

2023/24 Tenant Satisfaction Measure Results

In April 2023, the Regulator of Social Housing (RSH) introduced 22 new measures to help assess the quality of services provided by social landlords in England. These have been developed to provide consistency of reporting and to drive up standards in social housing across the country, and in publishing our results, this gives you the opportunity to see how we're doing and for you to hold us to account for our performance.

The measures focus on a range of services such as quality and safety of homes, repairs, listening to and respecting tenants, complaints and complaint handling and neighbourhood management.

We compare our service quality and satisfaction scores against other housing associations in England using an independent company called Housemark.

It is our ambition to be in the top 25% for customer satisfaction across social landlords in England, and we believe we have mostly achieved this. We are also introducing clearer customer service standards so that you know what you can expect from us and how we are doing against those standards.

Following your feedback, we want to improve in the areas where we have been told you expect more. This is mainly in relation to complaint handling and how we manage communal areas but we also need to improve with repairs and anti-social behaviour case handling.

We monitor progress against these measures on a quarterly basis, alongside a range of other measures relating to our service standards and these reports can be found on our website here:
www.plymouthcommunityhomes.co.uk/about/our-performance

We will soon be launching a new page on our website where we will publish the most up-to-date results on a quarterly basis, along with an update on our progress with the actions detailed at the end of this report, plus any new ones identified as a result of more recent surveys.

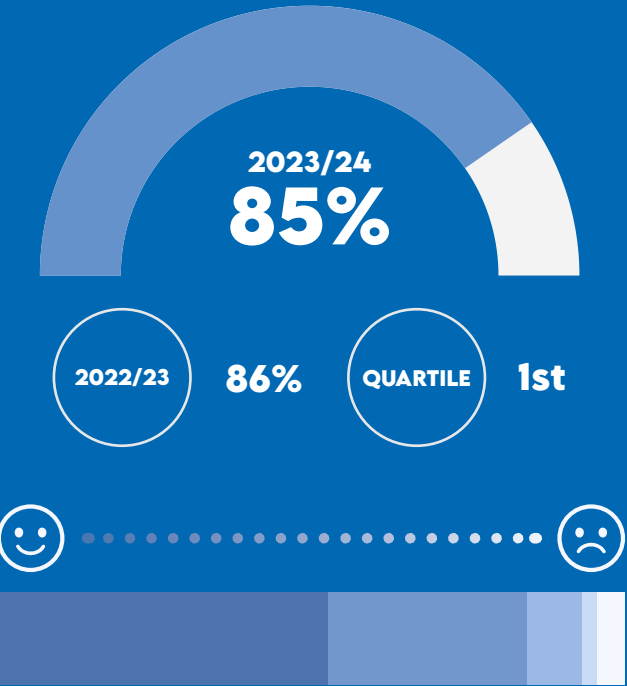
If you are a PCH tenant and you would like to contact us in relation to the results in this report, please contact us by email using the address performance@pch.co.uk or alternatively via our contact centre on 0808 230 6500.



Overall Satisfaction



Proportion of respondents who report that they are satisfied with the overall service from their landlord.



2022/23

86%

QUARTILE

1st



| | |
|------------------------------------|-----|
| Very satisfied | 542 |
| Fairly satisfied | 326 |
| Neither satisfied nor dissatisfied | 89 |
| Fairly dissatisfied | 24 |
| Very dissatisfied | 45 |

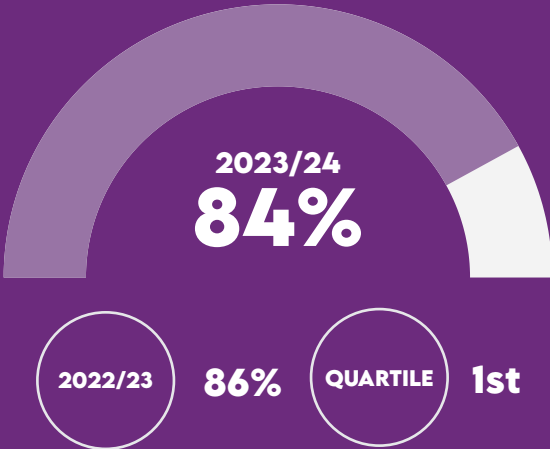
QUARTILE = Housemark mid-year TSM benchmark quartile



Quality of the Home



Proportion of respondents who report that they are satisfied that their home is well maintained.



2022/23

86%

QUARTILE

1st



Proportion of homes that meet the Decent Homes Standard.



2023/24

97.92%

2022/23

99.33%

QUARTILE

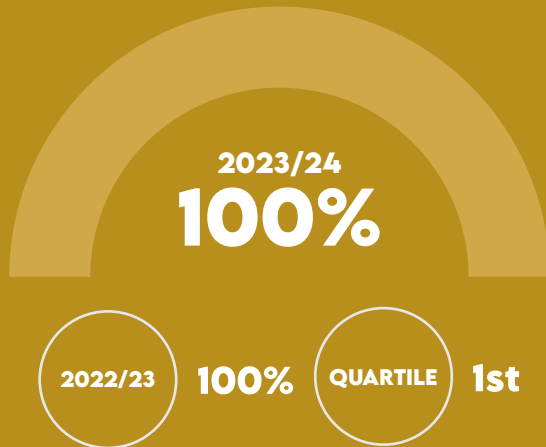
4th

The proportion of homes that do not meet the Decent Homes Standard is 2.08%.

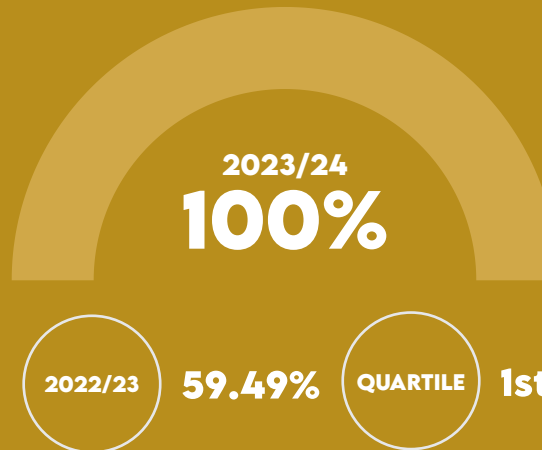
Compliance



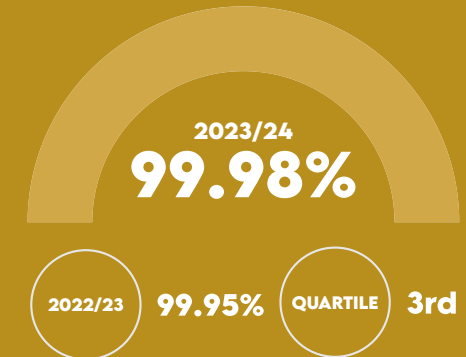
Proportion of homes for which all required fire risk assessments have been carried out.



Proportion of homes for which all required lift safety checks have been carried out.



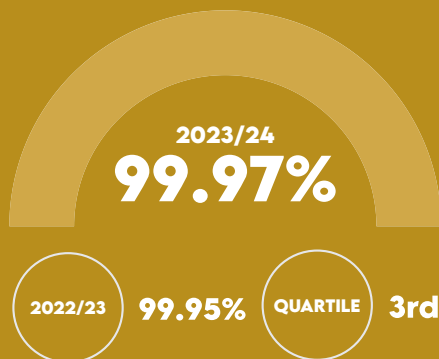
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.



Three homes did not have a management survey in place at the end of the year.



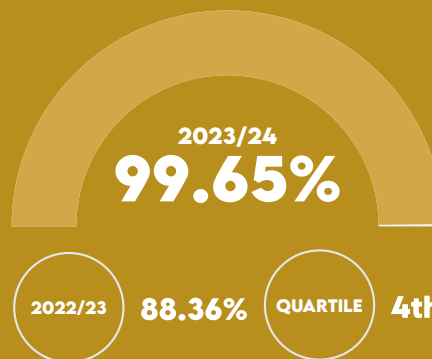
Proportion of homes for which all required gas safety checks have been carried out.



Four homes did not have a valid landlord's gas safety check at the end of the year.



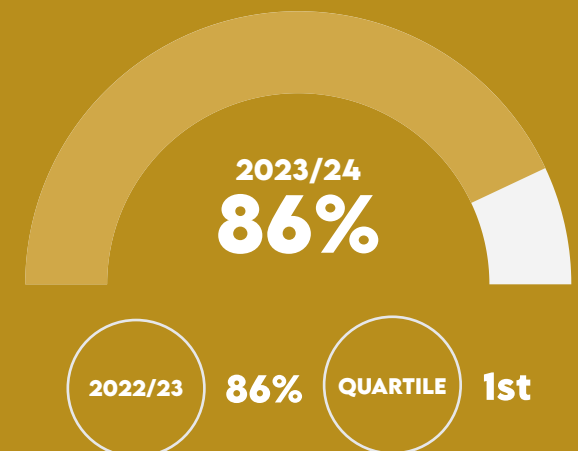
Proportion of homes for which all required legionella risk assessments have been carried out.



Nine homes did not have a legionella risk assessment in place at the end of the year.



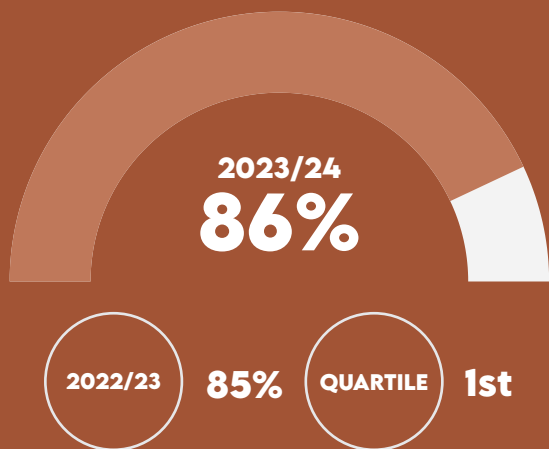
Proportion of respondents who report that they are satisfied that their home is safe.



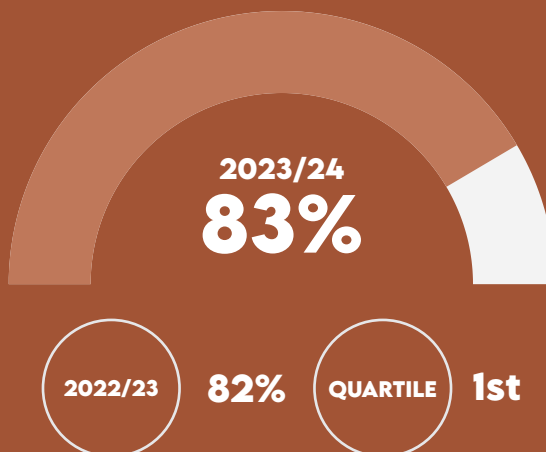
Repairs



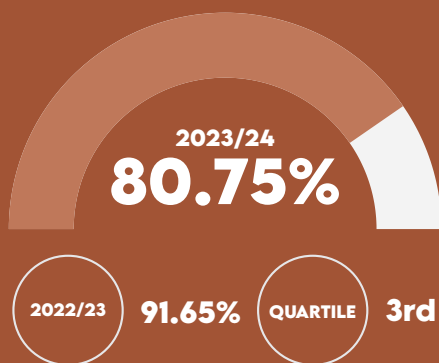
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.



Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.



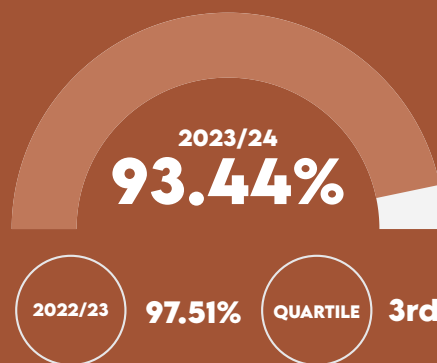
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.



We completed almost 35,000 non-emergency repairs last year, almost 28,000 within 20 days.



Proportion of emergency responsive repairs completed within the landlord's target timescale.



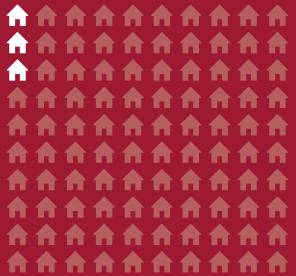
Almost 19,000 jobs were attended within 24 hours of being reported.



Complaints and Complaint Handling



Number of stage one complaints received per 1,000 homes.



2023/24
30.28

2022/23

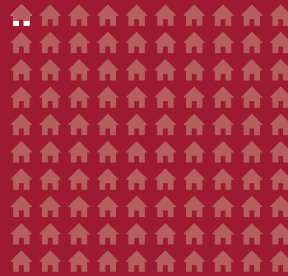
29.58

QUARTILE

3rd



Number of stage two complaints received per 1,000 homes



2023/24
2.8

2022/23

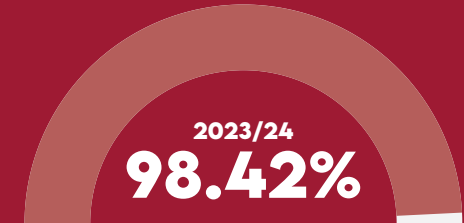
1.59

QUARTILE

3rd



Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.



2023/24
98.42%

2022/23

98.83%

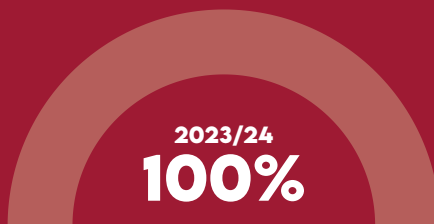
QUARTILE

1st

We received 444 complaints and answered 437 within 10 days.



Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales



2023/24
100%

2022/23

100%

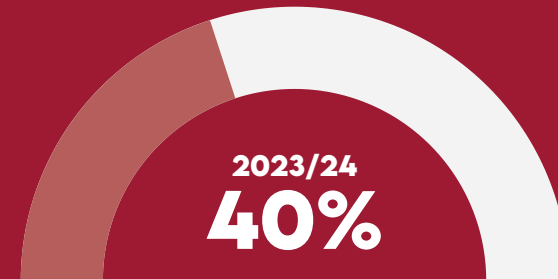
QUARTILE

1st

We need to improve complaint recording, communication during a complaint and do what we say we will.



Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaint handling.



2023/24
40%

2022/23

64%

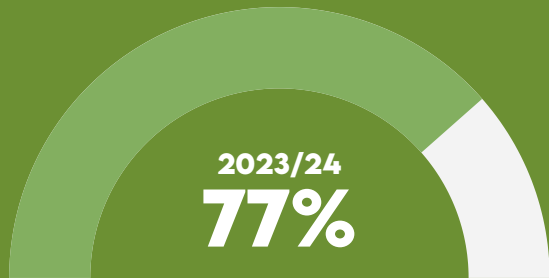
QUARTILE

2nd

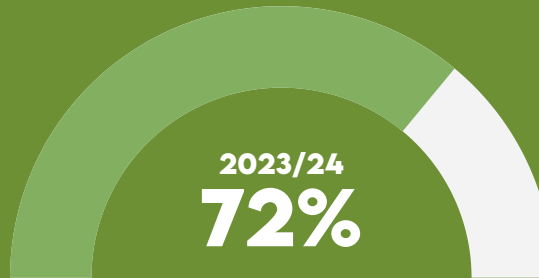
Neighbourhood Management



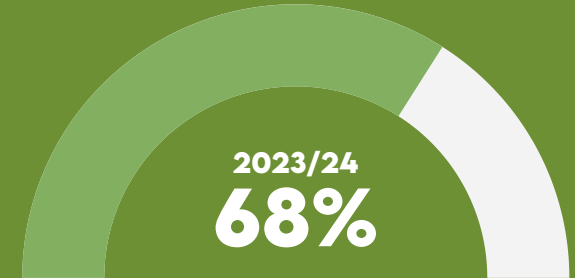
Proportion of respondents who report they are satisfied that their landlord makes a positive contribution to the neighbourhood.



Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.



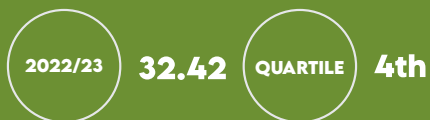
Proportion of respondents who report that they are satisfied with their landlord's approach to anti-social behaviour.



Number of anti-social behaviour cases opened per 1,000 homes.



2023/24
42.56



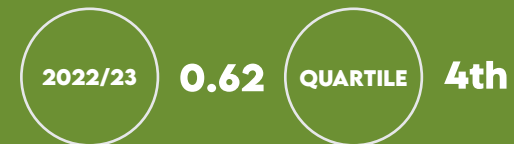
Cases are increasing as landlords improve reporting and recording mechanisms.



Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.



2023/24
0.68

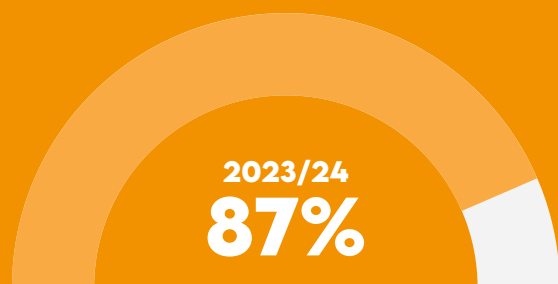




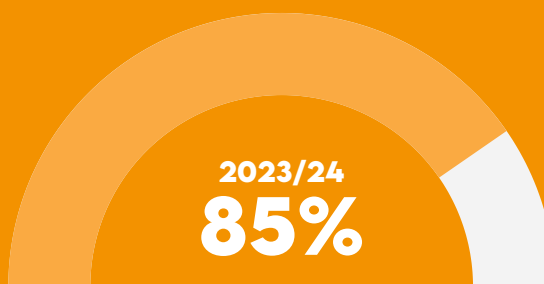
Listening and Respect



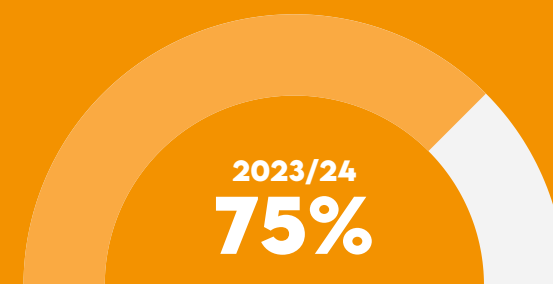
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.



Proportion of respondents who report they agree their landlord treats them fairly and with respect.



Proportion of residents who report that they are satisfied that their landlord listens to views and acts upon them.



Action Plan

There are a number of areas where we know we need to do more in order to achieve our ambition of being in the top 25% of landlords, particularly with complaint handling, anti-social behaviour, repairs and how we manage communal areas.

Additionally, there are a number of areas where we need to better understand tenant perception amongst specific groups. Finally, our overarching ambition is to make it easy for tenants to deal with us; this means ensuring tenants and staff know what to expect from our services, and making more of our services available online so that tenants can manage their tenancies when they want to.

The actions we're planning on delivering during the coming year are:

Overall satisfaction

- Do more research to understand why non-White British and younger tenants are less satisfied with PCH's services than the wider tenant group. Alongside this we will also survey all PCH tenants living outside of the Plymouth area to understand whether they receive the same level of service as tenants living in Plymouth.
- Revise and re-publish our service standards outlining what we will and won't do, and when – and hold ourselves to account for achieving these.
- Introduce customer voice and insight reporting to better understand what tenants' views are and how we can act upon them.

Quality of the home

- Address our Decent Homes position to ensure that all of our homes are decent in future, whilst improving our stock condition data and review how we plan to invest in and update our homes.

Compliance

- Continue with our efforts to gain access to all homes to complete compliance checks, and achieve 100% across all metrics.

Repairs

- Continue to roll out improvements across the repairs service to get back to delivering most repairs within target time, whilst achieving value for money.
- Introduce more self-service options so that tenants can book repairs online and select an appointment at their convenience.

Complaint and Complaint Handling

- Ensure we record all complaints, communicate better with complainants throughout the process and make sure we do what we say we will in response letters.

Neighbourhood Management

- Review options to introduce a communal area cleaning service across all blocks to ensure that all communal areas meet a minimum standard.
- Linked to the above, roll out neighbourhood planning so that we have specific plans, agreed with residents, for all areas we work in.

These actions will be monitored on an ongoing basis by the Customer Focus Committee and regular updates will be placed on our website for tenants to review.





Our Approach to Customer Perception Surveys – Who we survey and how

Our customer perception surveys are carried out independently by Acuity Research and Practise using Market Research Society guidelines, and in line with the methodology required by the Regulator of Social Housing.

All measures have been calculated in line with RSH's guidance, and our approach was independently audited by Mazars in June 2023.

Who do we ask?

Our customer perception results are based on the views of tenants living in Low Cost Rental Accommodation. For our 2024 results, the population was 14,060. Sampling is random and is stratified based on tenure, age, and location.

When do we run our surveys?

Our surveys are run as tracker surveys over time, and Acuity carry out their survey fieldwork quarterly by telephone. We opted for this approach so that we could identify any peaks and troughs in our performance throughout the year and monitor these as indicators of emerging underperformance.

The period of measurement for Tenant Satisfaction Measures surveys is 01/04/2023 to 31/03/2024.

How do we run our surveys?

Our surveys are carried out by Acuity's in-house research team via telephone interview, with an option to complete the survey online. In order to meet the Regulator's reliability requirement to achieve +/- 3%, there were 1026 surveys completed, 1023 by telephone and 3 online.

We did not offer any incentives for participating in this survey.

What happens next?

Our survey results are presented to the Executive Management Team, to our Customer Focus Committee and then onto Board. We use the results and comments made by tenants to develop actions to address underperformance or where service does not meet tenant expectations. This action plan is monitored by the Customer Focus Committee.

In addition to the above, if a respondent mentions any specific issues relating to their home, Acuity record this and notify us through their online portal, which can also be used as a management system to follow up the actions. Furthermore, if their research team hear comments relating to safeguarding, disrepair (including damp and mould, or other causes for concern, we have a red flag system in place whereby Plymouth Community Homes is notified immediately.

What happens next?

The questionnaire we used can be found below.

| no. | Question |
|-----|---|
| 1 | Taking everything into account, how satisfied or dissatisfied are you with the service provided by Plymouth Community Homes? |
| 2 | How satisfied or dissatisfied are you that Plymouth Community Homes provides a home that is well maintained? |
| 3 | Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Plymouth Community Homes provides a home that is safe? |
| 4 | Do you live in a building with communal areas, either inside or outside, that Plymouth Community Homes is responsible for maintaining? |
| 5 | How satisfied or dissatisfied are you that Plymouth Community Homes keeps these communal areas clean and well-maintained? |
| 6 | If you do not feel that your home (and / or communal areas) are safe and/or well maintained, please can you explain why and suggest what could be improved? |
| 9 | How satisfied or dissatisfied are you that your rent provides value for money? |
| 10 | How satisfied or dissatisfied are you that your service charges provide value for money? |

| no. | Question |
|-----|--|
| 7 | How satisfied or dissatisfied are you that Plymouth Community Homes makes a positive contribution to your neighbourhood? |
| 8 | How satisfied or dissatisfied are you with Plymouth Community Homes's approach to handling anti-social behaviour? |
| 12 | Has Plymouth Community Homes carried out a repair to your home in the last 12 months? |
| 13 | How satisfied or dissatisfied are you with the overall repairs service from Plymouth Community Homes over the last 12 months? |
| 14 | How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? |
| 15 | How satisfied or dissatisfied are you with the way Plymouth Community Homes deals with repairs and maintenance? |
| 16 | How satisfied or dissatisfied are you that Plymouth Community Homes listens to your views and acts upon them? |
| 17 | As you are not satisfied that Plymouth Community Homes listens to views and acts upon them, can you explain why, and what could be improved. |

| no. | Question |
|-----|--|
| 18 | How satisfied or dissatisfied are you that Plymouth Community Homes keeps you informed about things that matter to you? |
| 20 | To what extent do you agree or disagree with the following 'Plymouth Community Homes treats me fairly and with respect'? |
| 19 | How satisfied or dissatisfied are you with how Plymouth Community Homes involves residents in decisions relating to your home and your neighbourhood? |
| 11 | Thinking about the LAST time you had contact with Plymouth Community Homes, how satisfied or dissatisfied were you with the service provided? |
| 21 | Have you made a complaint to Plymouth Community Homes in the last 12 months? |
| 22 | How satisfied or dissatisfied are you with Plymouth Community Homes' approach to complaints handling? |
| 22A | Can you explain why you are not satisfied with the way your complaint was handled by Plymouth Community Homes? |
| 23 | Do you know how to make a complaint to Plymouth Community Homes? |
| P1 | The results of this survey are confidential. However, would you be happy for us to give your responses to Plymouth Community Homes with your name attached so that they have better information to help them improve services? |
| P2 | Would you be happy for Plymouth Community Homes to contact you to follow up any of the comments or issues you have raised? |

