

## Tenant participation review - appendix D

### Housing and landlord service resident satisfaction programme

#### 1. Introduction

Housing and landlord services have commissioned external partner Acuity Research Ltd to deliver a resident satisfaction survey programme over 3 years. The survey programme began in April 2021.

Currently Acuity run 6 telephone surveys on behalf of housing and landlord services. This consists of 5 monthly transactional surveys for residents who have received a service (new tenant's, responsive repairs, gas safety, anti-social behaviour and planned maintenance), a quarterly perception survey 'STAR', which is open to a random sample of residents across the city. In April 2022 we also ran a one-off caretaking survey for residents who receive caretaking services.

#### 2. Survey processes

The target groups for transactional surveys are based on cases that have been closed or completed. Participants in the STAR survey are chosen from our wider database as a random but representative sample of residents.

The survey results appear in a secure online dashboard. During field calls red, amber and green flags are raised in real time to alert the service of any issues raised during the call that require attention. Following the survey, teams share survey results, respond to feedback trends and can follow up on any specific issues where tenant has given permission to be contacted.

For the STAR survey, Acuity produces a written report on survey results each quarter. This report shows trends and benchmarking information. A plain English 'tenant friendly' version is also produced for sharing with residents.

#### 3. Resident Satisfaction survey Results for 2021-22

	Frequency	No of surveys	Overall Satisfaction
New tenants (Lettings)	Monthly	338	87%
Repairs	Monthly	1100	91%
Gas safety	Monthly	454	97%
Anti-social behaviour	Monthly	389	46%
Planned maintenance (Started in April 2022)	Monthly	-	-
Caretaking survey	Annual	950	73%
STAR perception survey	Quarterly	1499	71%
<b>Total number of surveys 2021-2022</b>		<b>4,730</b>	

## 4. Satisfaction trends 2021-22

### Areas of satisfaction

Gas servicing is consistently above 90%, satisfaction with the most recent repair generally scores well at above 90%. Letting's satisfaction is variable but hovers consistently around 88%.

### Areas of dissatisfaction

Across all surveys, contact, visibility, communication and keeping residents informed is consistently highlighted. Other areas of dissatisfaction include dealing with anti-social behaviour, resident perception of the repairs service (mainly centred around time taken to complete repairs) and satisfaction that my landlord listens and acts.

### Demographics

On overall satisfaction, residents in the Northeast area are the most satisfied (81%), with just 63% satisfied in the South-West area (based on estate areas).

Central East residents are most satisfied with six measures, including the quality of their home, the home being safe and well maintained and how complaints are handled. Those in the North-East are the most satisfied on eight measures, including the neighbourhood as a place to live and their views being listened to and acted upon.

South-East residents are the most satisfied with the repairs service over the last 12 months.

In terms of the two repairs areas operated throughout the city and satisfaction with the repairs service itself within the last 12 months, residents in the South are more satisfied (81%) than those in the North (69%).

ASB – resident in the north-west of the city appear to be less satisfied across all satisfaction measures, followed by south west and south east.

Repairs has more of a balanced picture across the board with marginal difference in dissatisfaction between areas.

## 5. End of year 2021-22 satisfaction trends

The summary below highlights resident satisfaction with landlord services for the year ending 2021-2022.

STAR tenant satisfaction (perception) survey headlines 2021-22:

- **73%** of residents are satisfied with Bristol City Council as their landlord
- Just over two-thirds (**69%**) of residents are satisfied with the quality of their home
- Around four-fifths of residents are satisfied that their home is safe and secure (**79%**)

- Around two-thirds of residents are satisfied that the communal areas around their homes are kept safe, secure and well-maintained by the Council (**68%**). Tenants are more satisfied with their communal areas than leaseholders.
- Over three-quarters of residents are satisfied with their neighbourhood as a place to live (**78%**)
- Three-fifths of residents (**60%**) said they are satisfied that Bristol City Council is visible within their local area
- **59%** are satisfied with the way Bristol City Council deals with anti-social behaviour. Residents in the Central East area of the city (**76%**) are the most satisfied with the way the Council deals with ASB, the least satisfied being in the North-West (**48%**) area.
- **62%** are satisfied with the way Bristol City Council deals with repairs and maintenance.
- Almost seven in ten of residents agree that Bristol City Council is easy to deal with (**68%**). Customer contact is the reason provided by those who feel we are not easy to deal with.
- Just under seven out of ten residents (**67%**) agree that the staff do keep their promises.
- **55%** are satisfied that Bristol City Council listens to their views and acts upon them. **27%** were dissatisfied.
- **65%** of residents are satisfied that Bristol City Council keeps them engaged in a way that suits them

Some **575** comments were received from the residents about what could be improved. **8%** are positive, where residents say there is nothing that could be improved or they are generally happy with the current service.

Of the more negative comments, **18% are about the communications and information**, communications in general attracting the most comments, followed by listening carefully and taking interest. A further **14% of comments are about the repairs and maintenance** service, primarily the timescales to complete repairs and the repairs service generally. **Customer contact received 10% of the comments**, with answering phones being the highest priority to customers, followed by returning customer contact and keeping promises.

## 6. Survey questions

### Survey questions anti-social behaviour

Q1	At the beginning, did you find it easy to contact Bristol City Council to report your complaint?
Q2	How satisfied or dissatisfied were you with the length of time it took the advisor to make contact to discuss the case with you?
Q3	Please can you explain why you are not satisfied?
Q4	Did the case officer explain the process clearly?
Q5	How satisfied or dissatisfied were you that the case officer was professional and kept their promises?
Q6	How satisfied or dissatisfied were you with how well you were kept up to date with what was happening throughout your anti-social behaviour case?
Q6b	Can you tell me why you are not satisfied with either the case officers' professionalism, keeping their promises or being kept up to date?
Q7	Thinking about your recent anti-social behaviour complaint, how satisfied or dissatisfied were you that Bristol City Council was easy to deal with?
Q8	How satisfied or dissatisfied are you with the way your anti-social behaviour complaint was handled by Bristol City Council?
Q9	Please can you explain why you said that about how your complaint was handled?
Q10	Do you have any further comments you feel may help Bristol City Council improve their service (that have not already been covered)?
Q11	How satisfied or dissatisfied were you with the final outcome of your ASB complaint?
Q12	Please could you tell me why you were not satisfied with the final outcome of your anti-social behaviour complaint?
P1	The results of this survey are recorded with your details so that Bristol City Council have better information to help them improve services. Would you be happy for Bristol City Council to contact you to follow up any of the comments or issues you have raised?

### Survey questions gas servicing

1	How satisfied or dissatisfied are you with the gas servicing arrangements?
2	Did you need to speak to Bristol City Council about your gas servicing appointment?

3	How satisfied or dissatisfied are you with the person dealing with your call?
3a	If not satisfied with the way your call was handled, please can you explain why and what could have been improved?
4a	Can you confirm if you received a letter with regards to your gas servicing?
4b	Can you confirm if you received a reminder phone call/text the day before your gas servicing appointment?
5	How satisfied or dissatisfied were you with the workers overall performance in terms of their attitude, treatment of your home and tidying up after the work?
6	Did the engineer explain what they were doing and any follow up work that might be required?
7	How satisfied or dissatisfied are you that the gas engineer took the appropriate precautions and wore personal protective equipment (PPE) to make you feel safe?
8	If "Not Satisfied" on any of the above, please can you explain?
9	Thinking about your recent gas service, how satisfied or dissatisfied were you that Bristol City Council was easy to deal with?
10	Thinking about your recent gas service, how satisfied or dissatisfied were you with the overall service provided by Bristol City Council on this occasion?
11	Can you please explain why you say that about the gas service on this occasion?
12	Is there anything you think Bristol City Council could do to improve the gas service they provide? (If not already covered)
P1	ONLY READ OUT IF DISSATISFIED AT ANY POINT. OTHERWISE SELECT NOT APPLICABLE (SATISFIED) As you were not completely satisfied someone from Bristol City Council may wish to contact you about this. Please say now if you prefer not to be contacted?

### Survey questions lettings

Q1a	How satisfied or dissatisfied were you with the arrangements for viewing the property?
Q1b	Please can you explain what the problem was? And what could have been done better?
Q2	How satisfied or dissatisfied were you with the overall condition of your home at the time of letting?
Q3	If you have reported repairs (within the first two weeks), how satisfied or dissatisfied are you with the way Landlord Services deals with repairs and maintenance?
Q4	Please can you tell me why you are either not satisfied with the condition of your property at letting or with the way Landlord Services deals with repairs and maintenance?

Q5	Have you had a New Tenancy Visit (or a phone contact)?  Interviewer note: these visits/calls typically happen after the resident has been in the property 6 weeks.
Q6	How satisfied or dissatisfied were you with being kept informed throughout the process?
Q7	How satisfied or dissatisfied are you with the helpfulness of staff dealing with your new tenancy?
Q8	How satisfied or dissatisfied were you that the information and advice provided was clear and easy to understand?
Q9	How satisfied or dissatisfied were you with the explanation around your responsibilities as a tenant?
Q10	How satisfied or dissatisfied are you that the information given to you on health and safety when you moved in was adequate?
Q11	Please can you explain why you are not satisfied and what could be improved?
Q12	Thinking about the lettings service, how satisfied or dissatisfied were you that Bristol City Council was easy to deal with?
Q13	Thinking about the lettings service, how satisfied or dissatisfied were you with the overall lettings process?
Q14	Why did you give that rating about the overall lettings process?
Q15	Do you have any suggestions as to how Bristol City Council could improve its lettings service? (Not already mentioned)
P1	ONLY READ OUT IF DISSATISFIED AT ANY POINT As you were not completely satisfied someone from Bristol City Council may wish to contact you about this. Please say now if you prefer not to be contacted?

### Survey questions planned maintenance

	Thinking about before the work started...
1	How satisfied or dissatisfied are you with the information that was given to you about the work?
2	Did you need to contact Bristol City Council before the work started?
3	How satisfied or dissatisfied are you that Bristol City Council was easy to contact?
4	How satisfied or dissatisfied are you with your contact with Bristol City Council (before the work started)?
	Thinking about the work itself...
5	How satisfied or dissatisfied were you with the workers overall performance in terms of their attitude, treatment of your home and tidying up after the work?

6	How satisfied or dissatisfied are you with the overall quality of the work?
7	How satisfied or dissatisfied were you that Bristol City Council kept you well informed whilst this work was being done?
8	Thinking about your overall experience of the improvement works, how satisfied or dissatisfied are you with the standard of service?
9	How satisfied or dissatisfied were you that Bristol City Council was easy to deal with throughout the whole process?
10	I notice that you are not completely satisfied in some of your answers, please can you explain why?
11	Is there anything you think Bristol City Council could do differently to improve the process?

### Survey questions repairs and maintenance

Q1	How satisfied or dissatisfied were you with the ease of reporting the repair?
Q2	Were you offered an appointment that was convenient to you?
Q2b	Please can you explain why you are not satisfied with the ease of reporting the repair and/or the appointment not being convenient for you?
Q3	Was the repair the operative came to do on the day completed in one visit?
Q4	How satisfied or dissatisfied were you with the workers/contractor's overall performance in terms of their attitude and treatment of your home?
Q5	How satisfied or dissatisfied were you with the workers/contractor's overall performance in terms of tidying up after the work?
Q5b	How satisfied or dissatisfied are you that the workers took the appropriate precautions and wore personal protective equipment (PPE) to make you feel safe?
Q6	How satisfied or dissatisfied are you with the overall quality of the work?
7	If "Not Satisfied" on any of the above, please can you explain?
Q8	How satisfied or dissatisfied were you with being kept informed throughout the process?
Q9	Thinking about your recent repair, how satisfied or dissatisfied were you that Bristol City Council was easy to deal with?
10	Thinking about your recent repair, how satisfied or dissatisfied were you with the overall repairs service provided by Bristol City Council on this occasion?
Q11	Can you please explain why you say that about the repairs service provided on this occasion?
Q12	Is there anything you would like to say about how Bristol City Council could improve its repairs service? (That has not already been covered)?

P1	<p>ONLY READ OUT IF DISSATISFIED AT ANY POINT. OTHERWISE SELECT NOT APPLICABLE (SATISFIED)</p> <p>As you were not completely satisfied someone from Bristol City Council may wish to contact you about this. Please say now if you prefer not to be contacted?</p>
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### STAR Perception survey questions (from Q3 2022)

1	mandatory	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Bristol City Council?
2		How satisfied or dissatisfied are you with the overall quality of your home?
3	mandatory	Has Bristol City Council carried out a repair to your home in the last 12 months?
4	mandatory	How satisfied or dissatisfied are you with the overall repairs service from Bristol City Council over the last 12 months?
5	mandatory	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
6	mandatory	How satisfied or dissatisfied are you that [YOUR LANDLORD] provides a home that is well maintained?
7	mandatory	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [YOUR LANDLORD] provides a home that is safe?
8	mandatory	Do you live in a building with communal areas, either inside or outside, that Bristol City Council is responsible for maintaining
9	mandatory	How satisfied or dissatisfied are you that Bristol City Council keeps these communal areas clean and well maintained?
10		If you do not feel that your home (AND/OR COMMUNAL AREAS) are safe and well-maintained, please can you explain why and suggest what could be improved?
11	mandatory	How satisfied or dissatisfied are you that [YOUR LANDLORD] makes a positive contribution to your neighbourhood?
12	mandatory	How satisfied or dissatisfied are you with Bristol City Council's approach to handling anti-social behaviour?
13		Have you reported or experiences anti-social behaviour in the last 12 months?
14	mandatory	How satisfied or dissatisfied are Bristol City Council listens to your views and acts upon them?
15	mandatory	How satisfied or dissatisfied are you with the way Bristol City Council keeps you informed about things that matter to you?
16	mandatory	To what extent do you agree or disagree with the following `Bristol City Council treats me fairly and with respect`?
17		How satisfied or dissatisfied are you that Bristol City Council is visible within your local area?
18		How satisfied or dissatisfied are you that Housing and Landlord services are easy to contact?

19		How satisfied or dissatisfied are you that Bristol City Council staff keep their promises and commitments?
20	mandatory	Have you made a complaint to Bristol City Council in the last 12 months?
21	mandatory	How satisfied or dissatisfied are you with Bristol City Council's approach to complaints handling?
22		The results of this survey are confidential. However, would you be happy for us to give your responses to Bristol City Council with your name attached so that they have better information to help them improve services?
23		Would you be happy for Bristol City Council to contact you to follow up any of the comments or issues you have raised?
24		Are you interested in getting more engaged with Bristol City Council? (If yes, we will pass your details on).

NB: Mandatory questions are those set by the regulator for social housing in September 2022. These questions must be asked to residents. The wording cannot be changed. The regulator requires social housing landlords to begin gathering satisfaction data on these specific questions from April 2023 and submit annual results to the regulator from 2024. Results will be published by the regulator on an annual basis from 2024.