

Customer Satisfaction Survey: Listening to You



Acuity Research & Practice was commissioned to carry out an independent survey designed to capture the issues tenants are concerned about to help Cirencester Housing improve and provide value for money.

Thank you...

The Board of Cirencester Housing is grateful for the valuable feedback received in response to the March 2019 satisfaction survey. The survey was carried out independently by Acuity on the Board's behalf with 93 responses received.

As a small, local housing association, we are committed to providing affordable, safe and reliable homes and a quality individual service. As such it is very important to us that we understand how we can do things better.

The survey results highlighted both positive and negative experiences of the service you receive directly from Cirencester Housing and the services that we pay for others to deliver on your behalf.

The Board has discussed the survey results in detail and is taking action to understand how we might further improve the services we provide to our customers.

We want to be transparent in our actions so it is clear to you that we are listening and responding to what you tell us about the services we provide to you.

Results from the survey and our initial response are summarised in this letter to you.

We will also include information in the Cirencester Housing Annual Review which will be published on our website at the end of September.

We trust this approach will provide you with the confidence that we are striving to provide you with personable and reliable service.

Thank you for participating in the customer satisfaction survey and providing us on-going feedback. Knowing what you think about our service is the only way we can improve.

Maureen Margrie
Chief Executive



Sandra Price
Chair



About STAR...

HouseMark Standard

STAR is a standard framework for measuring Satisfaction of Tenants and Residents (STAR). The aim is to provide current data on tenant satisfaction allowing housing associations to:

- ◆ Understand tenants' satisfaction with their homes
- ◆ Understand tenants satisfaction with services received
- ◆ Compare performance as a landlord to other social landlords who have undertaken similar surveys.

Response Rate & Accuracy

For the results to be relied upon as accurately representing the tenants views, a high response rate is needed. 93 out of 153 households completed the survey, which Acuity considered a good rate.

For those of you whom are statistically minded, this is a $\pm 6.4\%$ sampling error giving us a 93.6% confidence level.

Comparing to prior surveys

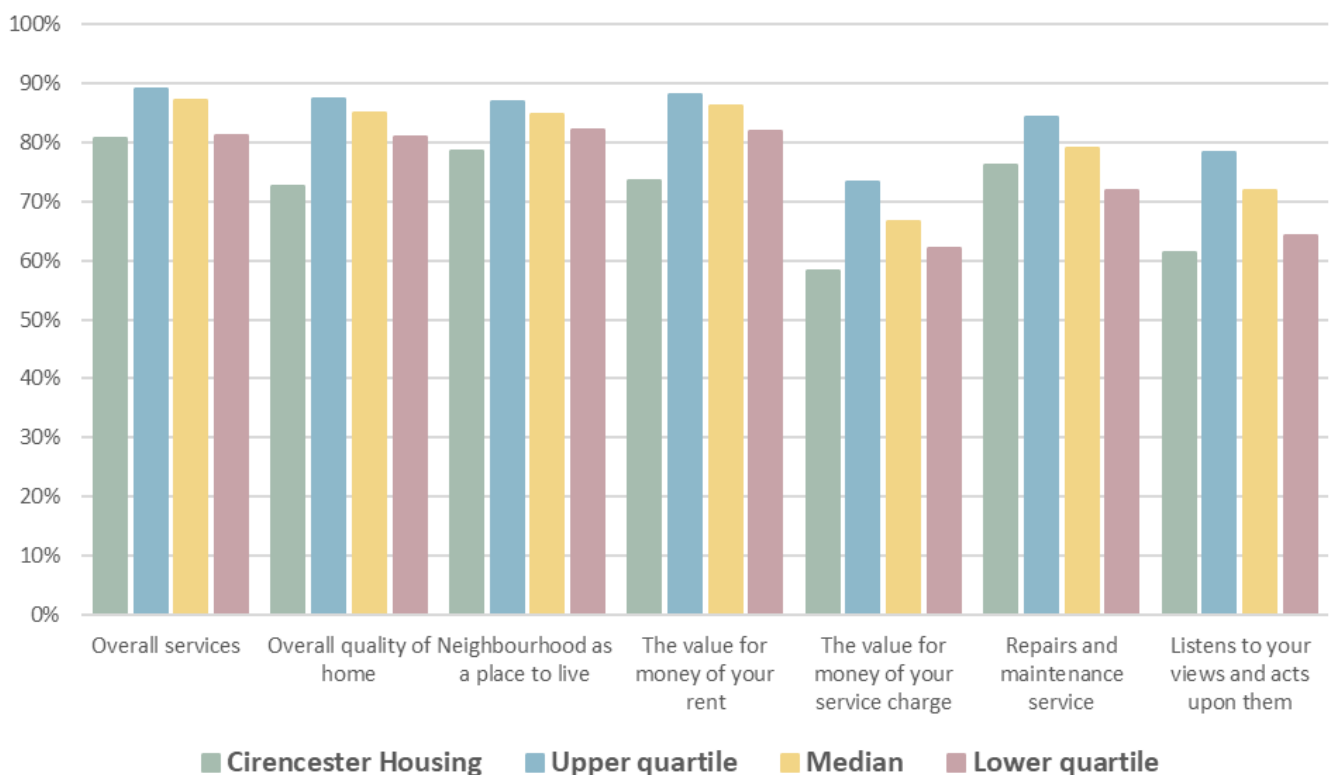
Cirencester Housing has determined the 2019 STAR results will be a new baseline. As such, we will not be comparing the 2019 results to previous surveys.

The reasons for this include:

- ◆ Previous surveys were not carried out by an independent party
- ◆ Previous surveys had a very low response rates
- ◆ The external environment for tenants and social landlords has changed significantly

"The majority of tenants are satisfied and there is a good customer loyalty. The Survey highlights areas for improvement that will positively impact customer satisfaction." [Acuity](#)

Percent Satisfied Compared to HouseMark Averages



Key Findings...

- 81% are satisfied with the overall service
- 81% agree staff are friendly & approachable
- 77% agree that Cirencester Housing respects its tenants
- 61% feel we listen and act on your views
- 73% believe Cirencester Housing delivers the service expected
- 72% that we treat our tenants fairly

4 general comments received
& 2 saying "all is good"

- 77% were satisfied with the experience the last time they contacted us
- 74% are happy with the advise received on rents & service charges
- 65% are satisfied the services and advice received helps to maintain your tenancy
- 61% are satisfied we deliver on our promises
- 79% feel informed about things that may affect you as a tenant
- 74% feel they have opportunity to make their views known

5 comments received on
improving customer service

- 73% are satisfied with quality of home
- 76% with repairs & maintenance service
- 76% with the maintenance of communal areas
- 94% feel safe in their neighbourhood
- 93% feel safe & secure in their home
- 79% are satisfied with the neighbourhood

16 comments received on
improving property
maintenance

- 51% are satisfaction with how we resolved complaints
- 42% with resolution of neighbour disputes

13 comments received on
improving responsive repair
service

- 74% are satisfied their rent is value for money
- 58% feel service charges represent value for money

12 comments received on
neighbourhood management
& neighbour complaints

Based on the satisfaction levels and tenant comments, we will continue to focus our improvement efforts on:

repairs & maintenance service
complaint and neighbour dispute resolution

Understanding & Responding...

What are we doing now...

Cirencester Housing had previously identified a need to improve its service delivery in several areas as a result of on-going customer feedback.

We understood **RESPONSIVE REPAIRS** required improvement. Since 1st May you now report repair requests to NKS Contracts (01453 704979). They have trained staff to respond to requests and schedule appointments all in one call.

At the same time we addressed responsive repairs, we identified the need to have a planned programme for updating **BATHROOMS, KITCHENS AND HEATING**. Contracts have been let to NKS for these works, with a contract to A1 to perform external decorations.

Staff have undergone further training on responding to concerns about **SAFEGUARDING, NEIGHBOUR AND ANTISOCIAL BEHAVIOUR**.

Works on your behalf that you pay through a **SERVICE CHARGE** were tendered in 2018 to ensure the best price and service. We will review actual 2019 costs against this and share the information with you by December 2019.



Further work to do...

The STAR results show we have further work to do to improve our services to build confidence and trust in Cirencester Housing.

To supplement the STAR information, Maureen Margrie will be writing to some of the tenants whom have indicated a willingness to provide more feedback. If you receive a letter, please do respond.

We encourage all tenants to provide feedback on the services and information we provide. You may do so by writing, emailing or using our contacts form on our website.

The Board and staff team are listening to what you have said. This will inform planning of our operations and long term future plans.

Where additional areas are identified as needing improvement, we will consider how this may be achieved.

Because we want you to have the confidence we are listening, we will be keeping you updated on our response in future newsletters and our annual report.

Thank you for your feedback and honesty. The only way we can improve is by knowing what you think.

