



## ***Hackney Homes***

### **Tenant Satisfaction (STATUS) Survey 2008 results**

**Stephen Finlay**

**Associate Director**

**Ipsos MORI**



## ***Introduction***

- Are tenants satisfied?
  
- How do tenants feel about their neighbourhood?
  
- How do they get in touch and what do they think of communications?
  
- What do tenants see as the key priorities

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## ***Background & methodology***

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## ***Background & methodology***

- **National Indicator 160** – overall satisfaction with landlord
- Following revised STATUS Guidance (NHF)
  - **Postal survey** of general needs tenants, random sample selected
  - At least **625 responses**
- Random sample of **4,000** tenants from all Hackney Homes general tenants
- Fieldwork from 31 July to 15 September 2008
- **Two full reminders** sent to all non responders
- Results based on all **valid responses** – ‘don’t know’/ ‘no opinion’/ not stated responses excluded and **unweighted**

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## Hackney Homes ahead of the game...

- Fieldwork for many London Boroughs is **still in progress**
- Comparisons with other landlord performance use **2006 results**

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## Maximising response rates...

- Graphic designed questionnaire
- Freephone helpline, large print and translations

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### Hackney Homes Tenant Satisfaction Survey 2008

<Title> <Forename> <Surname>  
ADDRESS1  
ADDRESS2  
ADDRESS3  
ADDRESS4  
POSTCODE  
< ID NUMBER >

Dear < SALUTATION >

August 2008

Tell us your views on Hackney Homes' housing services

We are writing to ask you how you feel about the services you receive from Hackney Homes. In order to ensure independence and confidentiality, we have asked Ipsos MORI, an independent research and polling organisation, to carry out the survey on our behalf.

Hackney Homes is the local housing organisation owned by Hackney Council, which is working to provide Decent Homes and housing services in Hackney. We are responsible for the management, repair and maintenance of Council housing.

As an organisation we always look for ways to improve the housing services that we provide to you and all of our tenants and as a result your views are very important to us. As a thank you for taking the time to participate in this survey, those who return a completed questionnaire will be entered into a prize draw with a chance to win £100, £75 or £50 in vouchers.

The information you provide will be treated in the strictest confidence and will only be used to monitor Hackney Homes' services. Ipsos MORI will not pass your name or address to anyone. The overall results however may be passed on to the Department for Communities and Local Government so that national patterns of service satisfaction can be studied.

Please complete the enclosed questionnaire and return free of charge in the addressed envelope provided as soon as possible or by 18th August 2008. If you have any questions or concerns about this survey please do not hesitate to contact the Ipsos MORI helpline on FREEPHONE 0800 238 5402 or email [having.your.say@ipsos-mori.com](mailto:having.your.say@ipsos-mori.com).

I very much hope you will be able to take part in this survey, as working in partnership with you will enable us to make real improvements to your housing services.

Thank you for your help.

Yours sincerely,

Charlotte Graves

Chief Executive

This survey is an opportunity for you to have your say about Hackney Homes' housing services. If you require a copy in large print or have any other requirements please contact the Ipsos MORI helpline on FREEPHONE 0800 238 5402 or email [having.your.say@ipsos-mori.com](mailto:having.your.say@ipsos-mori.com)

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1 2 3 4 5 6 7 8 9 0

Barcode attached with 2D barcode

Q01 Overall, how satisfied or dissatisfied are you with the following?  
TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING

	Very satisfied	Satisfied	Neutral	Partly dissatisfied	Very dissatisfied
The overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The general condition of the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The neighbourhood as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The value for money for your rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q02 How satisfied or dissatisfied are you with the following services provided by your landlord?  
TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING

	Very satisfied	Satisfied	Neutral	Partly dissatisfied	Very dissatisfied	No opinion
Advice on rent payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice on moving home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support provided to new tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support provided to vulnerable tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How enquiries are dealt with generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q03 Of the following, which do you consider to be the THREE most important?  
TICK NO MORE THAN 3 BOXES

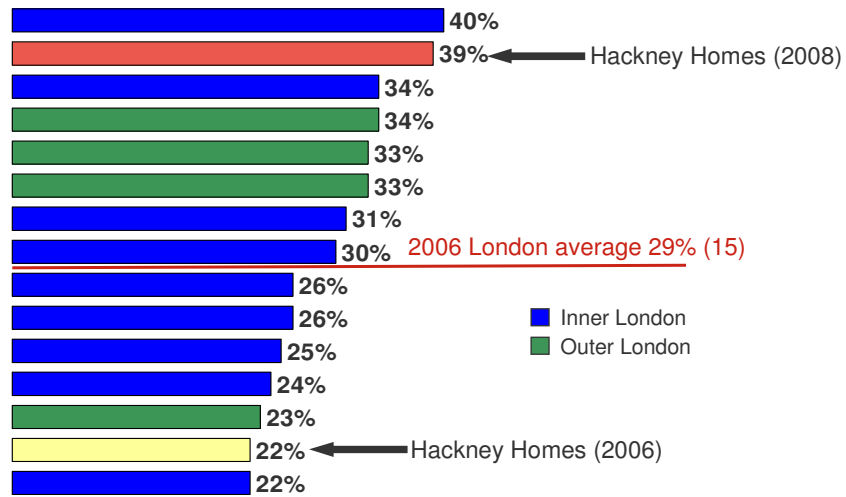
<input type="checkbox"/> Keeping tenants informed
<input type="checkbox"/> Overall quality of your home
<input type="checkbox"/> Taking tenants' views into account
<input type="checkbox"/> Repairs and maintenance
<input type="checkbox"/> Dealing with antisocial behaviour
<input type="checkbox"/> Neighbourhood as a place to live
<input type="checkbox"/> Value for money for your rent

Q04 To what extent are any of the following a problem in your neighbourhood?  
TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING

	Very big problem	Big problem	Not a big problem	Not a problem at all
Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pets and animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disruptive children/teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt-out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homelessness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Marked improvement in response rates

- 1,567 returns from 4,000 sample – Adjusted response rate of 39%



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Base: 15 London Boroughs, fieldwork dates: July – November 2006



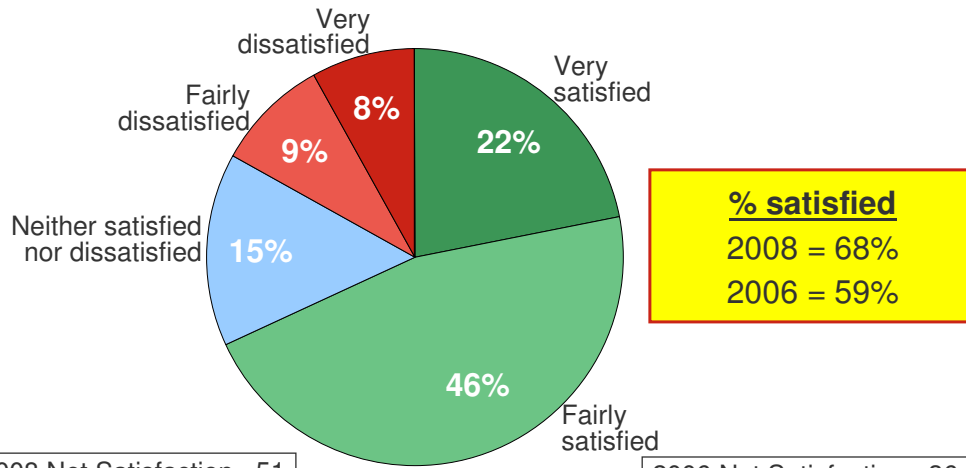
## Are tenants satisfied?

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## Overall satisfaction with landlord

Q10 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?

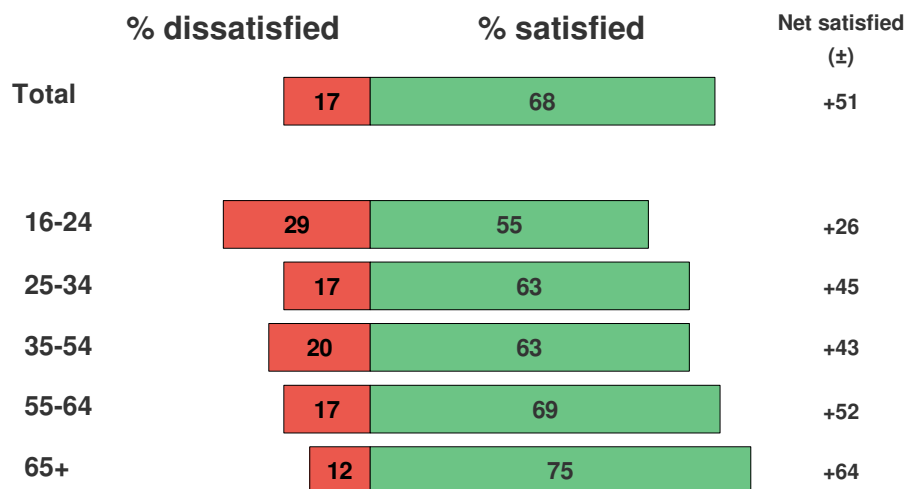


Ipsos MORI Base: All valid responses (1416)



## Overall satisfaction with landlord by age

Q10 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?

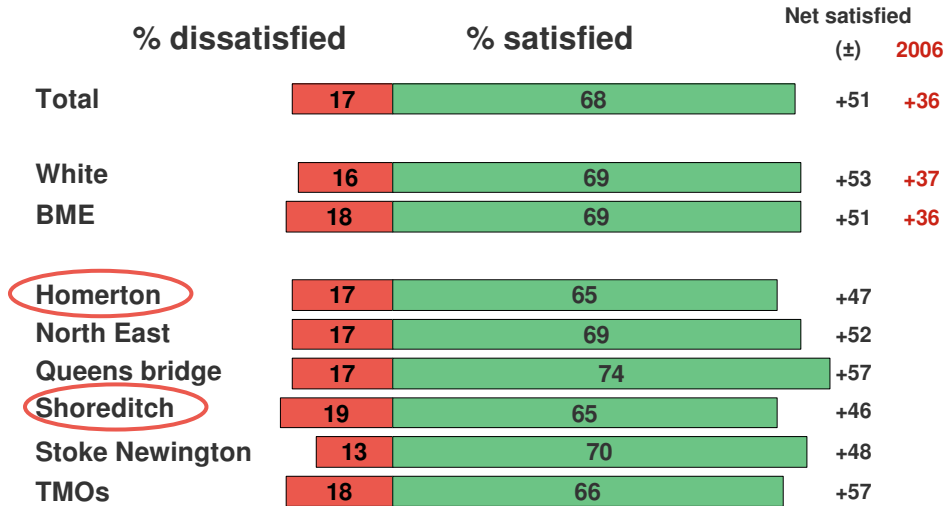


Ipsos MORI Base: All valid responses



## Overall satisfaction with landlord by ethnicity and neighbourhood area

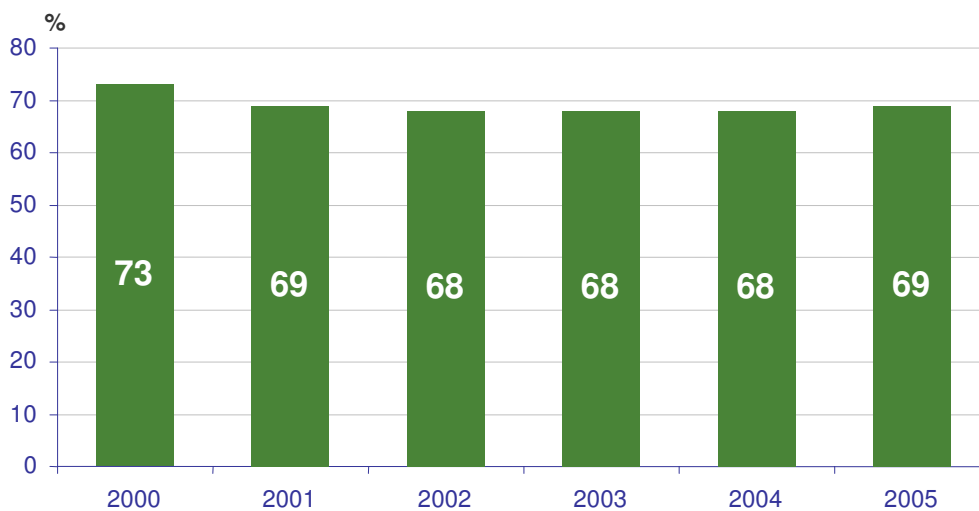
Q10 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?



Ipsos MORI Base: All valid responses



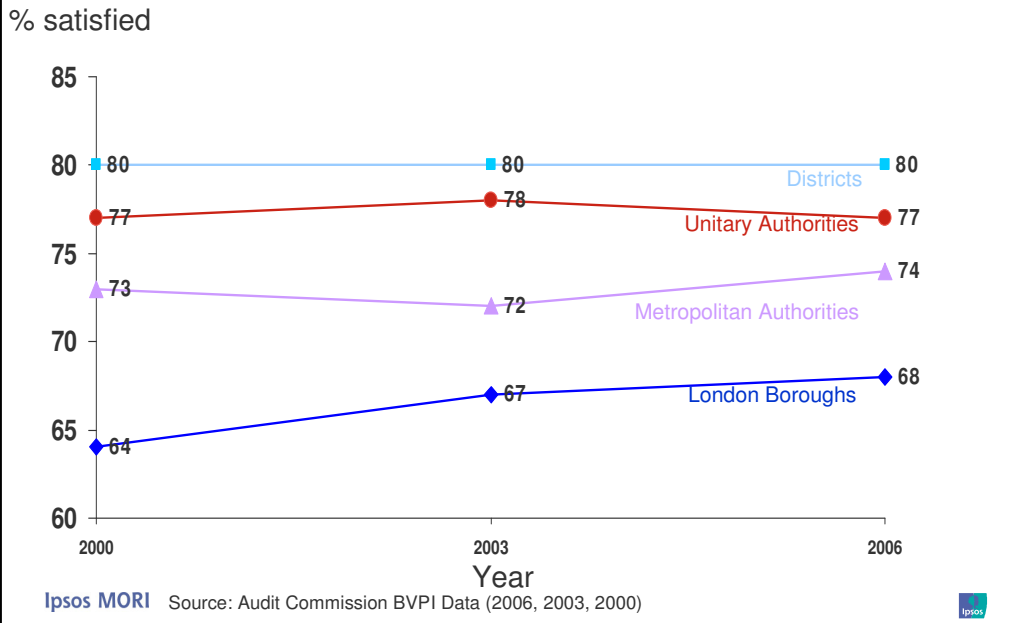
## Satisfaction with landlord (social tenants in England)



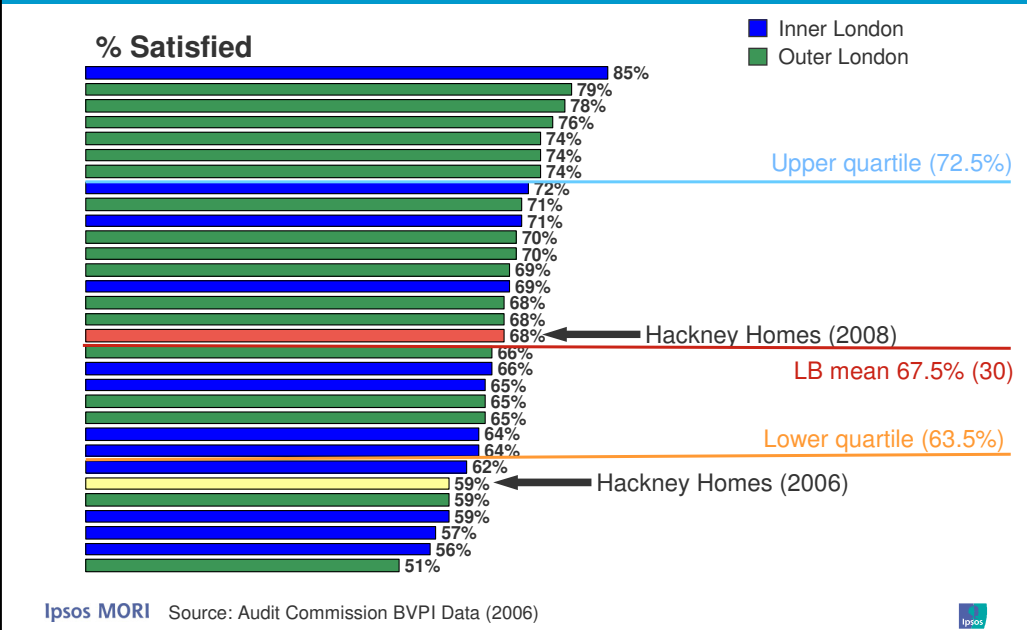
Ipsos MORI Source: CLG Survey of English Housing



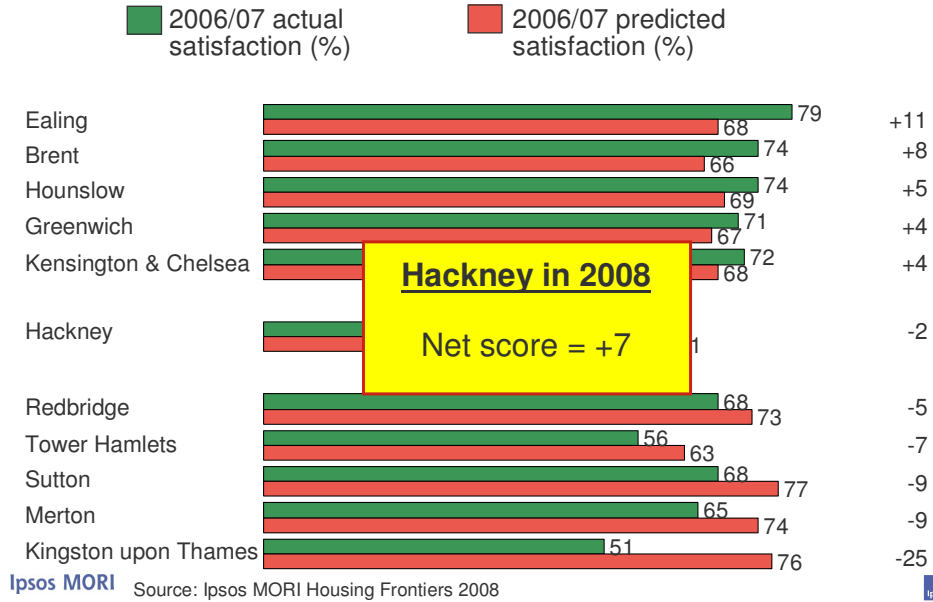
## Tenant satisfaction over time



## Overall satisfaction in context



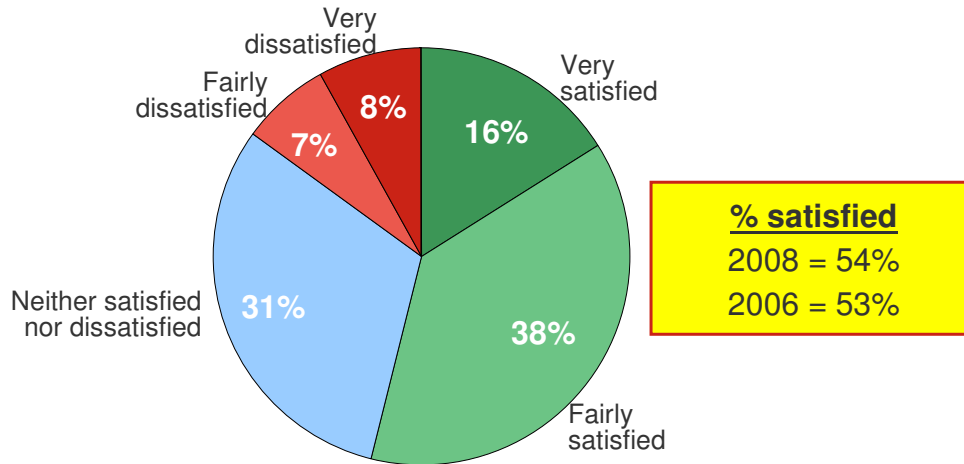
## Ipsos MORI Frontiers analysis: Best and Worst London Boroughs



**And what about opportunities for participation?**

## Satisfaction with opportunities for participation

Q31 Thinking about the housing services that your landlord provides, how satisfied or dissatisfied are you with the opportunities for participation in management and decision making?



**% satisfied**  
2008 = 54%  
2006 = 53%

2008 Net Satisfaction +39

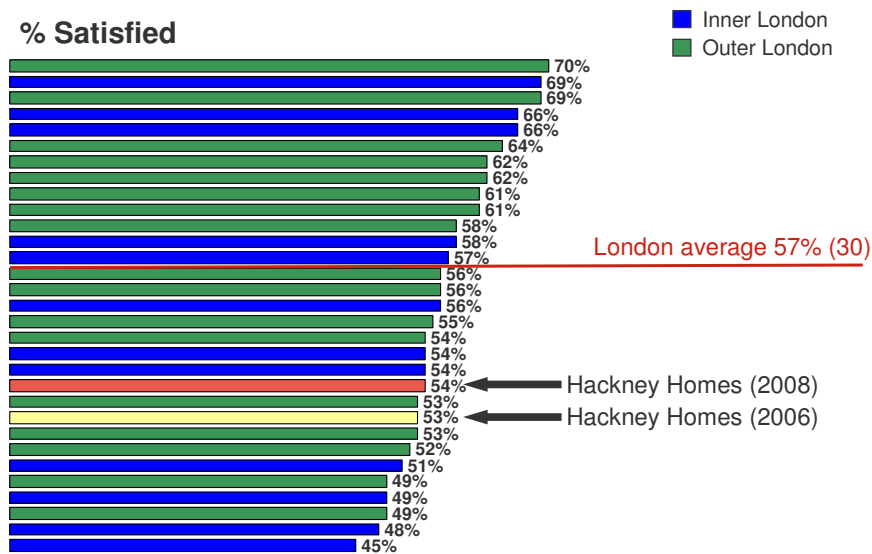
Ipsos MORI Base: All valid responses (1239)

2006 Net Satisfaction +37



## Satisfaction with opportunities for participation

% Satisfied



Ipsos MORI Source: Audit Commission BVPI Data (2006)



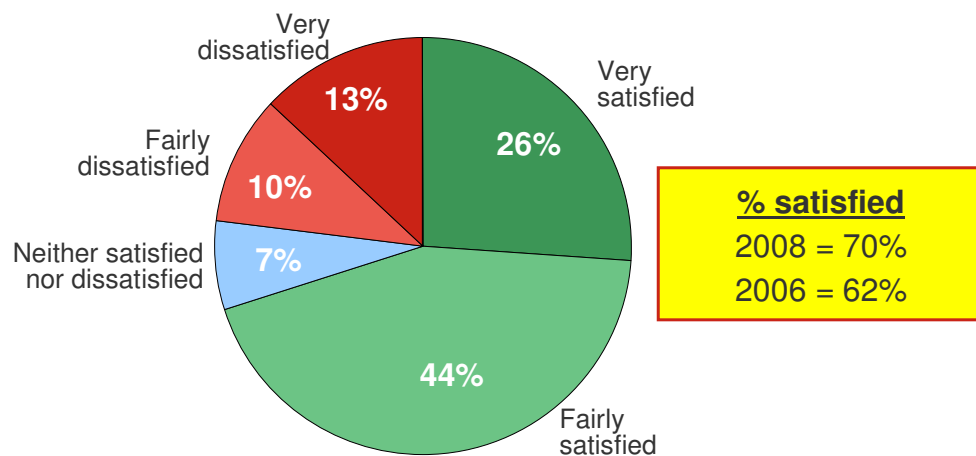
## Satisfaction with repairs

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## Satisfaction with repairs and maintenance

Q25 Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?



2008 Net Satisfaction +47

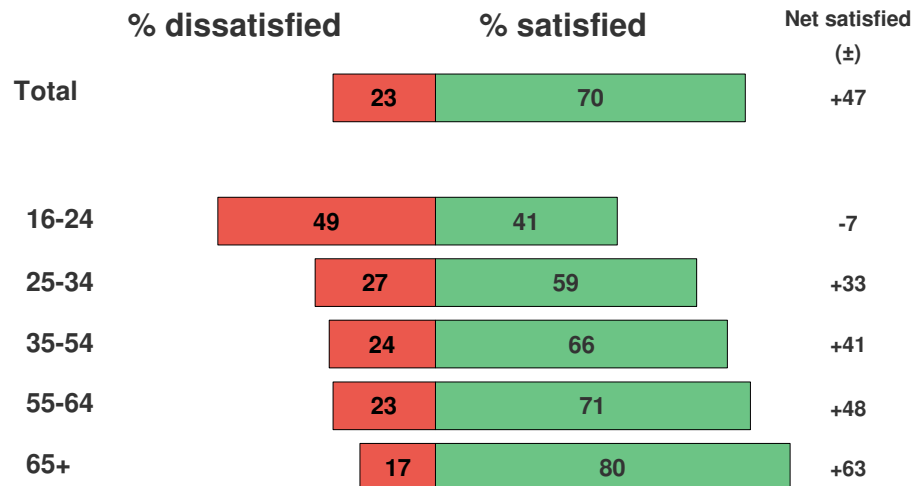
2006 Net Satisfaction +38

Ipsos MORI Base: All valid responses (1474)



## Satisfaction with repairs and age

Q25 Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?



Ipsos MORI Base: All valid responses



## Satisfaction with repairs and ethnicity

Q25 Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?

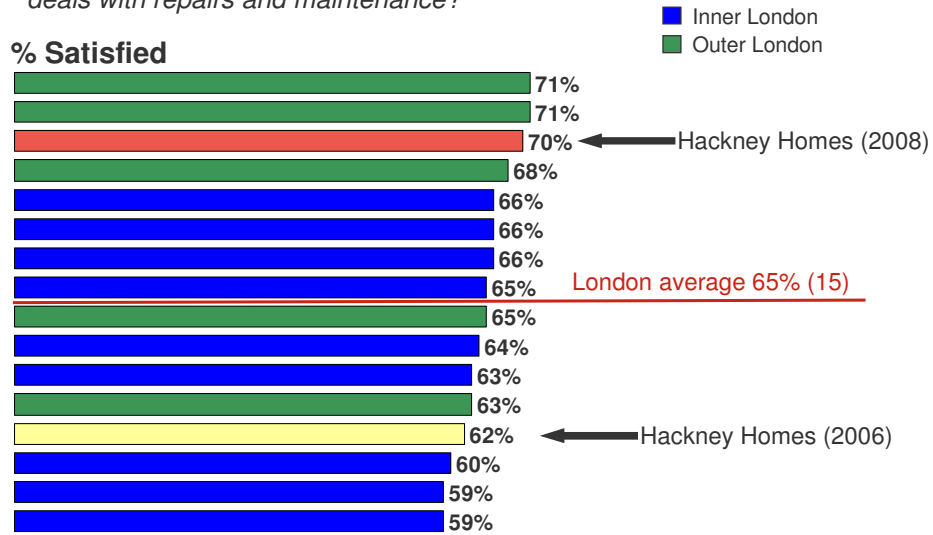


Ipsos MORI Base: All valid responses



## Satisfaction with repairs and maintenance

Q25 Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?

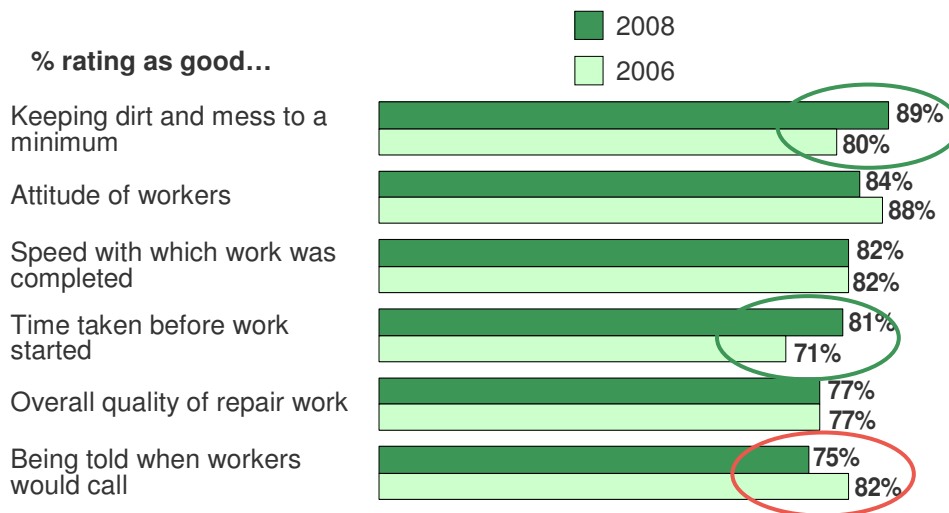


Ipsos MORI Base: 15 London Boroughs, fieldwork dates: July – November 2006



## 63% have had repairs completed in the last 12 months

Q27 Thinking about your last completed repair, how would rate it in terms of. . . ?



Ipsos MORI Base: All valid responses

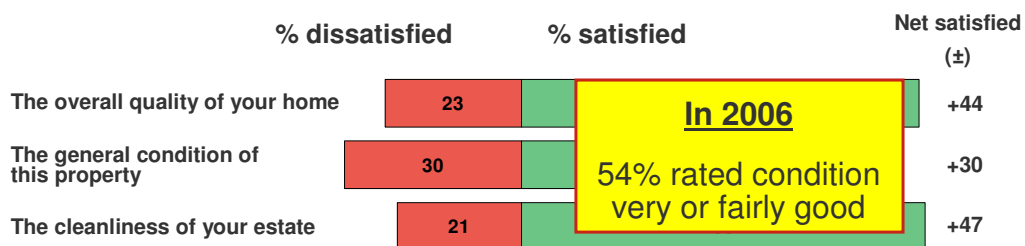


## And what about the condition and overall quality of their home?

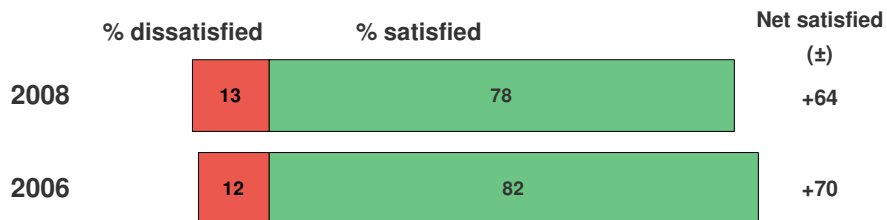
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### Satisfaction with quality and condition of home/estate



*40% of tenants are aware of improvements made to their property/ estate as part of the Decent Homes scheme in the last 12 months (Base: 482)*

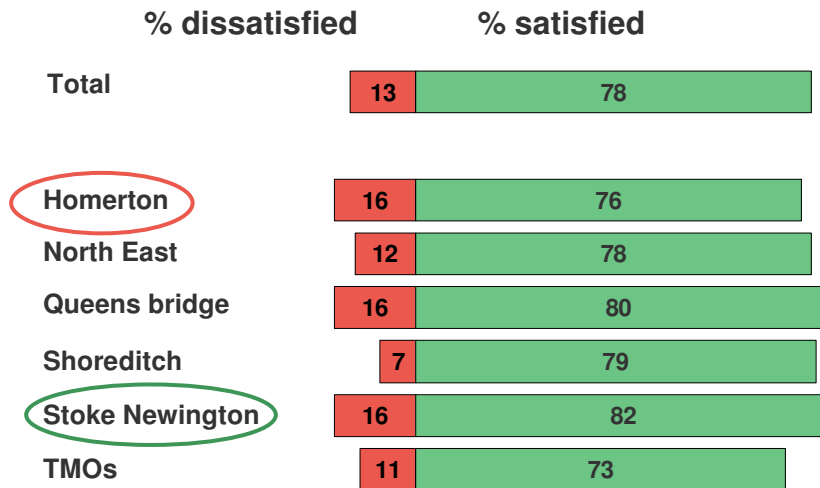


Ipsos MORI Base: All valid responses



## Satisfaction with Decent Home improvements by neighbourhood area

Q17 Taking everything into account, how satisfied or dissatisfied are you with the improvements made under the Decent Homes scheme?



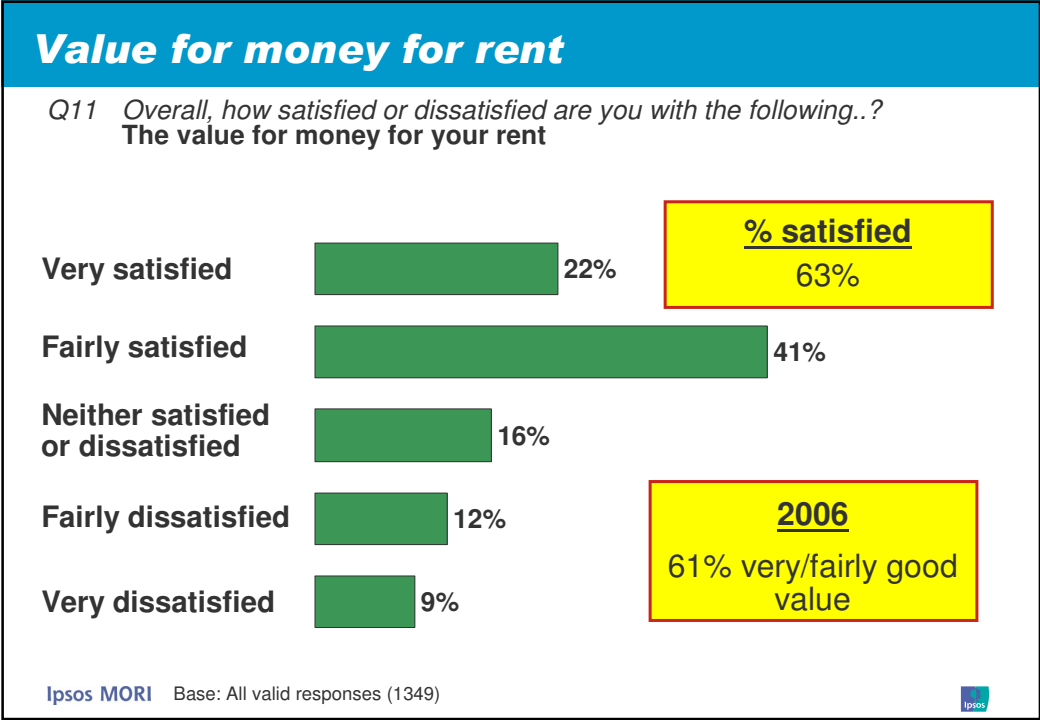
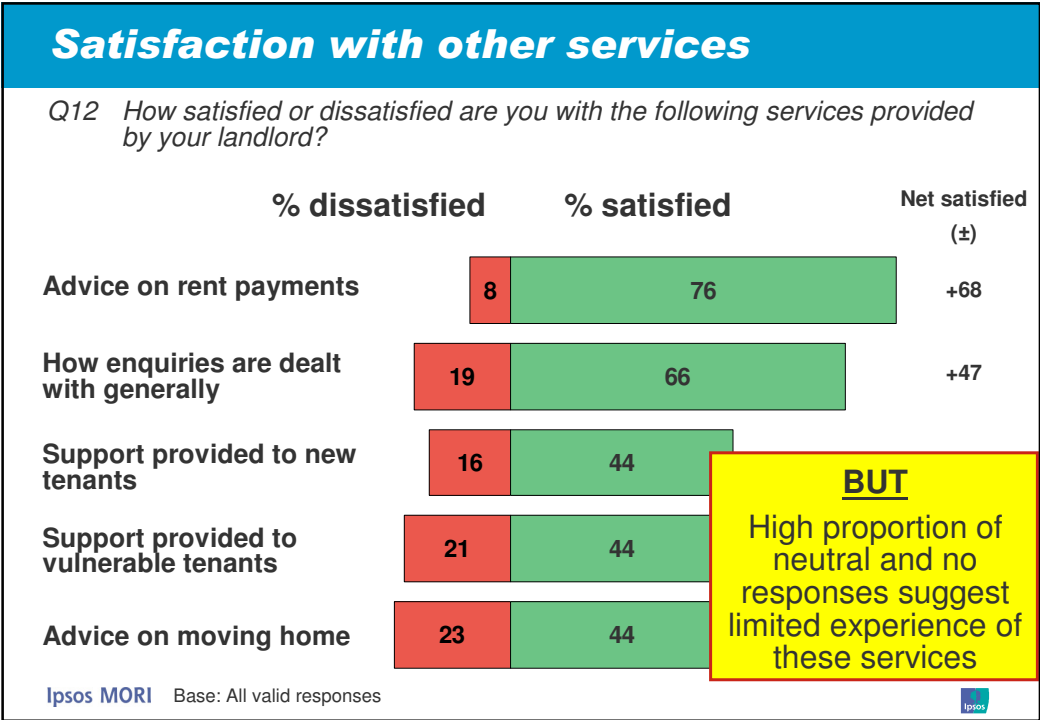
Ipsos MORI Base: All valid responses

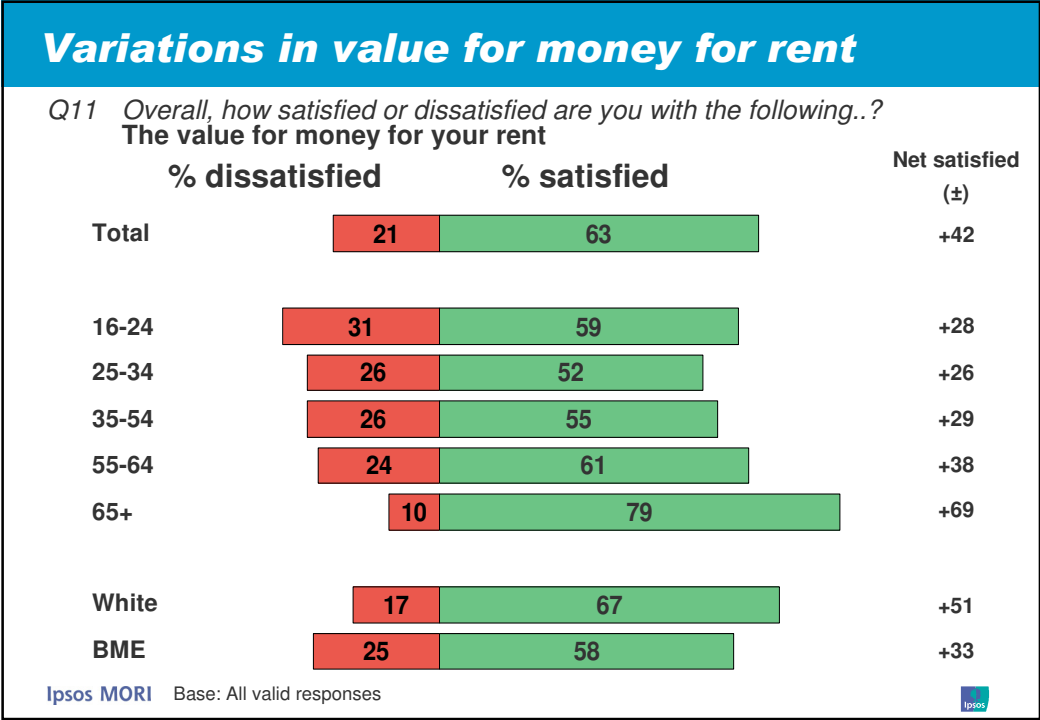
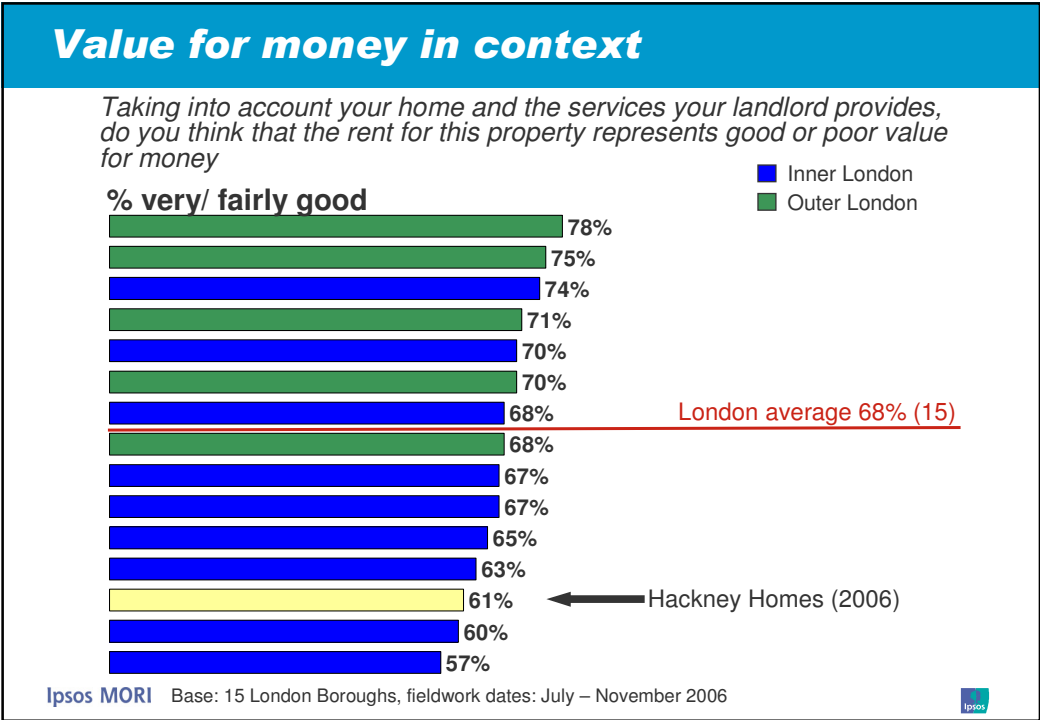


## Satisfaction with other services and value for money

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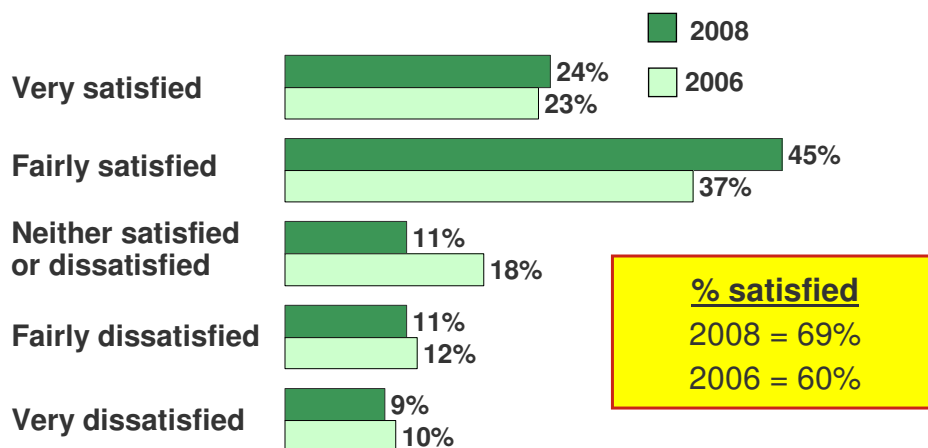
## Satisfaction with the neighbourhood

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## Satisfaction with neighbourhood

Q11 Overall, how satisfied or dissatisfied are you with the following..?  
The neighbourhood as a place to live



2008 Net Satisfaction +49

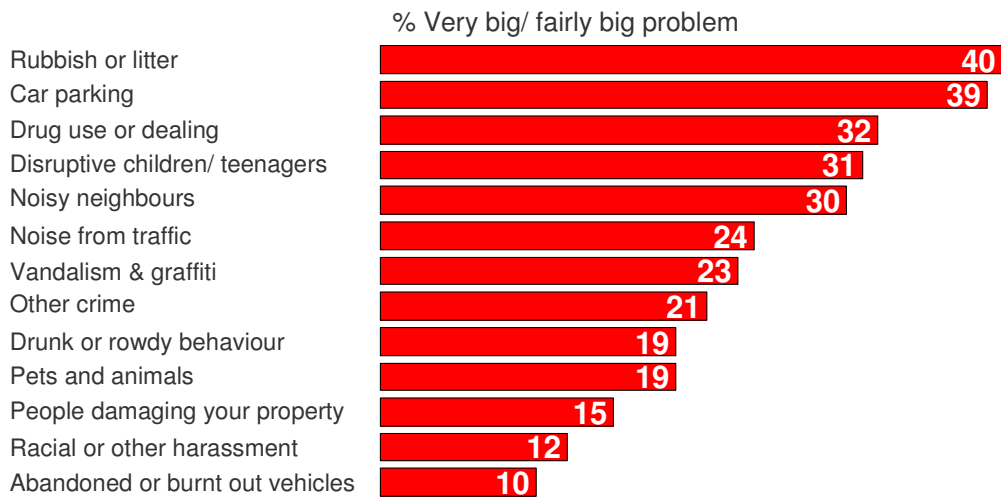
2006 Net Satisfaction +38

Ipsos MORI Base: All valid responses (1348)



## Neighbourhood problems

Q14 To what extent are any of the following a problem in your neighbourhood?

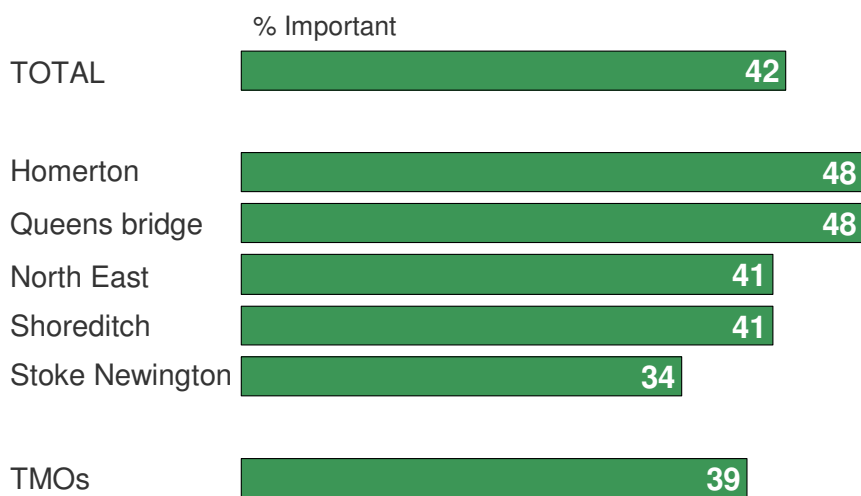


Ipsos MORI Base: All valid responses



## Importance of dealing with anti-social behaviour

Q13 Of the following, which do you consider to be the three most important?  
Dealing with anti-social behaviour

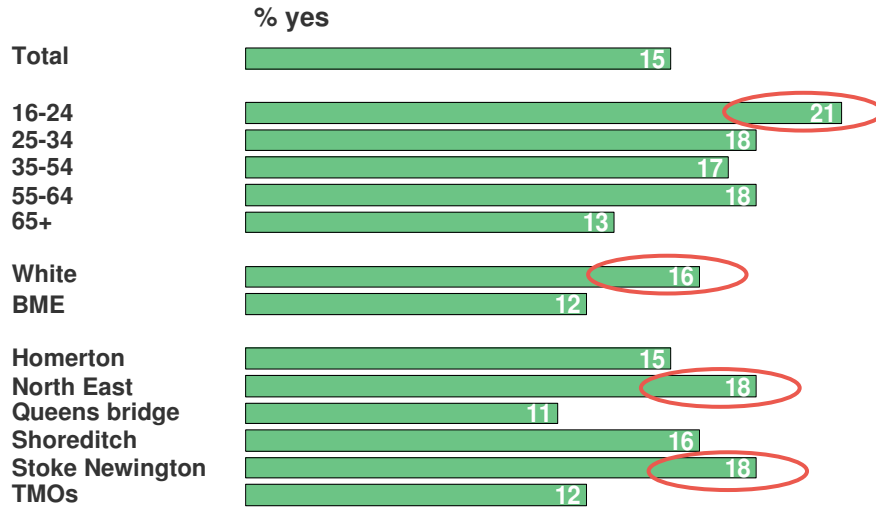


Ipsos MORI Base: All valid responses (1499)



## Reporting of anti-social behaviour

Q35 Have you reported any anti-social behaviour to your landlord in the past 12 months?



Ipsos MORI Base: All valid responses



## Rating aspects of contact when reporting anti-social behaviour

Q36 When you last had contact, was getting hold of the right person...? (220)



Q37 Did you find the staff...? (220)



Q38 And were they...? (212)

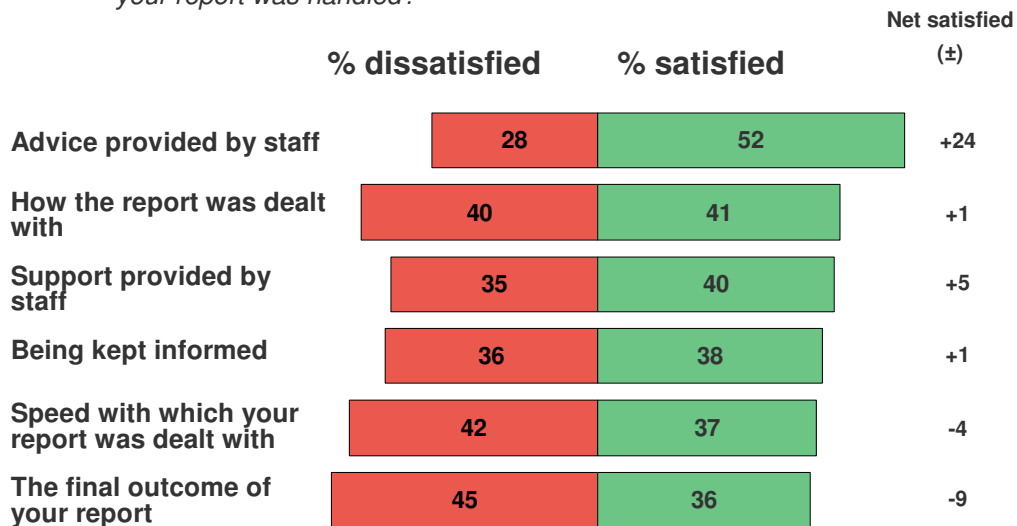


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## Satisfaction with ASB report handling

Q39 How satisfied or dissatisfied were you with the following aspects of how your report was handled?

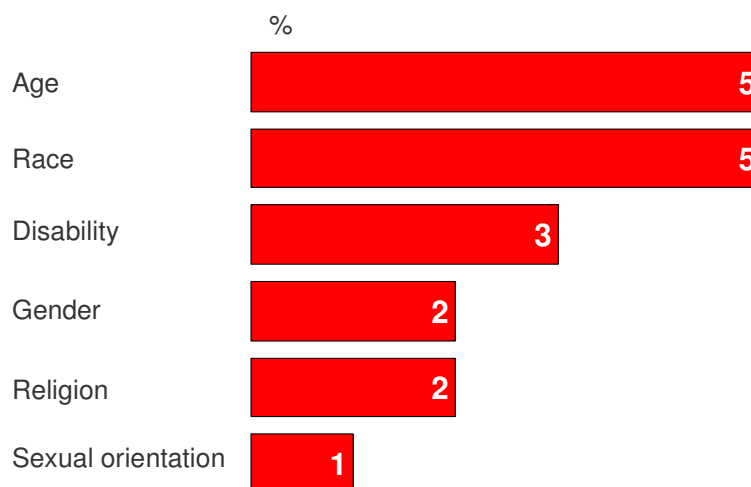


Ipsos MORI Base: All valid responses



## 87% have not experienced anti-social behaviour as a result of diversity

Q40 Have you personally experienced any anti-social behaviour that you feel was as a result of your...?

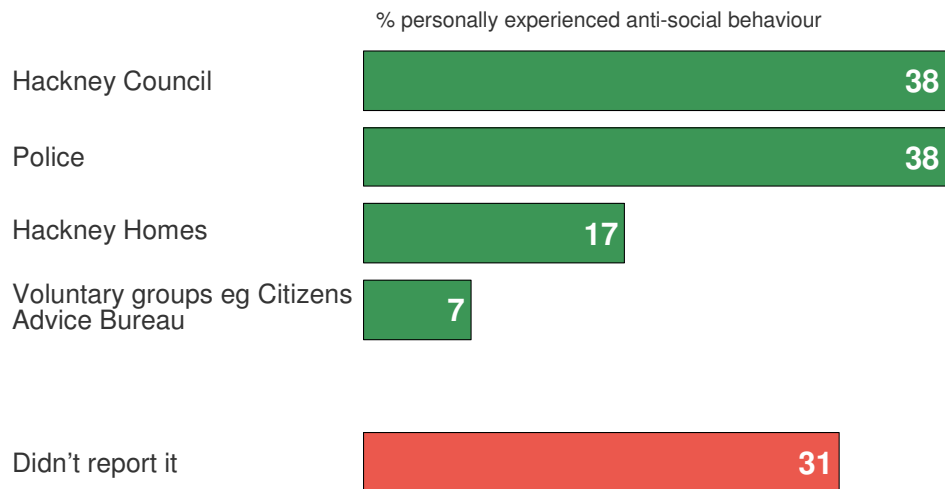


Ipsos MORI Base: All valid responses (1376)



## ASB is most commonly reported to the Council and the Police

Q42 Who did you report it to?

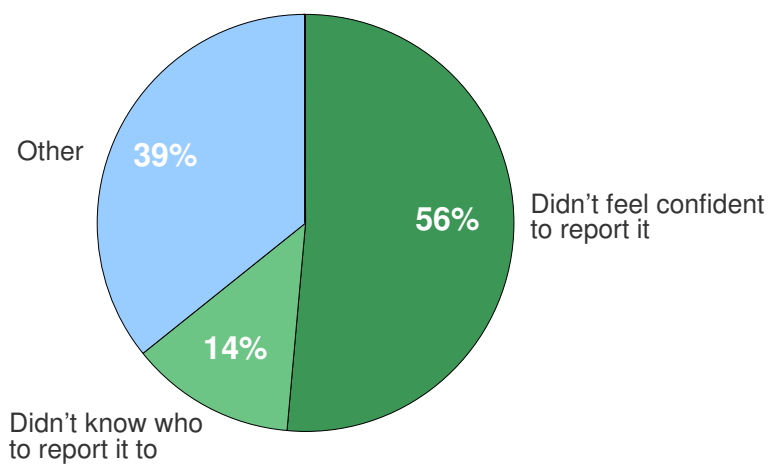


Ipsos MORI Base: All valid responses (150)



## Reasons for not reporting anti-social behaviour

Q43 Why did you not report it?



Ipsos MORI Base: All valid responses (36)



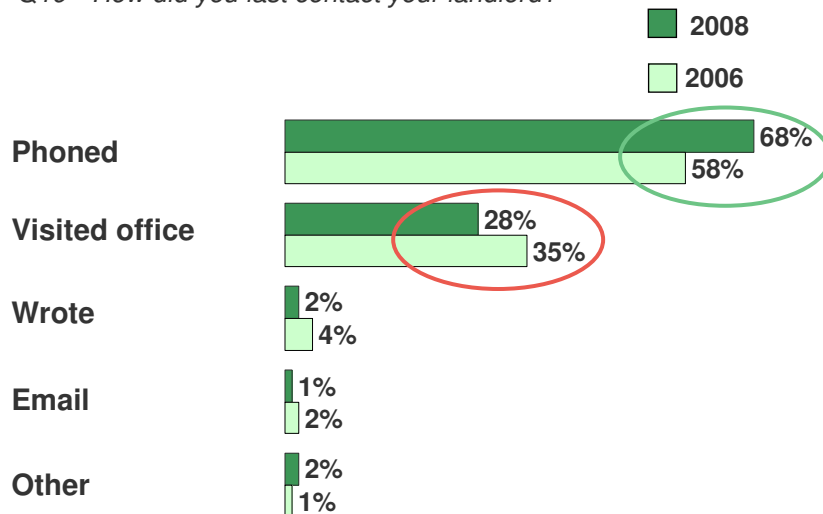
**Getting in touch:  
71% of tenants have contacted Hackney  
Homes in the last 12 months**

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**How did they get in touch?**

Q19 How did you last contact your landlord?

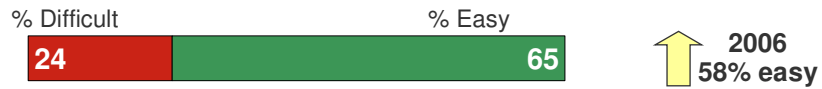


Ipsos MORI Base: All valid responses (905)

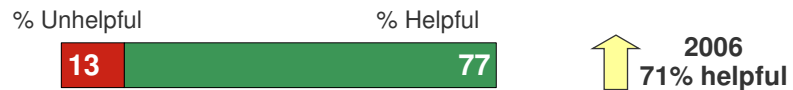


## Rating aspects of contact

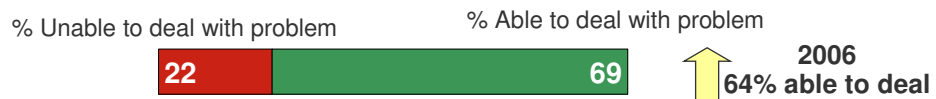
Q21 When you last had contact, was getting hold of the right person...? (926)



Q22 Did you find the staff...? (934)



Q23 And were they...? (902)

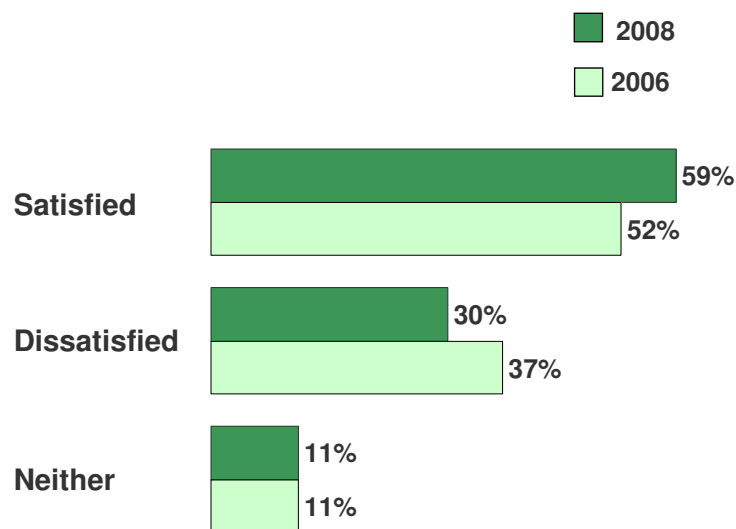


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## Satisfaction with final outcome

Q24 Were you satisfied or dissatisfied with the final outcome?



Ipsos MORI Base: All valid responses (874)



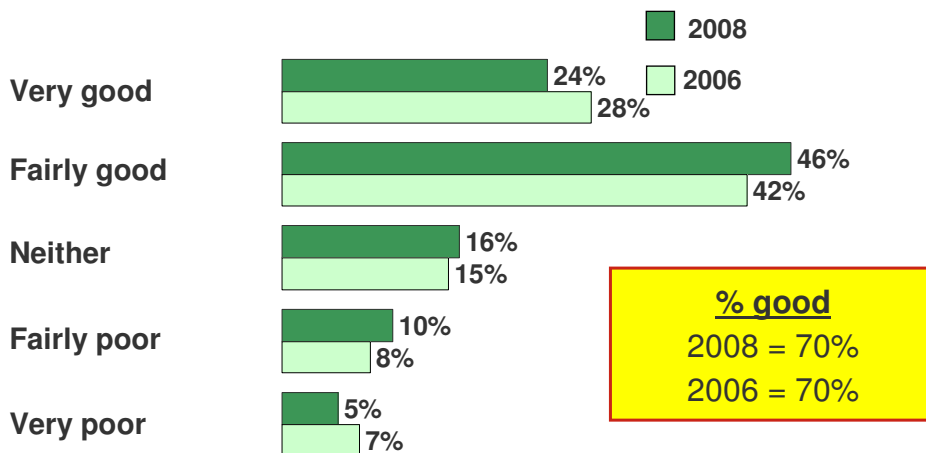
## Are you communicating with your tenants?

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### Keeping tenants informed

Q30 How good or poor do you feel your landlord is at keeping you informed about things that might affect you as a tenant?



2008 Net Good +55

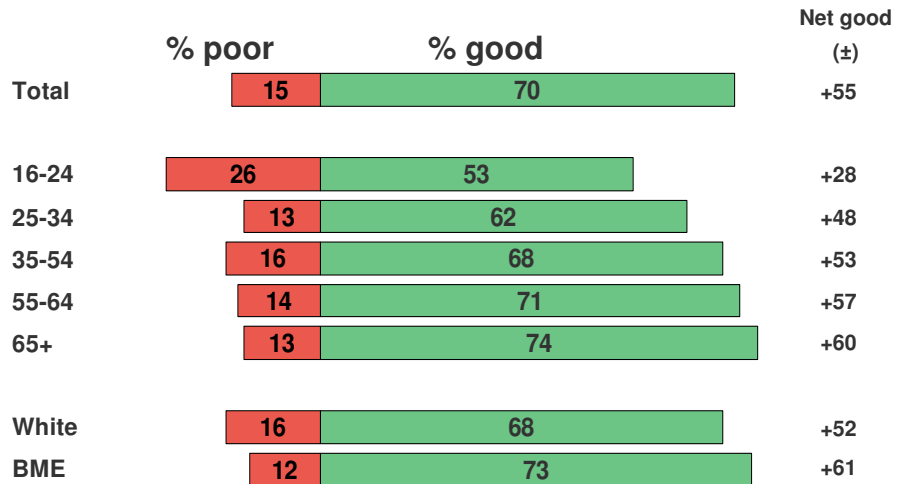
2006 Net Good +55

Ipsos MORI Base: All valid responses (1496)



## Feeling informed by age and ethnicity

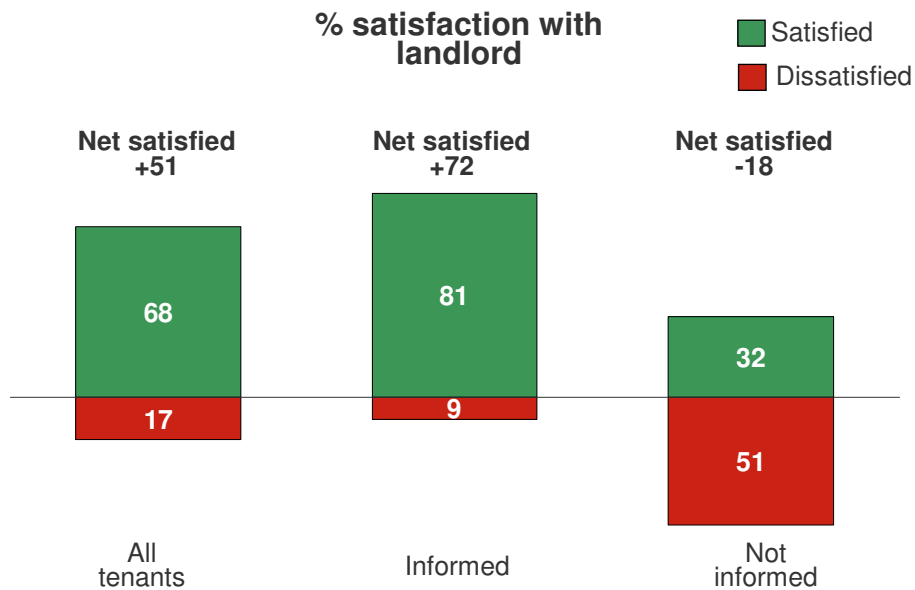
Q30 How good or poor do you feel your landlord is at keeping you informed about things that might affect you as a tenant?



Ipsos MORI Base: All valid responses



## The importance of communications

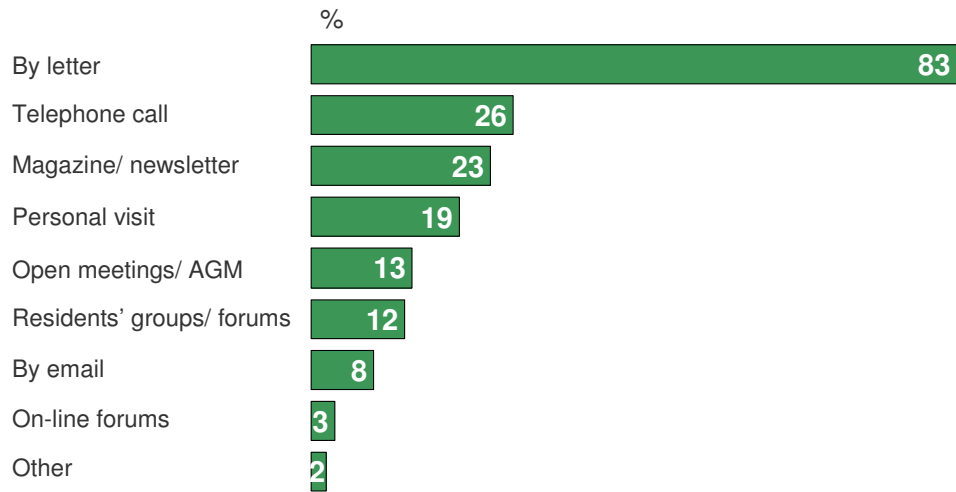


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## Preferred methods to inform and consult

Q28 Which methods do you prefer your landlord to use to inform you or consult with you about issues that may affect you?



Ipsos MORI Base: All valid responses (1513)



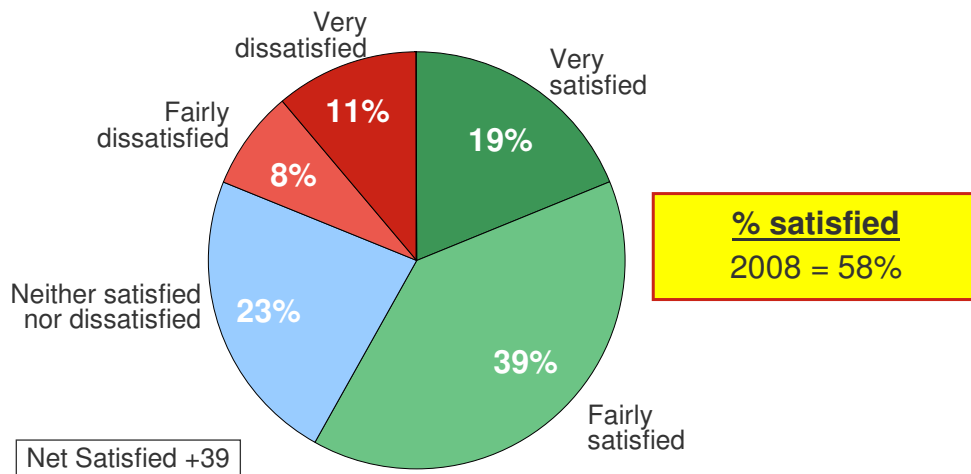
**Do tenants feel you act on their views?**

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## Views taken into account

Q29 How satisfied or dissatisfied are you that your views are being taken into account by your landlord?

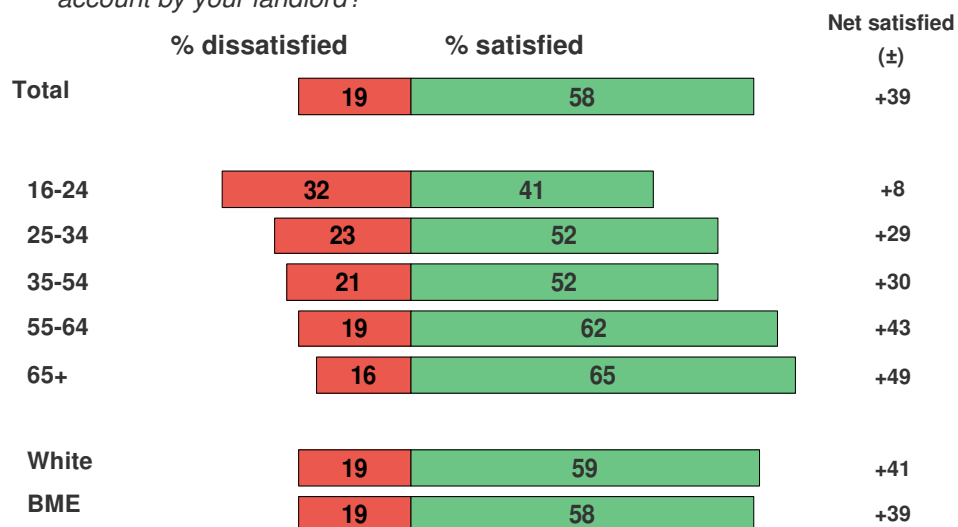


Ipsos MORI Base: All valid responses (1321)



## Action on views by age and ethnicity

Q29 How satisfied or dissatisfied are you that your views are being taken into account by your landlord?

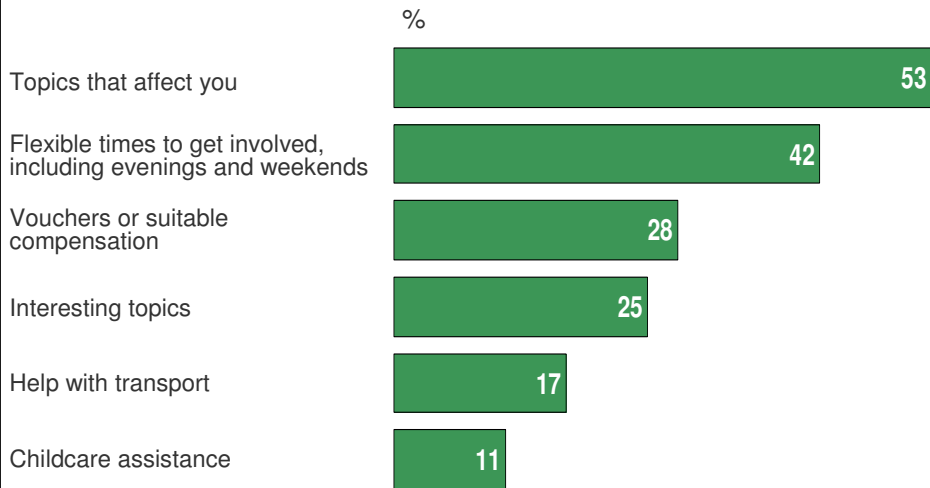


Ipsos MORI Base: All valid responses



## Encouraging greater involvement

Q32 Which of the following services would encourage you to get more involved with Hackney Homes?



Ipsos MORI Base: All valid responses (1258)



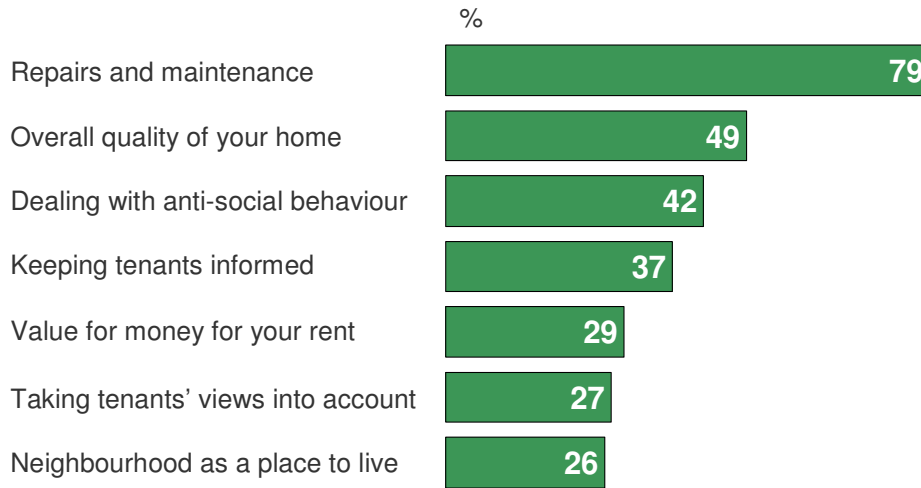
**What do tenants think are important services?**

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## Tenant priorities

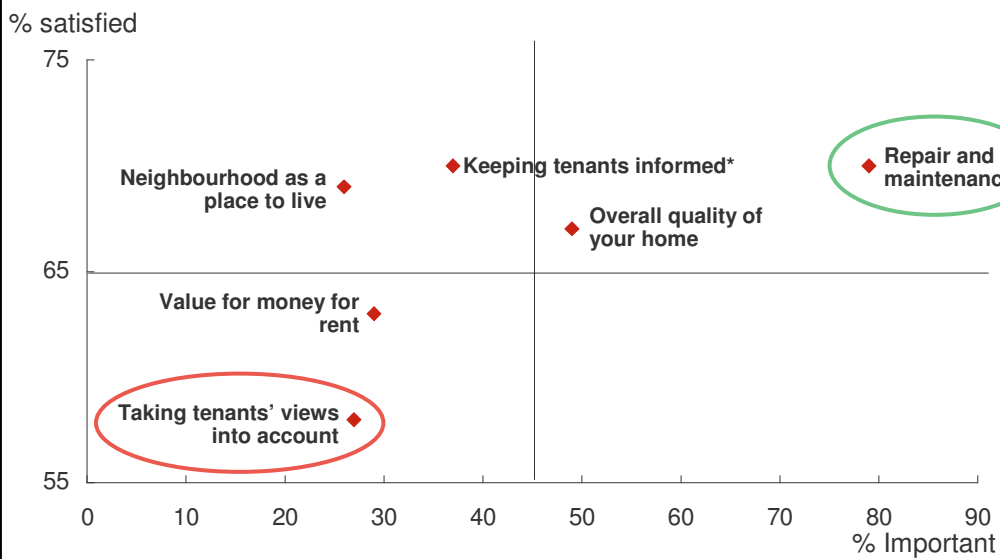
Q13 Of the following, which do you consider to be the **THREE** most important?



Ipsos MORI Base: All valid responses (1499)



## Tenant priorities



Ipsos MORI \* % of tenants rating this as 'Good'



***In summary then....***

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***Things are getting better according to Hackney Homes tenants***

<b>Indicator</b>	<b>2008</b>	<b>2006</b>
<b>Overall satisfaction with landlord services</b>	<b>68</b>	<b>59</b>
<b>Satisfaction with repairs and maintenance</b>	<b>70</b>	<b>62</b>
<b>Neighbourhood as a place to live</b>	<b>69</b>	<b>60</b>
<b>Satisfaction with outcome of contact</b>	<b>59</b>	<b>52</b>
<b>Value for money for rent</b>	<b>63</b>	<b>61</b>
<b>Opportunities for participation</b>	<b>54</b>	<b>53</b>
<b>Keeping tenants informed</b>	<b>70</b>	<b>70</b>
<b>Improvements made under Decent Homes</b>	<b>78</b>	<b>82</b>

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## Conclusions

- Satisfaction with key measures are up
- A major achievement given local circumstances
- But there are variations:
  - **Younger tenants** are consistently more dissatisfied
  - Overall satisfaction is up for **BME tenants**
- So should these be your focus for further improvement?

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