

# Your Views

## Tenant Satisfaction Survey 2023/24

### About the Survey

Between September and November 2023, many of you took part in an important survey. All tenants were invited to participate in the survey by online, postal and telephone questionnaires.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Gravesend Churches Housing Association (GCHA) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing. Tenants who took part were entered into a prize draw, with three winning shopping vouchers from GCHA (1 x £100, 2 x £50).

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing GCHA's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



**251**

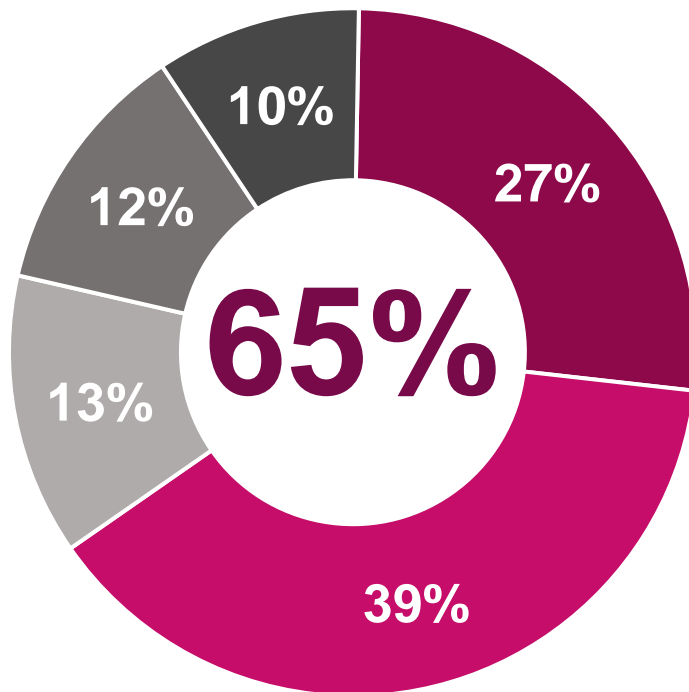
tenants took part  
out of a total of 542  
(97 by telephone,  
87 online & 67 by  
post)

**A big thank you to everyone who took part!**

# Overall Service



Around two out of three tenants are satisfied with the overall service provided by GCHA (**65%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



# The Home and Communal Areas



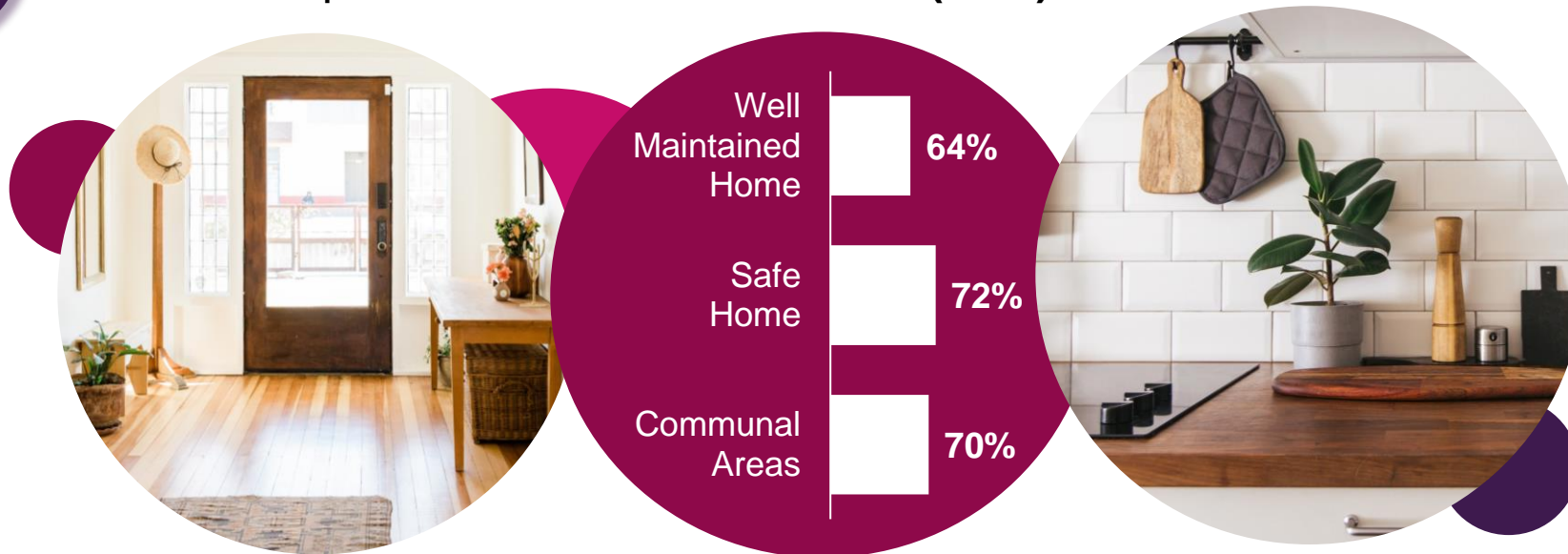
Over six out of ten tenants are satisfied that they are provided with a home that is well maintained (**64%**).



Around seven out of ten tenants are satisfied that GCHA provides them with a home that is safe (**72%**).



Seven out of ten tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**70%**).



# Repairs Service



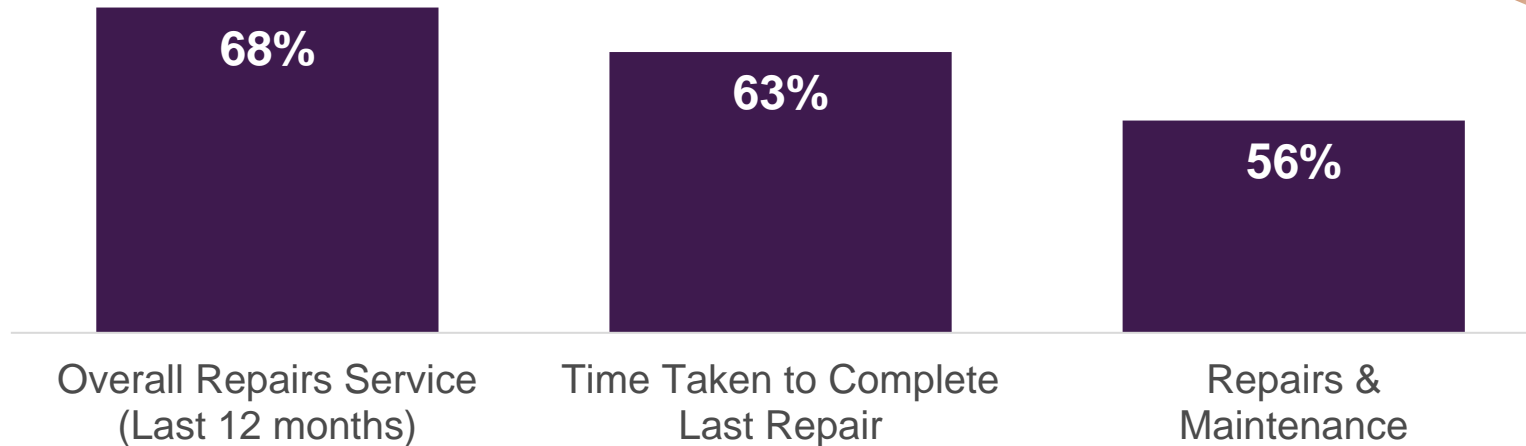
Around seven out of ten tenants that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(68%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(63%)**.



Over half of tenants are satisfied with the way GCHA deals with repairs and maintenance generally **(56%)**.



**61%**  
of tenants had a repair carried out in the last 12 months



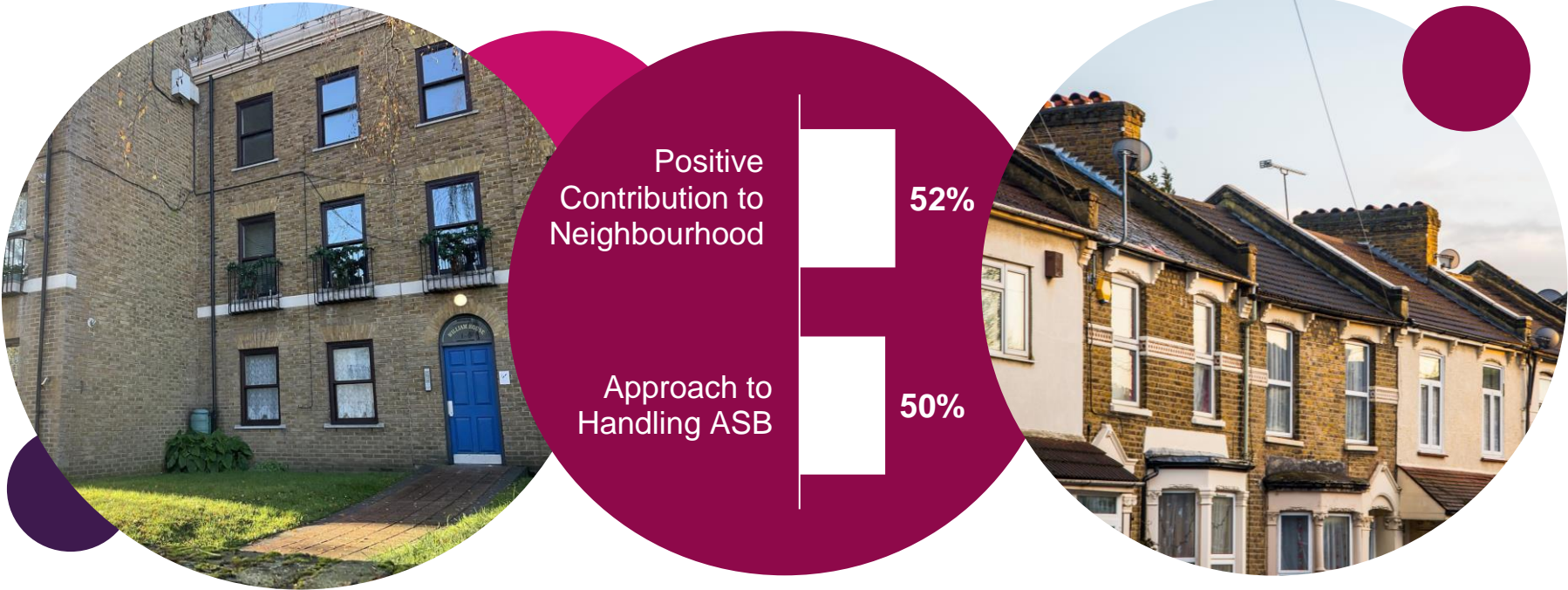
# The Neighbourhood



Around half of tenants are satisfied that GCHA makes a positive contribution to their neighbourhood (**52%**).



Tenants are similarly satisfied with GCHA's approach to handling anti-social behaviour (**50%**).



# Communications and Tenant Engagement



Half of tenants are satisfied that GCHA listens to their views and acts upon them **(50%)**.



Around six out of ten tenants are satisfied that they are kept informed about things that matter to them **(62%)**.



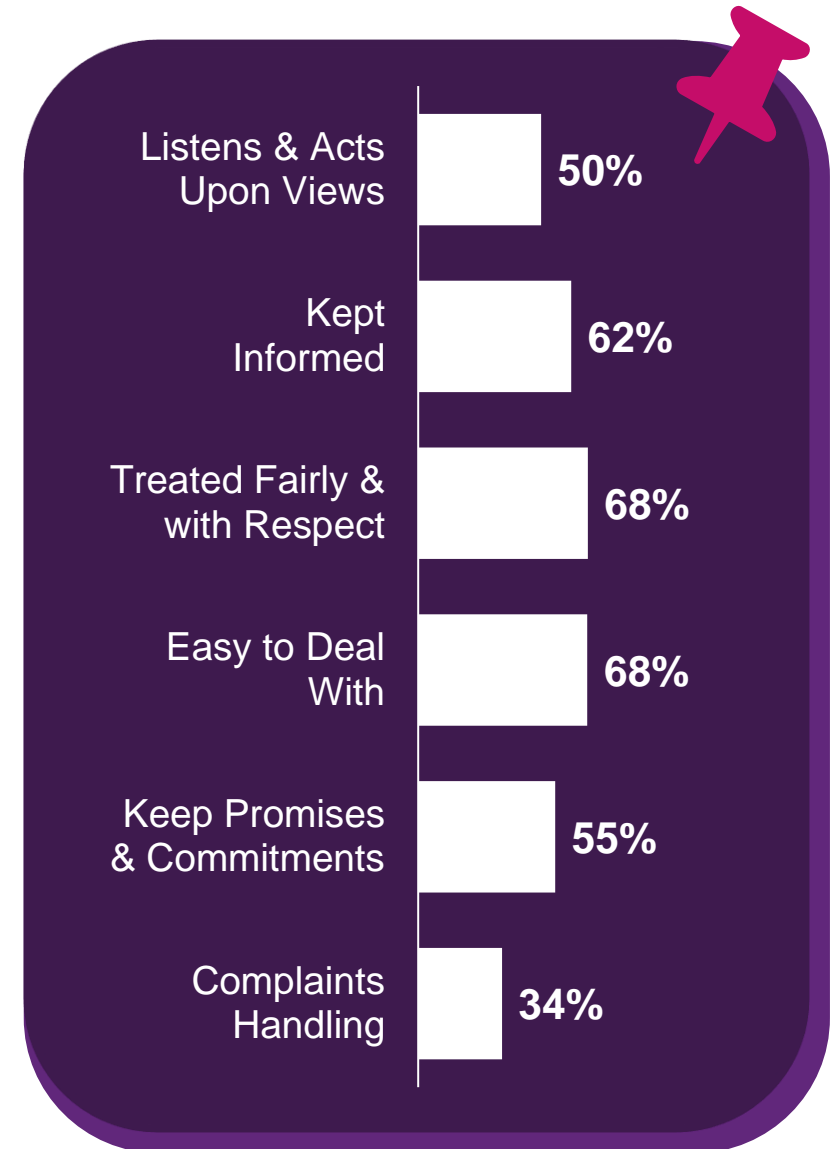
Two out of three tenants agree that they are treated fairly and with respect and that GCHA is easy to deal with **(68%)**.



Fewer tenants are satisfied that staff have kept promises and commitments made to them in the last 12 months **(55%)**.



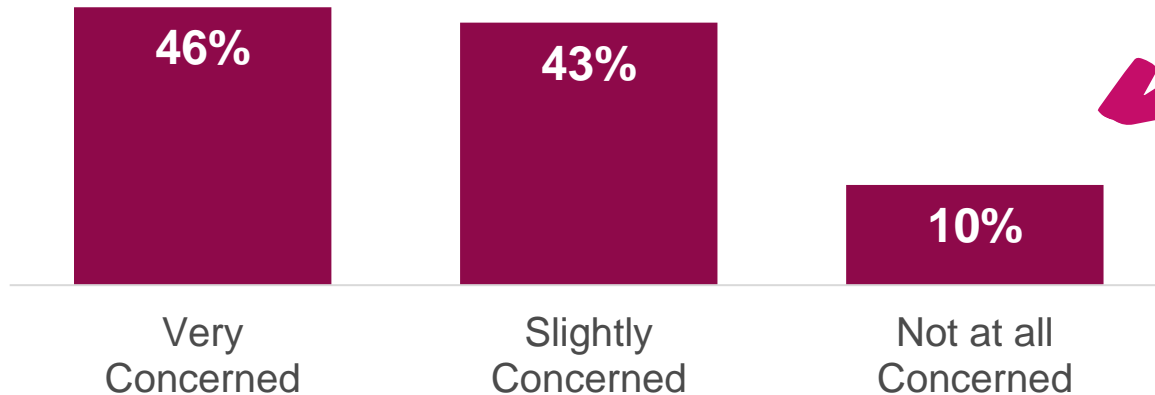
One-third of tenants who said they made a complaint in the last 12 months are satisfied with complaints handling **(34%)**.



# Wellbeing



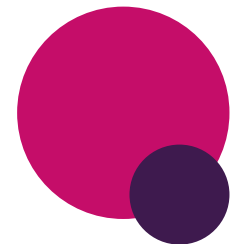
Nine out of ten tenants are at least slightly concerned about the cost of living crisis (**90%**), with **43%** slightly concerned and **46%** very concerned. Just **10%** of tenants are not at all concerned.



Around two out of three tenants are satisfied with the energy efficiency of their home (**65%**).



One out of three tenants said that they currently have a damp or mould issue in their home (**34%**). Of these tenants, **88%** have reported the problem to GCHA.



# Recommending GCHA



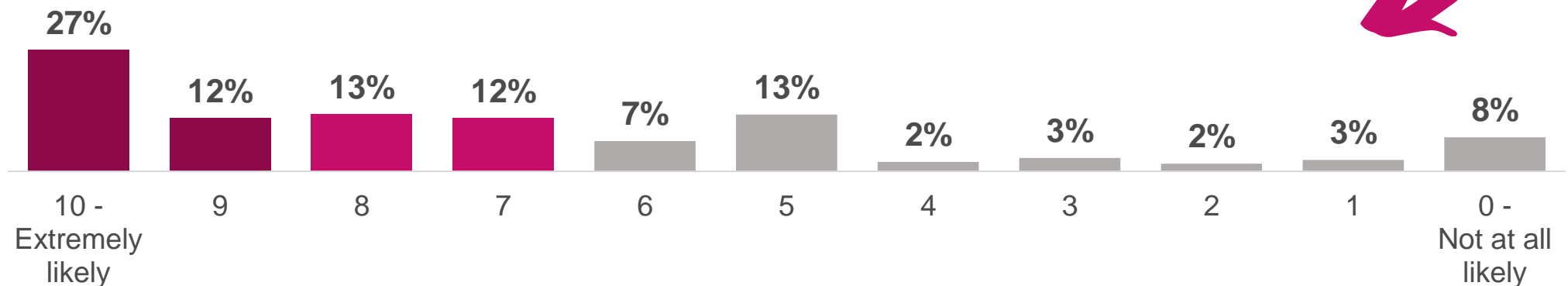
Tenants were also asked how likely they would be to recommend GCHA to other people. This is a 0-10 point rating. Those who would recommend GCHA score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Four out of ten tenants are happy to recommend GCHA to other people (**39%**). However, **25%** of tenants are unsure and **36%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for GCHA (the percentage of those who would recommend GCHA minus the percentage of those who would not) is **+3**.





# Tenants' Comments

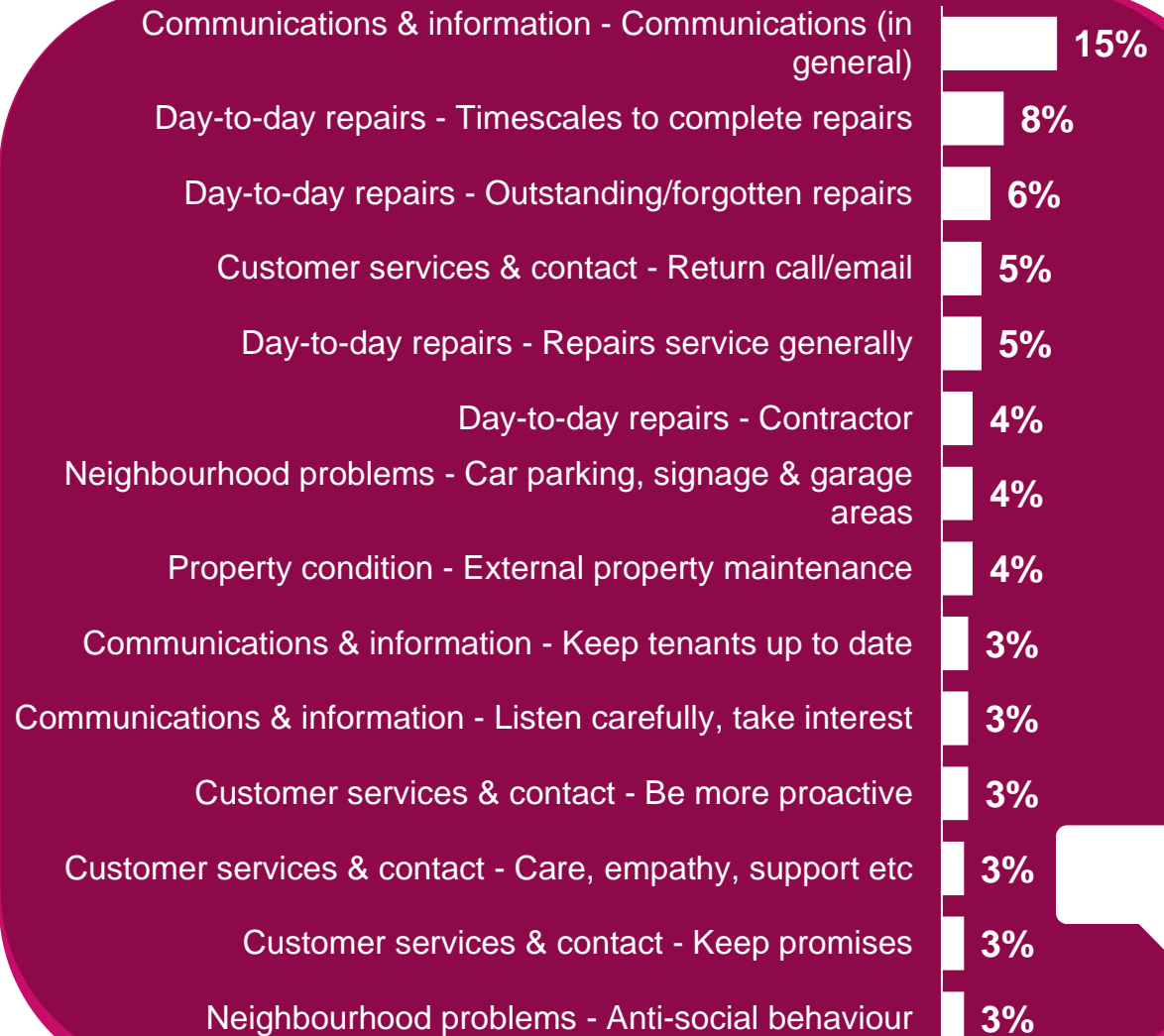
Finally, tenants were asked what one thing GCHA could improve, and 179 tenants gave comments.

Tenants most frequently mentioned the repairs service, such as the time taken to complete repairs and outstanding repairs that have not been dealt with.

Tenants would also like improvements to customer service and communications, including communications in general, the returning of their contact and how they are kept informed.

While some tenants commented upon neighbourhood problems, particularly issues around carparking and anti-social behaviour.

## Top comments



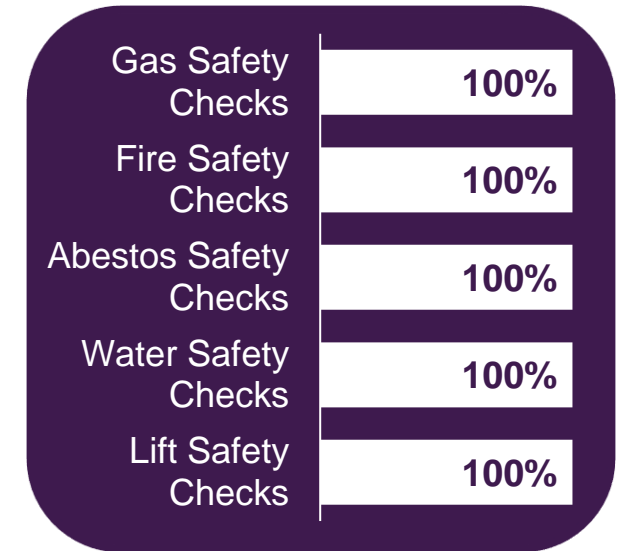
# Summary of Tenant Satisfaction Measures (TSMs)

<b>TP01</b>	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	<b>65%</b>
<b>TP02</b>	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	<b>68%</b>
<b>TP03</b>	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	<b>63%</b>
<b>TP04</b>	Proportion of respondents who report that they are satisfied that their home is well maintained.	<b>64%</b>
<b>TP05</b>	Proportion of respondents who report that they are satisfied that their home is safe.	<b>72%</b>
<b>TP06</b>	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	<b>50%</b>
<b>TP07</b>	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	<b>62%</b>
<b>TP08</b>	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	<b>68%</b>
<b>TP09</b>	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	<b>34%</b>
<b>TP10</b>	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	<b>70%</b>
<b>TP11</b>	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	<b>52%</b>
<b>TP12</b>	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	<b>50%</b>

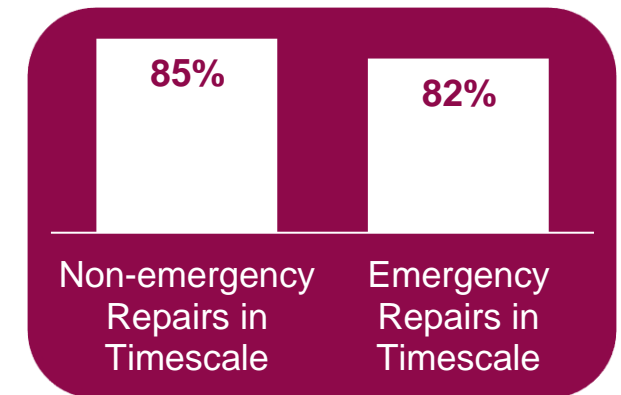
# TSM Management Information: Safety and Repairs

The following two pages include a summary of the TSMs generated from GCHA's management information. It is important to note that these measures were not questions asked in the survey but are taken from data available to GCHA.

<b>BS01</b>	Proportion of homes for which all required gas safety checks have been carried out.	<b>100%</b>
<b>BS02</b>	Proportion of homes for which all required fire risk assessments have been carried out.	<b>100%</b>
<b>BS03</b>	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	<b>100%</b>
<b>BS04</b>	Proportion of homes for which all required legionella risk assessments have been carried out.	<b>100%</b>
<b>BS05</b>	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	<b>100%</b>



<b>RP01</b>	Proportion of homes that do not meet the Decent Homes Standard.	<b>*</b>
<b>RP02 (1)</b>	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	<b>85%</b>
<b>RP02 (2)</b>	Proportion of emergency responsive repairs completed within the landlord's target timescale.	<b>82%</b>

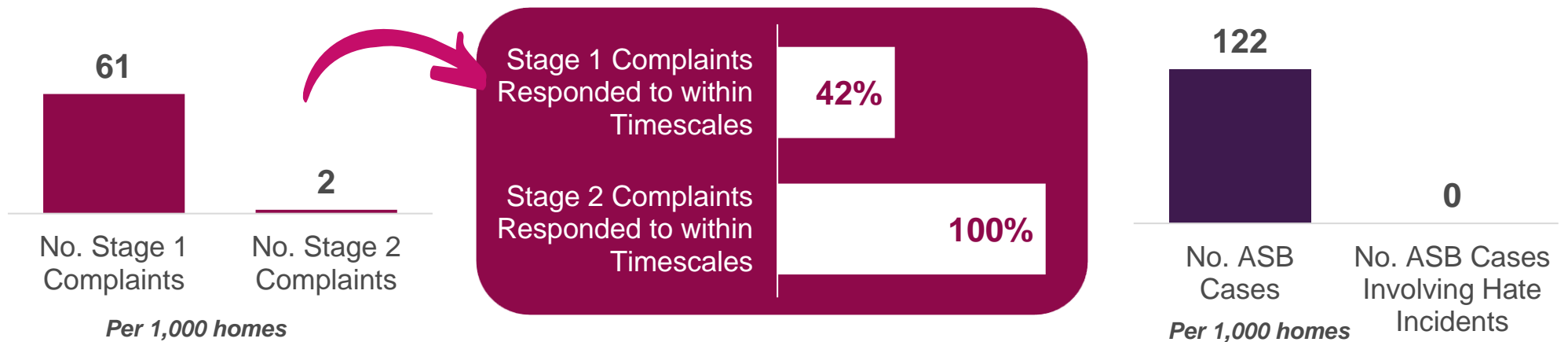


\*GCHA is carrying out a Stock Condition Survey of our properties which will help identify which homes are decent vs non decent.

# TSM Management Information: Complaints and ASB

<b>CH01 (1)</b>	Number of stage one complaints received per 1,000 homes.	<b>61</b>
<b>CH01 (2)</b>	Number of stage two complaints received per 1,000 homes.	<b>2</b>
<b>CH02 (1)</b>	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>42%</b>
<b>CH02 (2)</b>	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>100%</b>

<b>NM01 (1)</b>	Number of anti-social behaviour cases opened per 1,000 homes.	<b>122</b>
<b>NM01 (2)</b>	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	<b>0</b>





# Your Views

GCHA appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

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



# TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	251
B.	Timing of survey	25 September to 10 November 2023
C.	Collection method(s)	Telephone, postal and online surveys
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Representativeness checks by tenure type, area and age group
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	
I.	Reasons for any failure to meet the required sample size requirements	Required sample size has been met
J.	Type and amount of any incentives offered to tenants to encourage survey completion	Prize draw, with three responses selected at random for a first prize of £100 and two runners up prizes of £50 shopping vouchers
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None