

Customer Satisfaction Survey 2016

In the Summer of 2016 many residents took part in an important survey. We wanted to understand how happy residents are with the way that we deliver services and maintain their homes.

The survey was anonymous and was carried out by an independent market research company called Marketing Means.

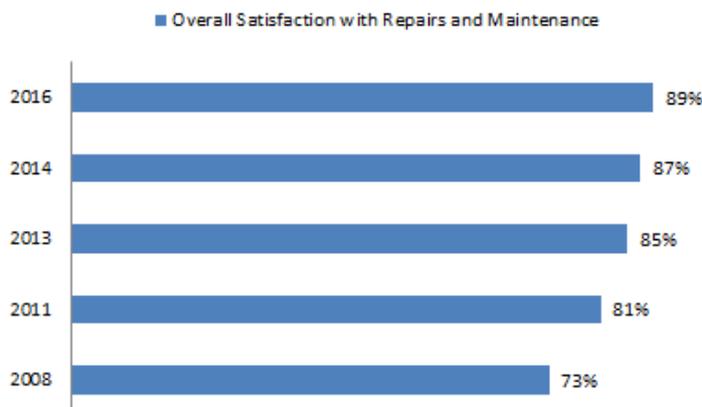
- The survey was sent to a sample of 3,421 residents and 1,641 responded. Thank you to everyone who took part!
- This report contains the key results from the survey and compares with the results from the last survey in 2014. The questionnaire was based on HouseMark's STAR (Survey of Tenants and Residents) questions, which allows us to compare our results with other landlords.

Satisfaction with Key Services

- A high percentage of our residents are happy with the overall services they receive from Plymouth Community Homes (90%).
- Even more residents are satisfied with the quality of their home – 92% - and over 91% of residents are happy with the value for money of their rent.
- All of these ratings have improved since the last survey in 2014.

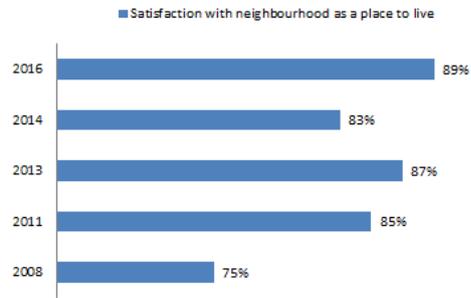
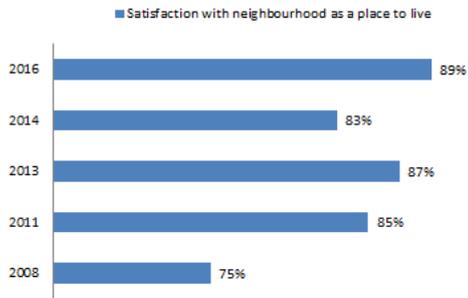
Repairs and Maintenance

- Almost 9 in 10 residents are happy with the way we deal with repairs and maintenance.
- Supporting Housing residents are more satisfied (93.04%) than General Needs residents (85.68%).



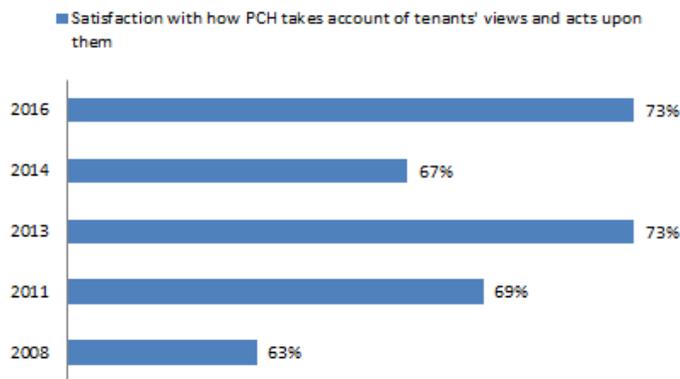
Neighbourhood and Estate Services

- The vast majority of residents are satisfied with their neighbourhood as a place to live.
- Older people are more satisfied (93.72%) with their neighbourhood than younger people (74.19%).
- 85% of residents are happy with estate services – this covers services such as grounds maintenance and how we look after the general appearance of the neighbourhood.
- 71% of residents living in flats are happy with the quality of cleaning in inside their block and 74% are happy with the cleaning on the outside.
- We saw very little difference in satisfaction between age groups overall for this question but generally Supported Housing residents are more satisfied than residents living in other housing types.



Listening to Views and Acting Upon Them

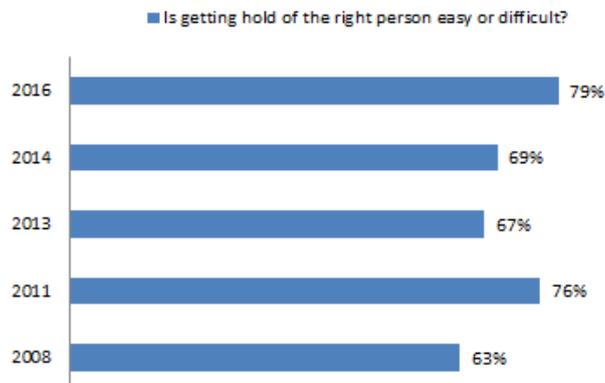
- 73% of residents are satisfied that PCH listens to their views and acts upon them, this has returned to the same satisfaction level as 2013.
- We also asked how satisfied residents are that we shape services around their needs – 76% of respondents confirmed that they were happy we consider their needs when dealing with us.



Supported housing residents are more satisfied (80.38%) than general needs residents (69.37%) that we listen to their views and act upon them. This is lower than we would like and will be taking action to address this when we have understood why this is the case.

Getting Hold of the Right Person

We have previously received feedback from residents that it is hard to get hold of the right person when contacting PCH with an enquiry. We have improved the way that residents can contact us and the results show that 79% now think it is easy to get hold of the right person. This is a significant improvement since the last survey, which told us only 69% were happy.



Comparisons with Other Landlords

A part of measuring how well we are doing, we compare ourselves with other social landlords to check whether our residents are more or less satisfied than theirs.

We compared ourselves against other landlords in August 2016, as soon as our results were available and used the latest published results which were from the 2014/15 financial year.

The figures below show that for all of our main service areas, we are performing better than others:

Question	2014	2016	Trend	Quartile Position
Overall satisfaction with landlord services	88%	90.51%	↑	1 st
Overall satisfaction with quality of your home	90%	92.02%	↑	1 st
Satisfaction with neighbourhood as a place to live	83%	89.10%	↑	1 st
Satisfaction that your rent provides value for money	88%	91.25%	↑	1 st
Satisfaction that your service charge provides value for money	75%	79.84%	↑	1 st
Overall satisfaction with repairs and maintenance	87%	88.63%	↑	1 st
Satisfaction with how PCH takes account of tenants' views and acts upon them	67%	73.73%	↑	2 nd

Conclusions

To draw a conclusion, we are very proud of these results and would like to thank residents for their continued commitment to the success of Plymouth Community Homes.

Inevitably, the survey has highlighted some issues in a few areas and this is vital information that we can use to drive improvements. During the next 12 months, the survey results will be used to help us decide where we need to take action and to help our housing teams when creating neighbourhood plans.

If you have any further enquiries about the survey please call us on 0808 230 6500 or email performance@plymouthcommunityhomes.co.uk and we will be happy to help.