



PINE COURT HOUSING
ASSOCIATION



PINE COURT TENANT SATISFACTION SURVEY 2020/21

Results

HERITAGE | COMPASSION | CONVICTION | WISDOM | STRENGTH

Issue: **1**
Date: **19/10/2020**
Report by: **David Barton**
Checked by: **Peter Davies**
Approved by: **Peter Davies**

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.

Introduction

Background

Pine Court Housing Association commissioned Sovini to conduct a Tenant Satisfaction Survey, to assess progress from the previous STAR survey, carried out in 2018/19. The results from this survey will ensure that customers priorities and feedback are used in the 2021/22 Strategic Planning and budget setting process.

The primary aim of the survey was to gauge satisfaction with services, understand Customers Priorities, and identify areas where improvements can be made.

The results for the core questions will also be benchmarked against our peers, using HouseMark. Benchmarking top quartile data from 2019/20 is also provided for the Core Questions, so you can see how Pine Court compares to the top performing organisations.

Survey Methodology

This survey was initially opened up to tenants with an e-mail address, who were invited to complete it online (via SurveyMonkey). This went live on 17th July 2020, with 49 responses received this way.

Following this, a hard copy of the form was survey was posted out on 20th August 2020, to the remaining customers, along with a prepaid envelope to return it in. This accounts for 65 of the responses we received. In conjunction with this, Pine Court staff personally called the tenants who live in Chung Hok House, to assist them with completing the survey form. A total of 28 surveys were completed with this group of customers.

When the survey closed, 142 responses had been collected in total, resulting in a 29% return rate. The margin of error for this survey was +/- 6.9%* at 95% Confidence level.

* This means we can say with 95% confidence that there is a margin of error of +/- 6.9%. This means that if 50% of respondents answered 'Yes' to a 'Yes' or 'No' question, we know with 95% confidence that between 43.1% and 56.9% of all customers would have given the same response, including those who did not take part in the survey.

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Direction of Travel (Core Questions)

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

For the 2020/21 survey, new questions were introduced by HouseMark. Due to the similarity, a comparison can be made between 'satisfaction with the quality of your home', which has been retired, and its replacement; satisfaction that 'Pine Court provides a home that is safe and secure'.

However, there is no trend for 'How satisfied or dissatisfied are you that Pine Court is easy to deal with?', which is a brand new question for 2020/21. Please note, satisfaction for this new question is 91%.

2020/21 performance at a glance:



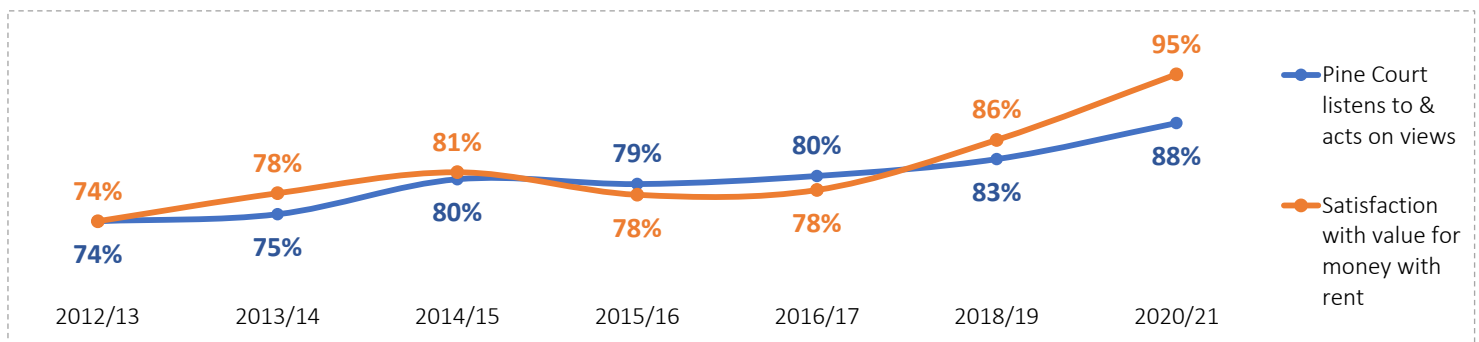
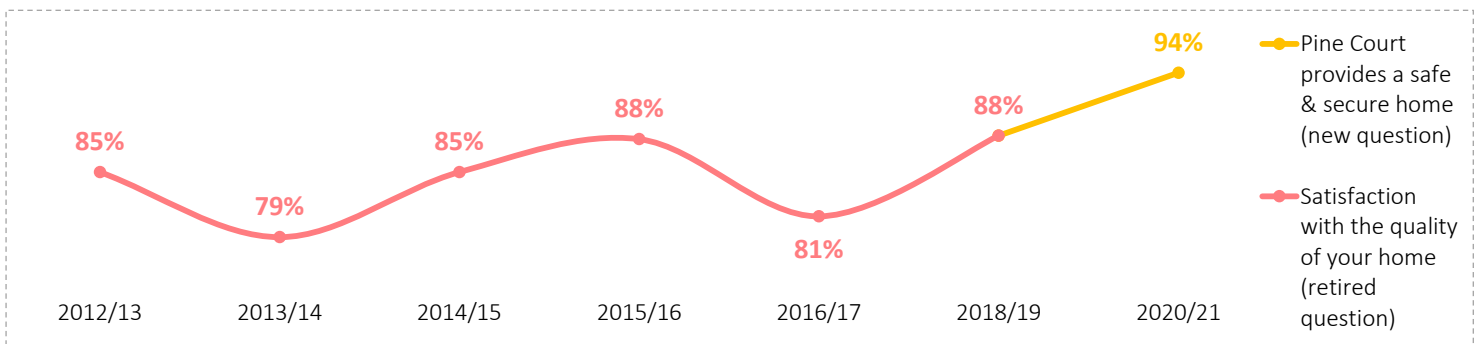
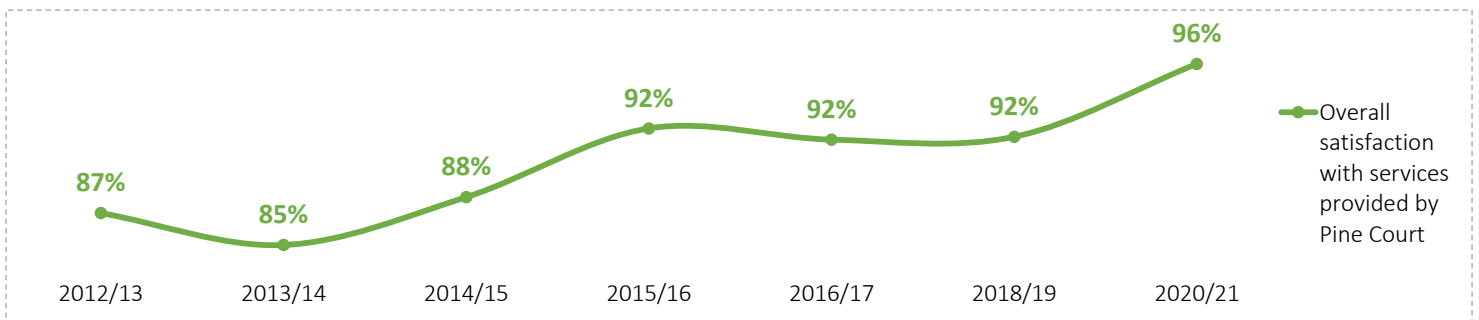
All of the Core Questions have a higher satisfaction when compared to the previous year. This includes overall satisfaction, which has increased from 92% to 96%. Also, satisfaction with value for money of rent has increased by 9% since the last survey, from 86% to 95%.



None of the questions have the same level of satisfaction when compared to the previous year.



No questions have a lower level of satisfaction, when compared to the previous year.



Comparison of Satisfaction

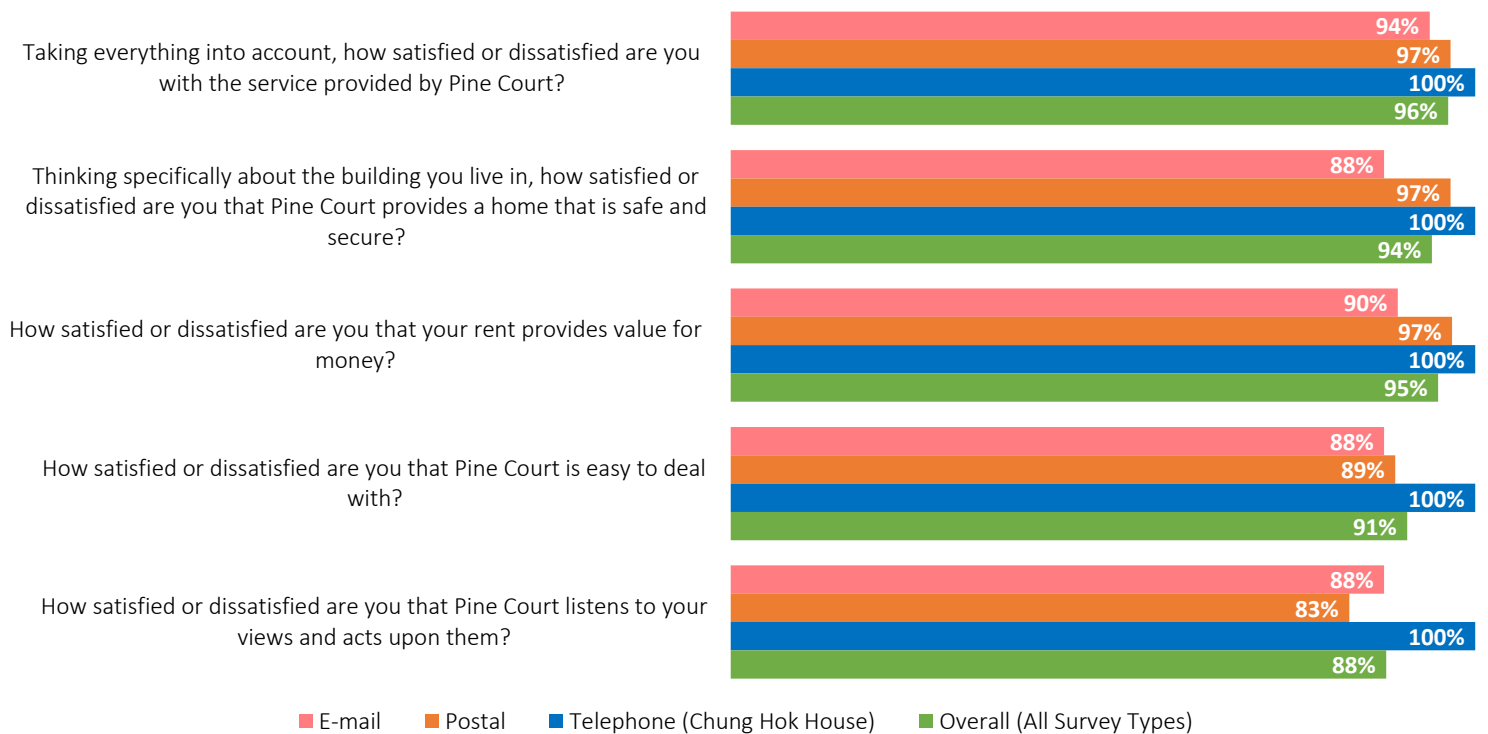
As mentioned in the introduction to this report, this survey was initially sent out to Pine Court customers with e-mail addresses, to complete online. This was then followed by the paper copy (to those who didn't respond to the e-mail), and targeted telephone calls to the residents living in Chung Hok House. This diverse approach ensured that the survey was as accessible to as many customers as possible.

This section provides a breakdown of the satisfaction by type of response, to outline the results of the core questions in more detail, and any differences in satisfaction between survey types. The graphs also include the overall, cumulative figure, from all surveys.

Number of responses by survey type

	Total	2020/21	2018/19
E-mail Survey	49	35%	27%
Postal Survey	65	46%	47%
Telephone Survey (Chung Hok House)	28	20%	26%

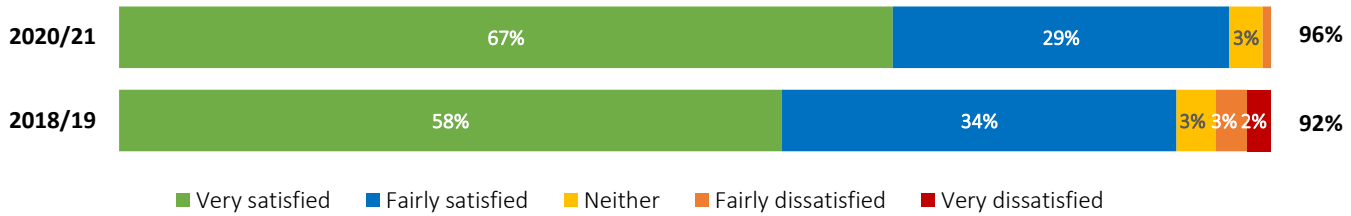
2020/21 satisfaction by survey type



	E-mail	Postal	Telephone
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pine Court?	94%	97%	100%
Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Pine Court provides a home that is safe and secure?	88%	97%	100%
How satisfied or dissatisfied are you that your rent provides value for money?	90%	97%	100%
How satisfied or dissatisfied are you that Pine Court is easy to deal with?	88%	89%	100%
How satisfied or dissatisfied are you that Pine Court listens to your views and acts upon them?	88%	83%	100%

Section A: Information About Services & Neighbourhoods

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



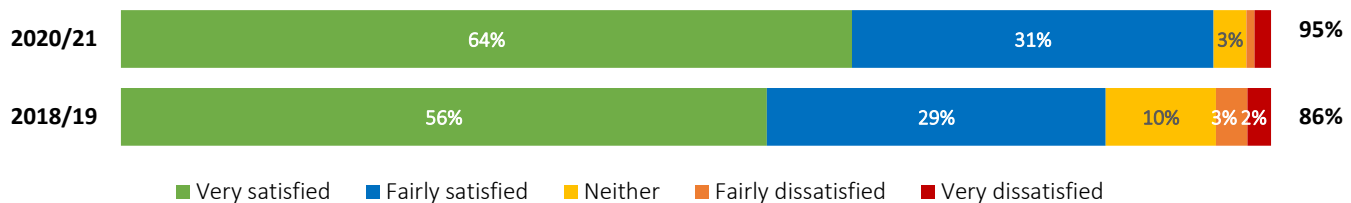
Please note, HouseMark top quartile satisfaction for this question was **92.0%** in 2019/20.

A2. Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Pine Court provides a home that is safe and secure?



Please note, in 2019/20 HouseMark top quartile satisfaction with quality of tenants' home (retired question) was **88.7%**.

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

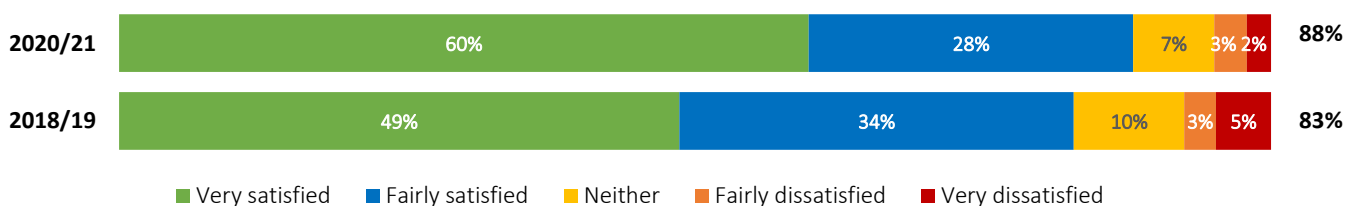


Please note, HouseMark top quartile satisfaction for this question was **92.5%** in 2019/20.

A4. How satisfied or dissatisfied are you that Pine Court is easy to deal with?



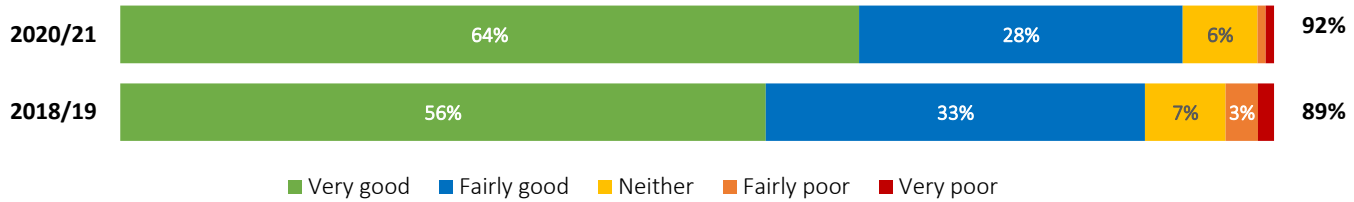
A5. How satisfied or dissatisfied are you that Pine Court listens to your views and acts upon them?



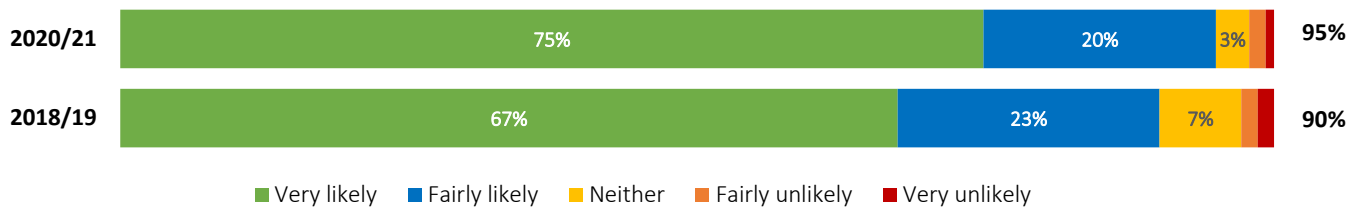
Please note, HouseMark top quartile satisfaction for this question was **82.4%** in 2019/20.

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?

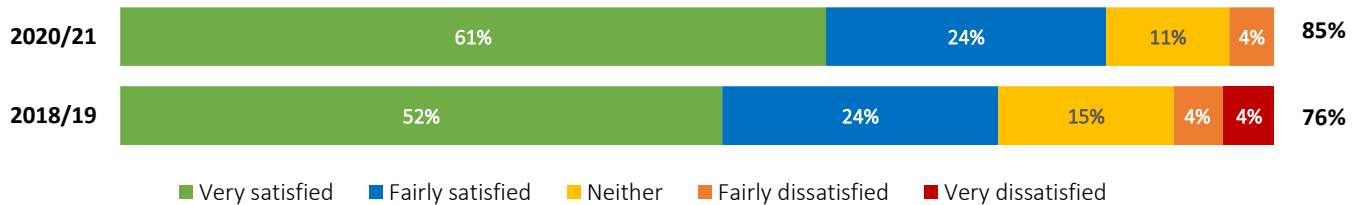


B2. How likely would you be to recommend Pine Court to family or friends?

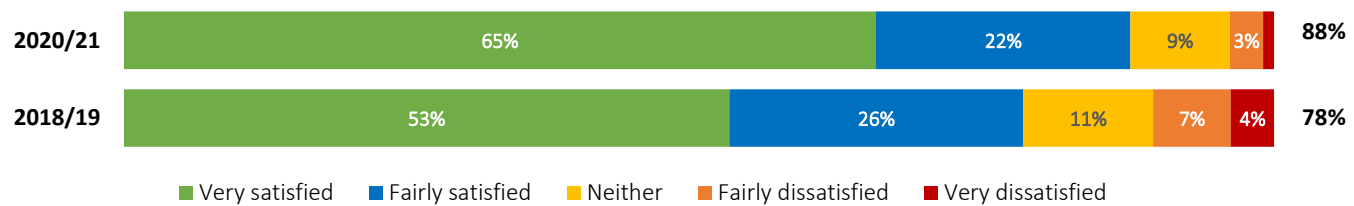


B3. How satisfied or dissatisfied are you with the way Pine Court deals with the following...?

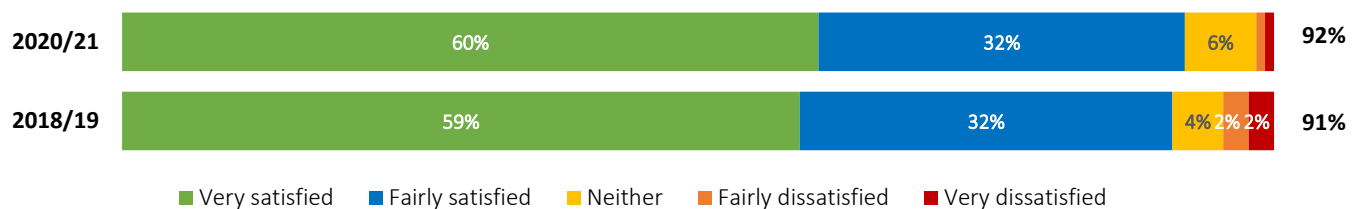
B3a. Anti-social behaviour



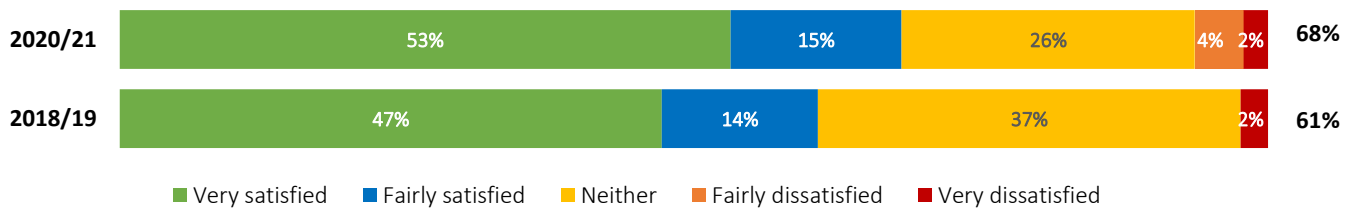
B3b. Complaints



B3c. Your enquires generally

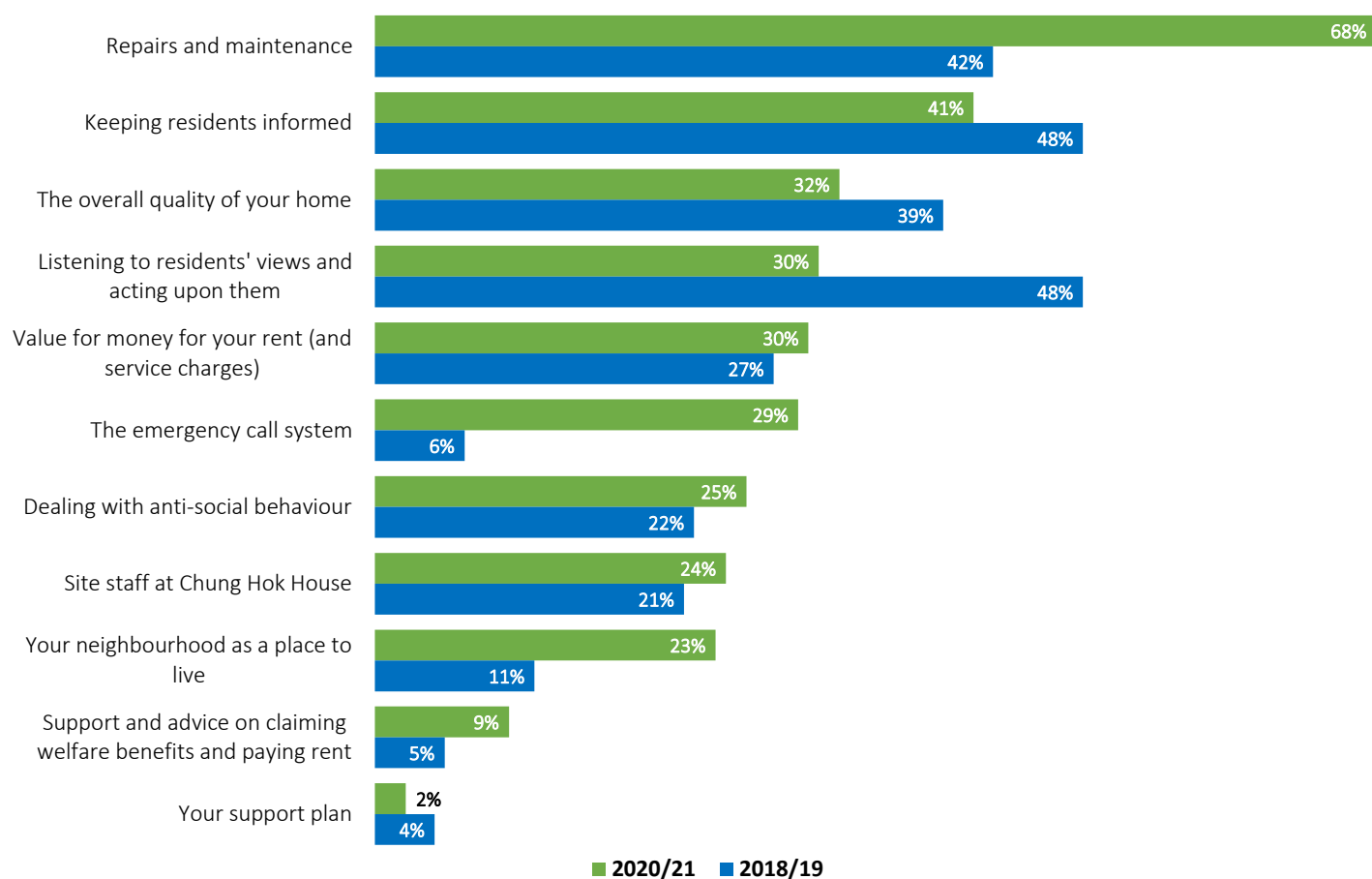


B3d. Moving or swapping your home (transfers and exchanges)



Section C: Service Priorities

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

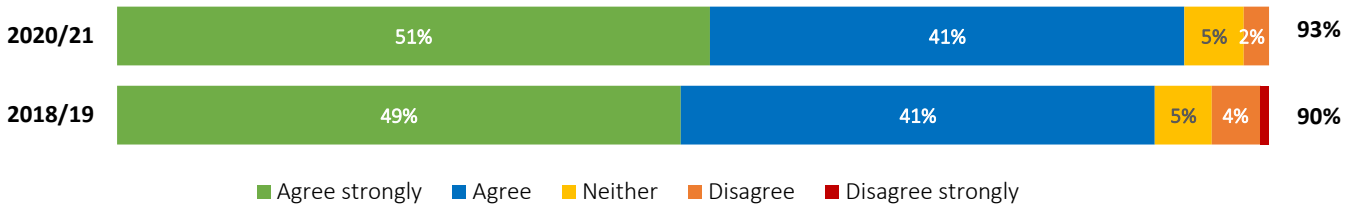


	2018/19	2020/21	Trend
Repairs and maintenance	42%	68%	↑
Keeping residents informed	48%	41%	↓
The overall quality of your home	39%	32%	↓
Listening to residents' views and acting upon them	48%	30%	↓
Value for money for your rent (and service charges)	27%	30%	↑
The emergency call system	6%	29%	↑
Dealing with anti-social behaviour	22%	25%	↑
Site staff at Chung Hok House	21%	24%	↑
Your neighbourhood as a place to live	11%	23%	↑
Support and advice on claiming welfare benefits and paying rent	5%	9%	↑
Your support plan	4%	2%	↓

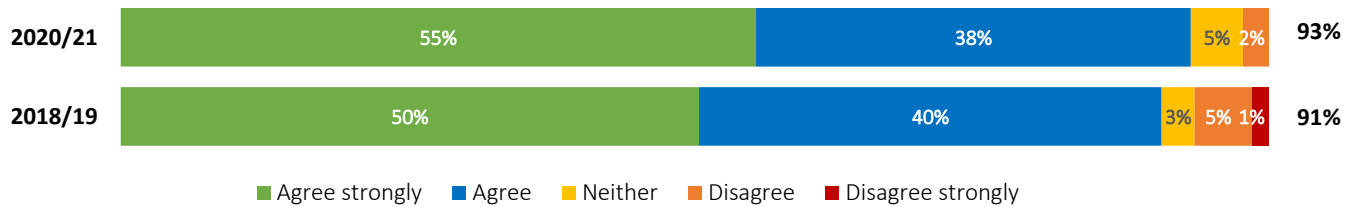
Section D: Perceptions

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

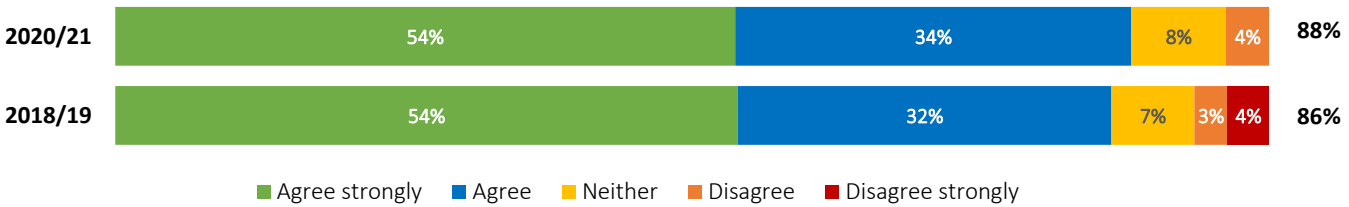
D1a. Pine Court provides an effective and efficient service



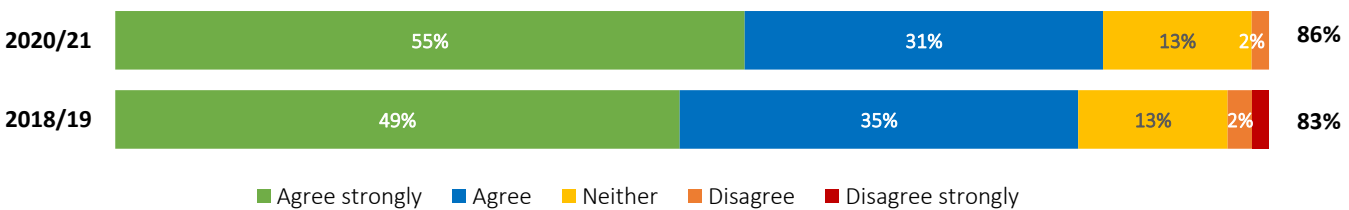
D1b. Pine Court is providing the service I expect from my landlord



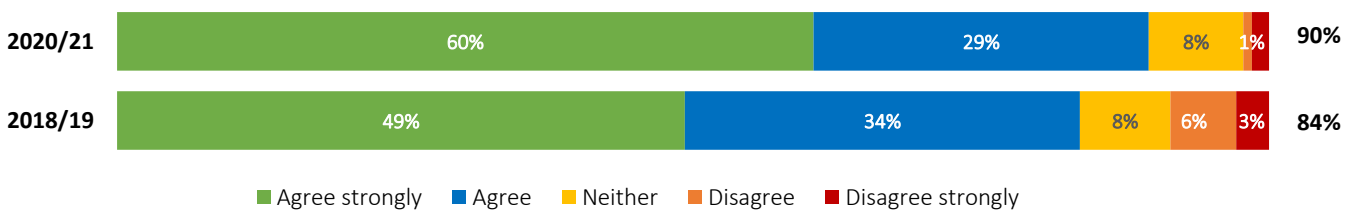
D1c. Pine Court treats its residents fairly



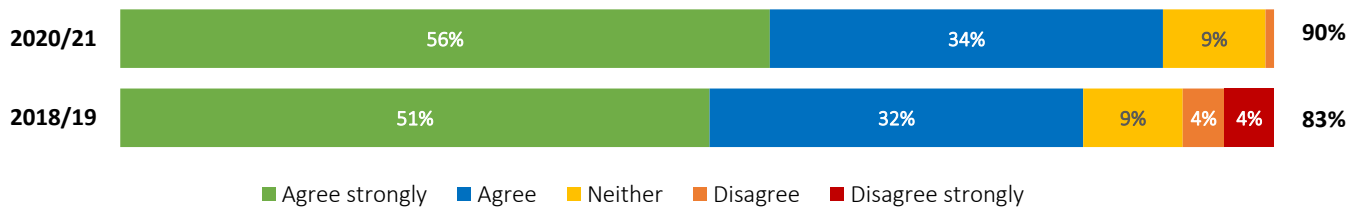
D1d. Pine Court has a good reputation in my area



D1e. Pine Court has friendly and approachable staff



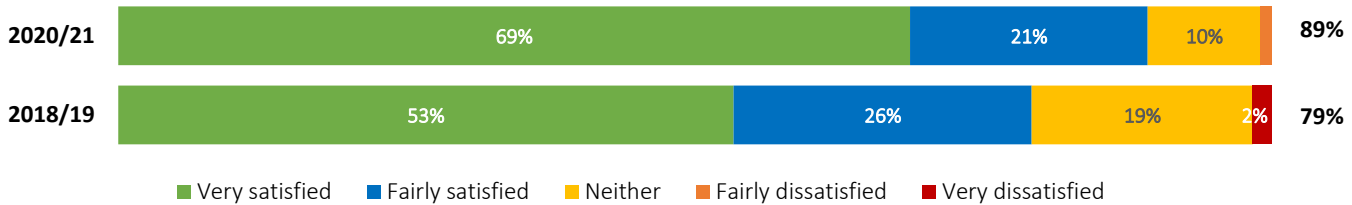
D1f. I trust Pine Court



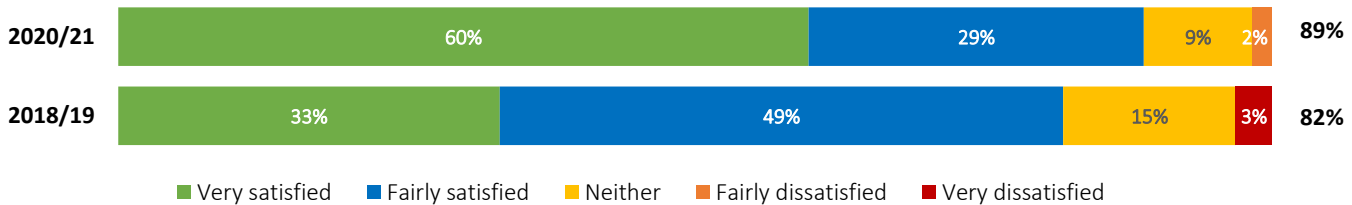
Section E: Advice and Support

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...?

E1a. Claiming housing benefit and other welfare benefits

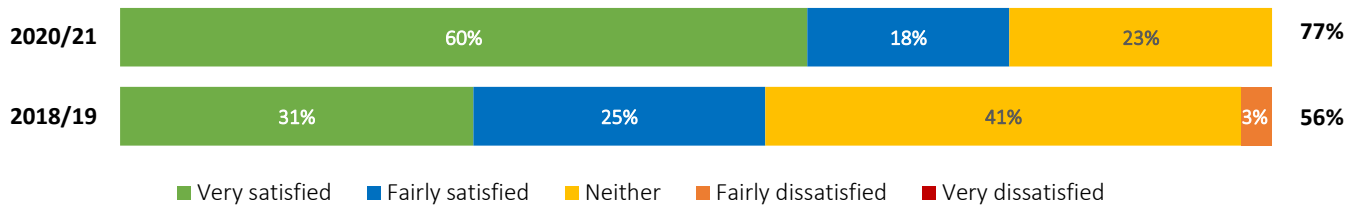


E1b. Paying rent and service charges

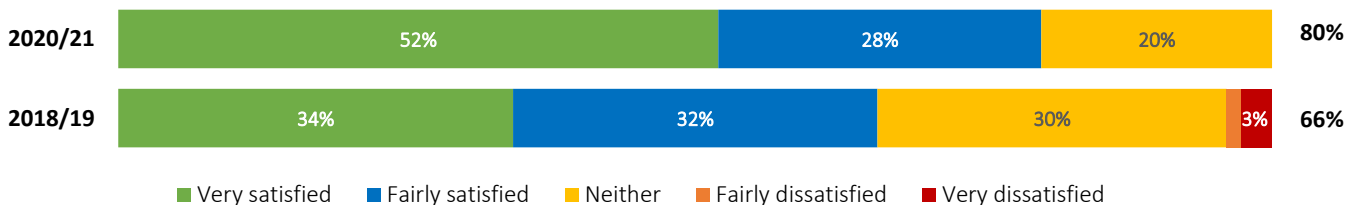


E2. How satisfied or dissatisfied are you with the advice and support you receive from Pine Court with the following...?

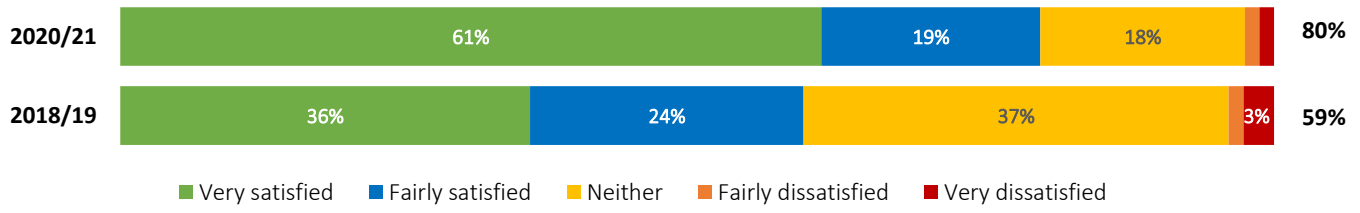
E2a. Moving home



E2b. Support for new tenants

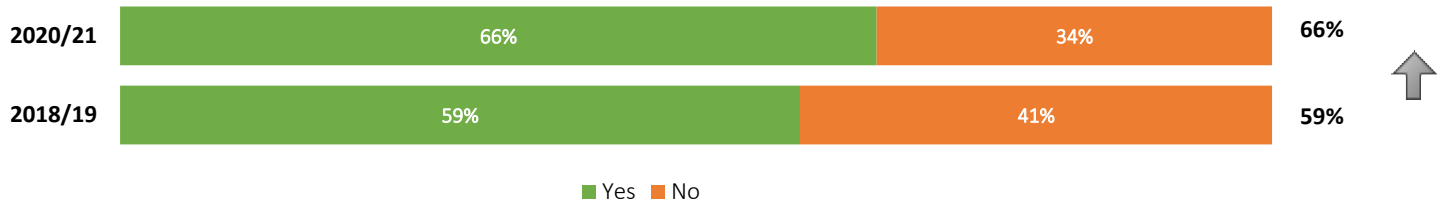


E2c. Support for vulnerable tenants

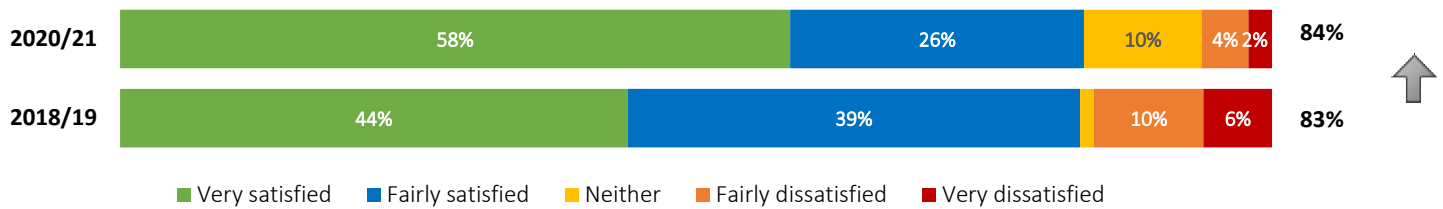


Section F: Contact & Communication

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



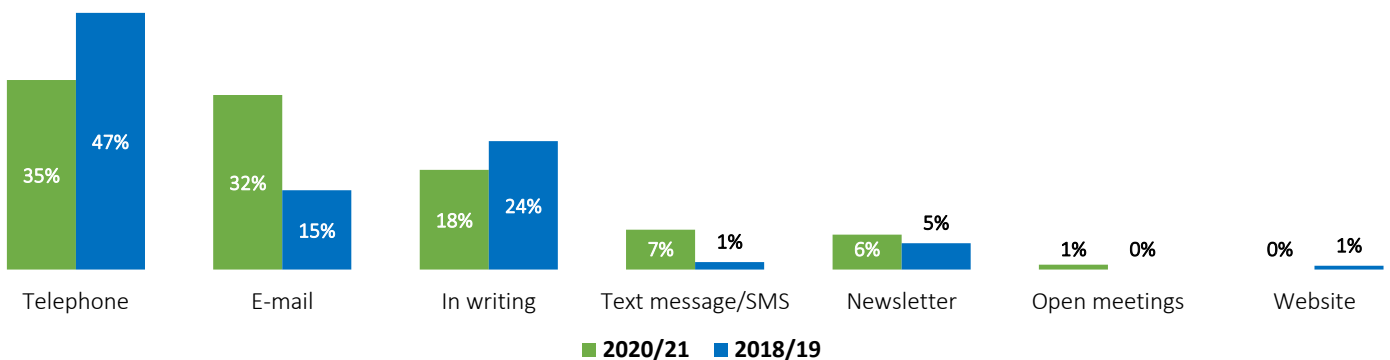
F2. In the past year when you have contacted Pine Court with a query or problem, other than rent or service charges, how satisfied were you with the customer service you received?



F3. How satisfied are you with the way we have delivered our services during this recent period of lockdown?

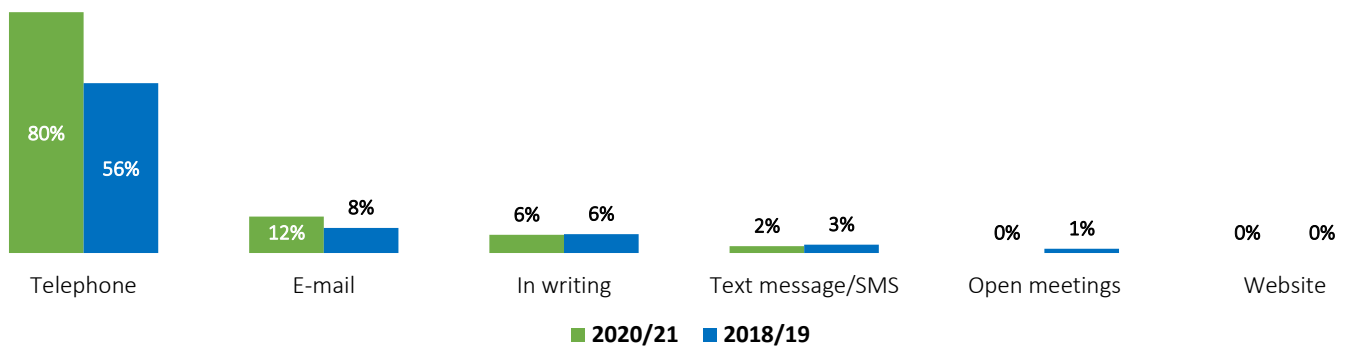


F4. Which of the following methods of being kept informed by Pine Court would you prefer to use?



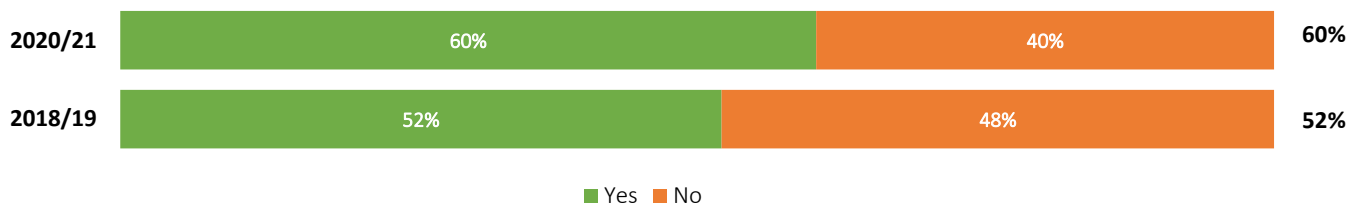
	2018/19	2020/21
Telephone	47%	35%
E-mail	15%	32%
In writing	24%	18%
Text message/SMS	1%	7%
Newsletter	5%	6%
Open meetings	0%	1%
Website	1%	0%

F5. Which of the following methods of getting in touch with Pine Court would you prefer to use?



	2018/19	2020/21
Telephone	56%	80%
E-mail	8%	12%
In writing	6%	6%
Text message/SMS	3%	2%
Open meetings	1%	0%
Website	0%	0%

F6. Do you have regular access to the internet?



F7. If 'Yes', please tell us which device(s) do you use to access the internet? (All that apply)

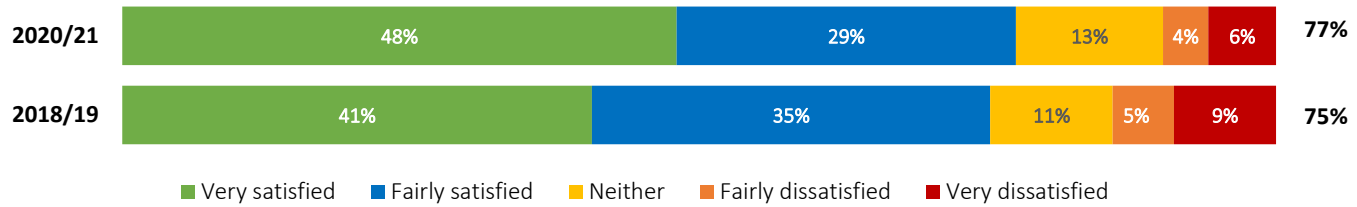
	2018/19	2020/21
Smart phone	74%	86%
Laptop computer	39%	41%
Tablet	27%	20%
Desktop computer	18%	20%
Your TV	11%	19%
Other	3%	6%

F8. In order to improve the quality, and range of services we offer online, we would be grateful if you could tell us how confident you would feel carrying out the following activities...? (% Confident)

	2018/19	2020/21
Sending an email	79%	86%
Setting up an account with a service provider (e.g. gas, electric, council tax, water, TV Licence)	72%	83%
Buying something from an online shop	73%	89%
Paying a bill online	67%	87%
Managing your finances online (e.g. internet banking)	70%	88%
Using social media (e.g. Facebook, Twitter, Instagram)	67%	87%
Finding out information, or researching something online	83%	85%
Uploading a photo on social media	64%	82%
Making a booking, or setting up an appointment online	75%	85%

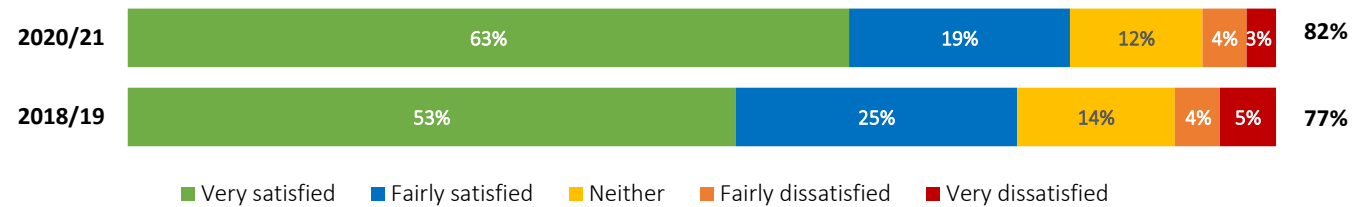
Section G: Estate Services

G1. How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area?



G2. How satisfied or dissatisfied are you with the following...?

G2a. Internal communal areas



G2b. External communal areas

