



PINE COURT HOUSING
ASSOCIATION



PINE COURT TENANT SATISFACTION SURVEY 2022/23

Results

HERITAGE | COMPASSION | CONVICTION | WISDOM | STRENGTH

Issue: **1**
Date: **07/12/2022**
Report by: **David Barton**
Checked by: **Peter Davies**
Approved by: **Peter Davies**

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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 2020/21. The results from this survey will ensure that customers priorities and feedback are used in the 2023/24 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 will also be benchmarked against our peers, using HouseMark. Benchmarking top quartile data from 2021/22 is provided for key questions, so you can see how Pine Court compares to the top performing organisations.

Survey Methodology

This survey was initially sent by SMS text message, to tenants with mobile number. These customers were invited to complete it online (via SurveyMonkey). This went out during September 2022, and 34 responses were received this way when the survey closed.

Following this, a hard copy of the form was posted out on during October to the remaining customers, along with a prepaid envelope to return it in. In conjunction with this, Pine Court staff personally visited the tenants who live in Chung Hok House to assist them with completing the survey form. In total, 57 responses were collected from postal surveys, and 43 from face to face interviews.

When the survey closed, 134 responses had been collected in total, resulting in a 26% return rate. The margin of error for this survey was +/- 7.3%* at 95% Confidence level.

** This means we can say with 95% confidence that there is a margin of error of +/- 7.3%. This means that if 50% of respondents answered 'Yes' to a 'Yes' or 'No' question, we know with 95% confidence that between 42.7% and 57.3% of all customers would have given the same response, including those who did not take part in the survey.*

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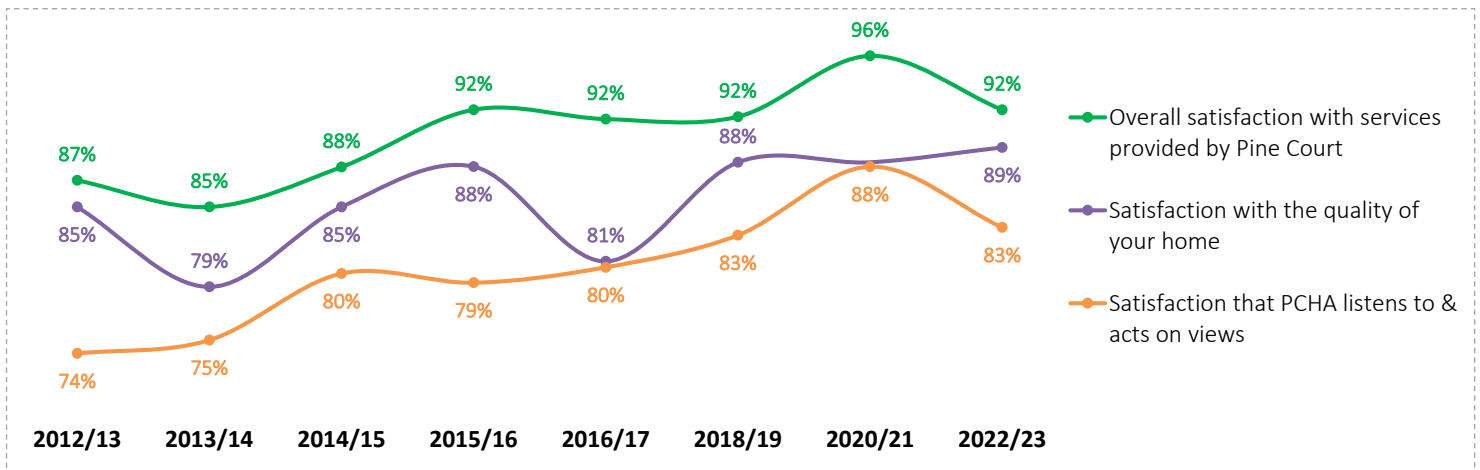
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Executive Summary

This section will present the key results from the 2022/23, and highlight any areas for review. In addition to this, the themes from the customer comments will be summarised, to see if any themes can be determined.

Overview of satisfaction

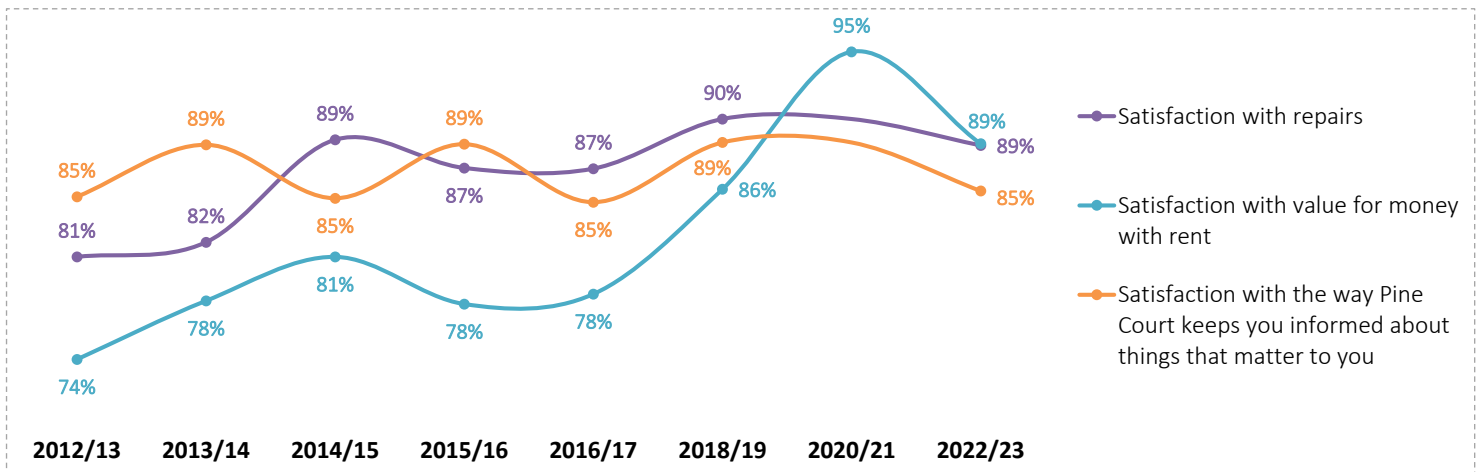
As there have been many questions added in to meet the new TSM requirements, which included some changes to the STAR questions since the last survey, a comparison with previous years cannot be achieved with all questions. The graphs below include the questions we can compare to previous surveys, including overall satisfaction with the service provided by Pine Court, which goes back to the first survey undertaken in 2012/13.



- As can be seen in the graph above, overall satisfaction is at 92%. This is a decrease when compared to the results from the previous survey undertaken in 2020/21, when satisfaction was 96%.

Customers were asked to provide written feedback, and a summary of the reasons for dissatisfaction are included below:

- o Some comments asking for the organisation to improve on the quality of communication. This includes communication about repair appointments, and a decision about improvement works to a property.
 - o Suggestion to listen to the views of Pine Court tenants.
 - o There were dissatisfied comments about the repairs service, particularly the time taken to carry them out. Some customers reported outstanding issues with their property.
 - o One customer felt that the PCHA office should be reopened.
- Satisfaction with the quality of home was 89%, up from the last time it was included in this survey, which was 88%. The majority of comments for this was from customers who feel that improvements are required, such as new windows, doors, kitchens, bathrooms, etc. [Please see Appendix 2 for further details]
 - Satisfaction that PCHA listens to and acts on views has also seen a decrease; from 88% in 2020/21, to 84% in 2022/23. When reviewing the comments, customers said the following:
 - o Suggestions from customers to listen to them, and take what they say seriously.
 - o Respond to communications/requests in a timely manner (a couple of customers mentioned the length of time it took for them to receive a response).
 - o One customer felt the organisation should more proactive when dealing with ASB problems.



- Customer perception of the overall repair service over the last 12 months is now at 89%. This is above the HouseMark top quartile figure for this question, which is 80.5%. Only a handful of comments were provided, but the majority of these referred to outstanding problems, and the time taken to complete repairs.
- Satisfaction with the value of money of rent has decreased, from 95% in 2020/21 to 89% in 2022/23. Only a small number of comments were provided for this question. Two of these were about repairs and home improvements, while others felt that the general quality of service could be improved upon.
- PCHA keeping customers informed about things that matter to them has decreased from 89% to 85%. Please see below for further details, from the feedback provided by customers:
 - o There were suggestions to improve on the quality of communication with customers. Improving on the communication about repairs was mentioned again, with regards to this.
 - o More face to face interactions with customers was requested.

Please see the next page for details about the Tenant Satisfaction Measures, which are new questions which have been introduced demonstrate how well social housing landlords are providing high quality homes and services.

Tenant Satisfaction Measures

Overview

As a social housing provider in England, from April 2023 we must collect data on a new set of tenant satisfaction measures (TSMs). These are part of a new system developed by the Regulator of Social Housing to assess how well social housing landlords are doing at providing good quality homes and services.

The measures are aimed at helping improve standards for people living in social housing, by:

- Providing visibility, letting tenants see how well their landlord is doing. And enabling tenants to hold their landlords to account.
- Giving the Regulator insight into which landlords might need to improve things for their tenants

The TSMs are designed to see how well landlords are doing at keeping properties in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management.

There are 22 in total, with 10 of these TSM's will be covered by performance data held by Pine Court. The other 12 are from customer satisfaction, which will be collected via the STAR Survey. Please see the table below for the TSM questions, all of which were included in this survey, and the satisfaction for each one.

Customer Satisfaction Measures

Tenant Satisfaction Measure	Satisfaction
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pine Court?	92%
How satisfied or dissatisfied are you with the overall repairs service from Pine Court over the last 12 months?	89%
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	86%
How satisfied or dissatisfied are you that Pine Court provides a home that is well maintained?	93%
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Pine Court provides a home that is safe?	93%
How satisfied or dissatisfied are you that Pine Court listens to your views and acts upon them?	83%
How satisfied or dissatisfied are you that Pine Court keeps you informed about things that matter to you?	85%
To what extent do you agree or disagree with the following? "Pine Court treats me fairly and with respect."	89%
How satisfied or dissatisfied are you with Pine Court's approach to complaints handling?	47%
If you live in a building with communal areas... 'How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?'	87%
How satisfied or dissatisfied are you that Pine Court makes a positive contribution to your neighbourhood?	84%
How satisfied or dissatisfied are you with Pine Court's approach to handling anti-social behaviour?	81%

Next Steps

As Pine Court are a housing association with under 1,000 tenants, there is no requirement to undertake this survey every 12 months. As mentioned above, satisfaction just forms part of this. The entire set of data, which includes customer satisfaction and performance from management information will first be reported to the regulator in April 2023.

The results from this exercise will also be communicated to customers, in the following ways:

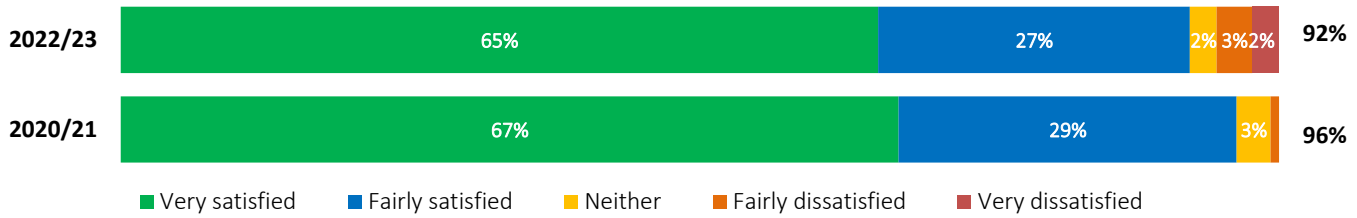
- Through the Pine Court Housing Association Website.
- Pine Court's Customer Empowerment Panel.
- The Annual Report.

To ensure greater tenant access to this data, it is also possible to directly promote this to every tenant. This could be by text message (with link to web), by mail out, or a combination of both.

Please keep reading to see the full results from this survey, with comparisons to previous years (where available).

Full Results

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



Please note, HouseMark top quartile benchmarking was 92.5% in 2020/21.

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

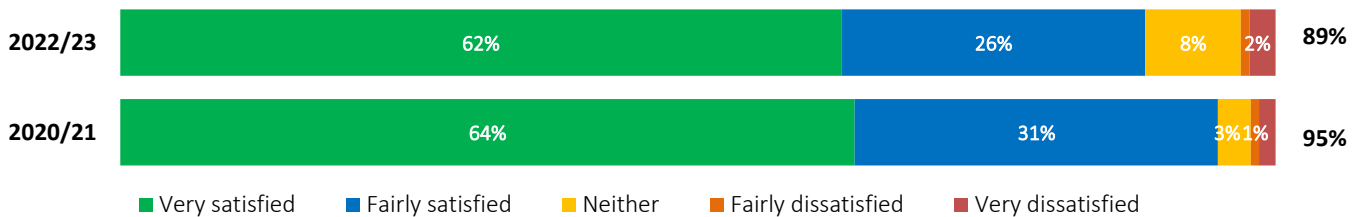


Please note, HouseMark top quartile benchmarking was 90.0% in 2020/21.

How satisfied or dissatisfied are you that Pine Court makes a positive contribution to your neighbourhood?



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



Please note, HouseMark top quartile benchmarking was 91.2% in 2020/21.

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



Please note, HouseMark top quartile benchmarking was 73.9% in 2020/21.

Has Pine Court carried out a repair to your home in the last 12 months?



If yes, 'How satisfied or dissatisfied are you with the overall repairs service from Pine Court over the last 12 months?



Please note, HouseMark top quartile benchmarking was 80.5% in 2020/21.

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



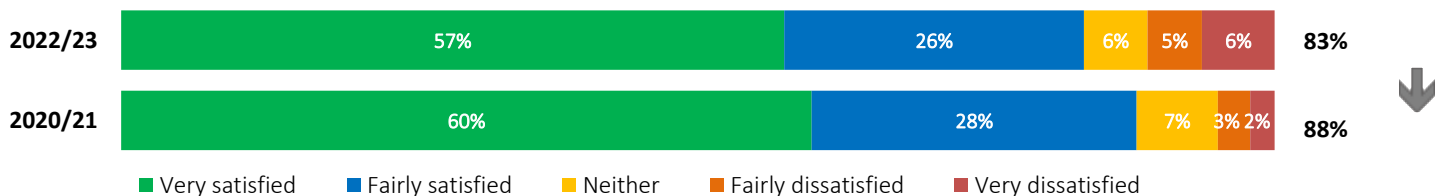
How satisfied or dissatisfied are you that Pine Court provides a home that is well maintained?



Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Pine Court provides a home that is safe?



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

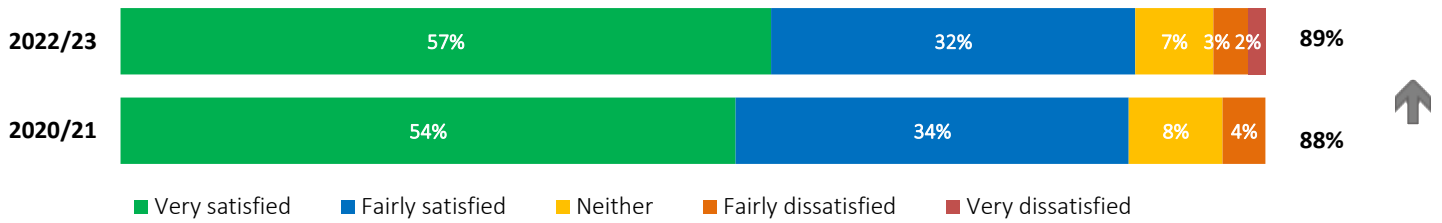


Please note, HouseMark top quartile benchmarking was 86.2% in 2020/21.

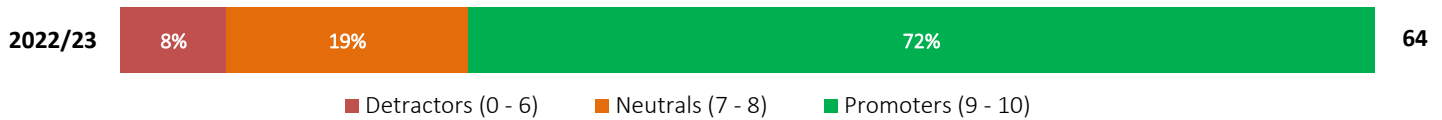
How satisfied or dissatisfied are you with the way Pine Court keeps you informed about things that matter to you?



To what extent do you agree or disagree with the following “Pine Court treats me fairly and with respect”?

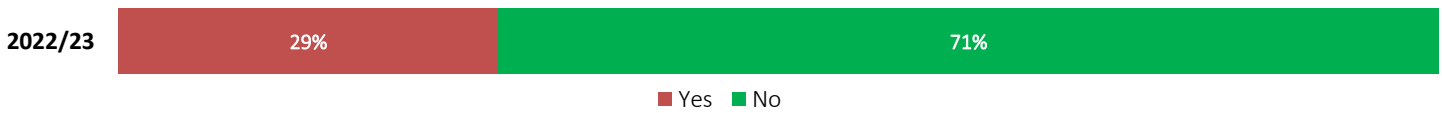


How likely would you be to recommend Pine Court to family or friends (on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely)?

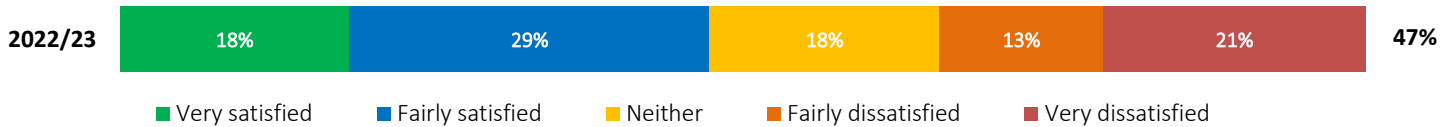


Please note, HouseMark top quartile benchmarking was 56.7 in 2020/21.

Has Pine Court carried out a repair to your home in the last 12 months?



If yes, how satisfied or dissatisfied are you with Pine Court’s approach to complaints handling?



If yes, how satisfied or dissatisfied are you with Pine Court’s approach to complaints handling?



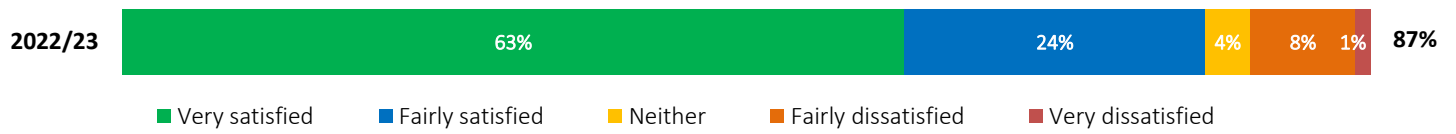
In the last 12 months, have you had any difficulties paying for your accommodation?



Do you live in a building with communal areas, either inside or outside, that Pine Court is responsible for maintaining?



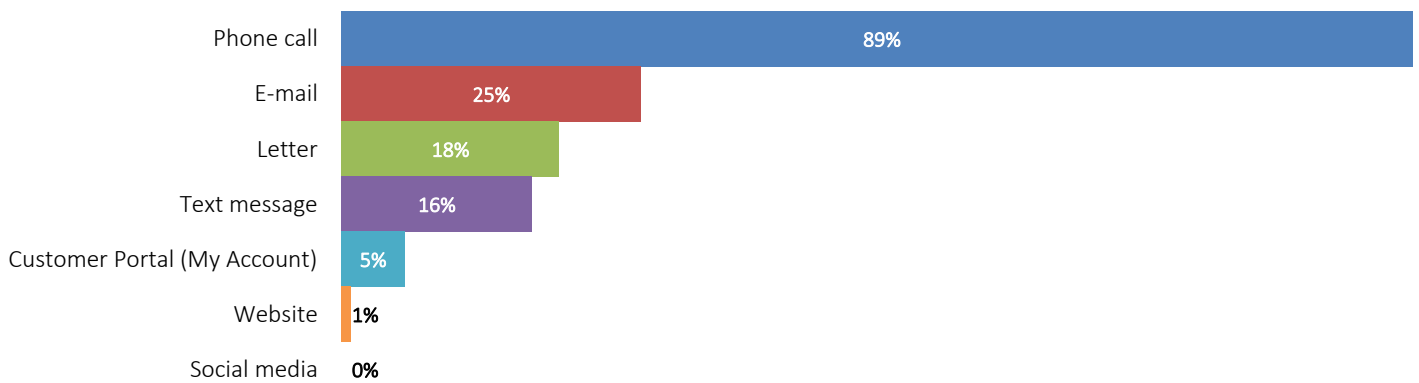
If 'Yes', how satisfied or dissatisfied are you that Pine Court keeps these communal areas clean and well maintained?



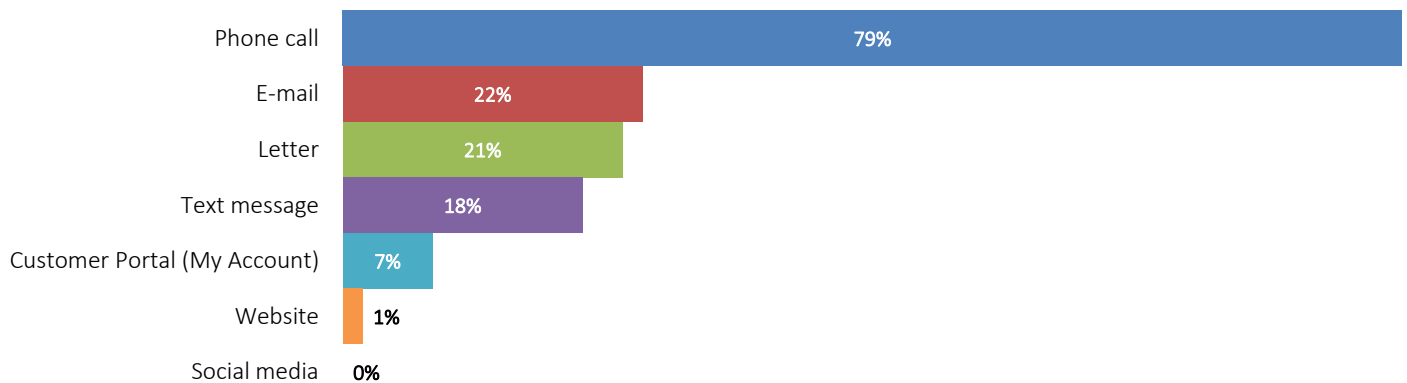
Would you be interested in getting involved with Pine Court Housing Association, and shaping the services we provide?



How do you currently communicate with us? (All that apply)



How would you like to communicate with us? (All that apply)



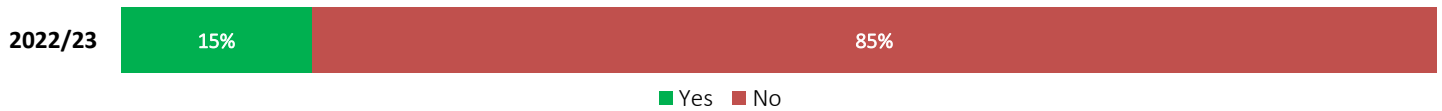
Do you use our translation services?



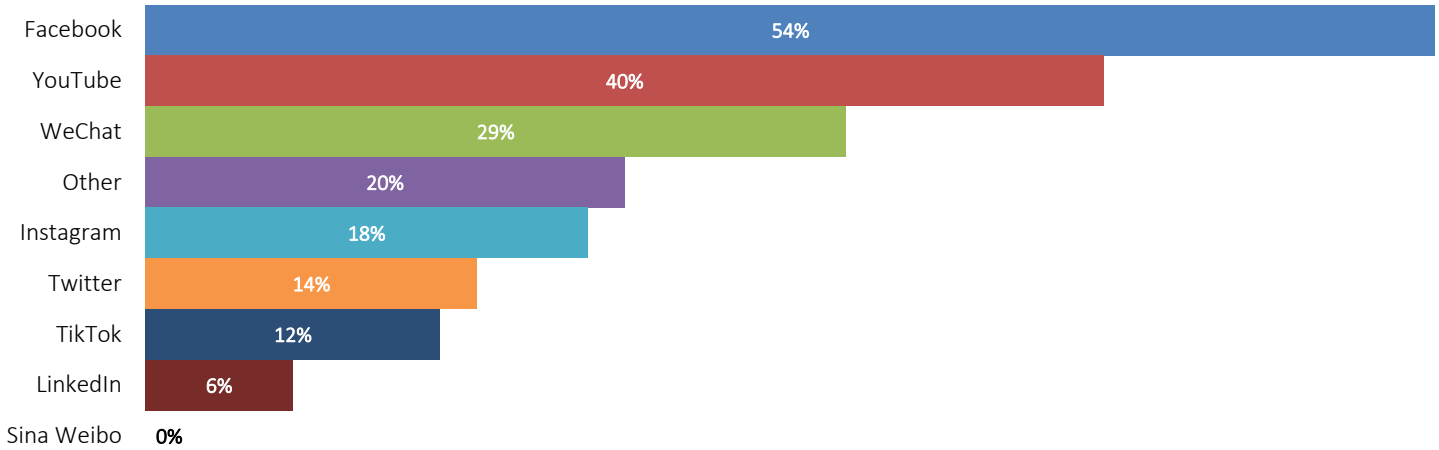
Thinking about when you communicate with us, how satisfied are you on a scale of 0 to 10 (where 0 = 'Very dissatisfied', and 10 = 'Very satisfied')?



Do you use our customer portal, My Account?



Which social media channels do you use? (Please tick all that apply)

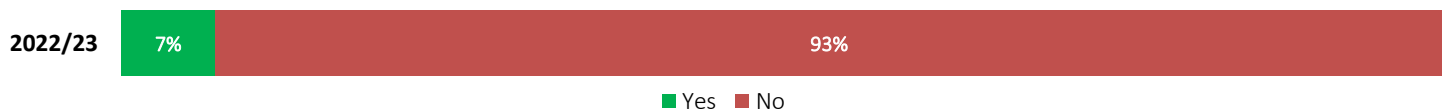


Please note, the graph above was calculated from the 65 respondents who selected one or more options for this question.

If 'Other', please specify

	Total
WhatsApp	8
Amazon Prime	1
Netflix	1
Nextdoor	1
Messenger	1
E-mail	1

Do you follow us on social media?



If yes, which social media channels do you use? (Please tick all that apply)



Appendix - Performance Tables

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

	Total	2022/23	2020/21
Very satisfied	85	65%	67%
Fairly satisfied	35	27%	29%
Neither	3	2%	3%
Fairly dissatisfied	4	3%	1%
Very dissatisfied	3	2%	0%

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

	Total	2022/23
Very satisfied	76	57%
Fairly satisfied	43	32%
Neither	6	5%
Fairly dissatisfied	5	4%
Very dissatisfied	3	2%

How satisfied or dissatisfied are you that Pine Court makes a positive contribution to your neighbourhood?

	Total	2022/23
Very satisfied	75	61%
Fairly satisfied	28	23%
Neither	13	11%
Fairly dissatisfied	1	1%
Very dissatisfied	6	5%

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

	Total	2022/23	2020/21
Very satisfied	83	62%	64%
Fairly satisfied	35	26%	31%
Neither	11	8%	3%
Fairly dissatisfied	1	1%	1%
Very dissatisfied	3	2%	1%

If applicable, how satisfied or dissatisfied are you that your service charges provide value for money?

	Total	2022/23
Very satisfied	64	53%
Fairly satisfied	31	26%
Neither	19	16%
Fairly dissatisfied	3	3%
Very dissatisfied	3	3%

Has Pine Court carried out a repair to your home in the last 12 months?

	Total	2022/23
Yes	80	60%
No	53	40%

If yes, 'How satisfied or dissatisfied are you with the overall repairs service from Pine Court over the last 12 months?'

	Total	2022/23
Very satisfied	50	63%
Fairly satisfied	20	25%
Neither	4	5%
Fairly dissatisfied	2	3%
Very dissatisfied	3	4%

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

	Total	2022/23
Very satisfied	44	56%
Fairly satisfied	24	30%
Neither	7	9%
Fairly dissatisfied	1	1%
Very dissatisfied	3	4%

How satisfied or dissatisfied are you that Pine Court provides a home that is well maintained?

	Total	2022/23
Very satisfied	76	63%
Fairly satisfied	35	29%
Neither	4	3%
Fairly dissatisfied	3	3%
Very dissatisfied	2	2%

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Pine Court provides a home that is safe?

	Total	2022/23
Fairly satisfied	28	24%
Very satisfied	83	70%
Neither	4	3%
Fairly dissatisfied	2	2%
Very dissatisfied	2	2%

Thinking specifically about the building you live in ... How satisfied or dissatisfied are you that Pine Court provides a home that is well maintained and safe for you to live in?

	Total	2022/23
Very satisfied	5	38%
Fairly satisfied	4	31%
Neither	3	23%
Fairly dissatisfied	1	8%
Very dissatisfied	0	0%

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

	Total	2022/23	2020/21
Very satisfied	73	57%	60%
Fairly satisfied	33	26%	28%
Neither	7	6%	7%
Fairly dissatisfied	6	5%	3%
Very dissatisfied	8	6%	2%

How satisfied or dissatisfied are you with the way Pine Court keeps you informed about things that matter to you?

	Total	2022/23
Very satisfied	80	61%
Fairly satisfied	32	24%
Neither	16	12%
Fairly dissatisfied	1	1%
Very dissatisfied	2	2%

To what extent do you agree or disagree with the following "Pine Court treats me fairly and with respect"?

	Total	2022/23	2020/21
Strongly agree	75	57%	54%
Agree	42	32%	34%
Neither	9	7%	8%
Disagree	4	3%	4%
Strongly disagree	2	2%	0%

How likely would you be to recommend Pine Court to family or friends (on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely)?

	Total
0	2
1	0
2	1
3	1
4	0
5	5
6	2
7	7
8	18
9	12
10	82

		2022/23
Detractors (0 - 6)	11	8%
Neutrals (7 - 8)	25	19%
Promoters (9 - 10)	94	72%
Net Promoter Score		64

Have you made a complaint to Pine Court in the last 12 months?

	Total	2022/23
Yes	38	29%
No	94	71%

If yes, how satisfied or dissatisfied are you with Pine Court's approach to complaints handling?

	Total	2022/23
Very satisfied	7	18%
Fairly satisfied	11	29%
Neither	7	18%
Fairly dissatisfied	5	13%
Very dissatisfied	8	21%

How satisfied or dissatisfied are you with Pine Court's approach to handling anti-social behaviour?

	Total	2022/23	2020/21
Very satisfied	63	58%	61%
Fairly satisfied	24	22%	24%
Neither	10	9%	11%
Fairly dissatisfied	6	6%	4%
Very dissatisfied	5	5%	0%

In the last 12 months, have you had any difficulties paying for your accommodation?

	Total	2022/23	2020/21
Yes	8	6%	13%
No	118	94%	87%

Do you live in a building with communal areas, either inside or outside, that Pine Court is responsible for maintaining?

	Total	2022/23
Yes	83	65%
No	45	35%

If 'Yes', how satisfied or dissatisfied are you that Pine Court keeps these communal areas clean and well maintained?

	Total	2022/23
Very satisfied	52	63%
Fairly satisfied	20	24%
Neither	3	4%
Fairly dissatisfied	7	8%
Very dissatisfied	1	1%

Would you be interested in getting involved with Pine Court Housing Association, and shaping the services we provide?

	Total	2022/23
Yes	32	25%
No	98	75%

How do you currently communicate with us?

	Total	2022/23
Phone call	119	89%
E-mail	33	25%
Letter	24	18%
Text message	21	16%
Customer Portal (My Account)	7	5%
Website	1	1%
Social media	0	0%

How would you like to communicate with us?

	Total	2022/23	2020/21
Phone call	106	79%	80%
E-mail	30	22%	12%
Letter	28	21%	6%
Text message	24	18%	2%
Customer Portal (My Account)	9	7%	0%
Website	2	1%	0%
Social media	0	0%	0%

Do you use our translation services?

	Total	2022/23
Yes	43	34%
No	82	66%

Thinking about when you communicate with us, how satisfied are you on a scale of 0 to 10 (where 0 = 'Very dissatisfied', and 10 = 'Very satisfied')?

	Total
0	4
1	1
2	0
3	0
4	1
5	4
6	5
7	8
8	20
9	12
10	71

Average Score = **8.6**

Do you use our customer portal, My Account?

	Total	2022/23
Yes	18	15%
No	106	85%

Which social media channels do you use? (Please tick all that apply)

	Total	2022/23
Facebook	35	54%
YouTube	26	40%
WeChat	19	29%
Other	13	20%
Instagram	12	18%
Twitter	9	14%
TikTok	8	12%
LinkedIn	4	6%
Sina Weibo	0	0%

Do you follow us on social media?

	Total	2022/23
Yes	9	7%
No	118	93%

If 'Yes', which social media channels do you use? (Please select all that apply)

	Total	2022/23
Facebook	9	100%
Twitter	1	11%
LinkedIn	0	0%