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# Adur Homes TSM Survey

2023 Report

December 2023

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# Introduction

Adur Homes (AH) is Adur District Council's local authority housing service, and has been delivering housing and related support services for over 40 years. AH currently manages approximately 2,500 properties, which are mostly General Needs flats and houses, with around 9% Sheltered Housing

Acuity has been commissioned to carry out AH's tenant perception survey to help them meet the Regulatory requirements to collect the Tenant Satisfaction Measures and understand their tenants' opinions of, and attitudes towards, their landlord and the services provided. This report includes the survey results for both General Needs and Sheltered Housing tenants.

The survey is designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and are due to be reported for the first time next year.

During October and November 2023, Adur Homes (AH) tenants were given the opportunity to complete a perception survey either online, via the post or over the telephone.

By the survey close on 6 November, 720 responses had been received, giving a response rate of 29%. This is split between 250 responses made online (35%), 358 via the post (50%) and 109 completed by telephone (15%).

The survey is confidential, and anonymised results sent to AH unless tenants gave their permission to be identified. 630 tenants (88%) of those responding gave permission for their details to be shared with their landlord, with 546 (76%) happy to be contacted to discuss their responses.

The aim of this survey is to provide data on tenant satisfaction to allow AH to:

- Understand its tenants' perceptions of current service provision.
- Compare the 2023 results with previous survey results where possible.
- Compare the results with other landlords (where appropriate).
- Report to the Regulator of Social Housing (RSH) from April 2023 onwards in line with the Tenant Satisfaction Measure (TSMs) requirements.

For the overall results, the RSH requires landlords with between 2,500 and 9,999 properties to achieve enough responses to achieve a sampling error of  $\pm 4.0\%$  at the 95% confidence interval. With 2,510 properties, a total of 485 completed surveys would be required to achieve this. However, with 720 responses being received, this is exceeded and is sufficient to conclude that the findings are accurate to within  $\pm 3.1\%$ .

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from one decimal place to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.



54%

### Overall Satisfaction

In 2023, just over half of tenants (54%) are satisfied with the overall service provided by AH. Four measures achieve the same or higher levels of satisfaction being; provision of a safe home (54%), the repairs service over the last 12 months (59%), time taken to complete the last repair (59%) and tenants being treated fairly and with respect (56%).

However, there are some areas where improvements can be made, such as AH's approach to complaints handling, which achieves the lowest level of satisfaction at 18%. AH's approach to anti social behaviour achieves the second lowest score at 34%, although it should be noted these two services are often among the lowest performing metrics for Registered Providers.

As will be shown throughout this report, satisfaction has fallen for all metrics measured in 2020, which is a trend being seen across the housing sector following the pandemic.

## Key Metrics Summary 2023



47% Well maintained home



34% Anti-social behaviour



54% Safe home



40% Listens & Acts



59% Repairs - Last 12 months



44% Keeps you informed



59% Time taken - Last repair



56% Treats fairly & with respect



44% Communal areas clean & well maintained



18% Complaints handling



38% Positive contribution to neighbourhood

# National Context

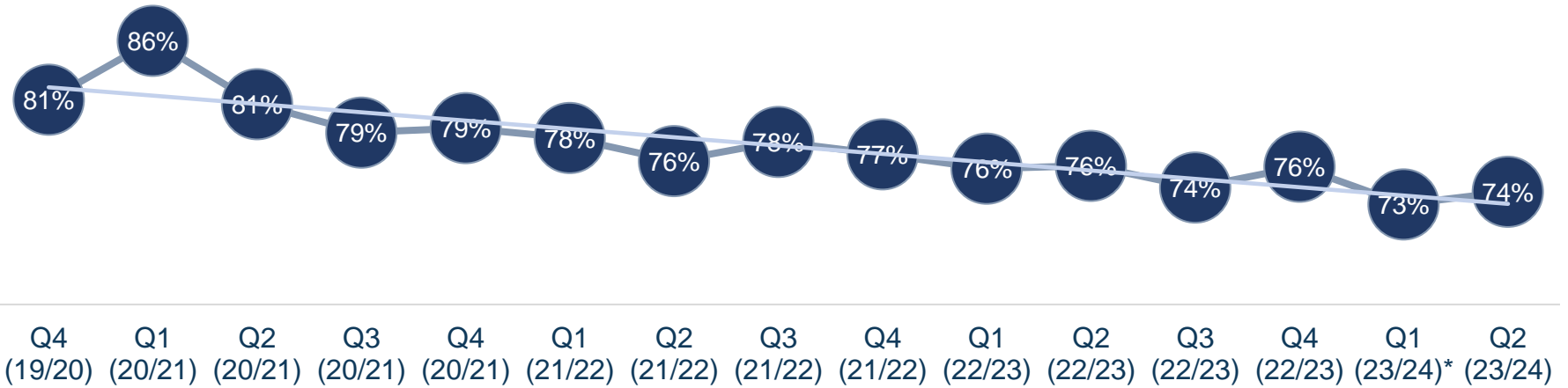
When considering the survey results, it is important that the national context and external factors impacting on both landlords and their tenants are taken into account. For example:

- The cost of living crisis
- Availability of skilled workers
- Supply chain issues
- Government, regulatory and political changes
- Economic instability

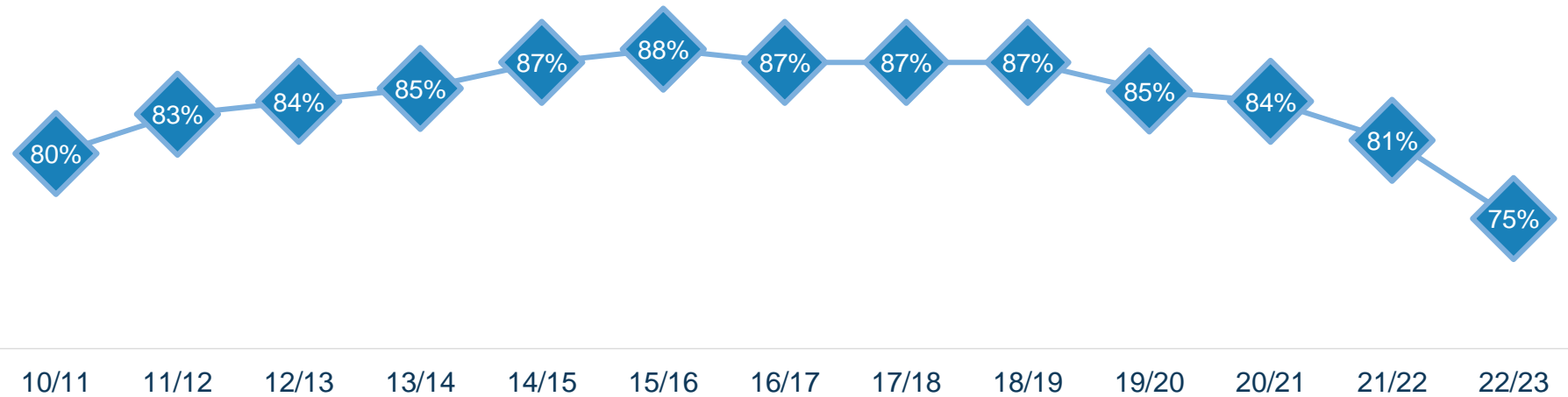
Satisfaction is based on perception rather than specific values so can be affected by how positive tenants feel about their lives in general. Factors such as the pandemic also altered the way landlords operate, possibly making them less accessible and responsive to their tenants than they may have been in the past.

The top graph to the right shows how overall satisfaction has changed for Acuity s clients (tracker only) since 2019/20. The lower chart shows the results from Housemark members, with satisfaction peaking in 2015/16, but a steady decline since.

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF/Housemark median - general needs)



\*LCRA only onwards

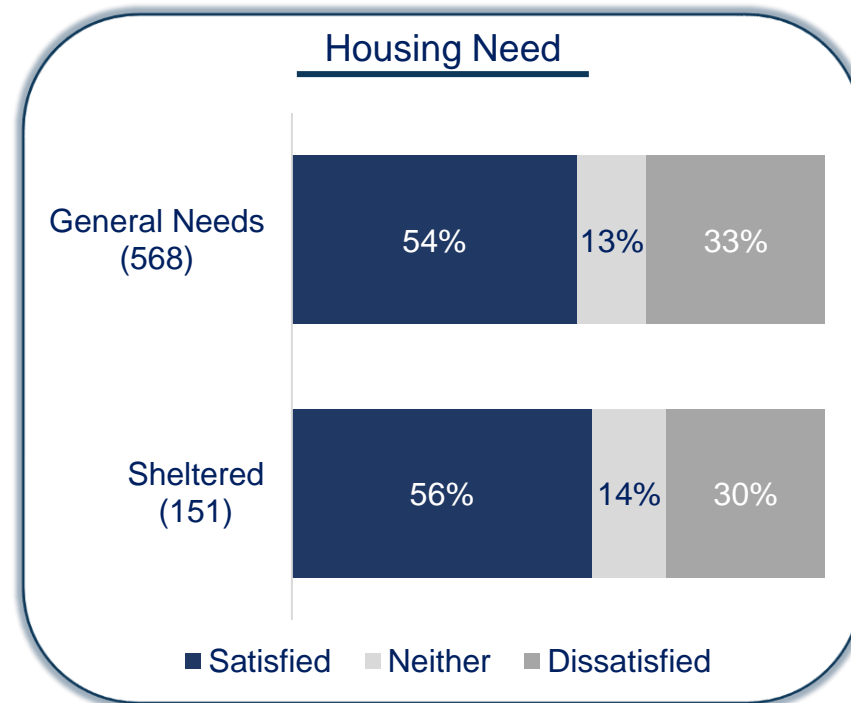
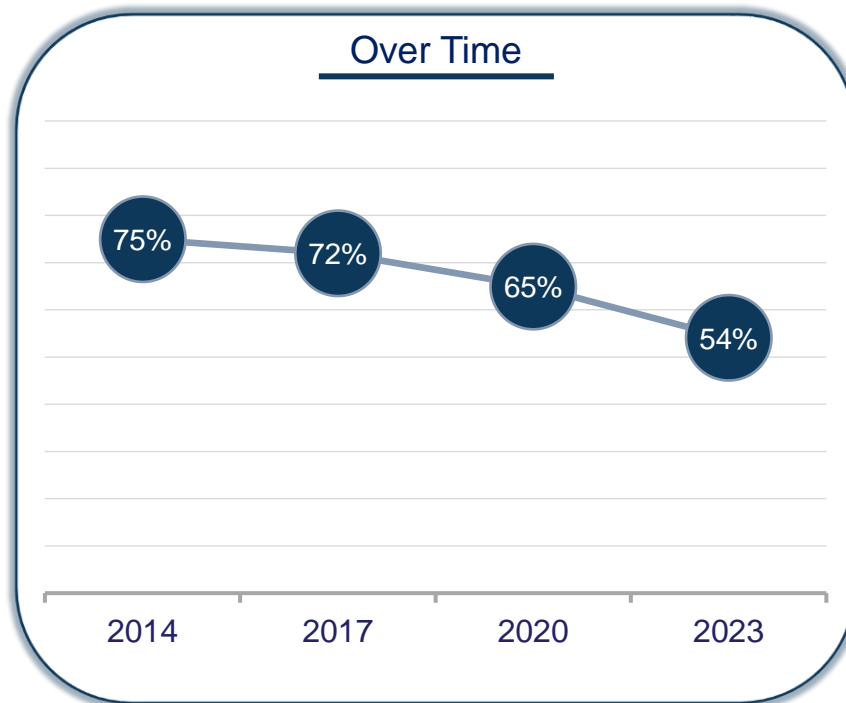
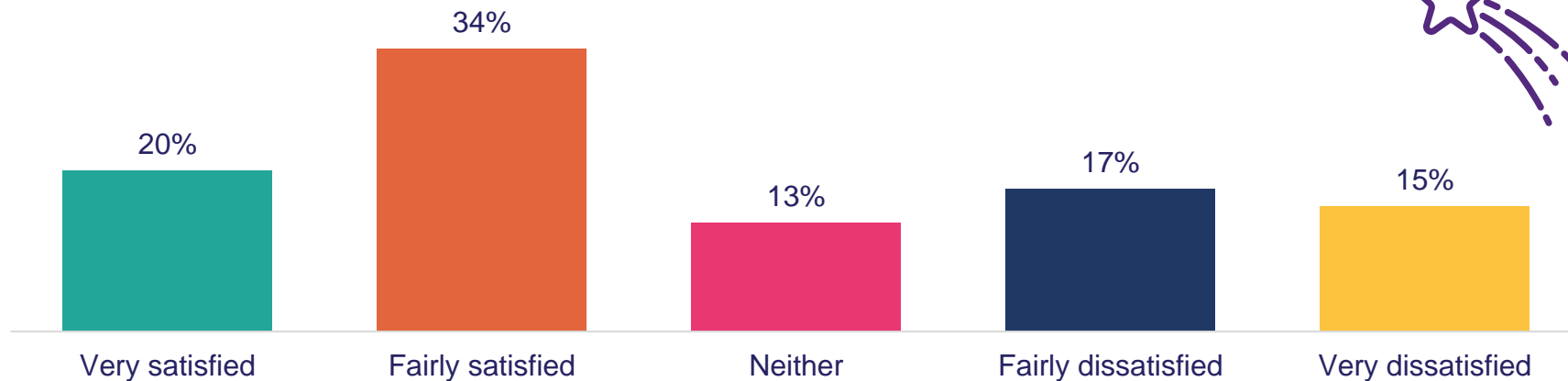


# Overall Satisfaction





# Overall Satisfaction



Residents were first asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Adur Homes? This is the key metric in any perception survey.

Overall satisfaction with AH achieves 54%, with a fifth of tenants (20%) being very satisfied. On the flipside, 32% are dissatisfied, with just over one in 10 tenants being very dissatisfied (15%). 13% of tenants have no opinion either way, selecting the neither satisfied nor dissatisfied option.

The bottom right chart shows the ratings by housing need. Although the results are fairly consistent, those living in Sheltered Housing are slightly more satisfied overall (56%), compared to General Needs tenants (54%). The highest level of dissatisfaction is found for General Needs tenants, with a third (33%) being dissatisfied with the overall service.

Overall satisfaction has fallen by 11% when compared to the survey result from 2020 a trend being seen by many landlords.

The ‘Understanding Satisfaction’ section of this report further analyses the results by a range of subgroups, including age, tenure and property types.



# Keeping Properties in Good Repair





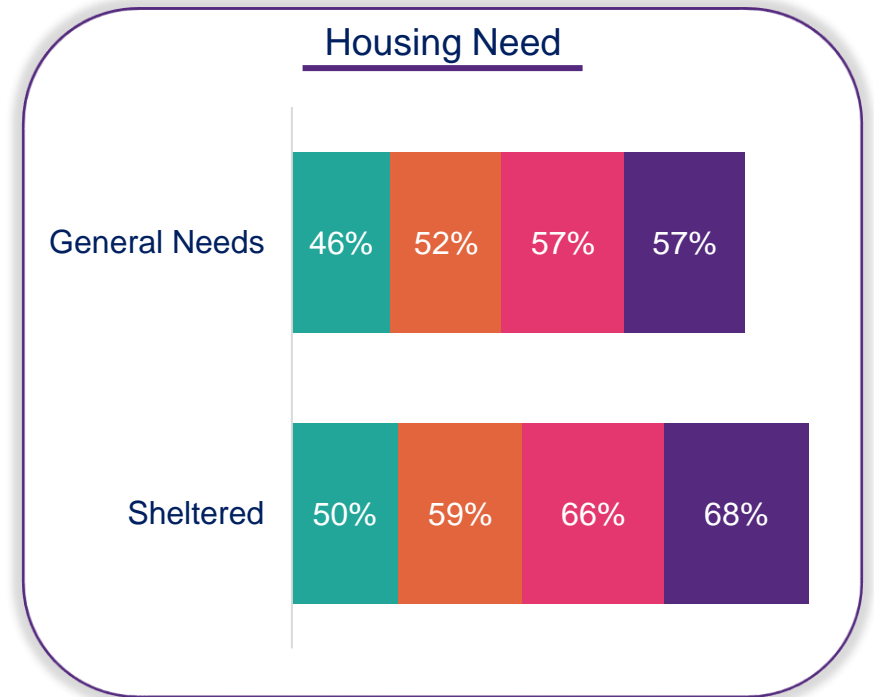
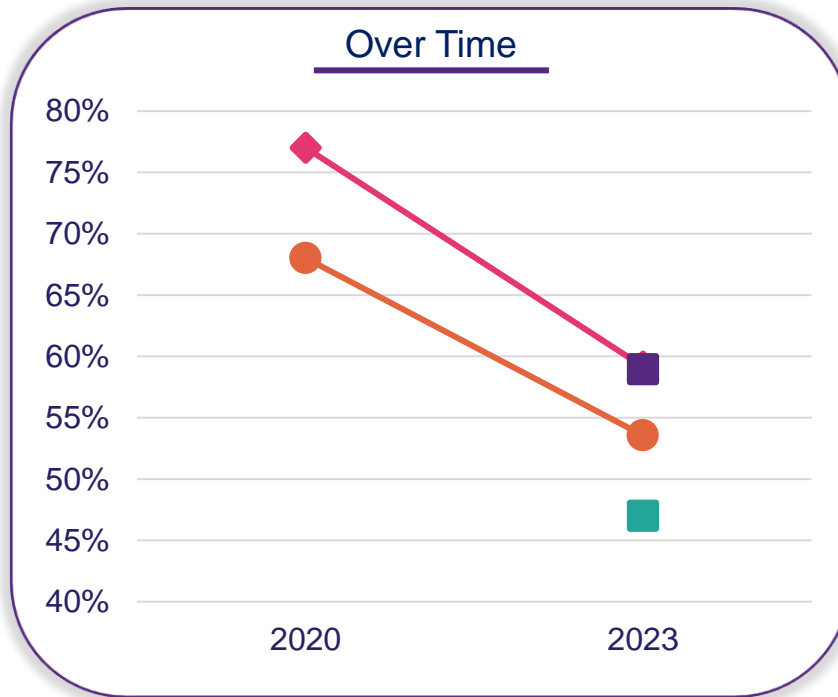
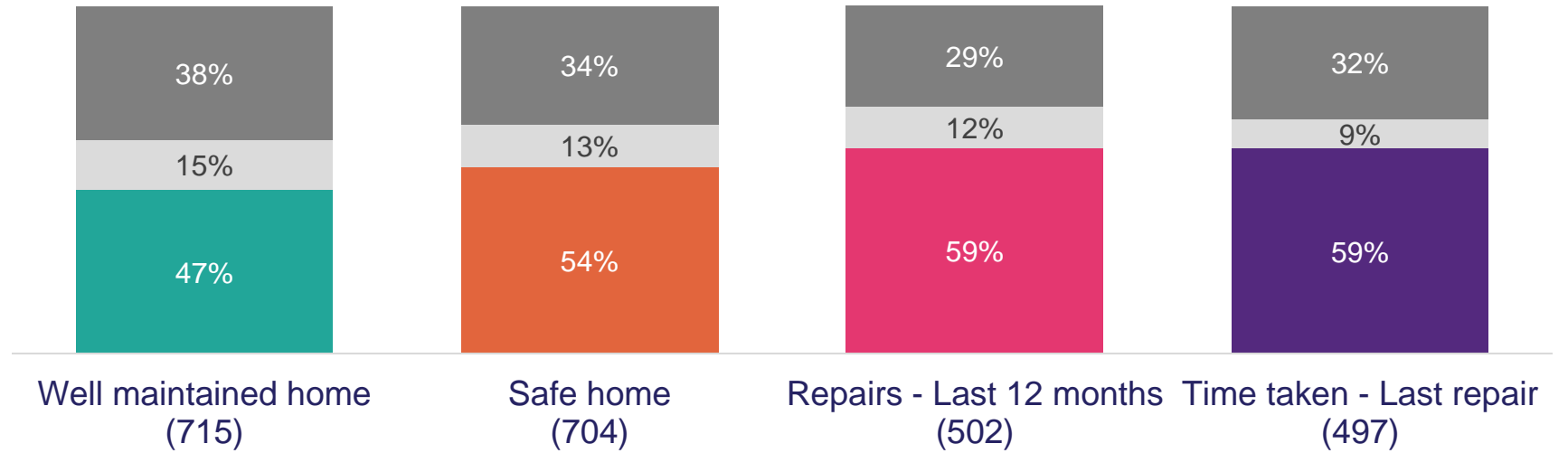
# Keeping Properties in Good Repair

The TSMs split out satisfaction with the home into two questions around its safety and its maintenance. More tenants are satisfied that their homes are safe (54%) than well maintained (47%), which is common in surveys of this kind.

Nearly three quarters of tenants (73%) state they had a repair carried out to their home in the last 12 months. Of these tenants, 59% are satisfied with the overall repairs service during this period, with the same number satisfied with the time taken to complete their most recent repair, with a third dissatisfied (32%).

When comparing the results to the 2020 survey, both satisfaction with the repairs service over the last 12 months and provision of a safe home have fallen by 18% and 14% respectively. It should be noted that following the introduction of the TSMs, the question about 'safe homes' has been changed from previously asking about 'safe and secure' to now only focussing on 'safe'.

Sheltered Housing tenants are the most satisfied in all four measures linked to keeping properties in good repair compared to General Needs tenants.



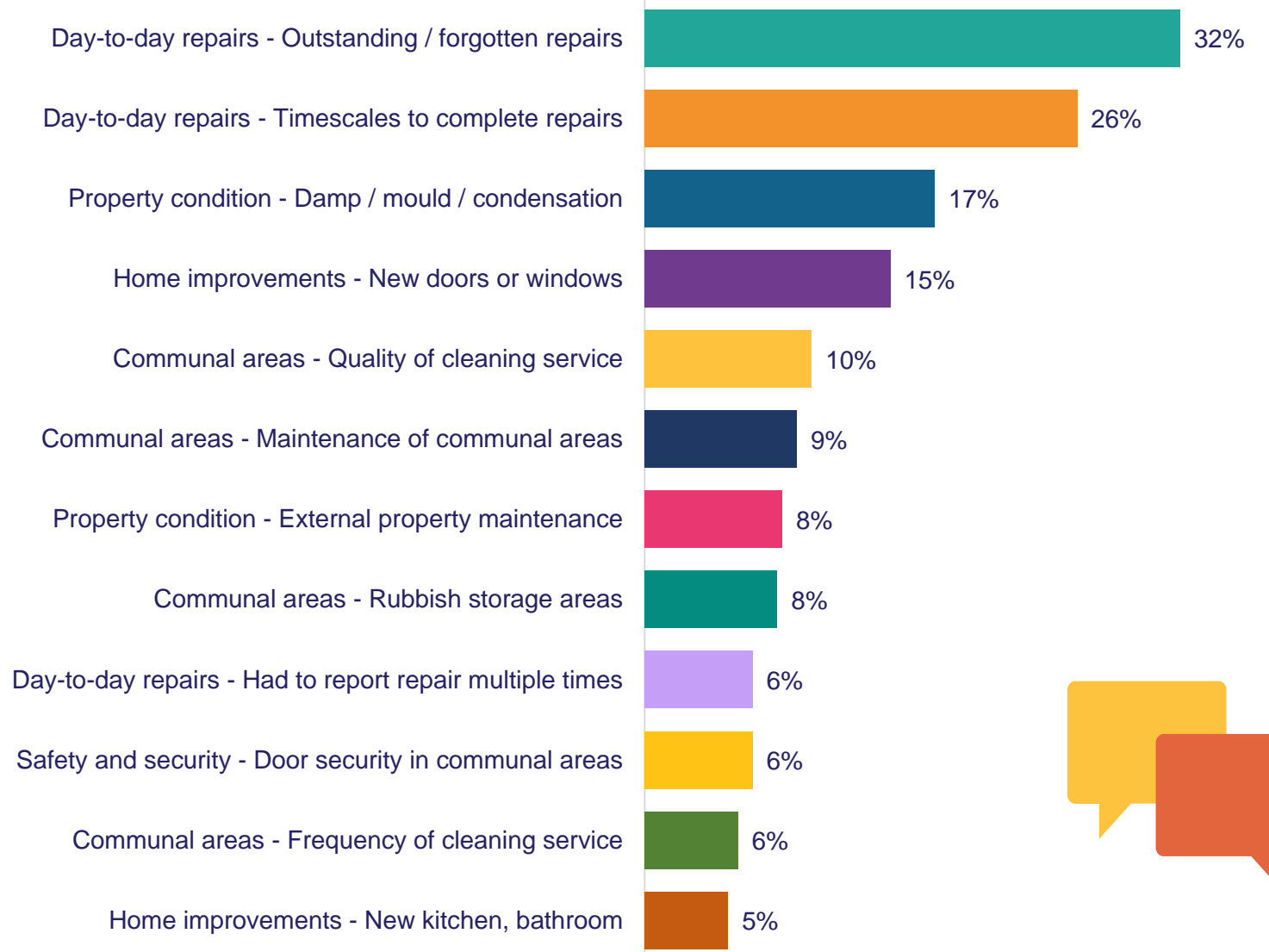
# Comments – Home or Communal Areas

Tenants not satisfied with their homes or communal areas were asked to explain why and what AH could do to improve, with 341 tenants providing comments.

This chart provides a breakdown of the frequency comments are made. Where more than one service area is referred to in a comment, they are reported separately to provide the fullest picture of tenant feedback possible.

The top two comment areas relate to the day to day repairs service, specifically that repairs are still outstanding or have been forgotten (32%) and the timescales for completing repairs (26%). Comments about damp, mould and condensation are the third highest and mentioned in 17% of comments, with home improvements, specifically new doors or windows, being mentioned in 15%.

Examples of the comments received are shown on the following page under relevant headings to give further insight into what tenants are most concerned about.



Number of respondents: 341



# Home or Communal Areas – Comments

## Outstanding/forgotten repairs

*“Numerous areas of damp, plaster on walls disintegrating reported on several occasions no action or contact regarding it.”*

*“Poor response to expensive repairs requests. I have a repair where tradesmen have agreed what needs to be done, but because it will be costly, no action has been taken by the council. I have had no response from Adur Homes at all.”*

*“Things are old and need to be replaced due to structural concerns. They don’t get anything done and leave it to the tenant to take care of.”*

*“I have many times complained regarding the brickwork on the outside of the building. The cement is crumbling away to bare brick. I’m worried the bricks will come away. I have cracks along the ceiling and above windows. The roof is damaged, so when it rains it floods the kitchen and end room. This was reported months ago, still not heard anything back.”*

*“After many phone calls, emails and inspections, nothing ever gets done.”*

*“I have been here since 2011 and they have not done anything with my radiators and boiler. I have to do it myself.”*

## Timescales to complete repairs

*“Could vastly improve on repairs. We wait months to get anything done.”*

*“Takes months to do anything, some things are ignored i.e. my shed has needed repairs now for 3.5 years!”*

*“We had water coming into our flat for nine months, now it is coming in again. Not easy we know, as the builders aren’t sure where it’s coming from.”*

*“Pointing between the bricks is falling out, window-seal at front dangerous ready to fall. Front door not secure and can see daylight. All this has been reported about six months ago.”*

*“When repairs are booked, they need to be done, NOT left for a year or more . We shouldn’t need to keep calling every two weeks or so to chase up these repairs.”*

*“Improve on timekeeping, as it took them five years to sort out the window in the property.”*

*“The balconies have been cordoned off for 10 months now. We were told repairs in spring of this year, and we’re now I autumn.”*

## Damp, mould and condensation

*“Still lots of damp not sorted, we have not heard anything since they put in the damp monitor - they told me it would be done this side of Christmas.”*

*“We have a mould issue which is not good for the children.”*

*“They need to sort out the mould issue in the property and repairs should be done before a tenant moves in.”*

*“Treat black mould in wet room (bathroom). Also, main room has a problem.”*

*“Damp in the flat. I wake up coughing most mornings due to it.”*

*“It is very disappointing that some severe mould on a bedroom ceiling keeps returning, even given my best efforts to keep it at bay even using a dehumidifier in the room. This makes my five year old’s chest very bad.”*

*“Numerous areas of damp, plaster on walls disintegrating. Reported on several occasions - no action or contact regarding it.”*

*“Damp in bedroom and improve the guttering. I think it’s the reason for the damp.”*

## Windows and doors

*“Old windows that can’t close as latch arms broken.”*

*“Windows have cold draft coming through and nothing has been done.”*

*“Reported windows in March, still not have heard from the council.”*

*“If you put your hand on the windows, you feel the draft coming through. They came and didn’t have the right sealer, it’s costing me a fortune when the weather is cold.”*

*“The windows are old, not got all the bits to them. The air comes threw the windows, on top of the window is meant to be vent but there isn’t any so there are holes there with freezing cold air.”*

*“Concerned about the safety of new windows, as there’s a child lock at the top of the windows in the dormer bedrooms and these locks cannot be accessed easily due to being over 6 feet off of ground level.”*

*“The double glazed windows are 30+ years old and do not open wide enough for a person to escape from, and the uPVC doors need replacing along with windows.”*

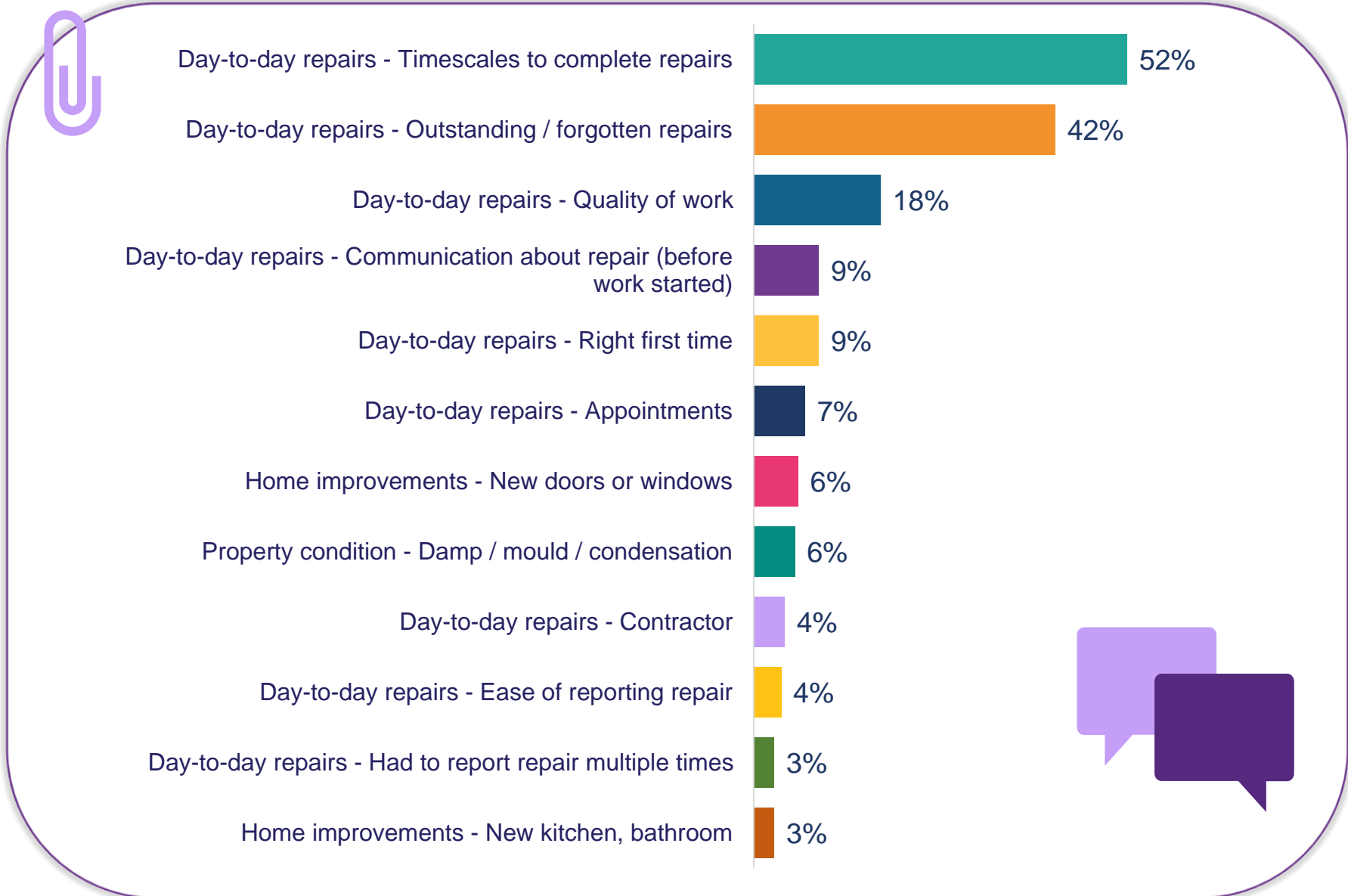
# Comments – Dissatisfaction with Repairs

Tenants not satisfied with the repairs and maintenance service were asked to provide more information and what could be improved, with 209 tenants giving comments.

Tenants most frequently referred to the timescales for completing repairs and outstanding/forgotten repairs. These are also common areas of concern for other Registered Providers, which is partly due to landlords still trying to catch up after the pandemic, as well as being faced with the challenges of increased costs and shortages of labour and materials. In addition, tenants' expectations about times for completing works can be high and difficult to match. We now live in a society where items can be ordered online and delivered the next day, but it is virtually impossible to operate a repairs service on the same basis.

Therefore, it is vital that AH keeps tenants clearly informed about repair schedules and how long they can expect to wait to manage expectations, with updates if anything changes. Tenants also commented upon the quality of work being carried out, with more communication wanted before works start.

Examples of comments are shown on the following page.



Number of respondents: 209



# Dissatisfaction with Repairs – Comments

Timescales to complete repairs	Outstanding/forgotten repairs	Quality of work	Communication
<p><i>“The latest repair has taken three weeks before someone has come to repair the issue. “</i></p> <p><i>“The time it takes for a repair can be improved greatly.”</i></p> <p><i>“It took them a very long time for them to sort our door.”</i></p> <p><i>“More than a year waiting.”</i></p> <p><i>“I reported a water leak over a week ago and I’m still waiting.”</i></p> <p><i>“I reported tile loose on roof October 2022. As it took so long to repair, I had water coming through my ceiling - repair was done April 2023.”</i></p> <p><i>“They took two years to put two missing bricks in the wall at the front of the property.”</i></p> <p><i>“It has taken a year for anything to be done, about the repointing of two external walls.”</i></p> <p><i>“It has taken from January until September to get our mould dealt with.”</i></p>	<p><i>I” have got an issue ongoing for seven years. Two people have been round saying it will be sorted, but still waiting.”</i></p> <p><i>“Shower still broken (works but slides down all the time). I am too frail to keep pushing it up.”</i></p> <p><i>“Been waiting again for repairs, and when they are done, they are poorly done. Still waiting for repaired repairs to be repaired.”</i></p> <p><i>“To fix gutter, no one has got in touch with me, yet alone fixed it.”</i></p> <p><i>“This issue I had took months and months to be dealt with and is still not complete.”</i></p> <p><i>“Reported doors not closing properly in our block 20th Sept 2023. As of 2nd November, still not fixed.”</i></p> <p><i>“Some of these repairs were reported years ago, and the odd couple are just getting done.”</i></p> <p><i>“Been waiting for two bedroom windows to be repaired for five or more years.”</i></p>	<p><i>“Due to the builders of our flat going bust, it took nine months to be finished, now water coming in again.”</i></p> <p><i>“General maintenance when done is shoddy if it’s completed at all.”</i></p> <p><i>“Every maintenance or repair to my home, I am left with dirty marks on the walls. I am still waiting for snagging to be completed after the installation of ground heat source pumps in 2021.”</i></p> <p><i>“Had to chase up all jobs, and workmen have had to return due to bad quality.”</i></p> <p><i>“Tradesmen not knowing how to fix simple things. Tap needed fixing, wrong size cylinder put in then next day put in cold tap so tap turned wrong way.”</i></p> <p><i>“Balcony door had a gap – it’s better than it was, but still not completely. They sent a carpenter out to repair uPVC door.”</i></p> <p><i>“I needed a replacement gate - the first one was terrible. I reported this and a foreman came out and agreed it wasn’t made to standard and arranged for it to be replaced.”</i></p>	<p><i>I booked an electrician, but he didn’t turn up (unless I made a mistake online). I got no reply to my email about it.”</i></p> <p><i>“Contact, as there should be another way to contact you. I can receive a text informing me that someone is coming as agreed, without you even having asked me if it is convenient.”</i></p> <p><i>“Very difficult to get a response from the council and long waits for repairs. We need to be able to access the council to report problems and they need to be actioned promptly - staff attitude needs improving.”</i></p> <p><i>“It is difficult to get hold of anyone to do anything.”</i></p> <p><i>“Sometimes I have to ring three to four times before someone comes around to solve the problem.”</i></p> <p><i>“Even official complaints don’t work. Took over four months to respond! Communication is just not there.</i></p> <p><i>“I reported a list of issues the week I moved in February 2023 . Its now October 2023, Still no-one has been in contact with me.”</i></p>



# Responsible Neighbourhood Management

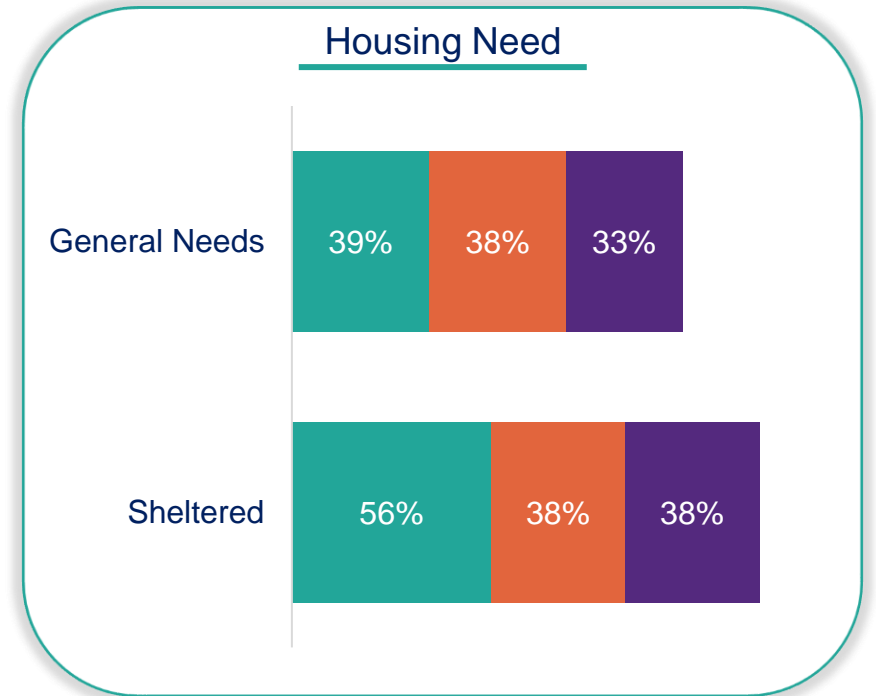
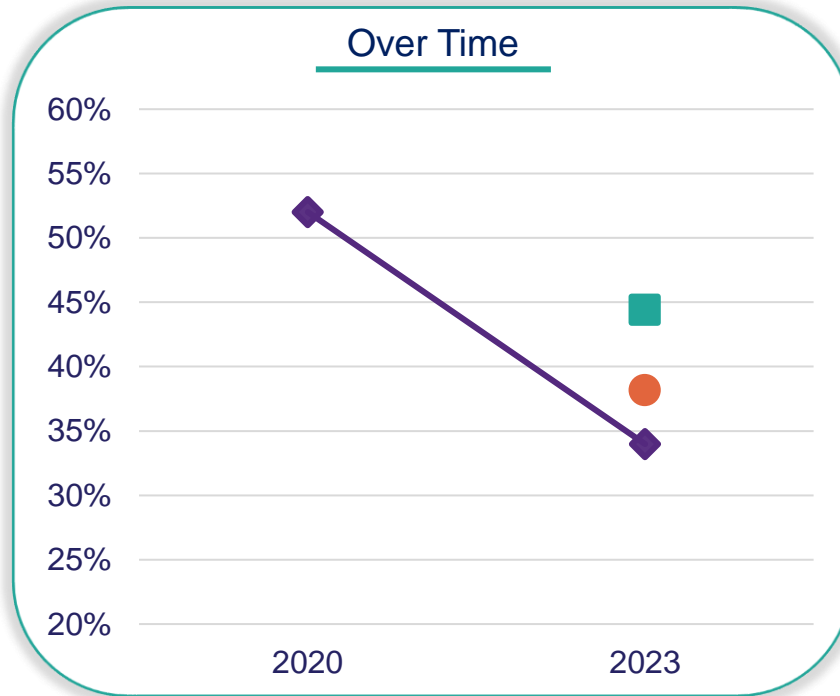
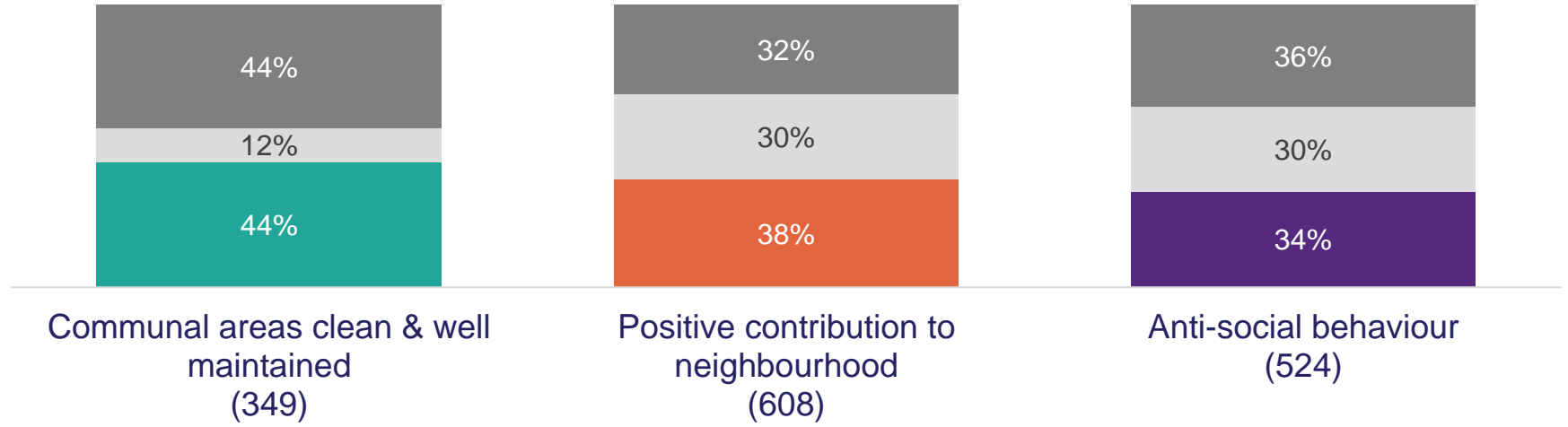


# Responsible Neighbourhood Management

Just over half of tenants surveyed (52%) live in a building with either internal or external communal areas that AH is responsible for maintaining. Just over four in 10 tenants (44%) are satisfied that AH keeps their communal areas clean and well maintained, with the same number being dissatisfied. Sheltered Housing tenants are most satisfied with their communal areas (56%), compared to 39% of General Needs tenants.

Nearly four in 10 tenants are satisfied that AH makes a positive contribution to their neighbourhood, with 32% being dissatisfied, and a similar number (30%) having no opinion either way. Both Sheltered Housing and General Needs tenants are equally satisfied in this area.

Just over four in 10 tenants (34%) are satisfied with AH's approach to anti social behaviour, varying from 33% of General Needs tenants to 38% of Sheltered Housing tenants. This measure has fallen by 18% when compared to the last survey in 2020.





**Respectful & Helpful Engagement**





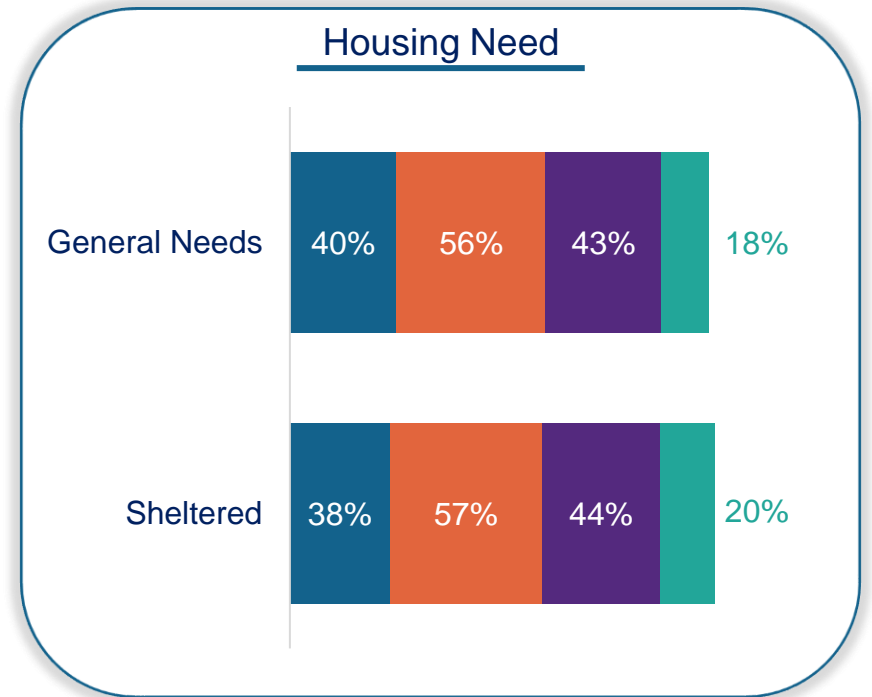
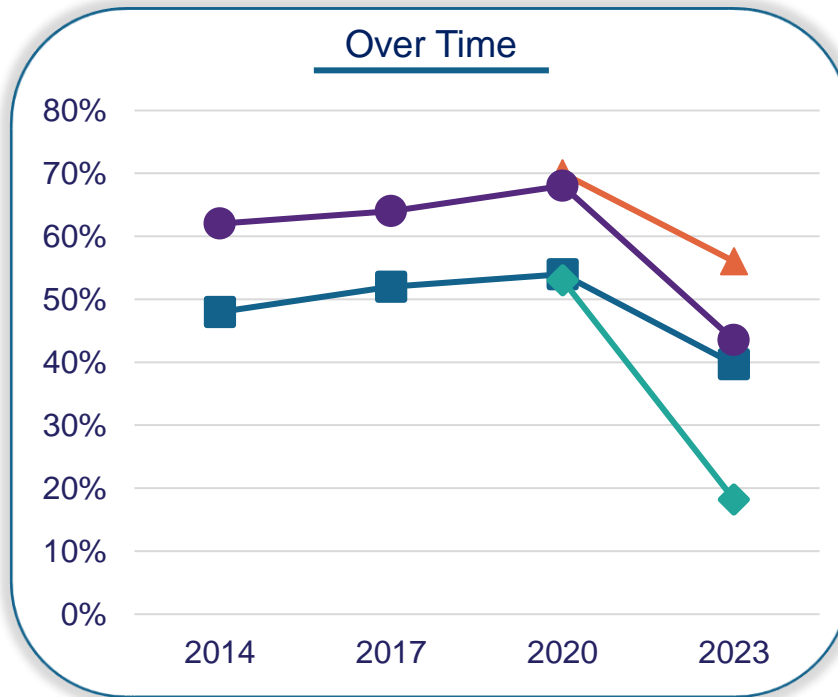
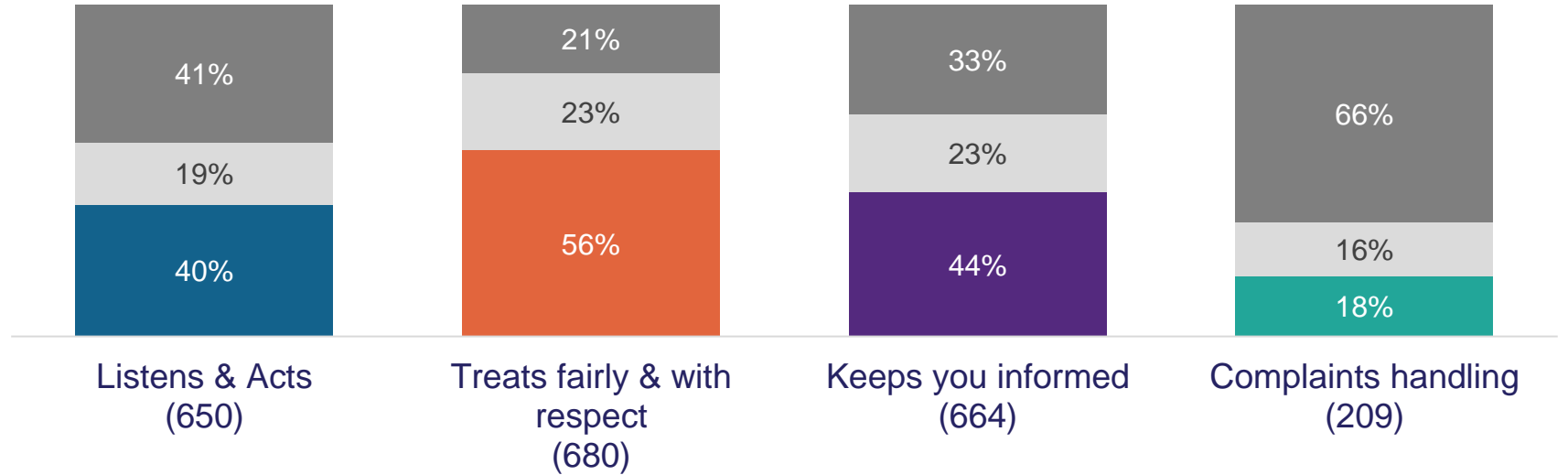
# Respectful & Helpful Engagement

Four in 10 tenants are satisfied that AH listens to their views and acts upon them (40%), with an equal number being dissatisfied. This is the only measure where Sheltered Housing tenants are less satisfied than their General Needs counterparts, although the difference between the two groups is minimal at 2%.

Just over half of tenants (56%) are satisfied that they are treated fairly and with respect, with a fifth of tenants being dissatisfied (21%). Fewer tenants (44%) are satisfied that AH keeps them informed about the things that matter to them, with a third being dissatisfied.

Nearly a fifth of tenants (18%) are satisfied with AH's approach to complaints handling, with two thirds (66%) being dissatisfied.

Across the four metrics in this section, there is very little difference between satisfaction levels for Sheltered Housing and General Needs tenants, with 2% being the greatest variance. Sheltered Housing tenants, however, are the most satisfied in all measures apart from satisfaction that AH listens to tenants views and takes action. All four measures have fallen when compared to the 2020 results, with AH's approach to complaints handling seeing the largest drop of 35%.



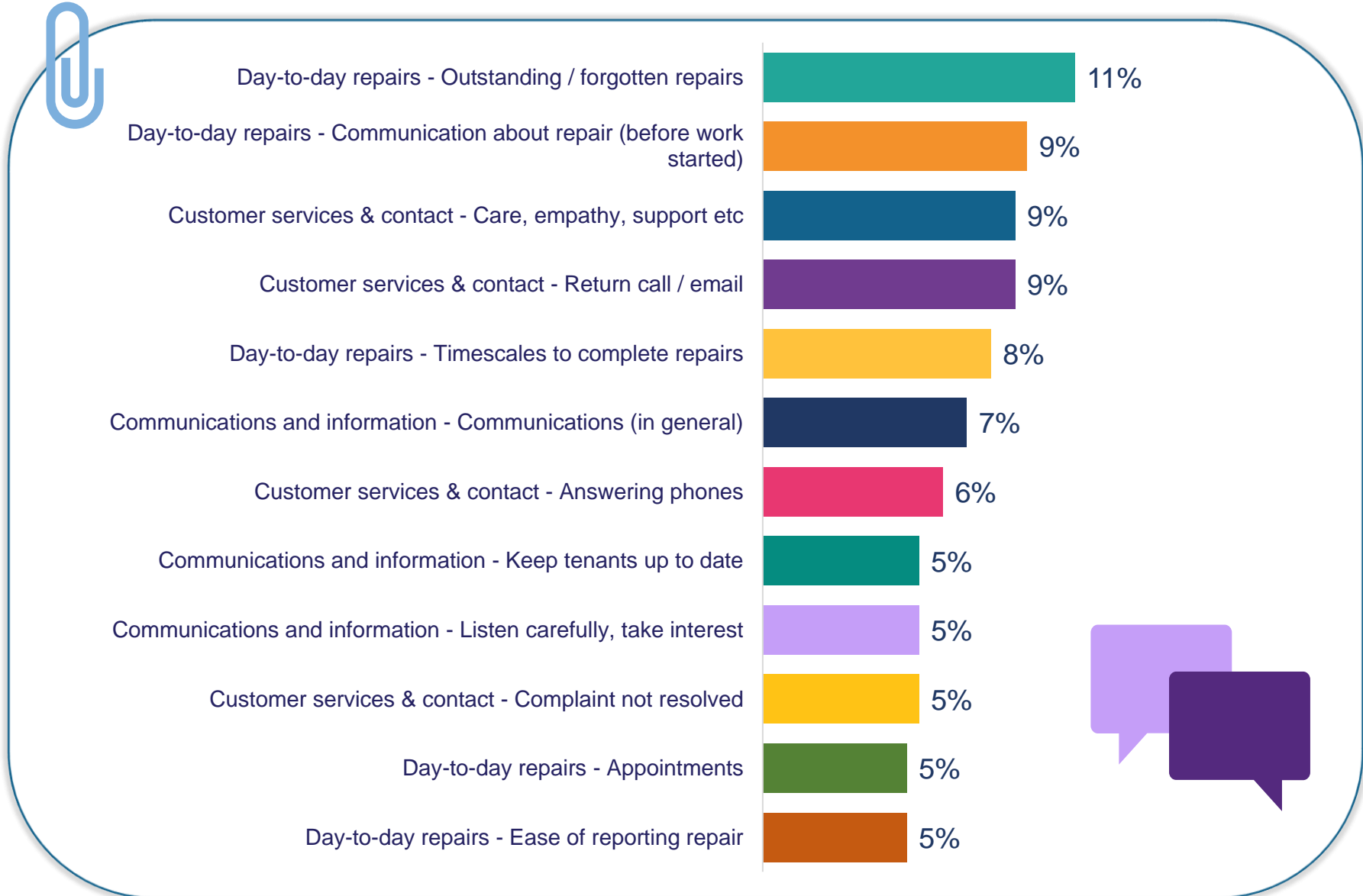
# Comments – Customer Service & Communications

Tenants who stated that they were not satisfied with customer service and communications, were asked to provide more information and what AH could do to improve, with 241 comments received.

There is no clear standout issue, with tenants mentioning a range of service areas. However, tenants once again commented on the repairs service, including outstanding or forgotten repairs which was mentioned in 11% of comments. This is followed by tenants wanting more communication before repairs commence, that AH staff should demonstrate more care, empathy and provide support, with calls and emails not always being responded to.

These categories demonstrate that the day to day repairs service can impact how satisfied tenants are with several measures, especially when they fail to make contact or get a response. Generally, the repairs service is the most common reason for tenant landlord interaction and, therefore, the basis on which tenants judge customer service and contact.

Example of the comments received are shown on the following page, categorised under generic headings.



Number of respondents: 241

# Customer Service & Communications – Comments

Outstanding/forgotten repairs	Communication about repairs	Housing staff	General communication
<p><i>“Get my repairs done. My home’s falling apart. My wall at the bathroom is falling down due to the dampness.”</i></p> <p><i>“We get promised things that never appear, like brand new front doors. They say they will send someone round and they don’t turn up.”</i></p> <p><i>“I’ve been told numerous times I’d be getting my windows done - that was last Christmas and they’re still not done.”</i></p> <p><i>I” have been informed that windows contractor has been informed of repairs needed, but they haven’t replied to the council’s report.”</i></p> <p><i>“Resident has complained since May about the damp, but no-one has come out to look at it.”</i></p> <p><i>“We just keep calling up for repairs and we don’t get no updates or communication - we reported the window six months ago.”</i></p> <p><i>“A major damp problem and I am still waiting for them to sort it out. I got a letter about a meeting and it was sent a day late.”</i></p>	<p><i>“Adur Homes promised a new front door, but that hasn’t materialised. I’ve requested to replace my kitchen and have had no response after chasing it up numerous times.”</i></p> <p><i>“Have to phone several times with requests which are often not resolved. Had meeting with council tenants, discussed repairs and issues, but not done anything.”</i></p> <p><i>“They just don’t keep you informed about anything and you find out things are cancelled on you.” ‘</i></p> <p><i>“I have had lack of communication regarding repairs. Have had a scheduled visit without prior notice, so I wasn’t in and could make no arrangements for someone to be in in my behalf. Told I would be contacted, only for me having to continually chase up the same problem.”</i></p> <p><i>“When I have spoken to Adur regarding repairs or problems. I don’t feel that my queries have been fully dealt with. Promised call backs to solve problems don’t happen.”</i></p>	<p><i>“Not kept up-to-date with who our housing officer is and there have been meetings, which first one I didn’t know about and follow up letter came after event.”</i></p> <p><i>“Communication is the key. We never see a warden, when we put messages through the office door they are never followed up.”</i></p> <p><i>“Have more meetings with residents at their schemes and let them know what’s going on.”</i></p> <p><i>“Get the wardens to follow up and check on me. As I am blind and disabled, I feel I am left alone.”</i></p> <p><i>“Bring back the wardens - not managers, they don’t work in sheltered homes.”</i></p> <p><i>“When we go to our housing officer with problems, we just get raised eyebrows!”</i></p> <p><i>“The sheltered housing officers are in name only because you never see them.”</i></p> <p><i>“I am having serious issues now and it is so hard to contact the person who you need to talk to - in my case it is the Housing Officer.”</i></p>	<p><i>“Managers to meet residents - directors at locations. Answer the phone.”</i></p> <p><i>“Whilst on the phone to customer services, I have been accused of being verbally aggressive when all I am is in a panic. They can also be patronising to the point of being made to feel like a child. Though a couple of them have been quite good.”</i></p> <p><i>“Emails, phone calls, inspections and no feedback is given. Complaints have been made, but nothing is done.”</i></p> <p><i>“They do not listen to me, I feel this is because of my colour and disability.”</i></p> <p><i>“Phone calls not always answered, emails the same. Sometimes staff just pass you onto another department and you feel you’re being fobbed off.”</i></p> <p><i>“You phone in with a complaint and told someone will get back to you, but that never happens.”</i></p> <p><i>“Emails sent and ignored. Requested for phone calls to discuss issues ignored.”</i></p> <p><i>“Emails go unanswered/ issues unresolved.”</i></p>



# Trends



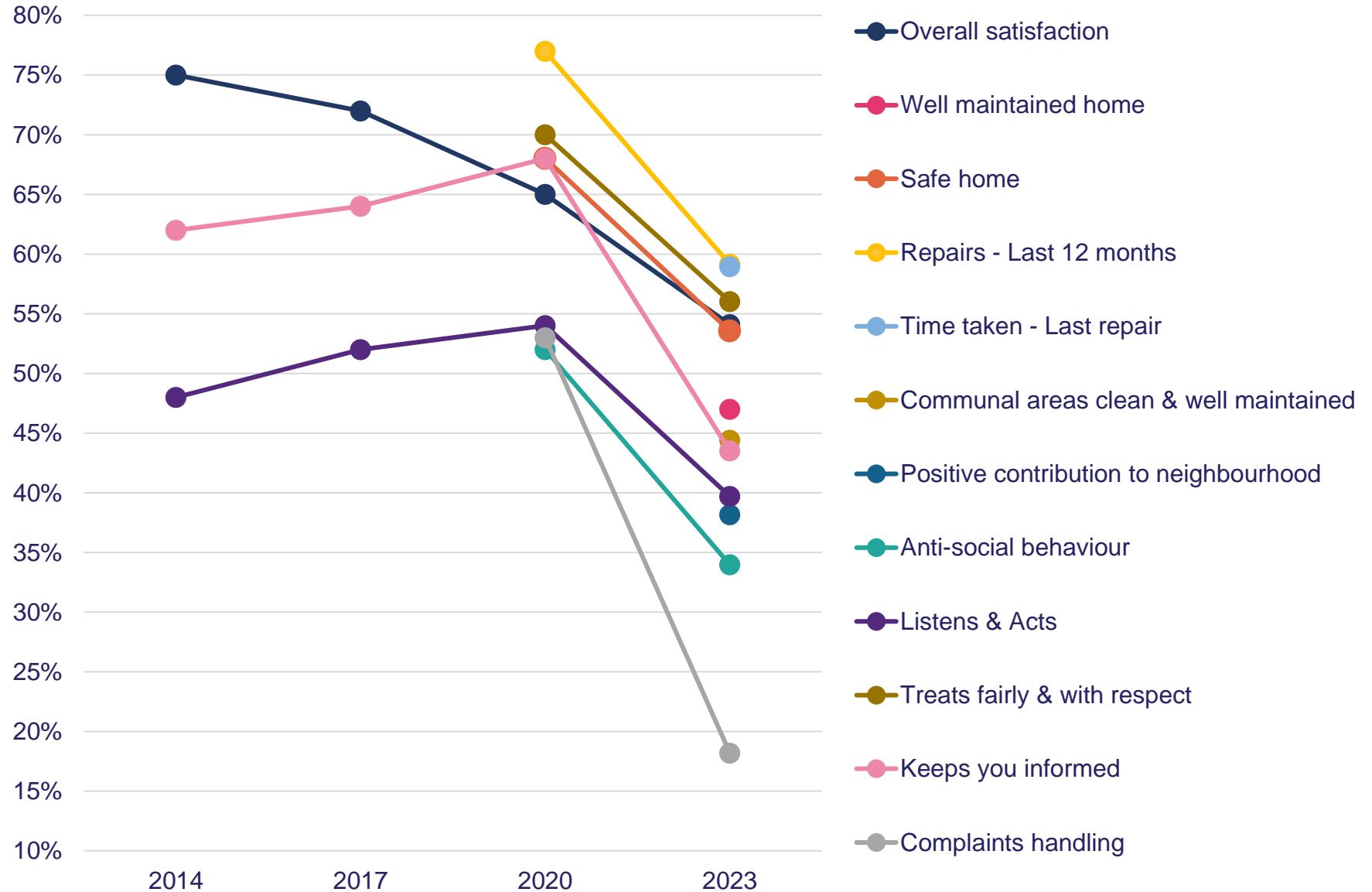
As has been shown throughout this report, satisfaction has fallen in all areas compared with the previous survey in 2020.

The largest decreases have been for AH's approach to complaints handling (down 35%), followed by tenants' satisfied they are kept informed about the things that matter to them (down 24%).

The smallest reduction between the two surveys has been for overall satisfaction with services, with 65% satisfied in 2020 and 54% in 2023 a difference of 11%.

Falling levels of satisfaction has been seen widely by landlords across the housing sector in the wake of the pandemic. This affected the way that many services could be delivered during the various lock downs, with tenants forced to spend longer periods in their home, and landlords still trying to play catch up with repairs whilst facing a number of other challenges to their operating environment (see page 5).

# Trend Over Time



\*Safe home changed from “safe and secure” to just “safe” in 2023. And from 2023 satisfaction with complaints handling is now only asked to those who had used service in last 12 months. Prior to 2023, “treats fairly & with respect” was just “treats fairly”

# Year on Year Change

The table to the right also illustrates the results for 2023, compared with those from 2020 (where possible).

This once again highlights the drops in satisfaction seen across the board, which is unsurprising given the context that AH has been operating in during this period (see page 5).

There have also been changes to some questions since 2020, particularly with regards to AH’s approach to complaints handling (down 35%). This question is now asked as part of the TSM suite and is slightly different, which has generally caused satisfaction to drop as it is the tenant’s perception of when they feel they made a complaint to their landlord, rather than a case dealt with under the formal process. Other changes since 2020 are the provision of a “safe home, which previously asked about “safe and secure” and “treats fairly and with respect” previously only asked “treats fairly”.

	2020	2023	Change
Overall satisfaction	65%	54%	-11%
Well maintained home	--	47%	
Safe home	68%	54%	-14%
Repairs Last 12 months	77%	59%	-18%
Time taken Last repair	--	59%	
Communal areas clean & well maintained	--	44%	
Positive contribution to neighbourhood	--	38%	
Anti social behaviour	52%	34%	-18%
Listens & Acts	54%	40%	-14%
Keeps you informed	68%	44%	-24%
Treats fairly & with respect	70%	56%	-14%
Complaints handling	53%	18%	-35%





# Understanding Satisfaction



# Satisfaction & Dissatisfaction

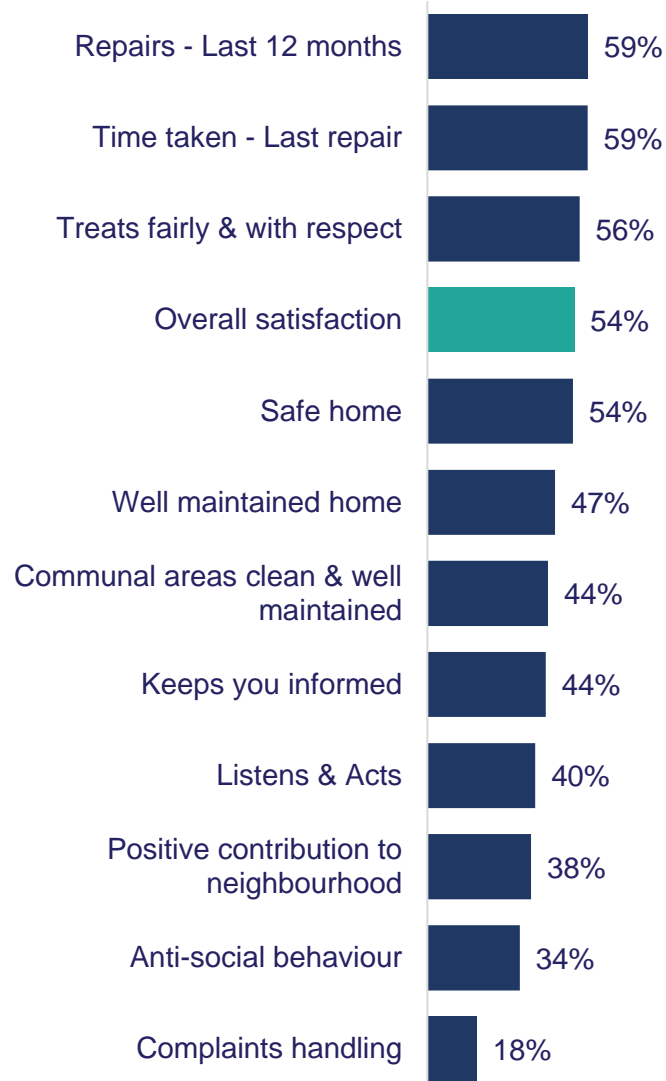
The charts opposite shows the range of both satisfaction and dissatisfaction with the different measures included in the survey.

Although satisfaction may appear low, there is sometimes a significant number of tenants who have no opinion either way selecting the neither satisfied nor dissatisfied option, rather than actually being dissatisfied with the service in question.

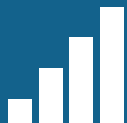
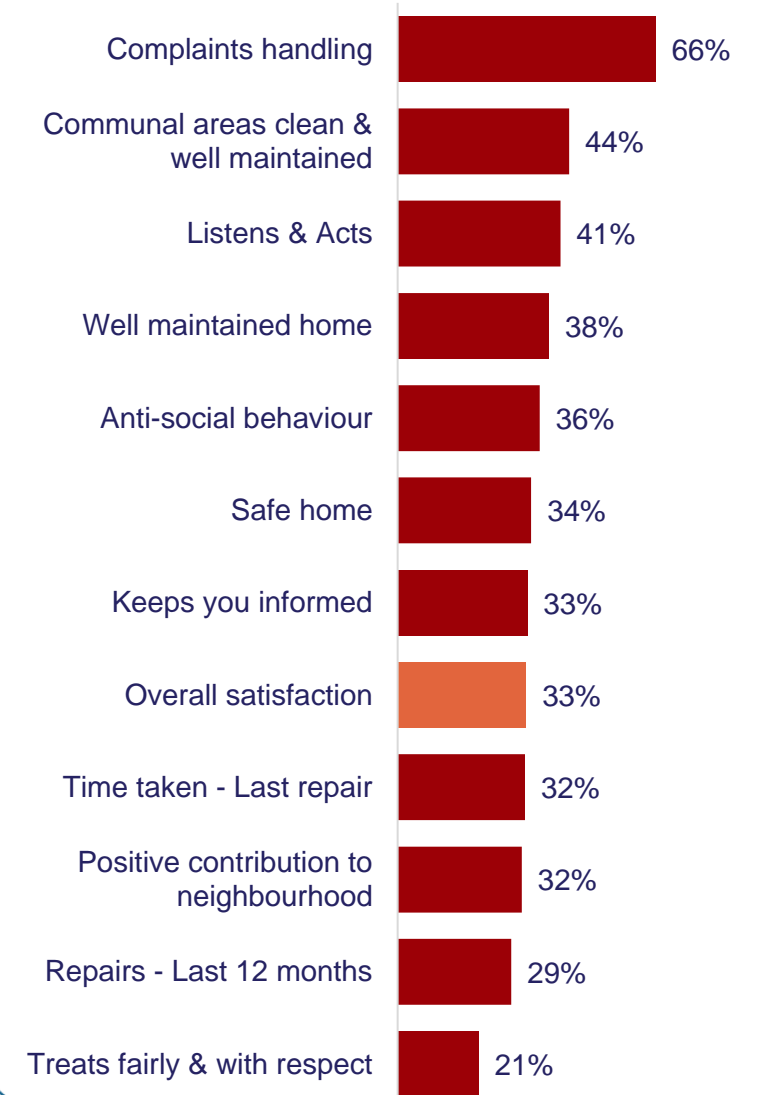
Whilst satisfaction with AH's approach to complaints handling has both the lowest level of satisfaction (18%) and the highest level of dissatisfaction (66%), an additional 16% of tenants have no opinion either way and selected the neither satisfied nor dissatisfied option. Like many other landlords, this is often one of the lowest, if not the lowest, scoring metrics.

The highest level of neither responses is for tenants having no opinion on the positive contribution AH makes to neighbourhoods at 30%.

## Satisfaction with measures



## Dissatisfaction with measures







# Combined Comments

The tables to the right include analysis of all the open ended comments received throughout the survey, with positive comments displayed in green.

This shows that day to day repairs is the most frequently commented on service, followed by property condition and home improvements.

Specifically, tenants commented on the outstanding/forgotten repairs, and the timescales for completing them. Damp and mould also feature in 10% of comments, which is not surprising with the arrival of the colder, winter months. Similarly, the condition of windows also feature highly.

Analysis of the hot topics will help AH to understand the service areas that matter most to tenants and identify where improvements could have the greatest impact, thereby improving satisfaction going forward.



Top Comment Areas	
Day-to-day repairs	54%
Property condition	19%
Home improvements	15%
Customer services & contact	15%
Communal areas	14%
Safety and security	10%
Grounds maintenance	10%
Communications and information	8%
Positive comments	4%
Neighbourhood problems	4%
Organisational policies	4%

Hot Topics	
Day-to-day repairs - Outstanding / forgotten repairs	28%
Day-to-day repairs - Timescales to complete repairs	27%
Property condition - Damp / mould / condensation	10%
Home improvements - New doors or windows	9%
Day-to-day repairs - Communication about repair (before work started)	7%
Day-to-day repairs - Quality of work	7%
Communal areas - Quality of cleaning service	4%
Property condition - External property maintenance	4%
Communal areas - Maintenance of communal areas	4%
Day-to-day repairs - Appointments	4%
Day-to-day repairs - Had to report repair multiple times	4%
Customer services & contact - Care, empathy, support etc	4%
Communal areas - Rubbish storage areas	3%

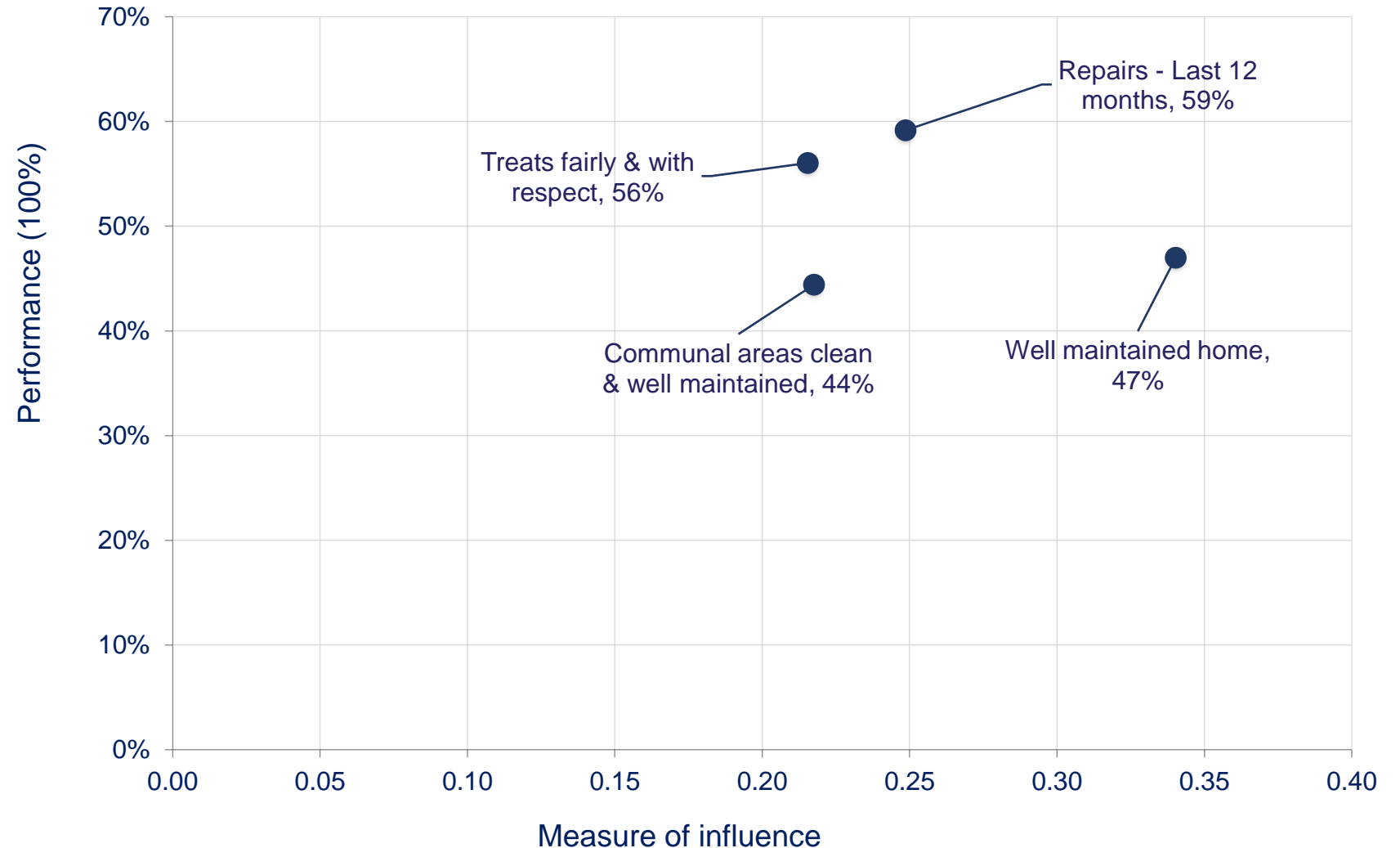
# Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for overall satisfaction.

When combining all the results from the survey, the most important driver for overall satisfaction is the repairs service over the last 12 months. This is followed equally by tenants feeling they are treated fairly and with respect and the provision of a well maintained home. Another significant driver is with that the communal areas are clean and well maintained.

The implication of this analysis is that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided in future surveys.

**Key Driver Analysis – Overall Satisfaction**

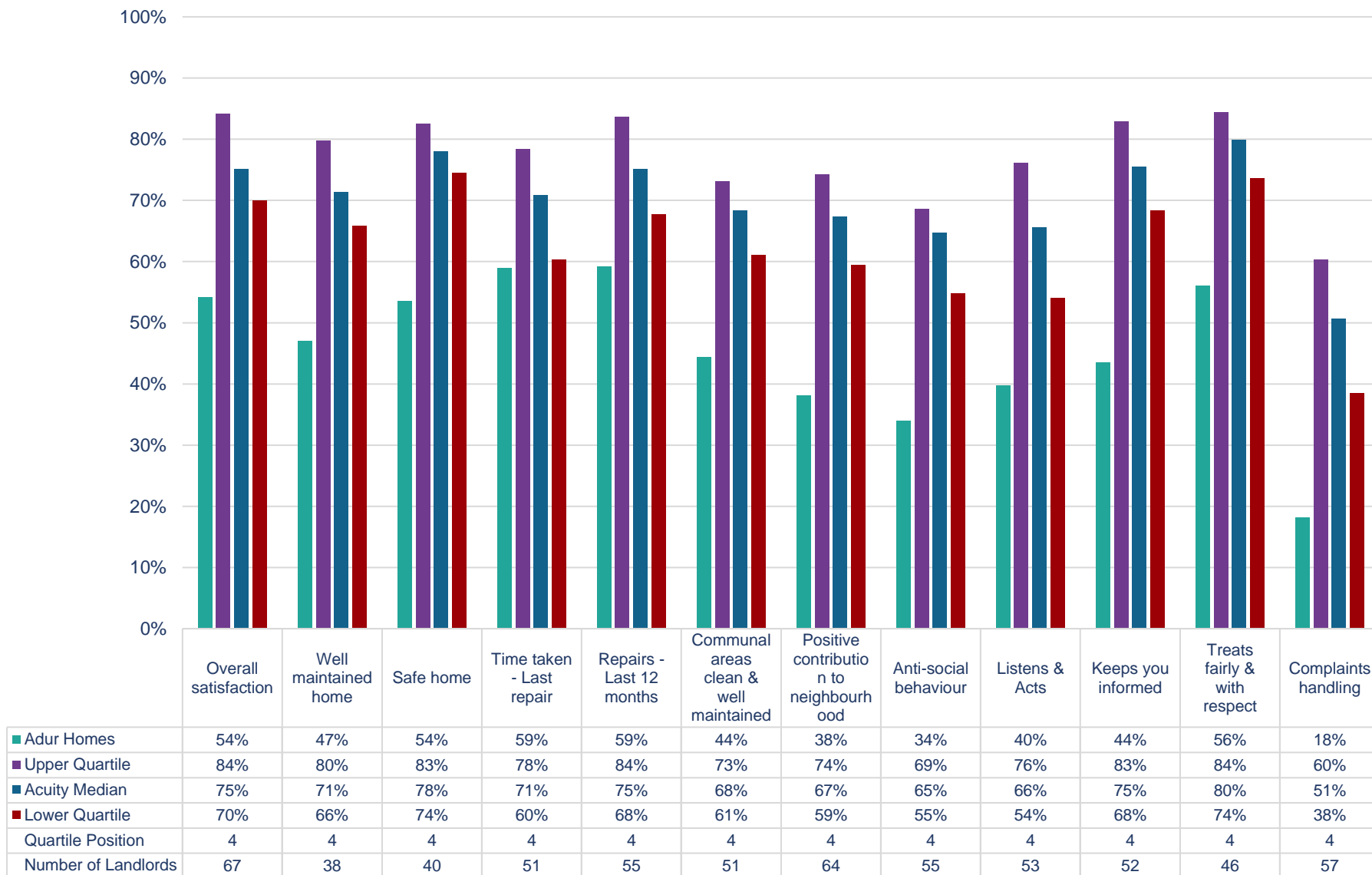


# Benchmarking – Acuity Clients (LCRA)

It is possible to compare performance on the core questions asked against other Acuity clients providing the same type of housing and measuring the TSMs. This graph compares the results for tenants living in low cost rental accommodation only.

All of AH's scores sit below the median for this group and fall into the fourth quartile position.

**Satisfaction Levels Acuity Median Q1 – Q2 23/24**





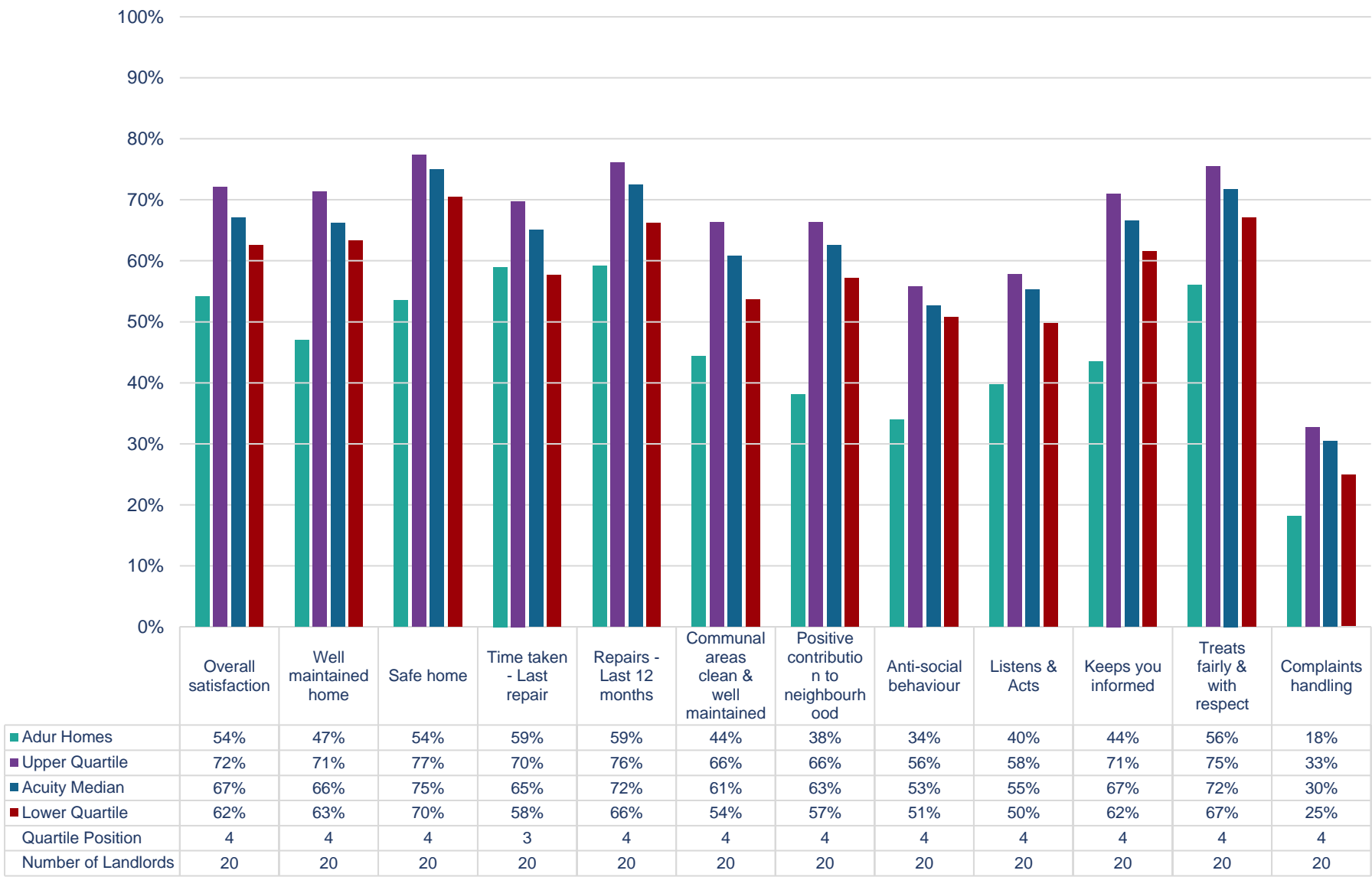
# Benchmarking – Acuity Clients (LCRA - Councils)

This chart compares AH's performance on the core questions with Acuity's other council clients also providing low cost rental accommodation, and shows the quartile positions based on the results collected from Q1 to Q2 2023/24.

Against this group, all measures are below the median, with 11 of the 12 falling into the fourth quartile performance.

The one measure falling into the third quartile performance is satisfaction with the time taken to complete the last repair. Although this measure scores 6% below the median, this is sufficient to move it up from the fourth quartile to the third.

**Satisfaction Levels Acuity Median Q1 – Q2 23/24**



This table shows the 2023/24 results by housing need and is based on 79% of surveys completed by General Needs tenants, and 21% by Sheltered Housing tenants.

Tenants living in Sheltered Housing are the most satisfied, scoring the highest in 10 of the 12 metrics. However, this group is also the least satisfied with the positive contribution AH makes to neighbourhoods and that it listens to tenants views and takes action as a result

General Needs tenants are most satisfied with the positive contribution AH makes to neighbourhoods. Although both scores show as equal, this is due to rounding up/down to the nearest number. General Needs tenants are also most satisfied that AH listens to their views.

The greatest variance in satisfaction levels is for communal areas being clean and well maintained, with 56% of Sheltered Housing tenants being satisfied, compared to 39% of General Needs tenants a difference of 17%.

Seven of the 12 measures have differences between the two types of tenants of 4% or less.



# Housing Need

	General Needs	Sheltered
Overall satisfaction	54%	56%
Well maintained home	46%	50%
Safe home	52%	59%
Repairs Last 12 months	57%	66%
Time taken Last repair	57%	68%
Communal areas clean & well maintained	39%	56%
Positive contribution to neighbourhood	38%	38%
Anti social behaviour	33%	38%
Listens & Acts	40%	38%
Keeps you informed	43%	44%
Treats fairly & with respect	56%	57%
Complaints handling	18%	20%

Base: General Needs = 569, Sheltered = 151

This table shows the 2023/24 results by tenure, and is based on 89% of surveys completed by secure tenants, 8% by tenants living in sheltered accommodation and 3% by tenants with introductory tenancies.

Tenants living in sheltered accommodation are the most satisfied, scoring the highest in nine of the 12 metrics. However, these tenants are also the least satisfied with AH's approach to complaints handling.

Secure tenants are the least satisfied in six measures, followed by introductory tenants in five measures.

The greatest variance in satisfaction levels is for the time taken to complete the last repair, with over three quarters of tenants living in sheltered accommodation (78%) being satisfied, compared to half of introductory tenants (50%).

## Tenancy Type

	Secure Tenancy	Sheltered accommodation	Introductory Tenant
Overall satisfaction	53%	64%	50%
Well maintained home	46%	60%	52%
Safe home	52%	71%	62%
Repairs Last 12 months	58%	75%	50%
Time taken Last repair	58%	78%	50%
Communal areas clean & well maintained	41%	64%	45%
Positive contribution to neighbourhood	38%	40%	37%
Anti social behaviour	34%	35%	31%
Listens & Acts	39%	44%	50%
Keeps you informed	42%	52%	58%
Treats fairly & with respect	55%	65%	57%
Complaints handling	18%	16%	25%

Base: Secure Tenancy = 641, Sheltered accommodation = 58, Introductory Tenant = 21



# Area

This table shows the 2023/24 results by area, and is based on 53% of surveys completed by tenants living in the West, and 47% living in the East. With only one survey being completed for Worthing BC, this has not been included within the table to avoid skewing the results.

When comparing the results by area, tenants living in the West are the most satisfied, scoring the highest levels of satisfaction in all measures.

The greatest variance in scores is again for communal areas being clean and well maintained, with nearly half of all tenants living in the West being satisfied (49%), compared to just over a third of tenants living in the East (39%) a difference of 10%.

Scores are closest for the positive contribution AH makes to neighbourhoods, with just 2% difference between the two areas.



	West	East
Overall satisfaction	56%	52%
Well maintained home	49%	44%
Safe home	56%	51%
Repairs Last 12 months	62%	56%
Time taken Last repair	60%	57%
Communal areas clean & well maintained	49%	39%
Positive contribution to neighbourhood	39%	37%
Anti social behaviour	36%	31%
Listens & Acts	43%	36%
Keeps you informed	45%	42%
Treats fairly & with respect	58%	53%
Complaints handling	21%	15%

Base: West = 379, East = 340, Worthing BC = 1

# Housing Need & Area

When analysing the results by housing need and area, tenants living in Sheltered Housing in the East are most satisfied, scoring the highest levels of satisfaction in six of the 12 measures. However, this group is also the least satisfied with AH's approach to complaints handling at 11%.

On the flipside, tenants living in non sheltered housing in the East are the least satisfied, scoring lowest in all but two measures.

Tenants living in the West in Sheltered Housing are the most satisfied in four measures, but also the least satisfied with the positive contribution AH makes to neighbourhoods. Although this score is equal to that of the non sheltered residents living in the East at 37%, the tenants in the West are slightly less satisfied due to the rounding up/down to the nearest number.

The greatest variance between scores is again for communal areas being clean and well maintained. Nearly seven in 10 tenants (69%) living in Sheltered Housing in the East are satisfied, compared to just over three in 10 tenants (32%) living in non sheltered housing in the East a difference of 37%.



	West dwellings (sheltered)	West dwellings (non sheltered)	East dwellings (sheltered)	East dwellings (non sheltered)
Overall satisfaction	54%	57%	65%	51%
Well maintained home	50%	49%	47%	44%
Safe home	59%	54%	55%	50%
Repairs Last 12 months	67%	60%	65%	55%
Time taken Last repair	66%	58%	74%	55%
Communal areas clean & well maintained	52%	47%	69%	32%
Positive contribution to neighbourhood	37%	40%	40%	37%
Anti social behaviour	37%	36%	43%	30%
Listens & Acts	38%	45%	38%	36%
Keeps you informed	44%	45%	46%	42%
Treats fairly & with respect	57%	59%	57%	53%
Complaints handling	23%	21%	11%	15%

Base: West dwellings (sheltered) = 117, West dwellings (non sheltered) = 262, East dwellings (sheltered) = 34, East dwellings (non-sheltered) = 306, Worthing BC properties = 1



# Property Type

	House	Flat	Bungalow	Maisonette
Overall satisfaction	57%	50%	70%	60%
Well maintained home	48%	44%	66%	35%
Safe home	59%	47%	71%	45%
Repairs Last 12 months	61%	56%	69%	64%
Time taken Last repair	57%	58%	69%	77%
Communal areas clean & well maintained	78%	43%	75%	35%
Positive contribution to neighbourhood	40%	36%	49%	33%
Anti social behaviour	36%	34%	28%	27%
Listens & Acts	40%	37%	59%	29%
Keeps you informed	39%	44%	59%	50%
Treats fairly & with respect	55%	54%	69%	63%
Complaints handling	23%	16%	8%	20%

Base: House = 280, Flat = 370, Bungalow = 50, Maisonette = 20

When considering the results by property type, 51% of surveys are from tenants living in flats, 39% from those living in houses, 7% in bungalows and 3% in maisonettes.

Tenants living in bungalows tend to be the most satisfied, scoring the highest levels of satisfaction in eight of the 12 measures. However, this group is also the least satisfied with AH's approach to complaints handling at 8%.

Tenants living in maisonettes tend to be the least satisfied, scoring the lowest in six measures.

Those living in flats are not the most satisfied for any measure, but are the least satisfied overall, as well as with the repairs service over the last 12 months and being treated fairly and with respect.

Tenants living in houses are the most satisfied with communal areas being clean and well maintained, which presumably applies to grounds maintenance. They are also most satisfied with AH's approaches to both anti social behaviour and complaints handling.

Communal areas again achieves the greatest variance in scores, with 78% of tenants in houses being satisfied, compared to 35% of those living in maisonettes.



Considering the survey results by length of tenancy, those tenants living in their homes for less than one year are the most satisfied, scoring highest in five of the 12 measures and not the least satisfied in any area. This group is followed by tenants living in their homes for over 20 years, who are the most satisfied in four measures, again with no lowest scores.

Those living in their homes for between six and 10 years are the least satisfied in eight measures, followed by those living in their homes for between four and five years with the lowest scores in four measures.

Those living in their homes for between 11 and 20 years fall into the middle ground for all measures, being the only group to achieve no highest or lowest scores.

The greatest variance of results is for provision of a safe home, with seven in 10 tenants (71%) living in their home for less than one year being satisfied, compared to just over four in 10 tenants (43%) living in their homes for between four and five years.

## Length of Tenancy

	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall satisfaction	56%	62%	51%	47%	51%	61%
Well maintained home	53%	55%	44%	37%	44%	54%
Safe home	71%	60%	43%	44%	49%	63%
Repairs Last 12 months	50%	65%	52%	50%	61%	68%
Time taken Last repair	58%	64%	60%	52%	63%	60%
Communal areas clean & well maintained	50%	54%	54%	33%	38%	55%
Positive contribution to neighbourhood	52%	37%	31%	32%	37%	43%
Anti social behaviour	35%	36%	27%	37%	27%	38%
Listens & Acts	52%	46%	39%	30%	35%	47%
Keeps you informed	59%	45%	45%	35%	37%	51%
Treats fairly & with respect	71%	59%	56%	48%	51%	63%
Complaints handling	13%	19%	9%	19%	12%	28%

Base: <1 year = 35, 1-3 years = 58, 4-5 years = 65, 6-10 years = 161, 11-20 years = 172, Over 20 years = 229



It is common in surveys of this type that older people tend to be more satisfied than their younger counterparts, as is the case with AH tenants. The 85 and over age group scores the highest level of satisfaction in six of the 12 measures, followed by the 75 to 84 age group in five. The 55 to 59 age group is the most satisfied with AH's approach to complaints handling.

The youngest age group, 25 to 34 is the least satisfied in all 12 measures.

The greatest variance in satisfaction scores is shown in two measures; the provision of 'well maintained' and 'safe homes'. The 85 and over age group are most satisfied for both measures, with the 25 to 34 age group being least and 52% difference between both.

## Age Group

	25 34	35 44	45 54	55 59	60 64	65 74	75 84	85+
Overall satisfaction	32%	41%	47%	56%	57%	60%	71%	70%
Well maintained home	22%	34%	42%	53%	44%	51%	64%	74%
Safe home	27%	43%	45%	59%	45%	60%	75%	79%
Repairs Last 12 months	43%	49%	52%	62%	65%	65%	78%	74%
Time taken Last repair	44%	49%	52%	67%	61%	59%	86%	68%
Communal areas clean & well maintained	25%	38%	31%	44%	54%	48%	57%	75%
Positive contribution to neighbourhood	12%	27%	34%	40%	41%	45%	52%	56%
Anti social behaviour	22%	22%	25%	42%	35%	38%	50%	47%
Listens & Acts	24%	28%	36%	42%	41%	38%	59%	61%
Keeps you informed	31%	31%	36%	44%	48%	46%	65%	60%
Treats fairly & with respect	45%	46%	52%	59%	49%	56%	65%	87%
Complaints handling	5%	13%	16%	32%	7%	20%	27%	27%

Base: 0-24 = 5, 25-34 = 65, 35-44 = 97, 45-54 = 117, 55-59 = 78, 60-64 = 67, 75-84 = 78, 85+ = 44, NO DATA = 47



This table shows the results split by the method used to respond to the survey. Completing the survey by post is the more popular method, with 50% of tenants using this method, compared to 35% completing the survey online and 15% over the telephone.

Those tenants choosing to return their survey by post are the most satisfied, scoring the highest levels in all measures. Those completing the survey online are the least satisfied, achieving the lowest scores in 10 measures and this is in line with the usual trend seen in similar surveys.

Those tenants completing the survey over the telephone are least satisfied in two measures – provision of a well maintained home and time taken to complete their last repair.

Although two scores show as equal, this is again due to the rounding up/down to the nearest whole number.

The greatest variance in satisfaction is again for AH's positive contribution to neighbourhoods, with 48% of tenants completing the survey by post being satisfied, compared to 24% of those completing it online – a difference of 24%.



## Response Method

	Postal	Online	Telephone
Overall satisfaction	64%	43%	49%
Well maintained home	55%	39%	39%
Safe home	61%	43%	52%
Repairs Last 12 months	65%	53%	53%
Time taken Last repair	63%	55%	53%
Communal areas clean & well maintained	52%	36%	40%
Positive contribution to neighbourhood	48%	24%	38%
Anti social behaviour	40%	26%	32%
Listens & Acts	48%	31%	34%
Keeps you informed	50%	33%	43%
Treats fairly & with respect	61%	49%	55%
Complaints handling	24%	11%	16%

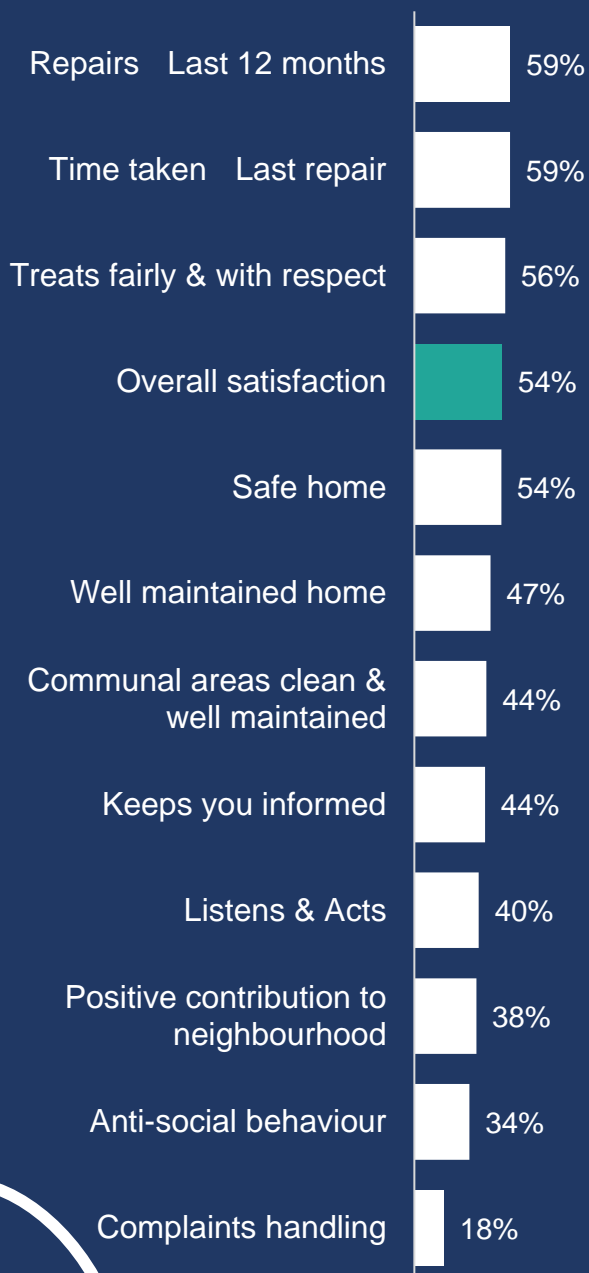
Base: Postal = 358, Online = 250, Telephone = 109



# Conclusion



## Satisfaction 2023



# Summary of Results

The survey has incorporated all of the TSMs which became mandatory for Registered Providers of social housing to collect from April 2023 and report on in 2024. As such, the survey results provide an important baseline for AH moving forward as a way of tracking satisfaction, measuring future service improvements and benchmarking performance against other landlords. The survey also provides valuable feedback from tenants.

Although five of the 12 measures score above 50%, all fall below the median when benchmarking the scores against Acuity's other clients also providing low cost rental accommodation. Satisfaction is highest with the day-to-day repairs service, with nearly six out of 10 tenants (59%) being satisfied with the service over the last 12 months and the time taken to complete their last repair. Compared to the last survey carried out in 2020, all eight of the metrics previously measured have fallen, which is a trend being seen by the majority of Registered Providers following the pandemic.

On the other hand, satisfaction is the lowest for AH's approach to complaints handling, with 18% of tenants being satisfied. However, dissatisfaction with this service is likely to incorporate more than just how tenants' complaints are handled – for example, tenants not getting the resolution they want or expect, or still awaiting the final outcome. This measure also attracts a fairly high percentage of tenants selecting the neither satisfied nor dissatisfied option (16%). It should also be noted that this is often the worst performing measure for Registered Providers, as seen on the benchmarking information on page 27 with the median for Acuity's clients being 51%.

The survey included several open-ended questions giving tenants the opportunity to expand on their reasons for dissatisfaction and give improvement suggestions. Tenants most frequently mentioned improvements needed to the day-to-day repairs service, particularly outstanding/forgotten repairs and the timescales for completing them. Home improvements, particularly around replacement windows, are also mentioned frequently, as is damp and mould. With the arrival of the winter months, this is no surprise as any issues will become more apparent than they would be in the summer. A review of these comments will enable AH to understand what is driving dissatisfaction and identify any ways of addressing them.

This report has also analysed the satisfaction scores by a number of different subgroups. Tenants living in the West tend to be the most satisfied, although tenants living in Sheltered Housing in the East are also satisfied. Tenants living in their homes for less than one year are the most satisfied, which is the usual outcome for surveys of this type. Again as is usual, older residents are the most satisfied, with the 85 and over age group scoring highest in six of the 12 measures. A comparison of how services are being delivered in the better performing areas may help to identify what is driving the varying levels of satisfaction and identify where improvements are possible, leading to increased levels of satisfaction moving forward.

# Recommendations

Adur Homes' aim is to put residents at the heart of everything it does by ensuring quality services are delivered effectively and are shaped by the people who live in its homes.

The survey results feed into this aim, providing an important benchmark for AH as it roles out its improvement plans and priority areas for focus, as it has highlighted the tenants' priority areas for improvement.

The comments made by tenants give insight into what they are most concerned about and will help AH target services and apply resources to achieve the greatest impact.

Shown opposite are some recommendations that AH may wish to follow up on to help improve satisfaction in the future.



## How complaints are dealt with

Dealing with complaints has become a hot topic across the sector with a new focus on this as part of the TSM questions. The survey now includes a qualifying question, meaning only those experiencing complaints give their satisfaction rating, and this appears to have contributed to a general fall in satisfaction being seen by landlords. Despite this caveat, the way complaints are handled is important so failures in service can be addressed and lessons learnt for the benefit of all tenants. Therefore, with this service attracting the lowest level of satisfaction, AH should revisit this area to ensure all is being done to make sure this process works as well as possible and in line with the Housing Ombudsman's Complaints Handling Code.



## Repairs and maintenance

Although attracting the highest levels of satisfaction in 2023, the day-to-day repairs service is the main focus of negative comments and has seen the second largest drop in satisfaction since 2020 at 18%. In particular, the timescales for work to be completed and dealing with outstanding repairs are consistently mentioned. These also seem to be issues many other social landlords are facing, possibly driven by trying to catch up after the pandemic, coupled with rising costs and resourcing issues. Tenant expectations can also be high and hard to meet, but if the outstanding repairs can be dealt with or tenants updated on likely timescales, satisfaction is more likely to improve.



## Damp, mould and condensation

Damp, mould and condensation, another hot topic for the housing sector, featured in 10% of comments made by tenants about their home. With the onset of the winter months and to prevent any further deterioration to homes or threat to tenants' health, it may be beneficial for AH to run a campaign on what tenants should do if damp and mould are suspected, encouraging them to contact their landlord for the matter to be investigated. This could also be having an impact on other measures, such as satisfaction with well maintained and safe homes, so any improvements in this area may have a knock-on effect to other metrics.

This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

For further information on this report please contact:

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