

Tenant Satisfaction Survey 2022 – Headline Results

Thank you to everyone who took part in our recent tenant satisfaction survey – we very much appreciate you taking the time to provide this essential feedback to the Association.

The Association strives to provide excellent service to our tenants and other customers. During 2022 we carried out our three yearly independent Tenant Satisfaction Survey.

This publication details the headline results from this comprehensive survey. The Committee of Management and the Resident and Customer Forum will consider the full results, including comments from tenants, over the next few months and will devise and agree any action plan to be implemented by the staff team. The comments provided by tenants as part of the survey will be invaluable in helping up develop a plan to try to improve further.

The outcomes in respect of the tenant satisfaction questions contained within the Scottish Social Housing Charter are given in the table below. The table also details the 2021/22 Scottish averages, which the Scottish Housing Regulator (SHR) collects and publishes, for regulatory comparison and benchmarking purposes.

<u>Scottish Social Housing Charter Measure</u>	<u>2022 % tenants very and fairly satisfied</u>	<u>2021/22 ARC Scottish Average</u>	<u>2020 % tenants very and fairly satisfied</u>
Satisfaction with Housing Association's overall service	91.496%	87.74%	87.11%
Satisfaction with being kept informed about services and decision	97.36%	91.15%	97.33%
Satisfaction with opportunities to participate in decision making	99.41%	86.81%	94.67%
Satisfaction with quality of home	86.22%	85.44%	90.22%
Satisfaction with repairs service	91.71%	88.01%	82.11%
Satisfaction with Housing Association's contribution to the management of the neighbourhood	94.72%	85.09%	92.89%
Rating of rent as very good or fairly good value for money	94.13%	82.51%	89.33%

The 2022 satisfactions results were better than the Scottish average figure in all categories. Compared to our 2020 results, satisfaction levels were up in all indicators with the exception of a very slight drop in satisfaction with the quality of the home – this is not surprising given our inability to undertake our planned maintenance and improvements work due to various covid lockdowns and restrictions, and the impact of worldwide shortages of materials and labour and the corresponding increase in the cost of those that can be sourced. However, the Association has been reviewing finances and arrangements to allow us to work to catch up with as many of these works as possible during 2022/23 and 2023/24.

The survey also asked an additional question about satisfaction with the staff team, asking: "Thinking of the contact you have with Pineview staff, how satisfied or dissatisfied are you with the customer care provided?"

- **Satisfaction with customer care was a fantastic 98%.**

We also asked the survey company, Research Resource, to analyse responses so we could consider satisfaction from different areas of Pineview stock¹. Breaking down the responses in this way helps us to consider how the tenants who transferred to Pineview from the ex Kendoon Housing Association think their service has improved or worsened since transfer. We are delighted to note that satisfaction is up in all areas compared to the Kendoon HA 2019 survey. Pineview promised a lot to the ex Kendoon tenants as part of the transfer. These were not empty promises and we are so pleased that the tenants have noticed such an improvement. We report on our delivery of the transfer promises regularly so tenants can hold us to account – to view the reports on this please visit our website [here](#).

> Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Pineview Housing Association?

91.496%	% satisfied 2022
89.92%	% satisfied Kendoon 2022 (78.29% 2019) – improved by 11.63%
92.45%	% satisfied Pineview 2022 (87.11% 2020) – improved by 5.34%
87.74%	% satisfied ARC 21/22

> How good or poor do you feel Pineview HA is at keeping you informed about their services and decisions?

97.36%	% good 2022
98.45%	% good Kendoon (94.86% 2019) – improved by 3.58%
96.70%	% good Pineview (97.33% 2020) – reduced by 0.63%
91.15%	% good ARC 21/22

> How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?

99.41%	% satisfied 2022
100%	% satisfied Kendoon (86.86% 2019) – improved by 13.14%
99.06%	% satisfied Pineview (94.67% 2020) – improved by 4.39%
86.81%	% satisfied ARC 21/22

> Overall, how satisfied or dissatisfied are you with the quality of your home?

86.22%	% satisfied 2022
80.62%	% satisfied Kendoon 2022 (77.14% 2019) – improved by 3.48%
89.62%	% satisfied Pineview 2022 (90.22% 2020) – reduced by 0.6%
85.44%	% satisfied ARC 21/22

> Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Pineview Housing Association?

91.71%	% satisfied 2022
89.23%	% satisfied Kendoon 2022 (78.43% % satisfied 2019) – improved by 10.8%
92.97%	% satisfied Pineview 2022 (82.11% % satisfied 2020) – improved by 10.86%
88.01%	% satisfied ARC 21/22

¹ We do not get any details about the name or address of anyone who has taken part in the survey. We can simply see which development phase or street a response comes from. This ensures the confidentiality of the survey responses whilst allowing us to focus and identify where any improvements might be needed or matters addressed. For example, in the survey a tenant raised a concern about their smoke alarm – we did not know who this tenant was but had details of which development phase their home was in, which allowed us to contact everyone in that development phase and ask them to contact us so we could resolve the concern with them. We did not get to see any of their other answers in the survey for the concerned tenant.

> Taking into account the accommodation and services Your Landlord provides, do you think your rent for this property represents good or poor value for money?

94.13%	% good 2022
93.02%	% good Kendoon 2022 (64% 2019) – improved by 29.02%
94.81%	% good Pineview 2022 (89.33% 2020) – improved by 5.48%
82.51%	% good ARC 21/22

> Overall, how satisfied or dissatisfied are you with Pineview's contribution to the management of the neighbourhood you live in?

94.72%	% satisfied 2022
94.57%	% satisfied Kendoon 2022 (81.71% 2019) – improved by 12.86%
94.81%	% satisfied Pineview 2022 (92.89% 2020) – improved by 1.92%
85.09%	% satisfied ARC 21/22

While all the headline results are fantastic, the team at Pineview (committee, staff and the resident and customer forum) know we can still make improvements. We will analyse the survey results in detail and we will acknowledge what tenants tell us is good, and we will learn from our tenants comments where improvements can be made.

Once any follow on action plan from this survey has been agreed and finalised, we will publish this and then keep under review and report back progress.

Once again thank you to everyone who takes part in our surveys – without your invaluable input we cannot deliver to best meet what you want.

You can let us know your views at any time by:

- Completing the Contact Us form at our website - [Contact Us](#)
- Telephoning our office and arranging to speak to a member of staff.
- E-mail: mail@pineview.org.uk.

THANK YOU!