

PINE COURT HOUSING
ASSOCIATION



Pine Court Housing Association Customer Satisfaction STAR Survey Results for 2015/16



Sovini

Performance & Customer Insight Team

Issue: **1**
Date: **30th October 2015**
Report by: **David Barton**
Checked by: **Hannah Furniss**
Approved by: **Marcus Evans**

This report is for use of Pine Court Housing Association and for the purposes intended. It should not be used for any other purpose or relied upon by other parties.

Pine Court Housing Association, 1 Nelson Street, Liverpool, L1 5DW
Tel: 0151 709 6878 Web: www.pinecourt-housing.org.uk

Introduction

Background

Pine Court housing Association commissioned Sovini to conduct a Tenant Satisfaction Survey, to assess progress from the previous STAR survey which was conducted in 2014/15.

The results from this survey will ensure that customers priorities are used for 2016/17 Strategic Planning and budget setting.

The primary aim of the survey was to gauge satisfaction with services, understand Customers Priorities, and identify areas where improvements can be made. A secondary aim was to collect demographic data about Pine Court's tenants, including their preferred method of communication and preferred language.

The results for the core questions have been benchmarked against our peers, using the HouseMark 2014/15 Benchmarking service.

Survey Methodology

A postal census was carried out, which involved the survey being sent to all Pine Court Housing Association tenants. To ensure that the survey was accessible to as many tenants as possible, each question on the survey had an English and Chinese translation.

Questionnaires were posted out on 4th September 2015.

Closing date for returning surveys was 25th September 2015.

118 questionnaires were returned in total, which equates to:

- 26% return rate.
- +/- 7.8% margin of error at 95% Confidence level.

Contents of this Report

Introduction	Page 3
Direction of Travel (Core Questions)	Page 4
Customer Comments	Page 5
Section A: Information About Services and Neighbourhoods	Page 6
Section B: Services	Page 9
Section C: Service Priorities	Page 11
Section D: Perceptions	Page 12
Section E: Advice and Support	Page 14
Section F: Contact & Communication	Page 16
Section G: Complaints	Page 18
Section H: Estate Services	Page 19
Section I: Equality & Diversity Monitoring	Page 20

Direction of Travel (Core Questions)

The graphs below are to demonstrate the performance of the Core Questions from the first PCHA tenant survey, which was first undertaken by Sovini in 2012/13, to the latest STAR Survey.

2015/16 performance at a glance:



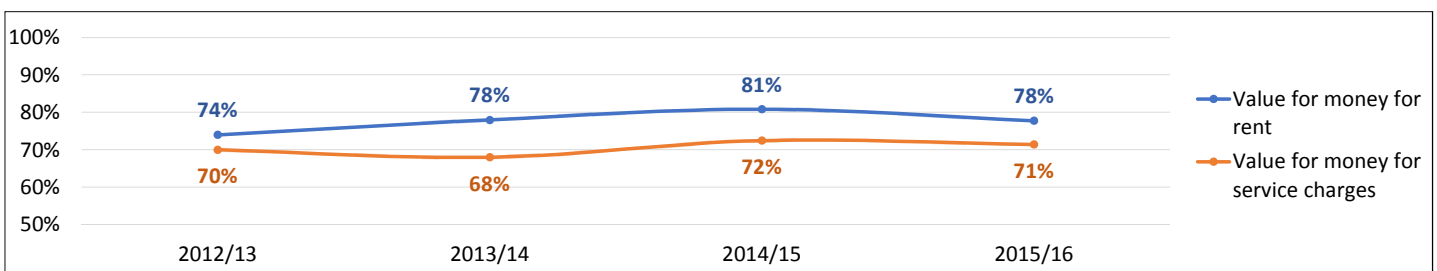
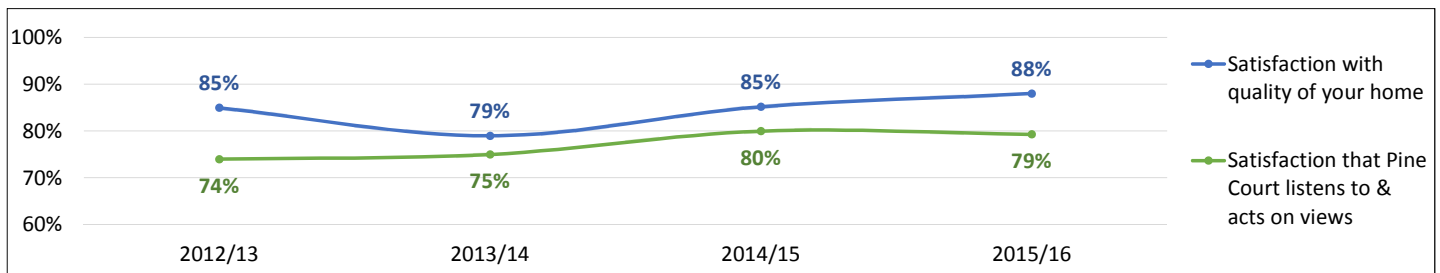
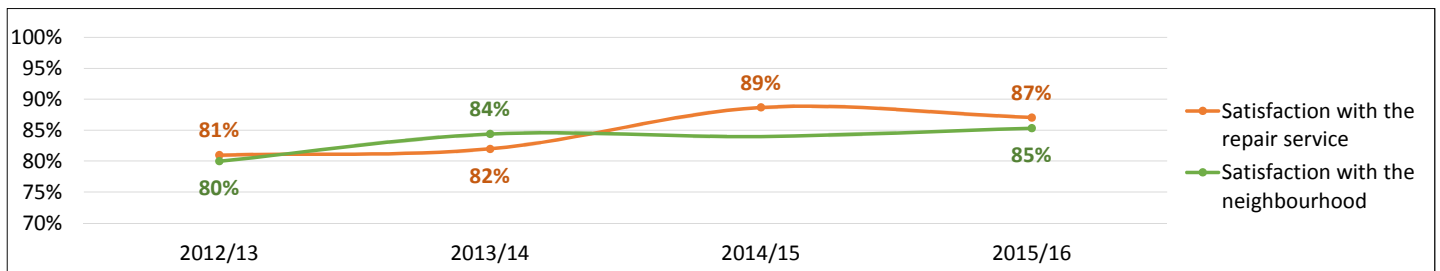
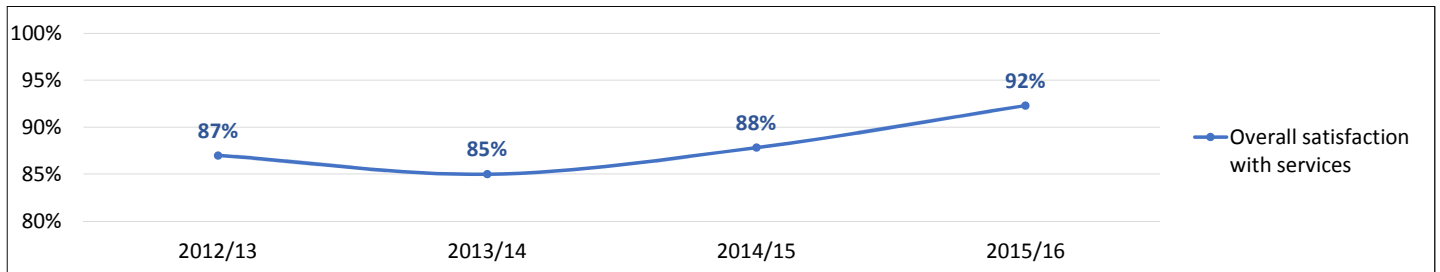
3 increases in satisfaction when compared to the previous year. This includes overall satisfaction with the service provided by Pine Court which is 92% (a 4% increase since 2014/15). Some questions have the highest satisfaction they have ever had, such as satisfaction with the quality of your home, which has increased from 85% to 88%. Satisfaction with the neighbourhood is also higher than the last time it was asked, which was in the 2013/14 STAR Survey.



0 questions have maintained the same level of satisfaction as the previous year.



4 of the core questions have a lower score when compared to the previous year. The majority of these only represent a minor decrease in satisfaction, such as satisfaction with the repair service, which was 89% in 2014/15 and has decreased to 87% this year. Satisfaction that Pine Court listens to & acts on views has decreased 1%; from 80% to 79%. Value for money with service charges has also decreased 1%, from 80% in 2014/15 to 79% this year. Customer satisfaction with the value for money with rent has seen a 3% decrease (from 81% to 78%)



Customer Comments

This section looks at any themes which have emerged from customer feedback for the main service areas, and what tenants have specified as their top priorities.

Top 5 Customer Priorities:

1. Repairs and maintenance (73%).
2. The emergency call system (36%)
3. The overall quality of your home (32%).
4. Your support worker/ scheme manager (28%)
5. Keeping residents informed (24%).

If you are dissatisfied with the way Pine Court deals with repairs and maintenance, please tell us why...

Overall satisfaction with repairs and maintenance this year is **87%**, which is slightly lower than the 2014/15 figure of 89%. Of the customers who were dissatisfied with this service, the following comments were made:

- Communication was singled out as an issue in some of the comments, particularly when the contractor will be out to conduct a repair, or if an appointment has to be changed.
- Delays in work being carried out, one customer is still waiting for the third appointment to get their boiler repaired.
- A customer was dissatisfied with the general maintenance of their building and suggested that it needs to be updated. Also, the paint work on the inside and outside of the building is old.
- 1 customer was dissatisfied that they will have to wait for a new kitchen to be fitted in their property.

How satisfied or dissatisfied are you with your neighbourhood as a place to live?

85% of respondents said that they were satisfied with the neighbourhood, any issues highlighted in the comments are listed below.

- Cleanliness of the neighbourhood was singled out as an issue for one tenant. Another said that fly tipping was an issue also.
- Problems with gangs mentioned.
- Noise from other properties, and vehicles in the area was highlighted as an issue for a couple of customers.
- One customer said that they had complained a few times regarding the noise from their neighbour's dogs.

In the past year when you have contacted Pine Court with a query or problem, how satisfied were you with the customer service you received?

Satisfaction for this question was **82%**, 6% lower than the previous STAR Survey. Of the customers who were dissatisfied, the following comments were made about the service they received.

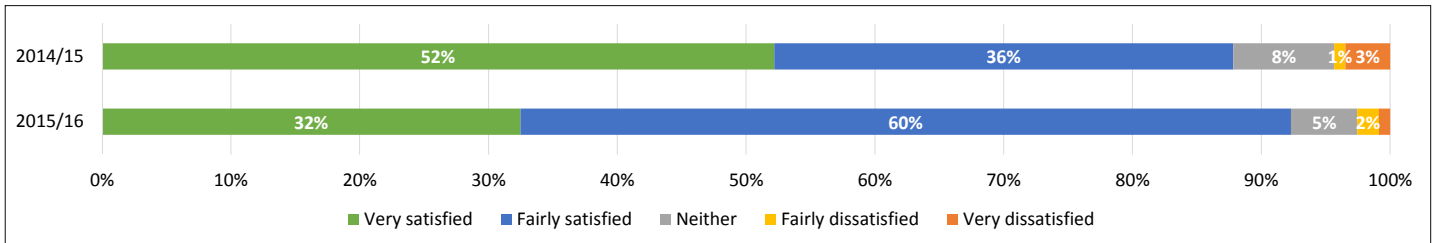
- One tenant suggested acting upon emergency repair problems right away.
- Communication with tenants was raised as an issue, particularly staff calling back when they say they will. Also, communication between departments was raised as a problem.
- One tenant perceived a imbalance in the service you receive if you are a good tenant, saying that 'it seems if you don't look after your home you have everything done time and again.'

STAR Customer Satisfaction Survey 2015/16

Section A: Information About Services and Neighbourhoods

A1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pine Court?

2014/15: **88%** 2015/16: **92%**

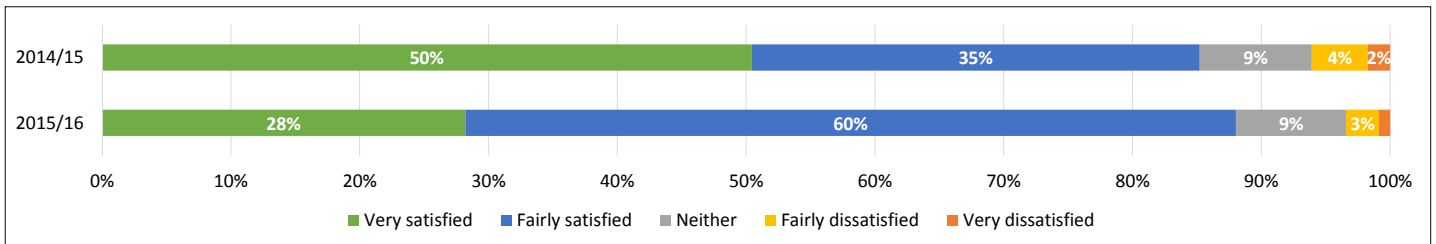


	Total	2015 %	2014 %
Very satisfied	38	32%	52%
Fairly satisfied	70	60%	36%
Neither	6	5%	8%
Fairly dissatisfied	2	2%	1%
Very dissatisfied	1	1%	3%
Grand Total	117	100%	100%

Please Note: Top Quartile satisfaction for this question in 2014/15 was **90.45%**.

A2. How satisfied or dissatisfied are you with the overall quality of your home?

2014/15: **85%** 2015/16: **88%**

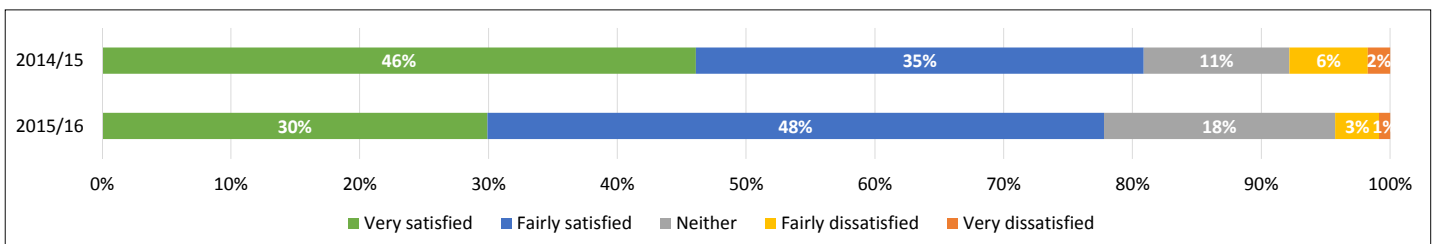


	Total	2015 %	2014 %
Very satisfied	33	28%	50%
Fairly satisfied	70	60%	35%
Neither	10	9%	9%
Fairly dissatisfied	3	3%	4%
Very dissatisfied	1	1%	2%
Grand Total	117	100%	100%

Please Note: Top Quartile satisfaction for this question in 2014/15 was **88.75%**.

A3. How satisfied or dissatisfied are you that your rent provides value for money?

2014/15: **81%** 2015/16: **78%**

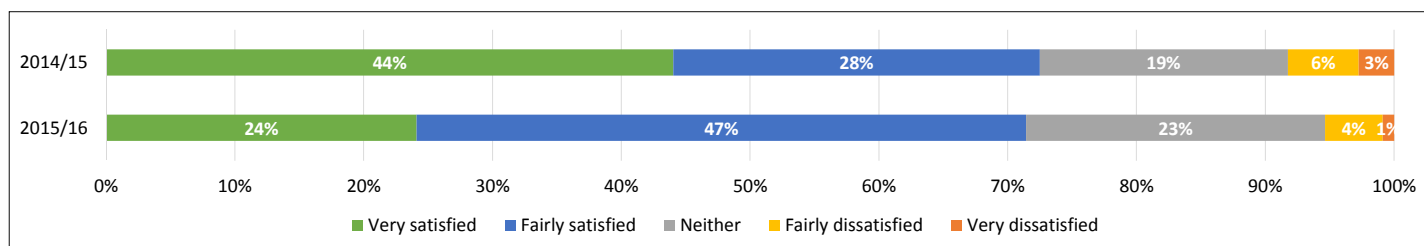


	Total	2015 %	2014 %
Very satisfied	35	30%	46%
Fairly satisfied	56	48%	35%
Neither	21	18%	11%
Fairly dissatisfied	4	3%	6%
Very dissatisfied	1	1%	2%
Grand Total	117	100%	100%

Please Note: Top Quartile satisfaction for this question in 2014/15 was **87.38%**.

A4. How satisfied or dissatisfied are you that your service charges provide value for money?

2014/15: **72%** 2015/16: **71%**

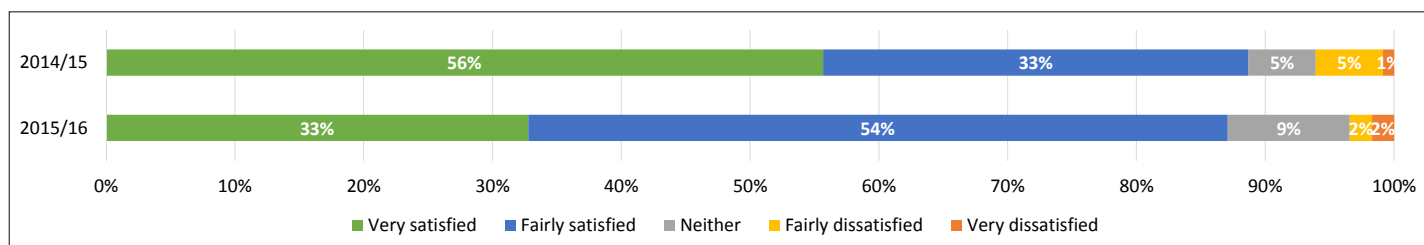


	Total	2015 %	2014 %
Very satisfied	27	24%	44%
Fairly satisfied	53	47%	28%
Neither	26	23%	19%
Fairly dissatisfied	5	4%	6%
Very dissatisfied	1	1%	3%
Grand Total	112	100%	100%

Please Note: Top Quartile satisfaction for this question in 2014/15 was **77.65%**.

A5. Generally, how satisfied or dissatisfied are you with the way Pine Court deals with repairs and maintenance?

2014/15: **89%** 2015/16: **87%**

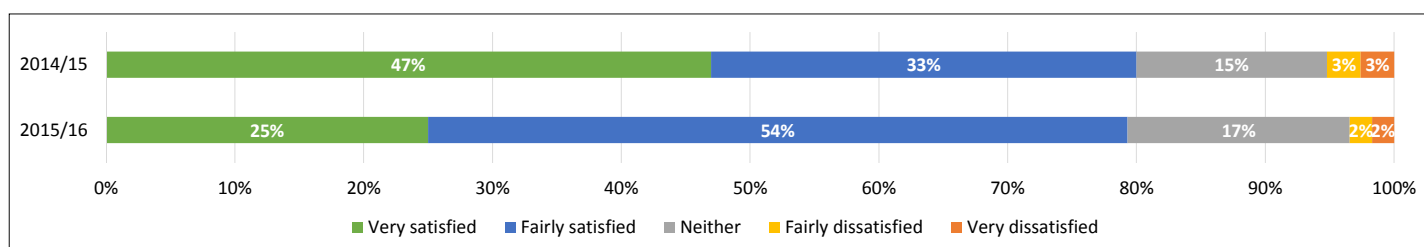


	Total	2015 %	2014 %
Very satisfied	38	33%	56%
Fairly satisfied	63	54%	33%
Neither	11	9%	5%
Fairly dissatisfied	2	2%	5%
Very dissatisfied	2	2%	1%
Grand Total	116	100%	100%

Please Note: Top Quartile satisfaction for this question in 2014/15 was **87.75%**.

A6. How satisfied or dissatisfied are you that Pine Court listens to your views and acts upon them?

2014/15: **80%** 2015/16: **79%**

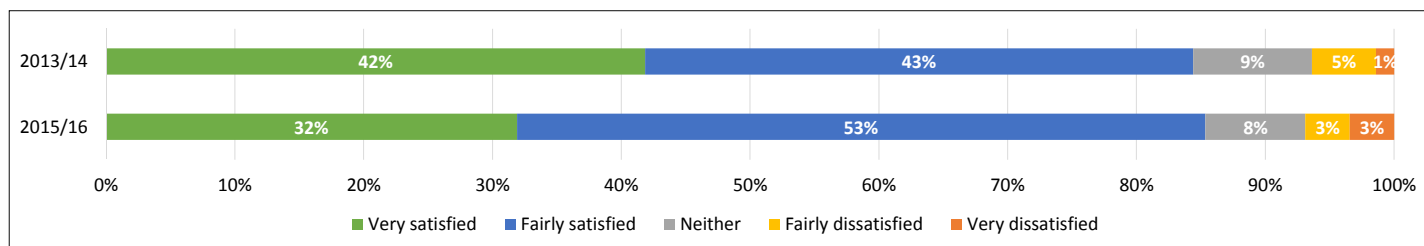


	Total	2015 %	2014 %
Very satisfied	29	25%	47%
Fairly satisfied	63	54%	33%
Neither	20	17%	15%
Fairly dissatisfied	2	2%	3%
Very dissatisfied	2	2%	3%
Grand Total	116	100%	100%

Please Note: Top Quartile satisfaction for this question in 2014/15 was **80.60%**.

A7. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

2013/14: **84%** 2015/16: **85%**



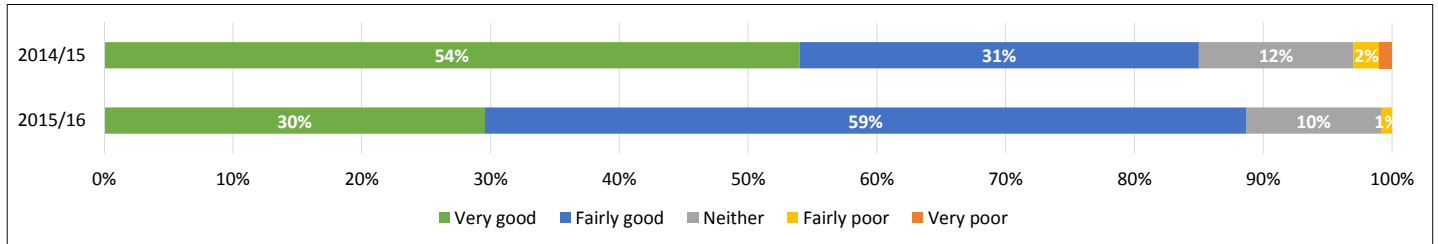
	Total	2015 %	2013 %
Very satisfied	37	32%	42%
Fairly satisfied	62	53%	43%
Neither	9	8%	9%
Fairly dissatisfied	4	3%	5%
Very dissatisfied	4	3%	1%
Grand Total	116	100%	100%

Please Note: Top Quartile satisfaction for this question in 2014/15 was **89.00%**.

Section B: Services

B1. How good or poor do you feel Pine Court is at keeping you informed about things that might affect you as a resident?

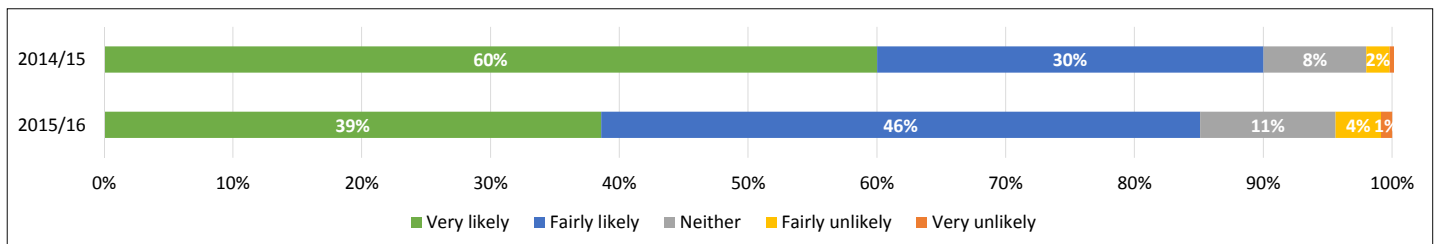
2014/15: **85%** 2015/16: **89%**



	Total	2015 %	2014 %
Very good	34	30%	54%
Fairly good	68	59%	31%
Neither	12	10%	12%
Fairly poor	1	1%	2%
Very poor		0%	1%
Grand Total	115	100%	100%

B2. How likely would you be to recommend Pine Court to family or friends?

2014/15: **90%** 2015/16: **85%**

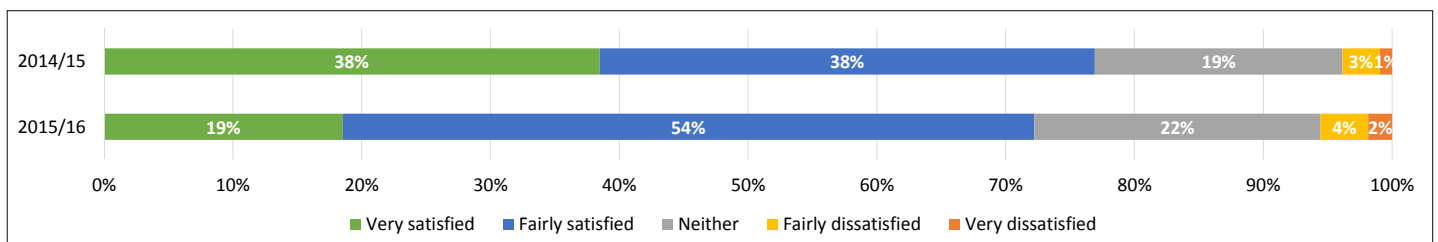


	Total	2015 %	2014 %
Very likely	44	39%	60%
Fairly likely	53	46%	30%
Neither	12	11%	8%
Fairly unlikely	4	4%	2%
Very unlikely	1	1%	1%
Grand Total	114	100%	100%

B3. How satisfied or dissatisfied are you with the way Pine Court deals with the following...?

Anti-social behaviour

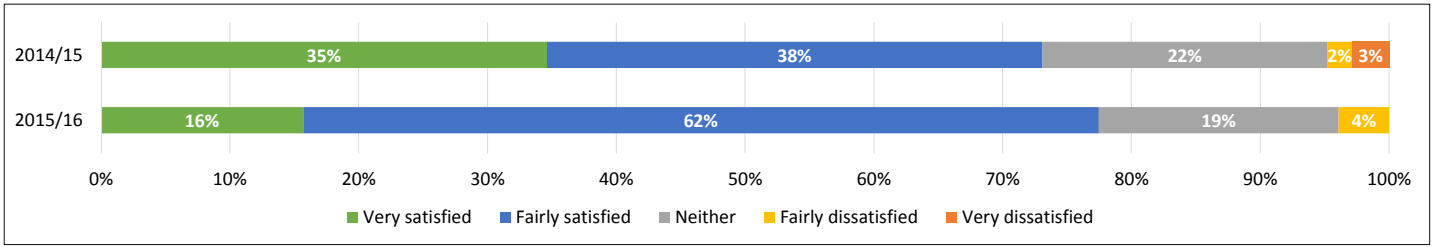
2014/15: **77%** 2015/16: **72%**



	Total	2015 %	2014 %
Very satisfied	20	19%	38%
Fairly satisfied	58	54%	38%
Neither	24	22%	19%
Fairly dissatisfied	4	4%	3%
Very dissatisfied	2	2%	1%
Grand Total	108	100%	100%

Complaints

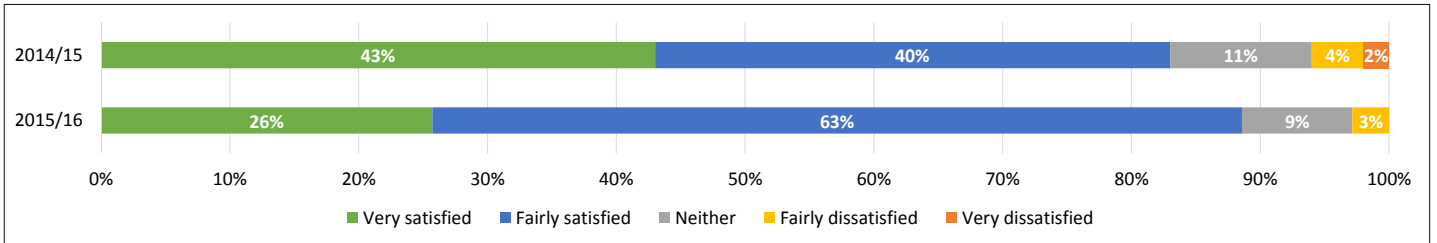
2014/15: **73%** 2015/16: **77%**



	Total	2015 %	2014 %
Very satisfied	16	16%	35%
Fairly satisfied	63	62%	38%
Neither	19	19%	22%
Fairly dissatisfied	4	4%	2%
Very dissatisfied	0	0%	3%
Grand Total	102	100%	100%

Your enquires generally

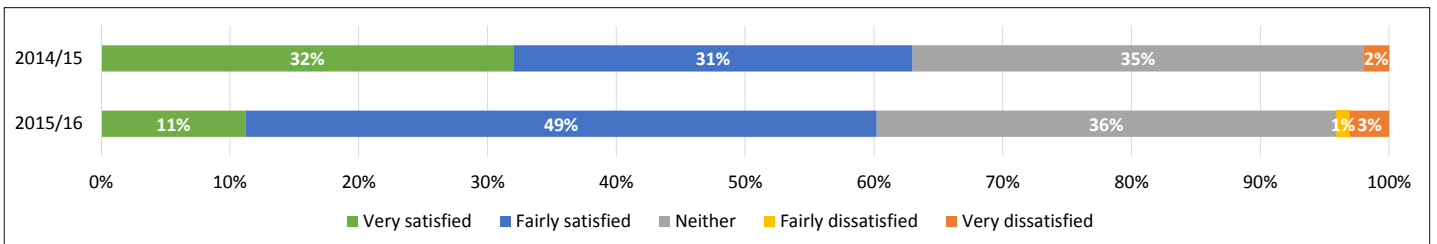
2014/15: **83%** 2015/16: **89%**



	Total	2015 %	2014 %
Very satisfied	27	26%	43%
Fairly satisfied	66	63%	40%
Neither	9	9%	11%
Fairly dissatisfied	3	3%	4%
Very dissatisfied	0	0%	2%
Grand Total	105	100%	100%

Moving or swapping your home (transfers and exchanges)

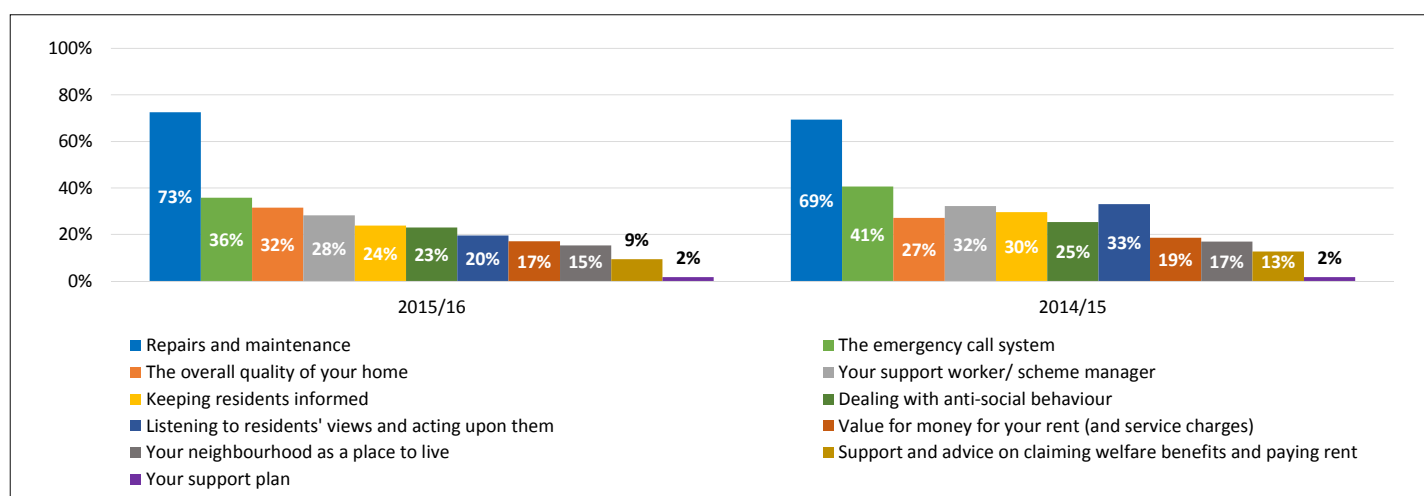
2014/15: **63%** 2015/16: **60%**



	Total	2015 %	2014 %
Very satisfied	11	11%	32%
Fairly satisfied	48	49%	31%
Neither	35	36%	35%
Fairly dissatisfied	1	1%	0%
Very dissatisfied	3	3%	2%
Grand Total	98	100%	100%

Section C: Service Priorities

C1. Which of the following services would you consider to be priorities?



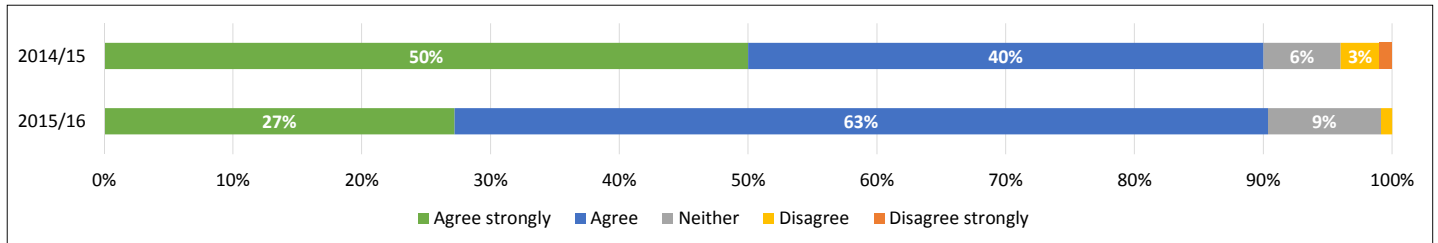
	2015 %	2014 %	Trend
Repairs and maintenance	73%	69%	↑
The emergency call system	36%	41%	↓
The overall quality of your home	32%	27%	↑
Your support worker/ scheme manager	28%	32%	↓
Keeping residents informed	24%	30%	↓
Dealing with anti-social behaviour	23%	25%	↓
Listening to residents' views and acting upon them	20%	33%	↓
Value for money for your rent (and service charges)	17%	19%	↓
Your neighbourhood as a place to live	15%	17%	↓
Support and advice on claiming welfare benefits and paying rent	9%	13%	↓
Your support plan	2%	2%	↔

Section D: Perceptions

D1. To what extent do you agree or disagree with the following...?

Pine Court provides an effective and efficient service

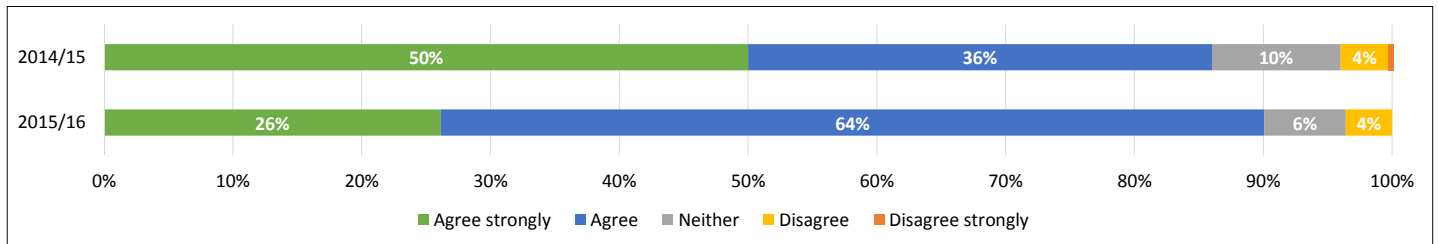
2014/15: **90%** 2015/16: **90%**



	Total	2015 %	2014 %
Agree strongly	31	27%	50%
Agree	72	63%	40%
Neither	10	9%	6%
Disagree	1	1%	3%
Disagree strongly		0%	1%
Grand Total	114	100%	100%

Pine Court is providing the service I expect from my landlord

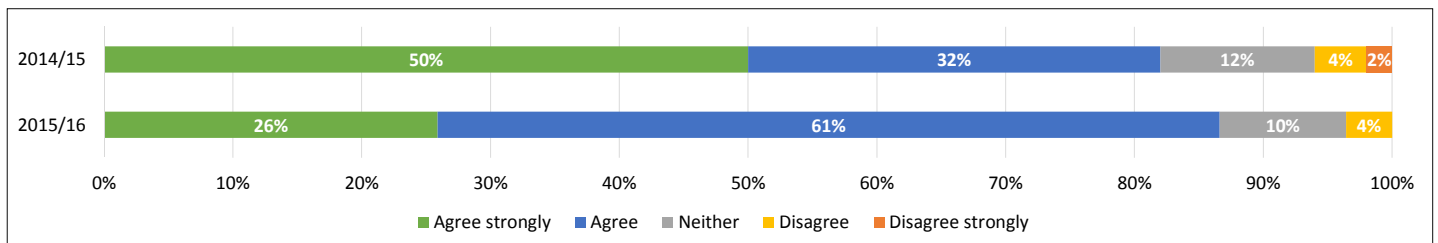
2014/15: **86%** 2015/16: **90%**



	Total	2015 %	2014 %
Agree strongly	29	26%	50%
Agree	71	64%	36%
Neither	7	6%	10%
Disagree	4	4%	4%
Disagree strongly		0%	1%
Grand Total	111	100%	100%

Pine Court treats its residents fairly

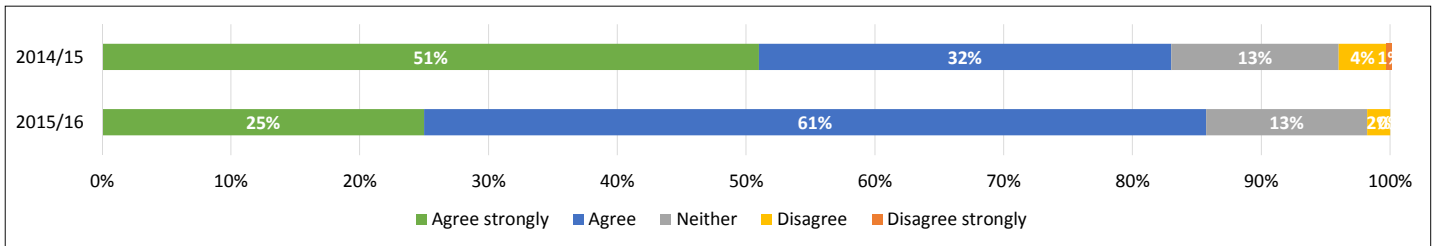
2014/15: **82%** 2015/16: **87%**



	Total	2015 %	2014 %
Agree strongly	29	26%	50%
Agree	68	61%	32%
Neither	11	10%	12%
Disagree	4	4%	4%
Disagree strongly		0%	2%
Grand Total	112	100%	100%

Pine Court has a good reputation in my area

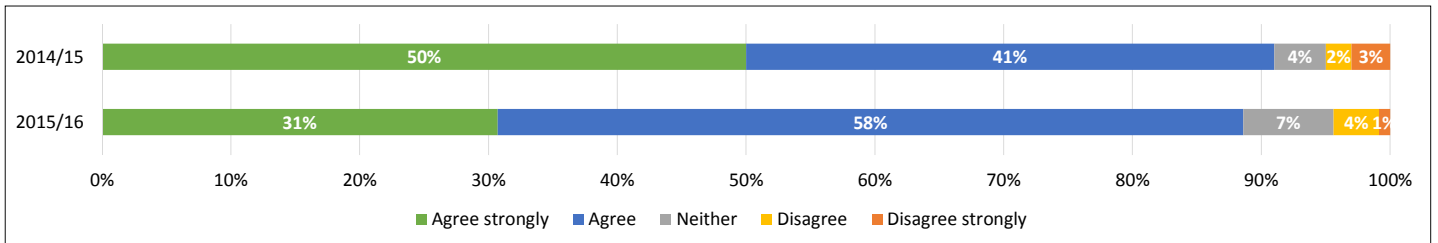
2014/15: **83%** 2015/16: **86%**



	Total	2015 %	2014 %
Agree strongly	28	25%	51%
Agree	68	61%	32%
Neither	14	13%	13%
Disagree	2	2%	4%
Disagree Strongly	0	0%	1%
Grand Total	112	100%	100%

Pine Court has friendly and approachable staff

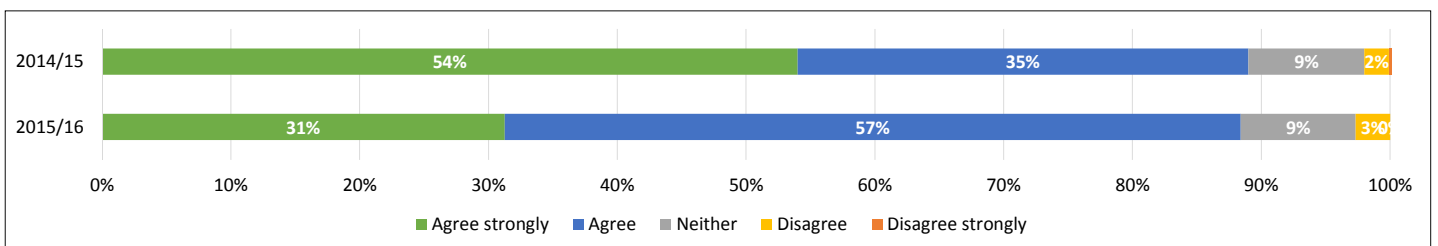
2014/15: **91%** 2015/16: **89%**



	Total	2015 %	2014 %
Agree strongly	35	31%	50%
Agree	66	58%	41%
Neither	8	7%	4%
Disagree	4	4%	2%
Disagree strongly	1	1%	3%
Grand Total	114	100%	100%

I trust Pine Court

2014/15: **89%** 2015/16: **88%**



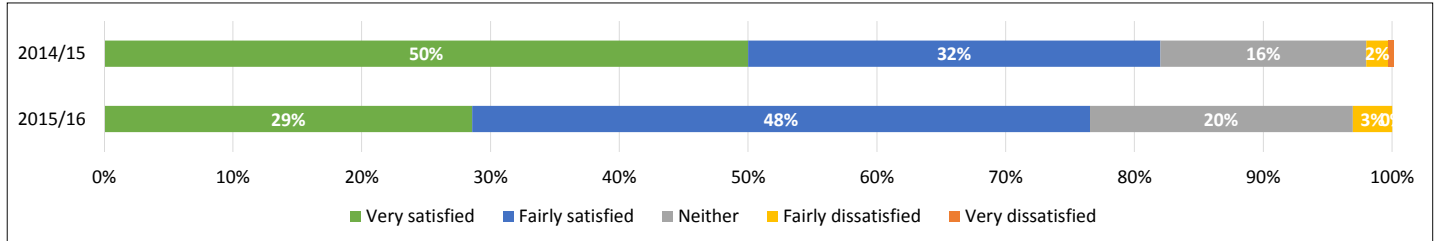
	Total	2015 %	2014 %
Agree strongly	35	31%	54%
Agree	64	57%	35%
Neither	10	9%	9%
Disagree	3	3%	2%
Disagree Strongly	0	0%	1%
Grand Total	112	100%	100%

Section E: Advice and Support

E1. Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from Pine Court with the following...?

Claiming housing benefit and other welfare benefits

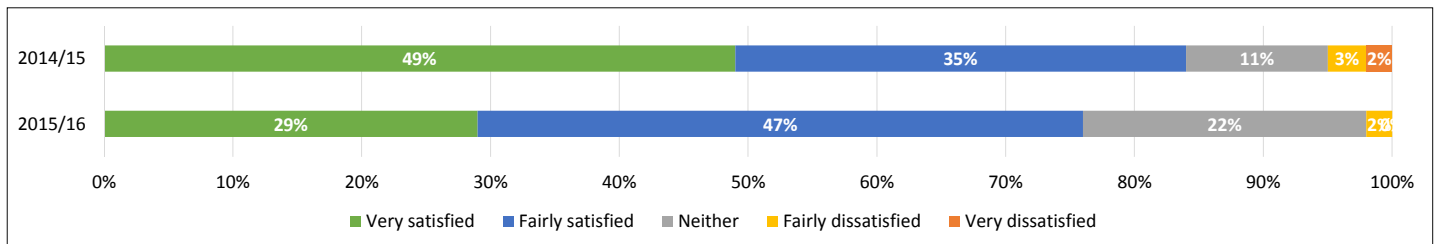
2014/15: **82%** 2015/16: **77%**



	Total	2015 %	2014 %
Very satisfied	28	29%	50%
Fairly satisfied	47	48%	32%
Neither	20	20%	16%
Fairly dissatisfied	3	3%	2%
Very dissatisfied	0	0%	1%
Grand Total	98	100%	100%

Paying rent and service charges

2014/15: **84%** 2015/16: **76%**

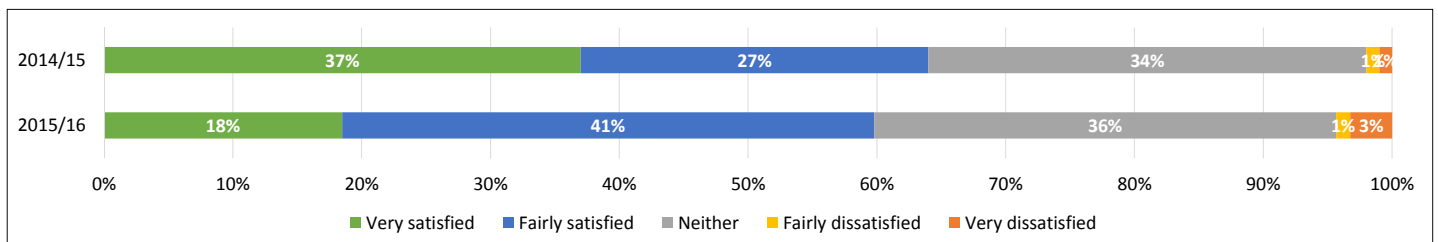


	Total	2015 %	2014 %
Very satisfied	29	29%	49%
Fairly satisfied	47	47%	35%
Neither	22	22%	11%
Fairly dissatisfied	2	2%	3%
Very dissatisfied	0	0%	2%
Grand Total	100	100%	100%

E2. How satisfied or dissatisfied are you with the advice and support you receive from Pine Court with the following...?

Moving home

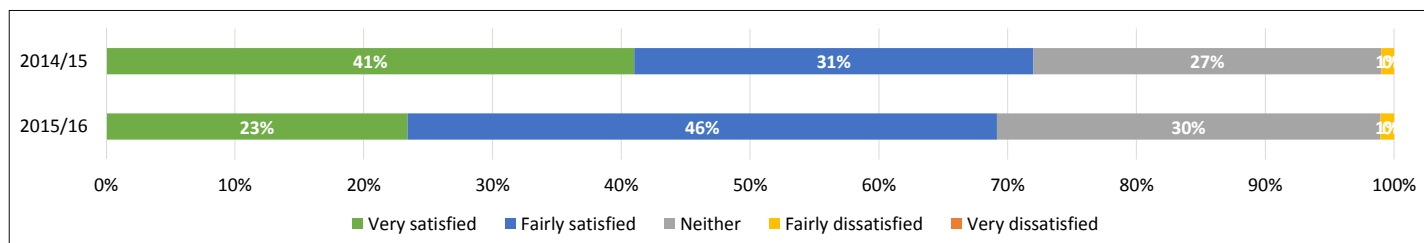
2014/15: **64%** 2015/16: **60%**



	Total	2015 %	2014 %
Very satisfied	17	18%	37%
Fairly satisfied	38	41%	27%
Neither	33	36%	34%
Fairly dissatisfied	1	1%	1%
Very dissatisfied	3	3%	1%
Grand Total	92	100%	100%

Support for new tenants

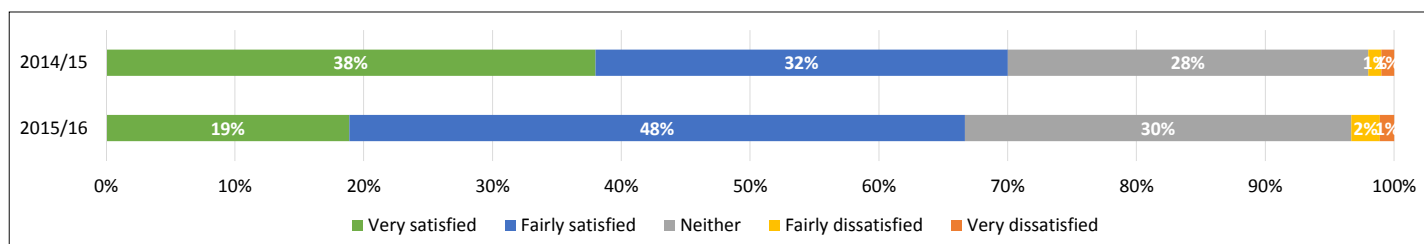
2014/15: **72%** 2015/16: **69%**



	Total	2015 %	2014 %
Very satisfied	22	23%	41%
Fairly satisfied	43	46%	31%
Neither	28	30%	27%
Fairly dissatisfied	1	1%	1%
Very dissatisfied	0	0%	0%
Grand Total	94	100%	100%

Support for vulnerable tenants

2014/15: **70%** 2015/16: **67%**

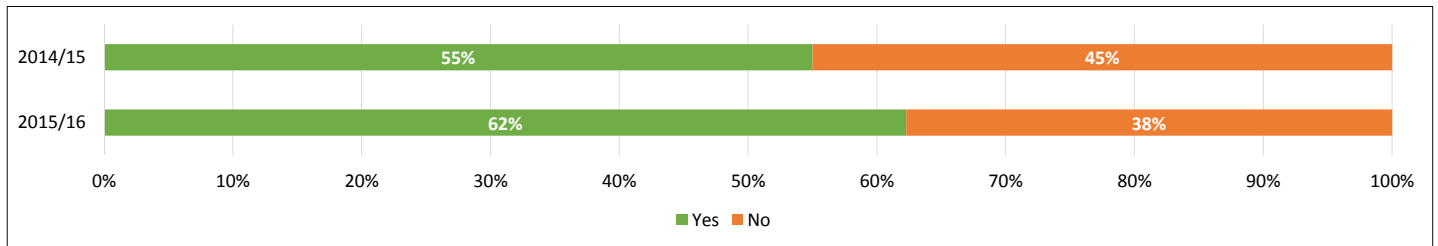


	Total	2015 %	2014 %
Very satisfied	17	19%	38%
Fairly satisfied	43	48%	32%
Neither	27	30%	28%
Fairly dissatisfied	2	2%	1%
Very dissatisfied	1	1%	1%
Grand Total	90	100%	100%

Section F: Contact & Communication

F1. Have you contacted Pine Court in the last 12 months with a query other than to pay your rent or service charges?

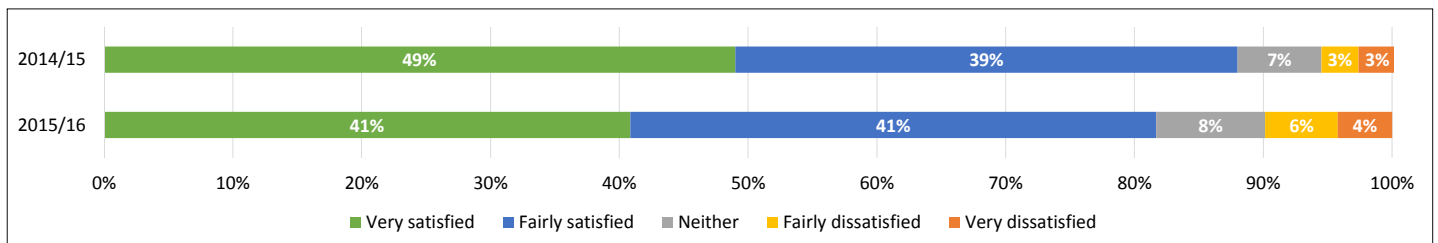
2014/15: **55%** 2015/16: **62%**



	Total	2015 %	2014 %
Yes	71	62%	55%
No	43	38%	45%
Grand Total	114	100%	100%

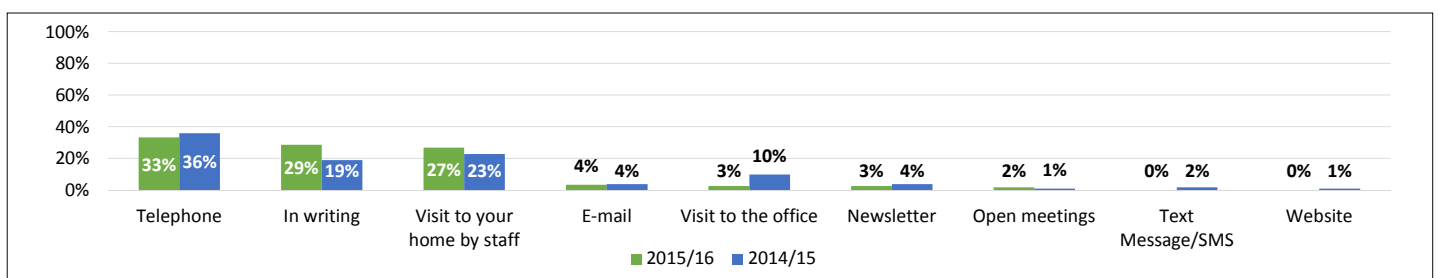
F2. In the past year when you have contacted Pine Court with a query or problem, how satisfied were you with the customer service you received?

2014/15: **88%** 2015/16: **82%**



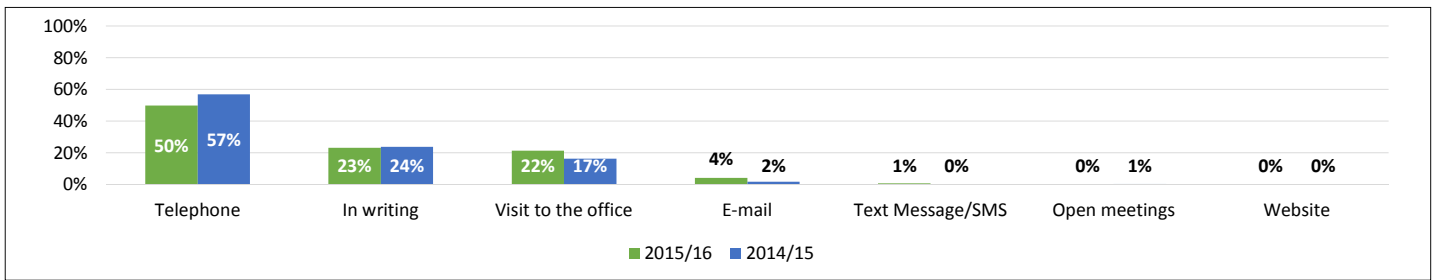
	Total	2015 %	2014 %
Very satisfied	29	41%	49%
Fairly satisfied	29	41%	39%
Neither	6	8%	7%
Fairly dissatisfied	4	6%	3%
Very dissatisfied	3	4%	3%
Grand Total	71	100%	100%

F3. Which of the following methods of being kept informed by Pine Court would you prefer to use?



	Total	2015 %	2014 %
Telephone	37	33%	36%
In writing	32	29%	19%
Visit to your home by staff	30	27%	23%
E-mail	4	4%	4%
Visit to the office	3	3%	10%
Newsletter	3	3%	4%
Open meetings	2	2%	1%
Text Message/SMS	0	0%	2%
Website	0	0%	1%
Grand Total			

F4. Which of the following methods of getting in touch with Pine Court would you prefer to use?

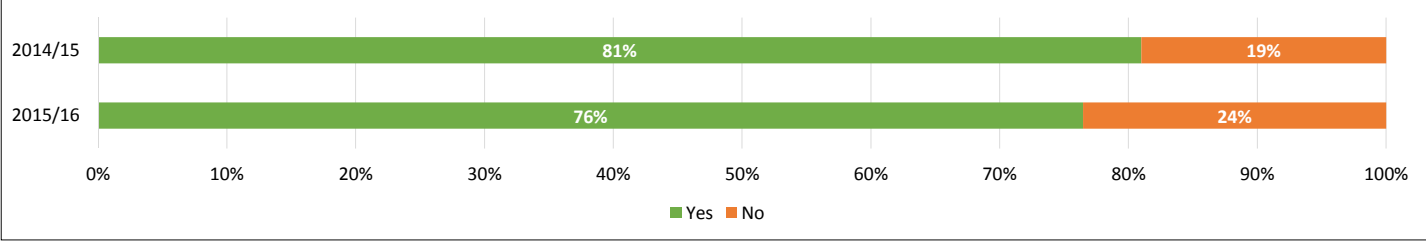


	Total	2015 %	2014 %
Telephone	58	50%	57%
In writing	27	23%	24%
Visit to the office	25	22%	17%
E-mail	5	4%	2%
Text Message/SMS	1	1%	0%
Open meetings	0	0%	1%
Website	0	0%	0%

Section G: Complaints

G1. If you were unhappy with a service we offer, would you know how to make a complaint about Pine Court?

2014/15: **81%** 2015/16: **76%**

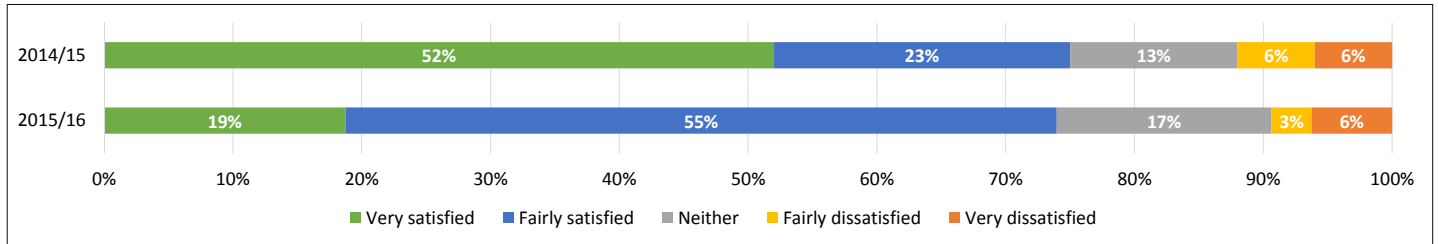


	Total	2015 %	2014 %
Yes	78	76%	81%
No	24	24%	19%
Grand Total	102	100%	100%

Section H: Estate Services

H1. How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area?

2014/15: **75%** 2015/16: **74%**

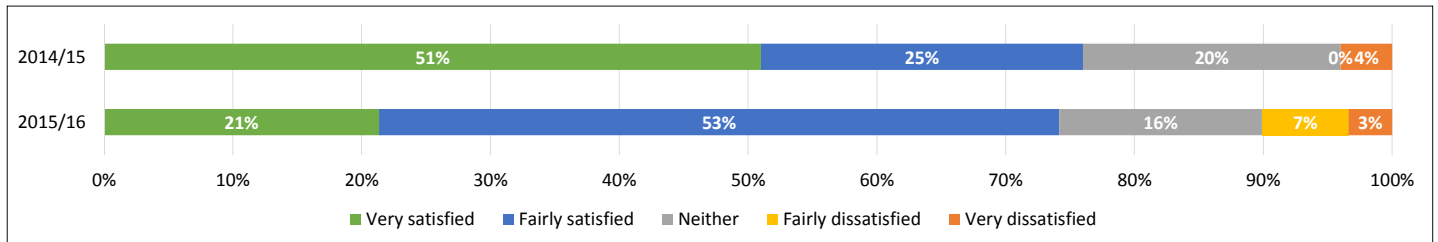


	Total	2015 %	2014 %
Very satisfied	18	19%	52%
Fairly satisfied	53	55%	23%
Neither	16	17%	13%
Fairly dissatisfied	3	3%	6%
Very dissatisfied	6	6%	6%
Grand Total	96	100%	100%

H2. How satisfied or dissatisfied are you with the following...?

Internal communal areas

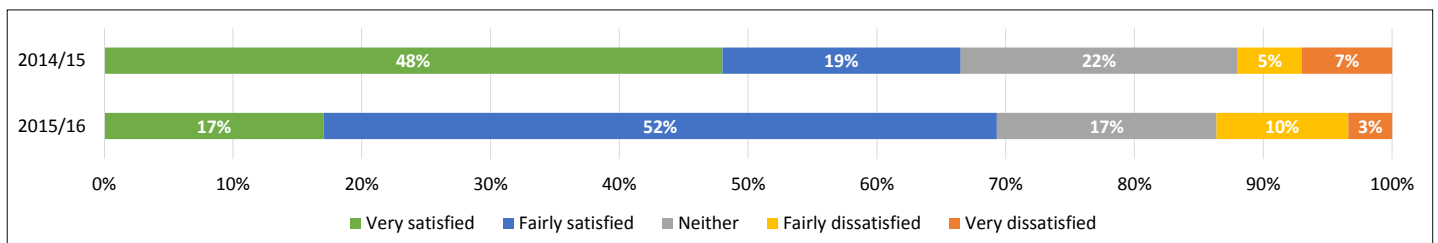
2014/15: **76%** 2015/16: **74%**



	Total	2015 %	2014 %
Very satisfied	19	21%	51%
Fairly satisfied	47	53%	25%
Neither	14	16%	20%
Fairly dissatisfied	6	7%	0%
Very dissatisfied	3	3%	4%
Grand Total	89	100%	100%

External communal areas

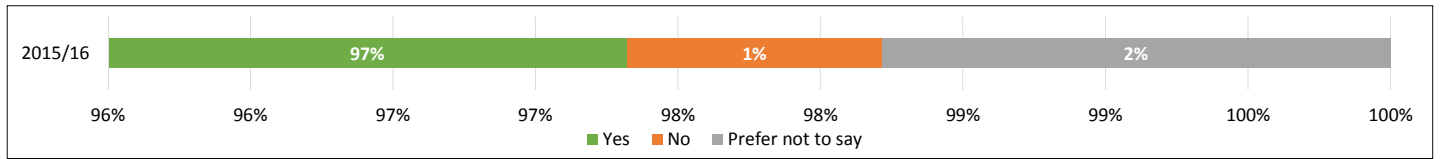
2014/15: **67%** 2015/16: **69%**



	Total	2015 %	2014 %
Very satisfied	15	17%	48%
Fairly satisfied	46	52%	19%
Neither	15	17%	22%
Fairly dissatisfied	9	10%	5%
Very dissatisfied	3	3%	7%
Grand Total	88	100%	100%

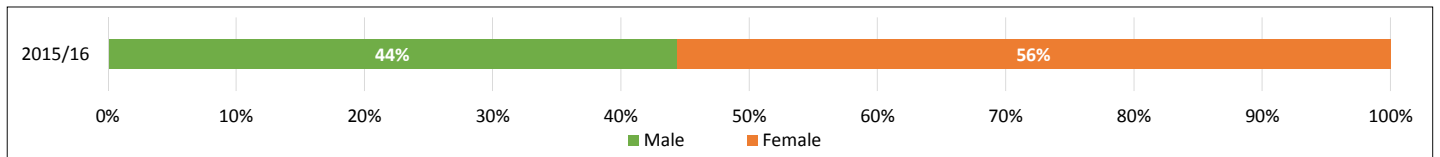
Section I: Equality & Diversity Monitoring

11. Is your gender identity the same as you were assigned at birth?



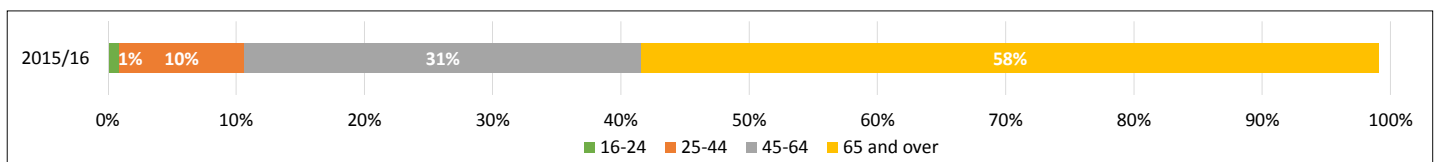
	Total	2015 %
Yes	109	97%
No	1	1%
Prefer not to say	2	2%
Grand Total	112	100%

12. Please tell us your gender?



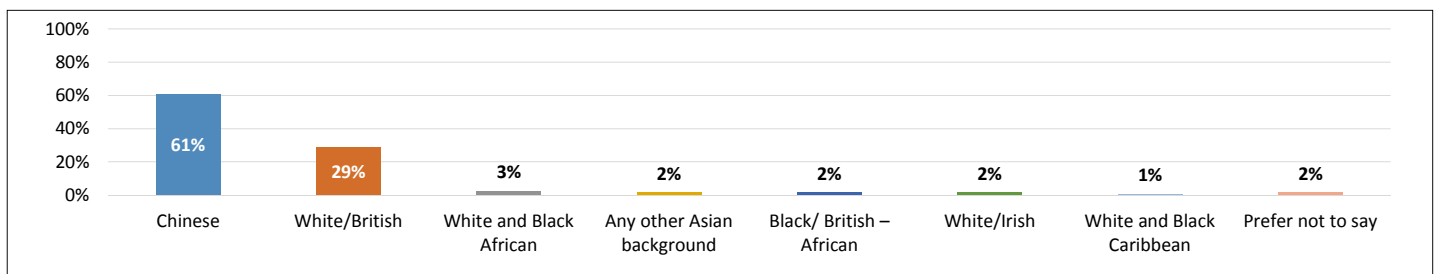
	Total	2015 %
Male	51	44%
Female	64	56%
Grand Total	115	100%

13. Please tell us your age?



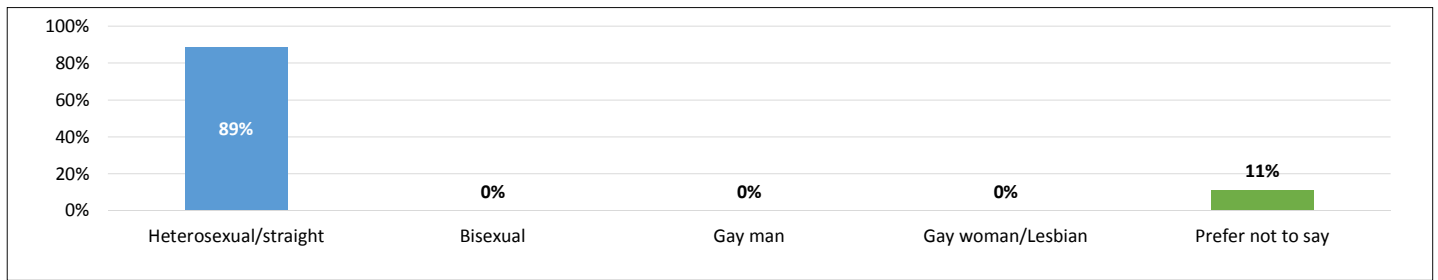
	Total	2015 %
16-24	1	1%
25-44	11	10%
45-64	35	31%
65 and over	65	58%
Prefer not to say	1	1%
Grand Total	113	100%

14. What Best Describes Your Ethnic Origin?



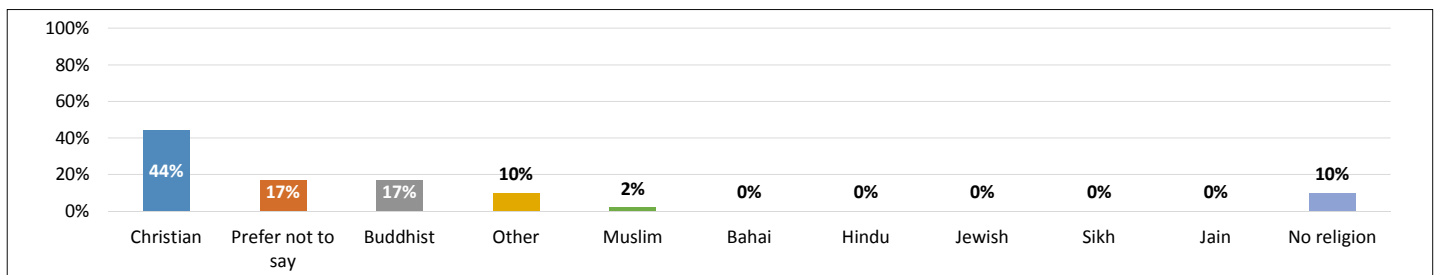
	Total	2015 %
Chinese	70	61%
White/British	33	29%
White and Black African	3	3%
Any other Asian background	2	2%
Black/ British – African	2	2%
White/Irish	2	2%
White and Black Caribbean	1	1%
Prefer not to say	2	2%
Grand Total	115	100%

15. What is your sexual orientation?



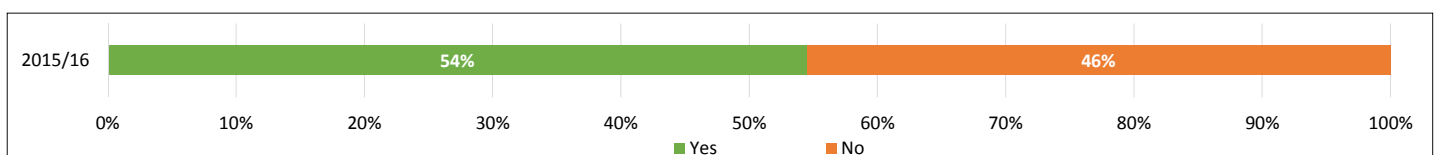
	Total	2015 %
Heterosexual/straight	96	89%
Bisexual		0%
Gay man		0%
Gay woman/Lesbian		0%
Prefer not to say	12	11%
Grand Total	108	100%

16. What is your religion or belief?



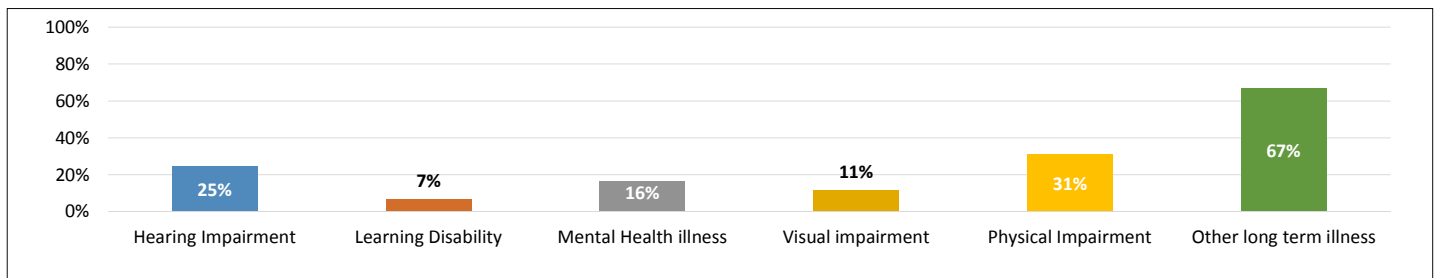
	Total	2015 %
Christian	49	44%
Prefer not to say	19	17%
Buddhist	19	17%
Other	11	10%
Muslim	2	2%
Bahai		0%
Hindu		0%
Jewish		0%
Sikh		0%
Jain		0%
No religion	11	10%
Grand Total	111	100%

17. Do you consider yourself to be disabled?



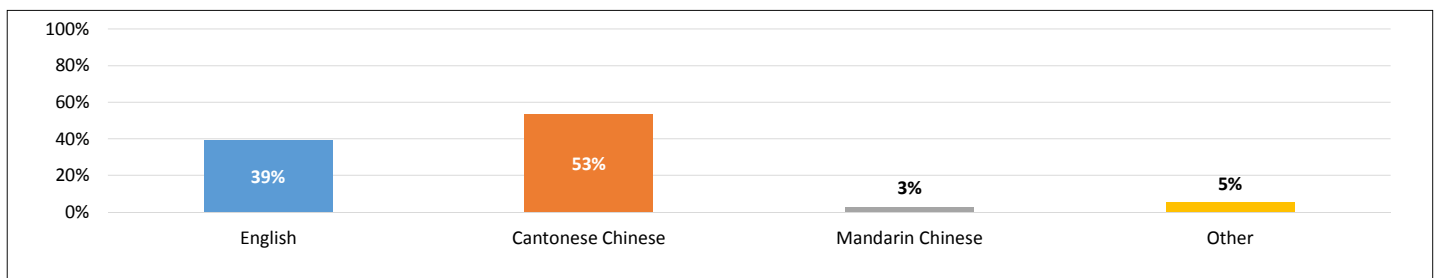
	Total	2015 %
Yes	61	54%
No	51	46%
Grand Total	112	100%

17a. If 'Yes' to 17, please select which disability you have from the options below (All that apply)



	Total	2015 %
Hearing Impairment	15	25%
Learning Disability	4	7%
Mental Health illness	10	16%
Visual Impairment	7	11%
Physical Impairment	19	31%
Other long term illness	41	67%

18. Please tell us your first/preferred language



	Total	2015 %
English	45	39%
Cantonese Chinese	61	53%
Mandarin Chinese	3	3%
Other	6	5%
Grand Total	115	100%