

About the survey

At the start of 2011 many of you took part in an important survey of tenants and homeowners. The survey focused on how happy you are with the way North Lincolnshire Homes (NLH) 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 3,400 tenants (general needs and sheltered) and half of those took part (51%). A separate survey was sent to 276 homeowners and 35% responded.
- This report contains key results from the survey. It also compares results with those from the last NLH survey, the NHF's averages and a group of similar landlords.

Satisfaction with key services

- The chart below shows the levels of satisfaction with key services and how they have changed over the last three years. The majority of tenants are happy with the overall services they receive from NLH - 84%, 4% higher than in 2008. Just 8% of tenants are dissatisfied with overall services.



84%
of tenants
are satisfied
with
services
overall

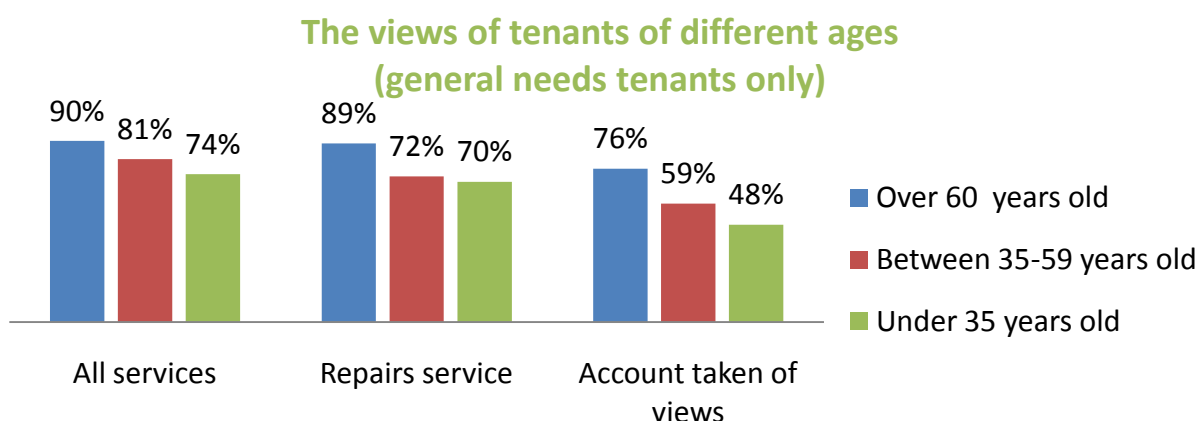
- Four out of five tenants are satisfied with the overall repairs service (80%), condition of the property (83%), neighbourhood (83%) and value for money (83%), and even more are satisfied with the quality of their home (86%) – with rises in satisfaction of between 1% and 6% since 2008.
- NLH's overall satisfaction score of 84% is 1% higher than the Tenant Services Authority (TSA)'s national average (83%). The TSA is the regulator of social housing landlords.

About you

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

- 94% of general needs tenants are from a White British background while around 3% are from a Black and Minority Ethnic background.
- 67% of general needs households receive Housing Benefit to help pay their rent (68% in sheltered accommodation).
- A high percentage of general needs tenants (53%) and sheltered tenants (73%) have a household member with a long-term health problem or disability.
- 12% of general needs tenants are under 35 years of age, while 36% are between 35 and 59 years old. Just over half of general needs tenants are aged 60 or over (52%).
- 61% of sheltered tenants are over 75 years old, including 27% who are over 85.

The charts below show the effect that things like age and health have on how people feel about services.



How NLH compares with the TSA Performance Indicators

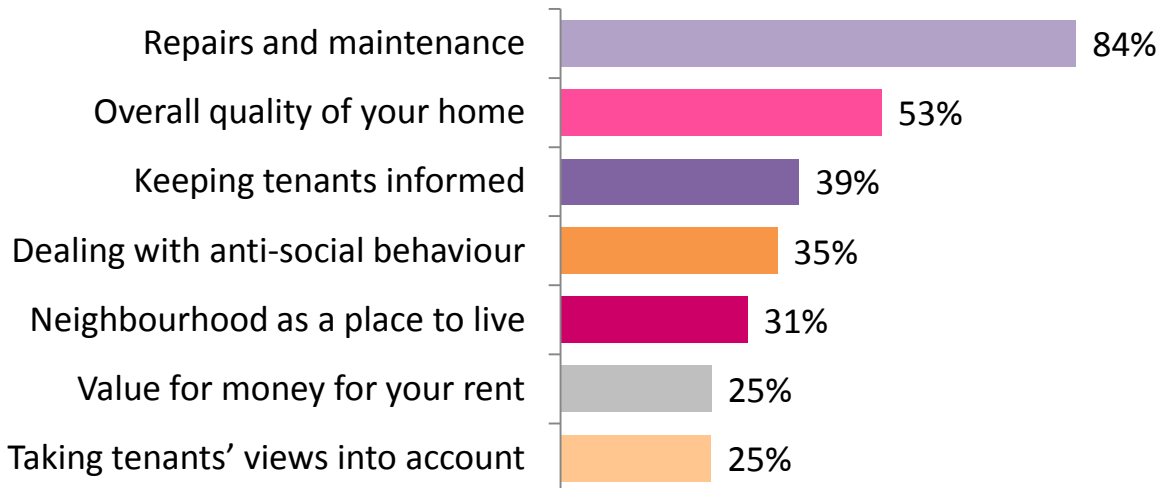
The table below shows NLH’s performance compared with the TSA’s national performance indicators (from 2010).

TSA Performance Indicator	NLH rating	TSA average rating
What was the percentage of tenants that were very or fairly satisfied with landlord services?	84.3%	83.2%
What was the percentage of tenants that stated they were very or fairly satisfied that their views were being taken into account? (including no opinions)	58.0%	64.1%
From your tenant satisfaction survey, what percentage of tenants replied that they were very satisfied or satisfied with the way their landlord deals with repairs and maintenance?	79.0%	78.4%

Important services

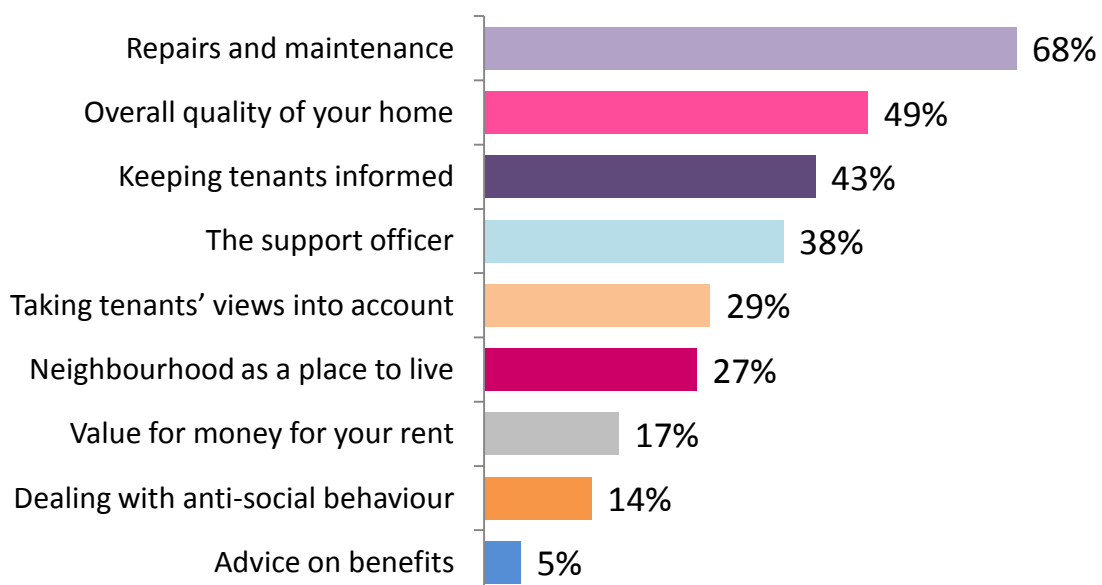
- A good repairs service is considered by general needs tenants to be the most important service provided by NLH. The chart below also shows the importance of the quality of the home to tenants, while dealing with anti-social behaviour and keeping tenants informed are also important services for over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

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



- Sheltered tenants also named the repairs service as the most important service (68%). This was followed by the quality of the home (49%), keeping tenants informed (43%) and the support officer (38%), making these the top four important services.

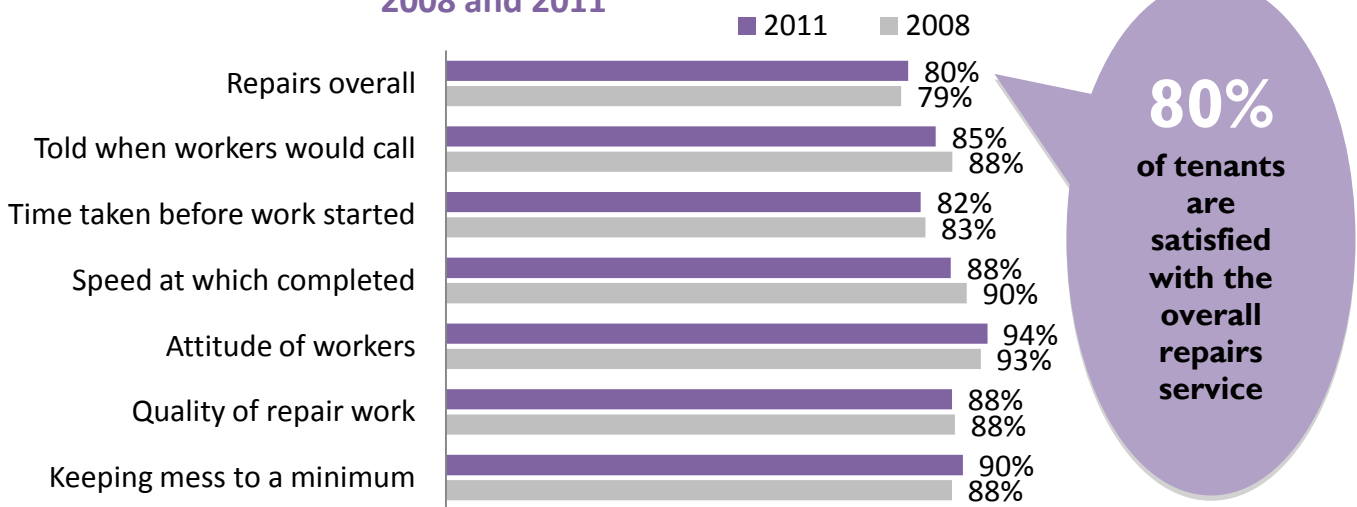
The most important service areas for sheltered tenants (when asked to select three)



Repairs and maintenance service

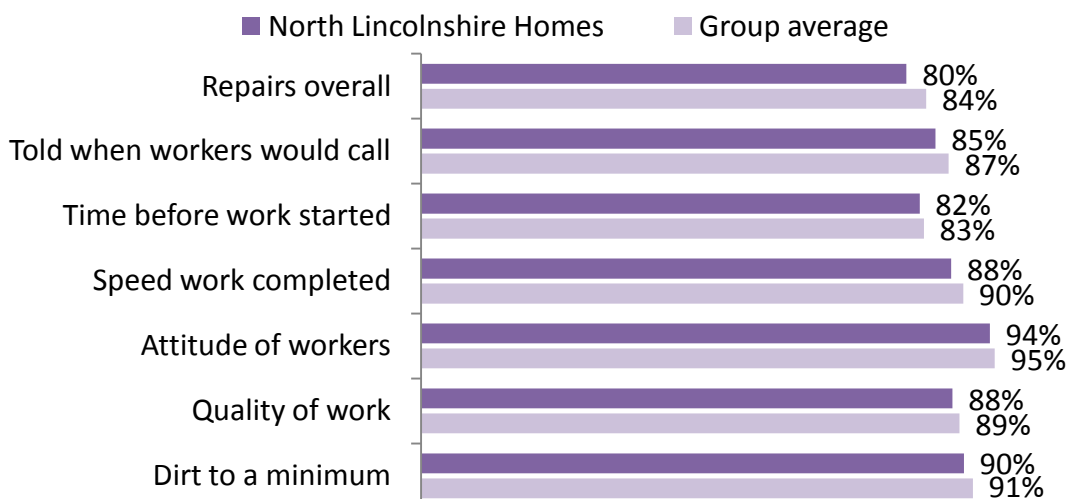
- 80% of tenants are satisfied with the repairs service provided by NLH.
- 75% of tenants said they had a repair carried out during the past year and the chart below shows there are very high levels of satisfaction with the aspects of the repairs service provided by NLH. Overall satisfaction with the repairs service has increased by 1% in the last three years. The survey found that satisfaction with the ability of the workers to minimise dirt and mess has increased slightly (2% higher), while satisfaction with the speed of the workers and the information given out about the repair have fallen slightly (2% to 3% lower).

Satisfaction with repairs and maintenance service in 2008 and 2011



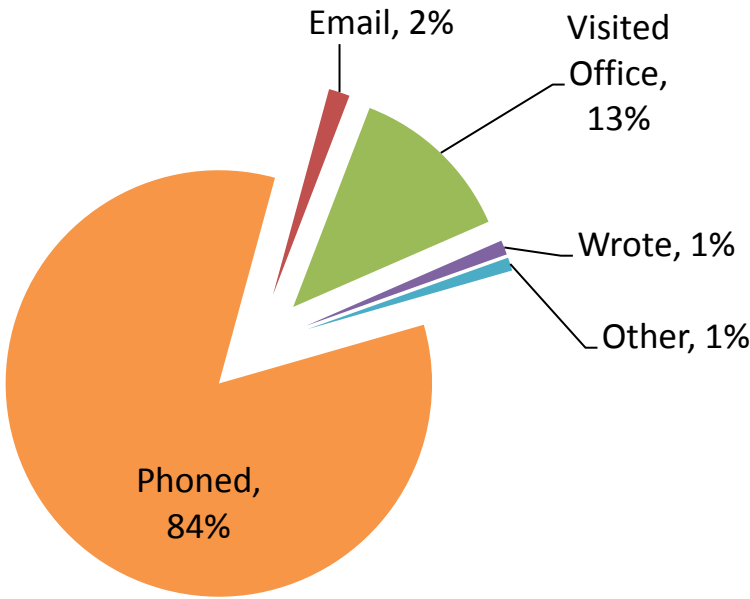
- Tenants rated the overall repairs service (80%) less highly than the individual aspects of the service (82% - 94%).
- Compared with a group of similar landlords, the ratings for the repairs service were just below the averages found at other landlords.

Comparison with a group of similar landlords



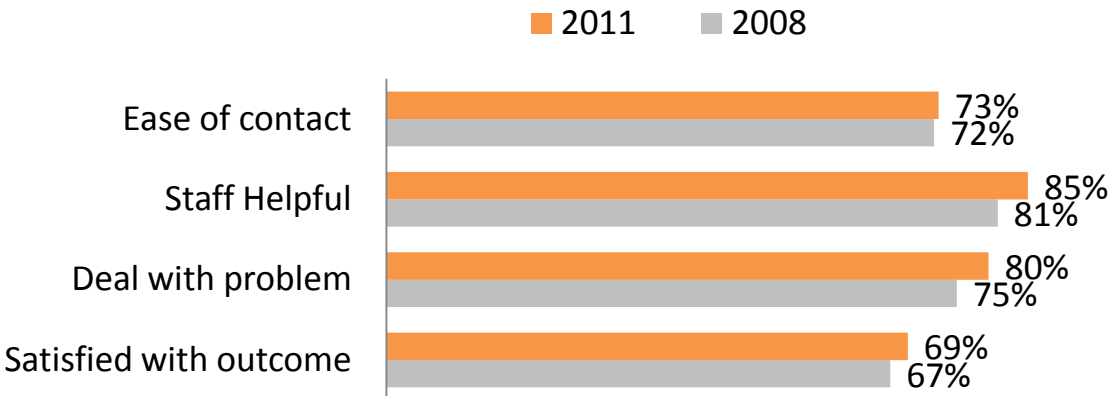
- Three quarters of tenants contact NLH each year (76%).
- The majority of tenants make contact by telephone (84%). Around one in eight visit the office (13%), while a few tenants use other methods.
- In the last year, the majority of tenants had contacted NLH to discuss a repair (80% of enquiries).

How residents contact NLH



- The survey found that the majority of general needs tenants own a mobile telephone (83%), higher than amongst sheltered tenants (62%). Few tenants own a smartphone (8% to 10%). Far more general needs tenants use text messaging (52%), have access to the internet (40%) and use email (36%) compared with sheltered tenants (22% for each). Half of sheltered tenants have a digital television (50%), higher than for general needs tenants (43%).
- The chart below shows that satisfaction with the level of customer service at NLH is relatively high, and has increased over the last three years.

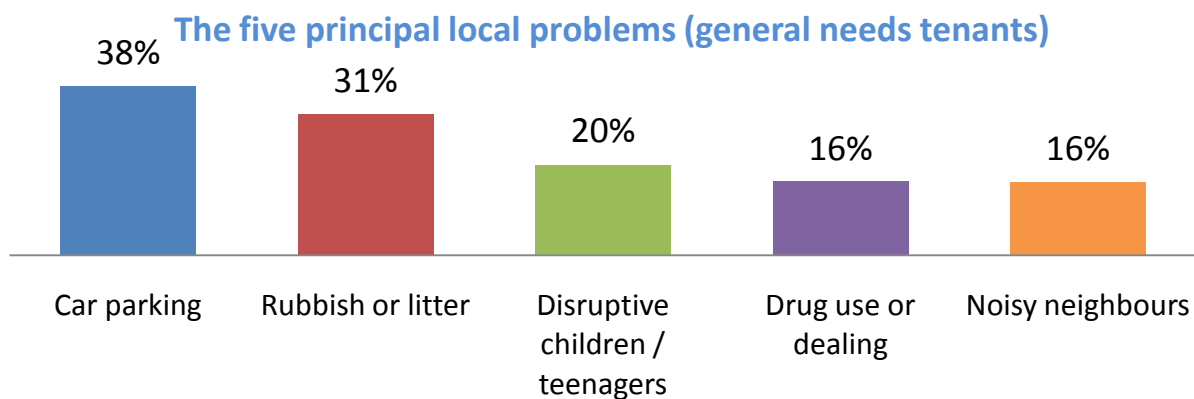
How good is customer care?



- Compared with a group of similar landlords, NLH tenants awarded slightly lower ratings for customer contact (1% to 4% lower). The ratings were either close to or slightly lower than the averages found in the NHF's database (equal to 3% lower).

Neighbourhood and community

- Tenants think highly of their neighbourhood as a place to live. 82% of general needs tenants and 93% of sheltered tenants said they are happy with their local neighbourhood and just 11% of all tenants are dissatisfied.
- Encouragingly, 41% of general needs tenants and 30% of sheltered tenants felt that their neighbourhood had improved in the last three years.
- A higher percentage of sheltered tenants felt that there was a sense of community spirit in their neighbourhood (67%) and felt they belong to their immediate neighbourhood (71%) compared with general needs tenants (49% and 56% respectively).
- The chart below shows what tenants say are the five biggest local problems.



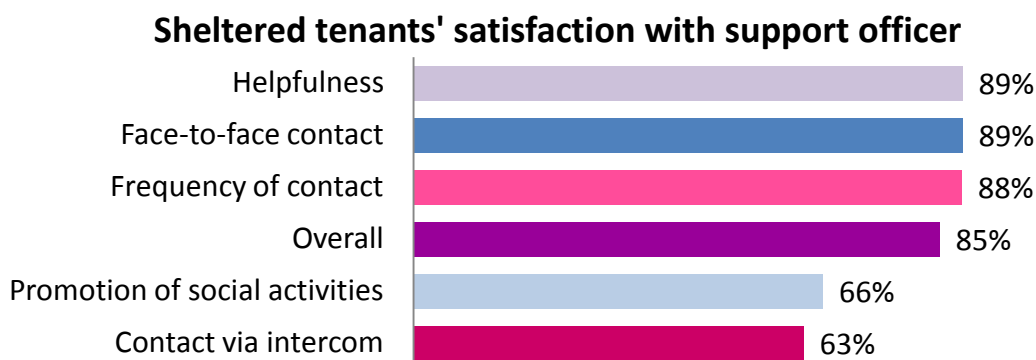
- Sheltered tenants generally reported lower levels of local problems, with disruptive children or teenagers (8%), rubbish or litter (14%) and car parking (27%) the top three local problems.

Anti-social behaviour (ASB)

- 11% of general needs tenants had reported a case of ASB to NLH in the last 12 months, down considerably from 2008 (19%). This is slightly lower than the average level found in the group of similar landlords (13%).
- **Making the report** – 50% of NLH's tenants found it easy to contact the right person when reporting ASB and 67% of tenants found staff helpful. Half of tenants (51%) felt staff were able to deal with their problem. The ratings were all higher than three years ago (8% to 10% higher) and higher than the averages of the group of similar landlords and the NHF's averages.
- **Handling of the report** – When the individual aspects of reporting ASB are examined, NLH's tenants were just as satisfied compared with the NHF's average ratings. NLH's ratings were however slightly lower than those found at a group of similar landlords (1% to 4% lower).

Sheltered tenants

- A high percentage of sheltered tenants were satisfied with the support officer – both with the overall service (85%) and many aspects of the service (88% - 89%). Around two thirds of tenants were satisfied with the contact via the intercom and the promotion of social activities (63% - 66%).



- Sheltered tenants were on most occasions more satisfied with services than general needs tenants (2% to 11% higher). However with regards to customer contact, sheltered tenants were only just as satisfied as general needs tenants with the ease of contact and fewer sheltered tenants found staff able to deal with their problem (3% lower).
- Compared with the averages found at other landlords, NLH's sheltered tenants awarded some ratings lower than average including overall satisfaction with landlord services (7% lower).

Homeowners

The survey of homeowners found that:

- Not all homeowners were satisfied with the overall services provided by NLH (38%) and almost as many were dissatisfied (36%). This overall rating for homeowners is much lower than the NHF's rating average (55%) – which is close to the TSA's average (59%).
- Less than a third of homeowners were satisfied with the value for money of the rent and service charge (29%).
- Many homeowners were satisfied with the neighbourhood in which they live (78%), however only a third of homeowners felt that there was a sense of community in their neighbourhood (33%) and felt they belonged to their immediate neighbourhood (35%).
- While the majority of homeowners found NLH staff helpful (58%), not all found staff able to deal with their enquiry (37%) when they made contact.

Communications and information

- In 2011 slightly more tenants (77%) were satisfied that NLH keeps them informed about important matters compared with 2008 (75%). NLH's rating was lower than the NHF's average (83%) and the average of the group of similar landlords (82%).
- Nearly as many tenants (67%) felt that NLH listens to their views and takes them into account compared with 2008 (69%), while 12% are dissatisfied. NLH's rating is slightly lower than the NHF's average (71%) and the average rating of the group of similar landlords (73%).

How tenants want to be contacted by NLH

- Many general needs tenants prefer NLH to consult or inform them by letter (82%), while some prefer a telephone call (35%), a personal visit (29%) or a magazine/newsletter (28%). 8% of general needs tenants would be happy to receive information by email.
- Two thirds of sheltered tenants were happy to be contacted by letter (66%). Fewer would opt for information to be provided in a magazine or newsletter (23%) or through a telephone call (27%), while a third would like a personal visit (32%). Many sheltered tenants are also happy to be kept informed by the support officer (49%) or attend resident groups or forums (29%) to keep them up to date.

You say – We do

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

Publish findings for tenants

Use findings to plan and improve services

Involve tenants in shaping service improvements

For further information or to discuss the findings in this report please contact Toni Mosley, Business Improvement Manager (Tel: 01724 298652 or Email: toni.mosley@nlhomes.org.uk).