



Resident Satisfaction Survey 2018 Executive Summary

D'Eynsford Tenant Management Organisation CIC
Resident Satisfaction Survey 2018 Executive Summary

TABLE OF CONTENTS

Introduction 3

Methodology..... 3

Analysis of survey results..... 3

Key Strength Identified 3

Key Weakness Identified..... 3

Conclusion and What we have learnt from this 4

Action Points 4

Presentation of the Results..... 4

Detailed Response to Survey Questions 5

INTRODUCTION

In July 2018, D'Eynsford Tenant Management Organisation (DTMO), which manages D'Eynsford Estate, carried out a Resident Satisfaction Survey, as required by the management agreement in place between it and Southwark Council.

METHODOLOGY

DTMO's 2018 survey was sent to all 336 residents within the estate in August 2018. As the initial response was slow, DTMO's Board extended the deadline and offered a prize drawing for those who completed the survey. Furthermore, the board also carried out a door knocking exercise to obtain feedback in September. This more than doubled the number of surveys received, to 107. Of these, 72% were returned by council tenants, 23% by leaseholders and 5% by private tenants renting from absentee leaseholders. The overall response rate for the survey was 31.84% of all 336 surveys sent out.

According to the mainstream research companies, an response rate—'*between 30% and 40% is considered a good return and to be a robust response rate.*' As DTMO's response rate was 31.84%, the results of its survey can be taken as an accurate reflections of residents' attitudes towards the TMO service it provides.

Due to the 2018 Survey being the first resident satisfaction survey since its existence (September 2015), it is hoped that data from this survey will be used to carry out an comparative analysis in the future.

ANALYSIS OF SURVEY RESULTS

The board met on the 3rd November 2018 for their annual away day to discuss the survey and as a result, a task group was created that focused on disseminating the data to provide an action plan.

The TMO analysed each response data to determine its key strength and key weaknesses and how they could build on their strength and address their key weaknesses.

KEY STRENGTHS IDENTIFIED

- 97.73% of respondents stated it was easy to contact the TMO Office.
- 94.56% of respondents indicated the TMO Office were either helpful or very helpful.
- 92.63% of respondents felt satisfied with the communication it receives from the TMO. Which was much greater than the council (75.91%).
- 92.23% of respondents were satisfied with the Maintenance of grassed areas of the estate (gardening). This was higher than LBS in the standard of repairs (TMO 90.72%, LBS 69.69%) – 21.03% >.
- 90.72% of respondents were satisfied with the Standard of repairs and maintenance carried out by the TMO.
- 88% of respondents were satisfied with the Cleaning of external communal areas (e.g., parking areas).
- 86.41% of respondents felt the TMO have made a positive impact on the estate since it took over in 2015.
- 86% of respondents said they were satisfied with the cleaning internally.
- 85.56% of respondents were satisfied with the community events and activities
- 85.14% of respondents were satisfied with the way the TMO deals with repairs and maintenance.
- 83.53% of respondents were satisfied with the final outcome of the issues reported to the TMO.
- 82.11% of respondents indicated that they found the Newsletter highly informative.
- 61% of respondents stated that they would speak highly of the TMO, 10.76% would be critical and 27.45% had no opinion.

KEY WEAKNESS IDENTIFIED

- 62.26% of respondents have never visited our website and as much as 84.31% have never seen our over 800 tweets.

- 45.61% of respondents highlighted that the reason why they didn't attend the meetings were due to Timing of meetings.
- 35.72% of respondents felt dissatisfied with being kept informed. Although the majority were satisfied (64,28), it does highlight some steps the TMO can do to keep residents informed when reporting ASB issues, However, one observation to state is that the dissatisfaction percentage could be due to residents reporting to the council and the police.
- 30.3% of respondents were dissatisfied with the standard of repairs carried out by the council.

CONCLUSION AND WHAT WE HAVE LEARNT

- As this is the first survey carried out by DTMO, it does not offer as much scope for comparison to previous surveys.
- In general, the results of the survey showed high levels of satisfaction with the services DTMO provides to D'Eynsford residents and in almost all cases.
- There were however areas where it was felt that DTMO could make an Action Plan to address the key concerns.
- Door knocking was a huge positive as it increased it by over 65 surveys (60.74%) and made this an credible response percentage (31%).
- It is a very positive resident satisfaction survey where it indicates that we made a huge positive impact since it took over 3 years (87%).

ACTION PLAN

Key Weakness Identified	Action plan
<ul style="list-style-type: none"> • 62.26% of respondents have never visited our website and as much as 84.31% have never seen our over 800 tweets. 	<ul style="list-style-type: none"> • New computer class starting. • Installation of new Internet line by Hyperoptic. • Access to computers in the TMO Office • Collecting Email addresses to focus on using email to communicate more regularly along with other methods.
<ul style="list-style-type: none"> • 45.61% of respondents highlighted that the reason why they didn't attend the meetings were due to Timing of meetings. 	<ul style="list-style-type: none"> • Board are looking into varying the timing of the meetings in 2019/2020. i.e. change days and times.
<ul style="list-style-type: none"> • 35.72% of respondents felt dissatisfied with being kept informed by the TMO, Police and Council when reporting ASB. • Although the majority were satisfied (64.28%), it does highlight some steps the TMO can do to keep residents informed when reporting ASB issues. 	<ul style="list-style-type: none"> • In future questionnaire to separate the TMO, Police and Council as it is currently as one. • TMO to start office reporting logs. • Working closer with the Safer Neighbourhood team.
<ul style="list-style-type: none"> • 30.3% of respondents were dissatisfied with the standard of repairs carried out by the council. 	<ul style="list-style-type: none"> • Board are going to set up a sub-committee to tackle on working on developing and better partnership and monitoring of council retained responsibilities i.e. heating/hot water, intercom.

PRESENTATION OF THE RESULTS

- Discuss at Board Away Day on the 3rd November 2018
- General Meeting in January 2019
- Website in February 2019
- News Letter in March 2019

DETAILED RESPONSES TO SURVEY QUESTIONS

HOUSING SERVICES & YOUR TMO

1. Which ONE of the following statements comes closest to how you feel about the TMO?

I would speak highly of the TMO	61.76%
I have no opinion about the TMO	27.45%
I would be critical about the TMO	10.76%

2. How important are each of these services to you ?

	Very Important	Fairly Important	Not Important	N/A
Support and advice on claiming welfare benefits, money advice, and paying rent	42.27%	9.28%	15.46%	32.99%
Keeping residents informed about estate matters	81.82%	14.14%	3.03%	1.01%
Listening to residents' views and acting upon them	79.17%	16.67%	3.13%	1.04%
Repairs and maintenance	87.76%	10.20%	1.02%	1.02%
Dealing with anti-social behaviour	76.04%	16.67%	6.25%	1.04%
Value for money for your rent/service charge	71.58%	21.05%	5.26%	2.11%
Community and Social Events	60.64%	23.40%	13.83	2.13%
Estate Improvements	79.17%	15.63%	5.21	0%

3. Overall how satisfied or dissatisfied are you with the following?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied
a. The way the TMO deals with repairs and maintenance	46.53%	38.61%	8.91%	5.94%
b. Maintenance of grassed areas of the estate (gardening)	59.22%	33.01%	4.85%	2.91%
c. Cleaning of internal communal areas (e.g., stairwells)	50.98%	35.29%	6.86%	6.86%
d. Cleaning of external communal areas (e.g., parking areas)	47.00%	41.00%	7.00%	5.00%
e. Your safety and security within the estate	35.35%	48.48%	11.11%	5.05%
f. Standard of repairs and maintenance carried out by the TMO	53.61%	37.11%	5.15%	4.12%
g. Standard of repairs carried out by the council (i.e. Hot water, heating, ventilation, intercom)	27.27%	42.42%	18.18%	12.12%
h. Community Events and Activities	60.00%	35.56%	1.11%	3.33%

4. Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive with the following? (if applicable)

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied
a. Claiming housing benefit and other welfare benefits	58.54%	26.83%	12.20%	2.44%
b. Managing your finances and paying rent and service charges	55.56%	37.78%	4.44%	2.22%

5. Are you aware that the TMO provides a FREE Advisory Service every month? Yes 71.29% No 28.71%

6. Have you made use of these Advisory Sessions? 12.90% 87.10%

	Very helpful	Helpful	Unhelpful	Very unhelpful
7. If yes, how helpful did you find the session(s)?	52.94%	35.29%	5.88%	5.88%

CUSTOMER EXPERIENCE & RECENT CONTACT

	Yes	No			
8. Have you had the need to contact the TMO in the last 12 months? (if no, please move to question 14)	89.11%	10.89%			
	Easy	Difficult			
9. How easy was it to make contact with the TMO office?	97.73%	2.27%			
10. What method did you use to contact the TMO Office?	Phone	Email	Visit Office	Social Media	Letter
	30.97%	7.08%	59.29%	2.65%	0.00%
	Very helpful	Helpful	Unhelpful	Very unhelpful	
11. How helpful were the staff you spoke to?	66.30%	28.26%	3.26%	2.17%	
12. What did you contact the TMO Office about?					
Household matters (enquiries about your tenancy/lease/rent)				16.51%	
Neighbourhood issues/ASB				18.35%	
Garden/communal areas				7.34%	
Repairs and maintenance				12.84%	
To make a complaint				41.28%	
	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	
13. How satisfied were you with the final outcome?	60.00%	23.53%	8.24%	8.24%	

COMMUNICATION AND INFORMATION

14. Which communications have you received from D'Eynsford TMO? (Please check as many as apply)	Highly Informative	Little Information	Never received	
Newsletters	82.11%	15.79%	2.11%	
Information displayed on notice boards	63.95%	26.74%	9.30%	
Regular meetings	32.76%	18.97%	48.28%	
Website	28.30%	9.43%	62.26%	
Twitter feed	11.76%	3.92%	84.31%	
Word of mouth	38.18%	16.36%	45.45%	
Text messaging	20.75%	7.55%	71.70%	
15. Overall, how satisfied are you with the communications you receive from the TMO and Southwark Council?	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied
a. D'Eynsford TMO	48.42%	44.21%	4.21%	3.16%
b. Southwark Council	16.87%	59.04%	14.46%	9.64%

RUNNING THE TMO

	Yes	No		
16. Are you a share member (FREE) of the TMO?	23.66%	76.34%		
17. Are you aware of the work your Board does and its responsibilities to provide you with housing management services?	68.18%	31.82%		
18. Were you aware that in the past 12 months, through the hard work of the staff and the board, the TMO has been awarded over £60,000 in grants for estate improvements and community projects?	30.11%	69.89%		
	Agree strongly	Somewhat agree	Somewhat disagree	Disagree strongly

19. I am interested in being involved in decisions about D'Eynsford Estate.	34.12%	30.59%	22.35%	12.94%
20. I know how I can get involved in decisions about what happens on the D'Eynsford Estate if I choose to. (Are you aware the TMO will provide interpreter and translation services if English is not your first language)	50.00%	36.59%	9.76%	3.66%
			Yes	No
21. Have you attended any TMO meetings (including Board and General Meetings)?			26.09%	73.91%
a. If yes, were you able to raise your queries, concerns and ideas effectively?			61.29%	38.71%
b. If no, why have you not attended any TMO meetings? (Check all that apply)				
Timing of meetings			45.61%	
Not interested in taking part			33.33%	
Nervous about attending			14.04%	
Language barrier			3.51%	
Don't know whom to contact			3.51%	
		Positive	Negative	No Change
22. Do you think the TMO has made a positive or negative impact to the estate since it took over in 2015?		86.41%	4.85%	8.74%

ANTI-SOCIAL BEHAVIOUR (ASB)

23. If you have experienced any Anti-Social Behaviour in the past 12 months, who did you report it to? (if no, go to question 26)	TMO	Council	Police	Other
	66.67%	14.29%	19.05%	0.00%
24. What was the overriding factor in your choice of who to report the Anti-Social Behaviour to?	Speed of response	Perceived effectiveness of response	Likelihood of being taken seriously	Other
	40.63%	34.38%	25.00%	0.00%
25. How satisfied were you with the following aspects of how your report was handled?	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied
a. How the report was dealt with	48.48%	30.30%	3.03%	18.18%
b. Being kept informed	35.71%	28.57%	21.43%	14.29%
c. The final outcome of your report	44.44%	29.63%	14.81%	11.11%

GET INVOLVED & ABOUT YOU

			Yes	No
26. Do you have children living with you? (Under 16s)			17.35%	82.65%
27. Do you have internet access at home			72.16%	27.84%
28. If D'Eynsford TMO were to negotiate a good deal with an internet provider who provided good network speed and service, would you be interested in having internet installed or moving providers?			63.86%	36.14%
29. What type of resident are you?	Council tenant	Leaseholder	Private tenant	Lodger
	72.00%	23.00%	5.00%	0.00%

30. What age range are you in?	16 – 24	25- 40	41 - 65	66 +	Prefer not to say	
	5.10%	27.55%	39.80%	23.47%	4.08%	
31. What is your gender	Male	Female	Non-binary	Prefer not to say		
	45.83%	53.13%	0.00%	1.04%		
32. What is your ethnicity?	White	Asian/Asian British	Mixed/Multiple Ethnic Group	Black/African Caribbean/Black British	Other Ethnicity	Prefer not to say
	44.90%	3.06%	3.06%	43.88%	1.02%	4.08%