



Keniston
Housing Association

Keniston's tenants – how satisfied are you with the service?

Introduction from the Chief Executive

In September and October 2015 we carried out a survey to see how satisfied Keniston's tenants are with the services provided by Keniston. We do something similar every three years. Of all of our 725 tenants, 434 completed the survey (nearly 60%). Most people completed the survey using the form we sent; for the first time this year we also enabled tenants to complete the survey on line and just under a quarter of those who replied did it this way. We had the results in November 2015 and have been digesting them since. Overall we are delighted with the results because they indicate very high levels of satisfaction with most aspects of the service Keniston provides. High levels of resident satisfaction are a key aim for Keniston so it is good news to have such a strong vote of confidence from you. This is a summary of some of the results from the survey. A full copy of the survey report is available from our website.

First a word about the survey

We consider resident satisfaction very important and use it as one measure of how we are doing as a housing association. Your view of how we deliver services really matters to us. Within the housing association world there is a standard approach to asking about satisfaction which is known as STAR. By using the standard questions from STAR we can compare our results with those of other housing organisations. We also prefer to use an independent organisation to carry out and analyse the information as we think it demonstrates a greater level of independence and therefore hopefully assurance in the reliability of the results. This year we used a company called Acuity.

Comparing the results

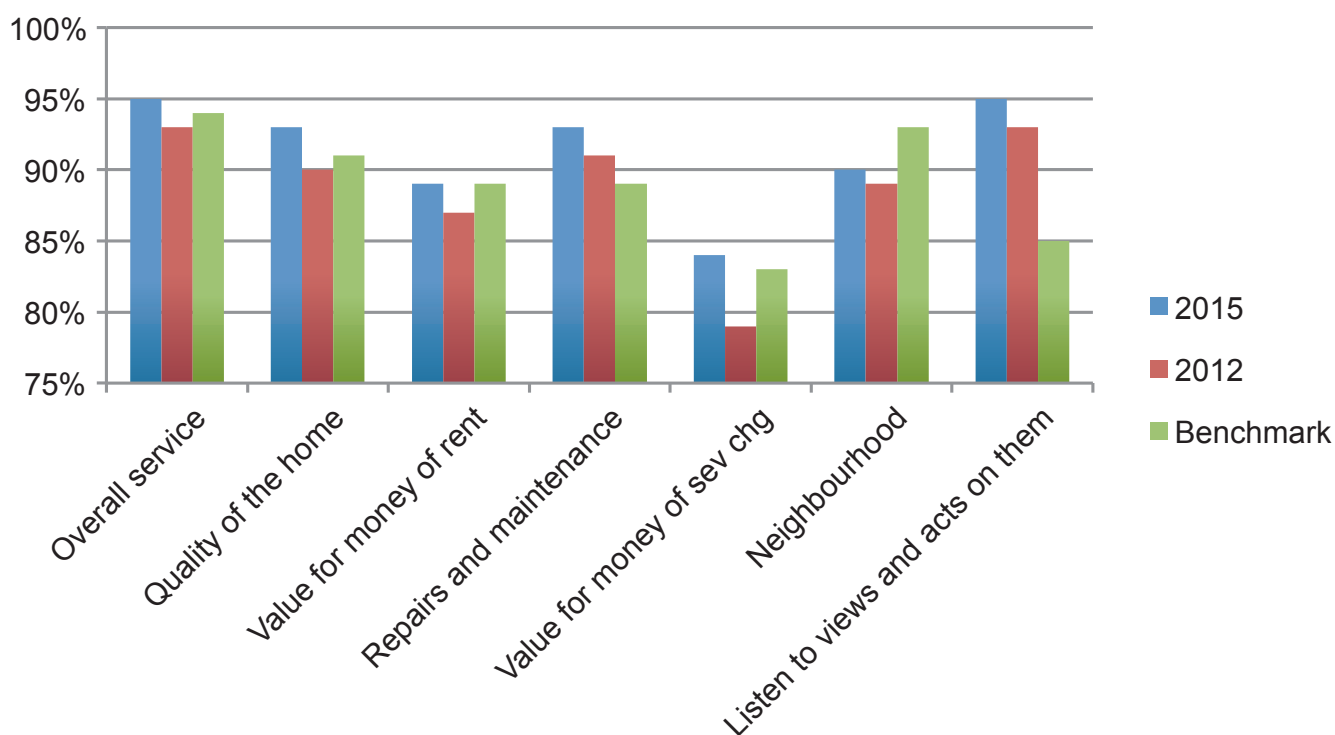
We have compared the results from the 2015 survey with the results from our 2012 survey and also with the performance of other smaller housing associations. The benchmark for comparison is the top quarter performing organisations from about 100 smaller housing associations across the United Kingdom. Please note that our results are for all our tenants whereas the benchmark does not include tenants in sheltered housing.

Headline results

We asked a number of standard questions about satisfaction with various aspects of the service and the home.

Satisfaction with	2015	2012	Benchmark
Overall service	95%	93%	94%
Quality of the home	93%	90%	91%
Value for money of rent	89%	87%	89%
Repairs and maintenance	93%	91%	89%
Value for money of service charge	84%	79%	83%
Neighbourhood	90%	89%	93%
Listens to views and acts on them	95%	93%	85%

The following graph shows the same information in a bar chart.



This shows that, in all but one of these areas, Keniston is in the best 25% of smaller associations nationally. In every area satisfaction had improved compared with the 2012 survey results.

We also asked about satisfaction with customer services and estate services – such as cleaning, gardening, door entry systems and lifts where applicable.

Satisfaction with	2015	2012
Customer service	93%	n/a
Estate services	85%	91%

We were disappointed that satisfaction with estate services had fallen and will follow this up.

For tenants who had contacted Keniston recently, more than nine out of ten were satisfied with the ease of contacting Keniston (97%), receiving a friendly response (95%), speaking to the right person (92%), being treated fairly (92%), and receiving a helpful response (91%). Eight out of ten tenants were satisfied with the enquiry being dealt with in a reasonable time (85%), being kept informed of progress (82%) and the final outcome of their query (82%).

Service priorities

We asked what your service priorities are: 7 out of 10 tenants (70%) prioritised repairs and maintenance, nearly a half (48%) the overall quality of your home and nearly 4 out of 10 (38%) dealing with anti-social behaviour.

Anti-social behaviour

We asked tenants who had reported anti-social behaviour in the last year to tell us what you thought about the service you had from Keniston.

Satisfaction with	2015	2012
How quickly you were initially interviewed about your complaint	76%	n/a
The advice provided by staff	72%	75%
How well you were kept up to date with what was happening throughout the case	68%	59%
The support provided by staff	65%	67%
The speed with which your case was dealt with overall	67%	57%
The way your complaint of anti-social behaviour was dealt with overall	68%	n/a

We have worked hard to improve the way staff deal with anti-social behaviour complaints and keep tenants up to date with the progress of a case. It was pleasing that this work was reflected in improved satisfaction with being kept up to date and the speed with which a case was dealt with. We were disappointed that advice and support offered by staff were slightly lower than the last survey. Similar results available from larger housing associations for anti-social behaviour are significantly better than ours. Even though dealing with anti-social behaviour is often very difficult, in the context of satisfaction with other areas of our service we were disappointed with these results. We will work to improve how we respond to anti-social behaviour.

Repairs and Maintenance

We asked tenants who had reported a repair in the last 12 months about aspects of the service. At least 9 out of 10 tenants were satisfied with the ease of reporting repairs (97%), the repairs team understanding the details of the repair (93%) and being told when the operative would call (90%). More than 8 out of 10 tenants were satisfied with the speed of completion of the work (89%), the professionalism of the contractors (88%), the contractor doing the job that was reported (88%), the time taken before work started (87%), the overall quality of the work (86%) and the repair being completed in one visit (81%). Completing repairs in one visit is an aspect

of the service which has received more attention over recent years. Keniston started monitoring this in November 2014 and we are working with our contractors to improve our performance in this area. In answer to the question “If there is one thing that Keniston could improve, what would you like it to be?” 16 tenants gave comments about improving the repairs service.

What else did we find out from the survey

Two thirds of tenants (65%) say they have access to the internet. Of those that don't, about half don't want to. In an age where government wants all its dealings with us to be across the internet, this will be challenging for you to access all the services you need and for us to help you. However a quarter said you don't have the confidence to use the internet so we will consider what more we can do to help you with this.

We also asked the likelihood of you recommending Keniston. Acuity, who carried out the survey, benchmarked our results against 28 other smaller housing associations where the same question had been asked and we achieved the second highest score. Our score was also higher than any recorded for larger associations.

Finally we asked residents what we could do to improve our service. Over 200 comments were made and nearly a quarter of these were to do with neighbours or local problems. Estate maintenance, tenancy management issues and planned replacement of, for example, kitchens and bathrooms were also featured by just over 10% of those who gave us comments.

In summary

We are very pleased with most of the results from the survey and the increase in satisfaction since the last survey. We want to keep up the good work so that you continue to be very satisfied with the services we provide. We are working through the information from the survey to identify areas to help us improve in estate services and anti-social behaviour, as well as the specific comments made about service improvements. We will keep you informed about this through tenants' meetings and the newsletter.

Nevil Osborne,
Chief Executive – Keniston Housing Association