

June 2024

Habitare has recently taken part in a pilot for smaller organisations to undertake a perception survey for the Tenant Satisfaction measures. The survey was conducted by QA Research and formed a census survey of all 210 Habitare residents. The reporting year used was 2023 to coincide with our financial year.

A total of 76 residents responded to the survey, 22 from rented homes and 54 shared owners

- The survey was undertaken during April to June 2024.
- All residents were invited to complete an email survey initially. Following closure of the email survey all remaining residents were invited by telephone to participate.
- The survey comprises 33 email surveys and 43 telephone surveys, an overall response rate of 36%.
- A greater proportion of shared owners replied to the survey than renters. There were 22 (29%) responses from renters and 54 (71%) responses from shared owners. Overall shared owners make up 57% of our customer base.
- No weighting has been applied to the responses. We have published the responses by tenure and these have been submitted to the Regulator of Social Housing.
- QA Research (company registration number 3186539) undertook all perception surveys and have prepared a summary report for the Habitare board alongside completion of the perception measures submitted to the Regulator of social housing.
- None of our households or responses have been excluded from the survey
- A prize draw was offered to incentivise the volume of responses. This was offered to both the electronic survey and the telephone survey with a prize of £100. These prize draws have now been made and the winners notified.
- A copy of the questionnaire used for the electronic and telephone surveys is included as a separate this page. In addition to the perceptions measures 9 questions were also asked to help Habitare review its customer service and offer.
- A full copy of our TSM responses is provided as submitted to the Regulator of Social Housing.

The responses from our survey are shown below by tenure;

		LCRA	LCHO
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	59.1	35.2
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	83.3	
TP03	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.	66.7	
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	63.6	
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	90.9	53.7
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	47.4	26.9
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	61.9	29.4
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	77.3	33.3
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	33.3	12.5
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	85.7	21.4
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	65.0	18.2
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	73.3	18.8

We understand from general feedback that our shared ownership customers have been affected by the time taken to remedy defects on new homes and we are working with our contractors to resolve these issues promptly. We are actively working with our contractors to address the outstanding issues in their home and to implement new processes. We are also working with our HA partners to improve communication with our tenants with respect to defects and repairs.

Compounding the general challenges in resolving defects, a significant proportion of our shared owners who participated in the survey have faced considerable disruption due to one of our contractors becoming insolvent. This situation has unfortunately delayed the response time whilst we secured a replacement contractor to complete the outstanding works. We deeply apologise again for the inconvenience and the impact that these delays have caused to our customers and have appointed new contractors to complete the works.

We are fully committed to resolving the issues as swiftly as possible.