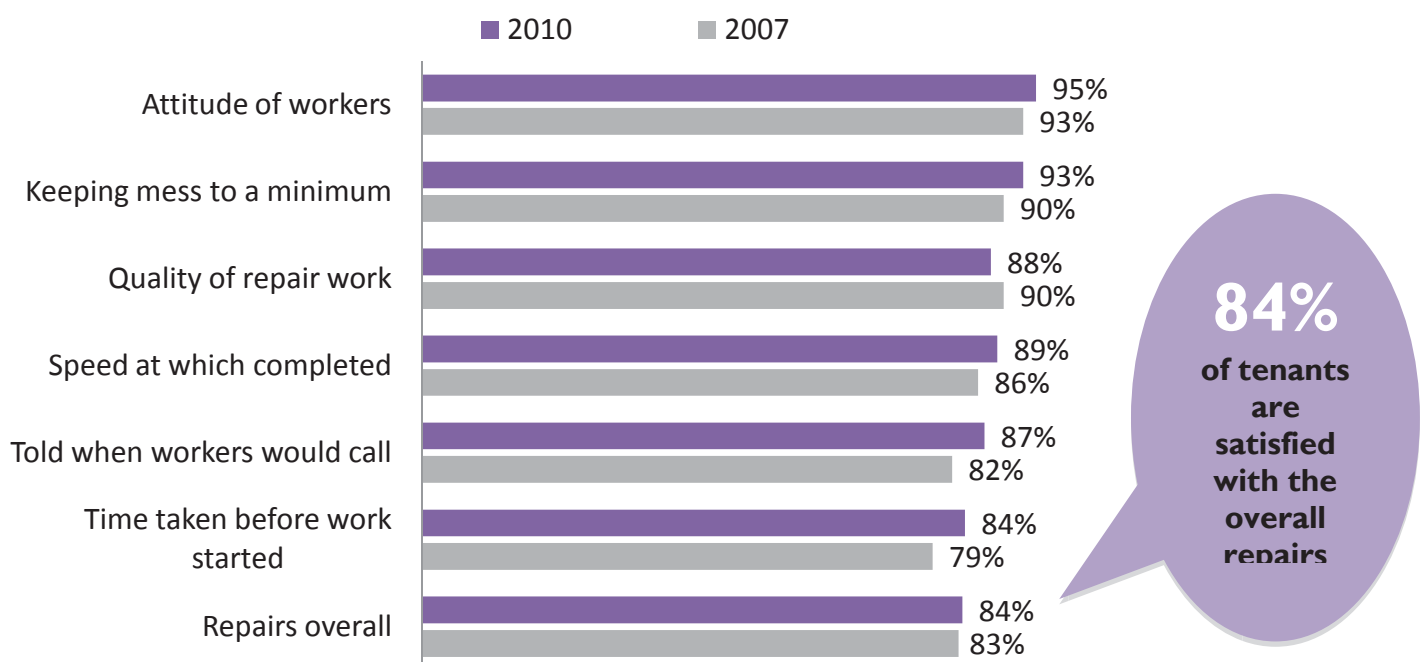
## Increase in satisfaction in the last three years (all tenants)



# Repairs and maintenance service

- 84% of tenants are satisfied with the repairs service provided by Chevin. 71% of tenants said they had a repair carried out during the past year. Tenants who had a repair completed in the last 12 months were more satisfied than those who had not (6% higher).
- The chart below shows there are very high levels of satisfaction with aspects of the repairs service provided by Chevin.

**Satisfaction with the repairs service over the last three years  
(general needs and sheltered housing tenants only)**



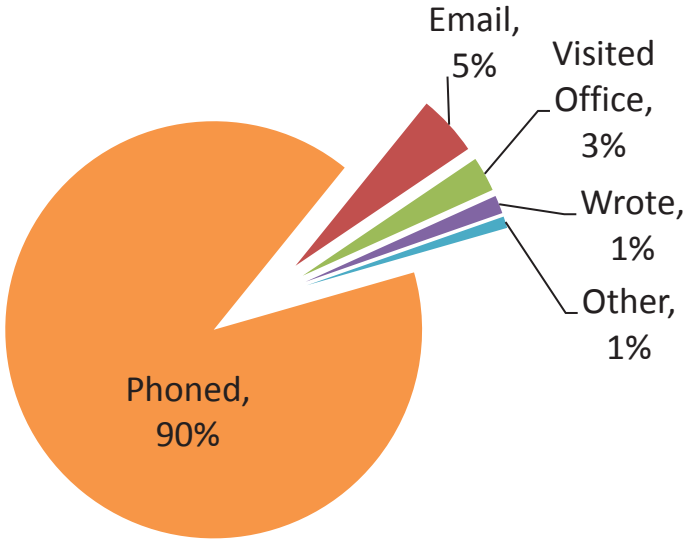
- While overall satisfaction with the repairs service has improved in the last three years (1% higher), satisfaction in other areas is much higher (2% to 5% higher). Only the quality of work is rated slightly lower in 2010 (2% lower).

*[Note: supported housing tenants were not surveyed in 2007 and so their results are excluded from the figures]*

- Compared with a group of similar landlords, all ratings for the repairs service were close to the averages, and the ability of workers to minimise dirt and mess was the equal highest rating in the group. The ratings were consistently higher than the NHF averages.

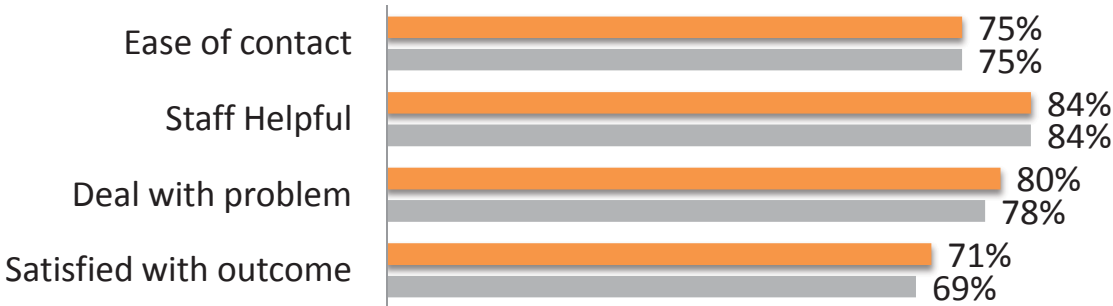
## How residents contact Chevin

- Three quarters of tenants now contact Chevin each year (77%).
- Over the last three years there has been little change in the way tenants contact Chevin. The majority of residents make contact by phone call, while a few use other methods.
- In the last year, the majority of tenants had contacted Chevin to discuss a repair (80%).



- Nearly all general needs tenants have a mobile phone (91%) while around half have digital TV, an email address, access to the internet and access to text messaging (53% - 59%). Few tenants have a smart phone or a BlackBerry (9%).
- The chart below shows that satisfaction with the level of customer service at Chevin is relatively high, and remains at a similar level to three years ago.

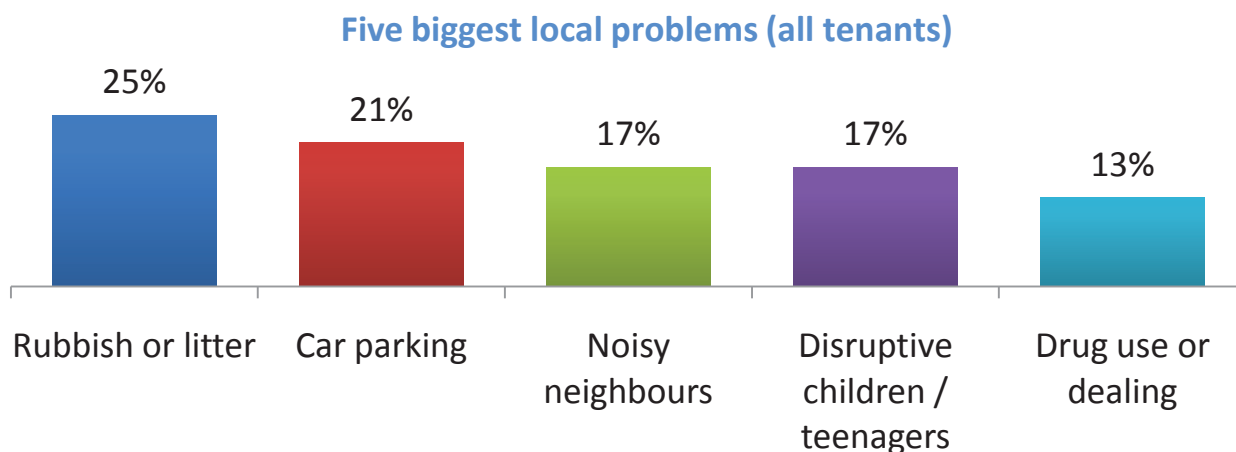
## How good is customer care? (general needs and sheltered housing tenants only)



- Compared with a group of similar landlords, Chevin residents awarded similar ratings for customer contact, which were slightly higher than the averages found in the NHF’s database (1% to 4% higher).
- Three quarters of general needs tenants are satisfied with the service they receive from their housing officer (76%).

# Neighbourhood

- Tenants think highly of their neighbourhood as a place to live. Overall, nearly nine out of ten tenants (85%) say they are happy with their local neighbourhood and just 8% of tenants are dissatisfied.
- 93% of general needs tenants feel safe in their home, while fewer feel safe when out at night in their neighbourhood (79%).
- The chart below shows what tenants say are the five biggest local problems.



## Anti-social behaviour (ASB)

- 16% of general needs tenants had reported a case of ASB to Chevin in the last 12 months, down slightly from 2007 (18%). This is slightly higher than the average level found in the group of similar landlords (14%).
- **Making the report** – 63% of Chevin’s tenants found it easy to contact the right person when reporting ASB and 71% of tenants found staff helpful. Just over half of tenants (55%) felt staff were able to deal with their problem. The ratings were close to average in the group of similar landlords and higher than the NHF’s averages.
- **Handling of the report** – When the individual aspects of reporting ASB are examined, Chevin’s tenants were far more satisfied than the majority of tenants at other landlords. Chevin’s ratings were consistently above the averages of the group of similar landlords (4% to 8% higher) and considerably higher than the NHF’s averages (12% to 17% higher). Satisfaction with the support provided by staff achieved the highest rating in the group of similar landlords while the rating for the final outcome was equal highest.

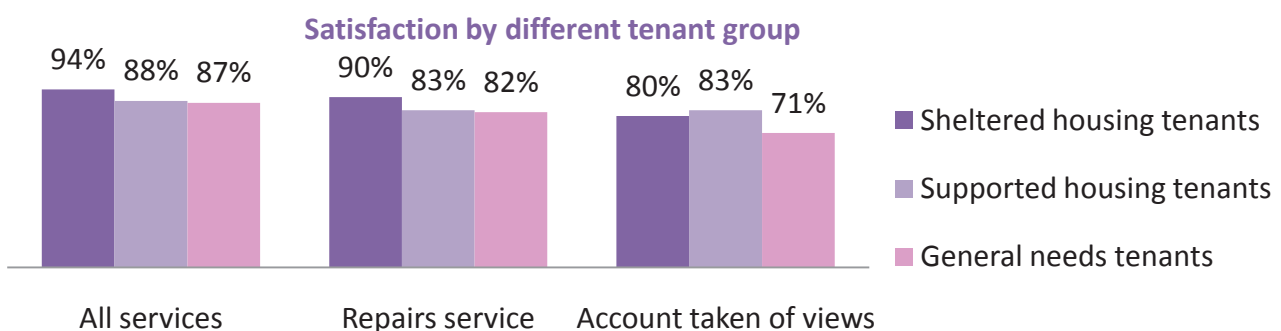
## Sheltered housing tenants

- Three quarters of sheltered housing tenants have an emergency call system (74%). The majority of tenants who had used the system in the last 12 months (30%) were satisfied with the speed of the response (91%) and the helpfulness of staff (91%).
- The majority of sheltered housing tenants who have a scheme manager were satisfied with the service overall (81%) and aspects of the service (68% - 82%).
- Compared with the averages found at other landlords, Chevin's sheltered housing tenants generally gave either higher than average ratings or ratings close to the average found in the NHF's database. However, there were a few exceptions. Satisfaction with the overall service provided by the scheme manager was lower at Chevin (8% lower) and the finding reflects the lower ratings in this area for face to face contact, frequency of contact, helpfulness of the scheme manager and contact via the intercom (6% to 15% lower).

## Supported housing tenants

- Chevin does not deliver support services directly but works with a number of dedicated agencies who assist supported housing tenants to live independently in the community and to maintain their tenancies. Virtually all tenants are satisfied with the service provided by their support worker (98%).
- Supported housing tenants are highly satisfied with the support services overall (97%) and individual aspects of the service (89% - 97%). Satisfaction with the way in which the supported housing team deals with queries and contact from tenants is high (88%).
- Chevin's supported housing tenants awarded higher ratings than the averages found in the NHF's database. In particular, the condition of the communal areas, condition of shared facilities, outcome of contact, ability of repair workers to minimise dirt and mess, account taken of views, the support worker and many of the support services were rated much more highly (10% to 20% higher).

As the chart below shows, tenant satisfaction varies by client group.



# Communications & information

- In 2010 slightly more tenants (84%) are satisfied that Chevin keeps them informed about important matters compared with 2007 (82%). Chevin's rating was slightly higher than the NHF's average (80%) and 2% above the average in the group of similar landlords (82%).
- Just under three quarters of all tenants (73%) feel that Chevin listens to their views and takes them into account, while 10% are dissatisfied. Chevin's rating is above the NHF's average (67%) and close to the average rating of the group of similar landlords (72%).

## How tenants want to be contacted by Chevin

- Many general needs tenants prefer Chevin to consult or inform them by letter (86%), followed by a telephone call (38%), magazine article or newsletter (31%) or a personal visit (28%). 19% of general needs tenants would be happy to receive information by email. Fewer sheltered housing tenants were keen on contact by letter (69%), while similar numbers would like a telephone call (38%) or the information to be in a magazine or newsletter (29%); while personal visits are more popular (39%). Some supported housing tenants are also happy for project staff (14%), groups or forums (20%) or house meetings (29%) to keep them up to date.

**For more information on Chevin's services, events and activities visit [www.chevinha.co.uk](http://www.chevinha.co.uk), call our customer contact centre on 0845 270 1088 or write to Chevin Housing at Harrison Street, Wakefield, WF1 1PS.**

## You say – we do

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

Publish findings for residents

Use findings to plan and improve services

Involve residents in shaping service improvements

- If you would like to become involved in shaping our services please contact Debbie Colclough, Resident Involvement Co-ordinator at [d.colclough@chevinha.co.uk](mailto:d.colclough@chevinha.co.uk) or telephone 0114 2417728 or text 07920 493372 or contact George Walker, Performance and Business Improvement Manager at [g.walker@chevinha.co.uk](mailto:g.walker@chevinha.co.uk) or telephone 01924 831793 or text 0773 9919123.