

Tenant Satisfaction Survey 2020



Tenant Satisfaction Surveys are an essential tool used by housing to shape services, improve our ways of working and enhance our tenants' customer experience. To make sure our records are up to date and reflect your current views we carry out a tenant satisfaction survey every 2 years.

As a result, during March, April and May 2020 you may receive a telephone call from 'NWA Social and Market Research' asking you what you think of the housing services we provide for you. NWA is an independent company that works on our behalf, to ensure the results of the survey are unbiased. If you do get a call from NWA, we'd be grateful if you would take time to answer their questions.

The last tenant satisfaction survey was carried out in 2018 and we got an excellent response from you with most of the results 80% and over. However, we are not content with this and this flyer sets out what we have been doing to continually improve our housing services, based on what you've been telling us.

Across all the council housing stock



In 2018, **80%** of those who took part in the survey said they were satisfied with the Council as their landlord.

↑ It's thanks to you that we have achieved this great result and managed to maintain this standard since 2016.

Your home

In 2018, **83%** of respondents told us that they were satisfied with their accommodation.

↑ This is a substantial increase from our previous 2016 result of 76%.

Since the last survey we have been listening to you and noted your concerns about the lack of social housing and the importance of environmental issues. As a result, we:

- Have completed our first new build site providing 57 new, low carbon homes.
- Have submitted a planning application for 46 new homes and negotiated with developers to obtain 450 affordable homes in the town over the next 3 years.
- Continually review all housing land for potential future housing developments.
- Reported to you that the energy efficiency rating of RBC homes was 74, which is good result when compared to other similar organisations. However, we are continually seeking to improve with most of our energy efficiency work aimed towards reducing our carbon footprint and your energy bills.

If you do get a call from NWA, we'd be grateful if you would take time to answer their questions.

Your neighbourhood

85% of you said last time that you were satisfied with your neighbourhood as a place to live.



↑ Another significant increase of 6% from the previous survey result in 2016.

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Housing



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Working better with you

Feedback over the last 2 years has highlighted your neighbourhood priorities as, how we manage rubbish, car parking, fire safety and the appearance of the inside and outside of your flat. By listening to your views, we have:

- Completed many small-scale environmental improvement projects across Reading, such as, landscaping, installation of bin stores and car parking spaces.
- Carried out regular fire safety checks and inspections in all the blocks of flats to ensure you are safe in your home.
- Completed external and internal decorations programmes for several of our blocks of flats.

Your repairs service

In 2018, **81%** of respondents expressed satisfaction with repairs and maintenance.



↑ This is a massive rise of 10% from 71% in the previous survey.

After reviewing your repairs service feedback, we recognised that you want good quality communications from us, and your repairs completed at the first visit. So far, we have:

- Worked with our trades staff to improve the series of letters posted to you about receiving your gas safety checks. These revamped letters appear to be working, as we continue to have a 100% gas safety record.
- Continued to standardise the range of spare parts carried in our repair's vans. This enables our trade operatives to extend the number of repairs they can fix and to complete more of them first time.

Taking account of your views



71% of you told us in 2018, that you were satisfied we listened to you and acted on your views.

↑ An increase of 3% from the 2016 survey.

Your feedback makes a difference to the way we deliver our services. These are some improvements we have made by listening to your views:

- Piloted our first Housing Information Day in September 2019, which over 150 people attended.
- Implemented recommendations from the TACT (tenant scrutiny panel) review on fire safety, resulting in:
 - Improved signage in flats, including painting floor numbers clearly on the walls of high rise blocks to quickly direct emergency services in the event of an incident.
 - Further consultation with tenants living in flats to raise awareness of fire safety issues and to make improvements where necessary.
 - Regular fire safety articles appearing in every edition of Housing News.
- Along with the Tenant Building Cleaning Panel, checked block cleaning standards and improved the quality of information available to tenants. This helps people living in flats to monitor and feedback on their block cleaning service.
- Worked more closely with local communities, such as, Orts Road to help identify improvements for a new play park.

Making sure your rent provides value for money



84% of respondents told us they were satisfied that their rent provided value for money.

↑ This result has gone up by 2% from the previous survey.

From hearing your views about value for money, we know that the quality and cost of services we provide are equally important to you. We have acknowledged this by:

- Continuing to work alongside our tenant scrutiny panel to review, scrutinise and improve our services.
- Trialling electric repairs vans as a future replacement for our diesel ones, which will make us more efficient and environmentally friendly.

If you would like to get involved please contact the Tenant Participation Team on **0118 937 2730** or **Tenant.Participation@reading.gov.uk**

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