

Your views

Housing Services
Tenant Satisfaction Survey 2018



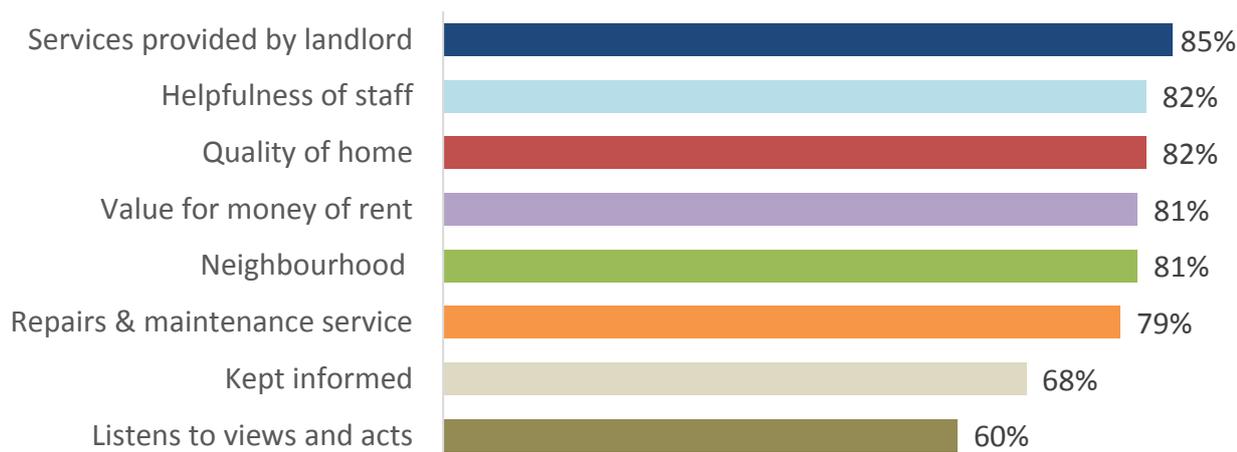
About the survey

Between March and May this year, many of you took part in an important survey. The survey focused on how satisfied you are with the way Dudley MBC Housing Services delivers its key services. The survey was confidential and carried out by an independent market research company – Acuity Research & Practice. The survey was sent to 3,349 randomly selected Dudley Council Housing tenants and 1,051 tenants responded (31%).

THANK YOU TO EVERYONE WHO TOOK PART!

Satisfaction with key services

- 6 out of 7 Dudley MBC Housing Services tenants are happy with the overall services they receive (85%).
- Satisfaction is high with 4 out of 5 tenants satisfied with the quality of the home, the repairs service, helpfulness of staff, value for money of the rent and the neighbourhood.
- Fewer tenants were satisfied with being kept informed or felt that Dudley MBC Housing Services listens to their views and acts on them.



Improving Services

When the results from the 2018 survey are compared with those from 10 years ago the analysis reveals satisfaction in most areas, has increased (overall satisfaction with Housing Services, value for money, customer contact and the repairs service (5% to 11% higher). Satisfaction with being kept informed was 8% lower than 10 years ago.

- Tenants were asked if there is anything else they would like to say and many comments focused on neighbours or neighbourhood issues or the repairs and maintenance service. Dudley Housing Services are looking into these to determine areas for service improvement.
- Just under a fifth of tenants had neighbour or neighbourhood problems (18%) – with anti-social behaviour and car parking often mentioned.
- While just over 1 in 10 tenants mentioned improvements to the repairs service (13%), 12% of the comments were linked to the poor condition of the home and a further 9% mentioned planned / major works.

Service Priorities

- Tenants were asked to rate their three main housing service priorities. First was repairs and maintenance (85%), second was the overall quality of the home (60%) and third was listening to views and acting upon them (41%).
- The lowest ranked service was for support and advice on benefits and rent (27%).
- However, many tenants ranked more than three service priorities, or marked the services with a tick or cross rather than a rank from 1 to 3.

An independent survey carried out by Acuity Research & Practice

Repairs and Maintenance Service

- The majority of tenants are satisfied with the overall repairs service (79%); however the ratings awarded by tenants who had a repair in the last 12 months were much higher and 87% of tenants were satisfied with their last repair.

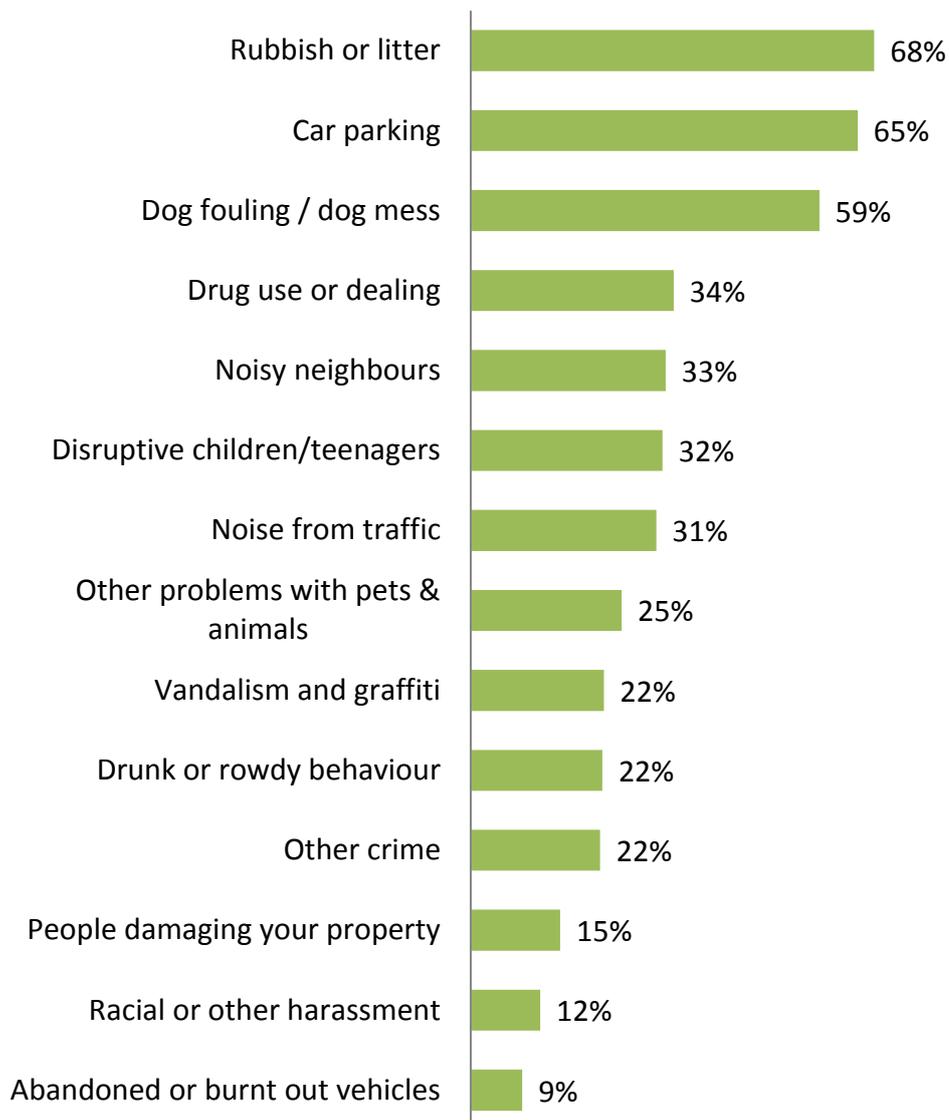


- Compared with the previous survey in 2008, ratings for all measures of the repairs service have increased by between 2% and 5% over the last 10 years.
- Overall 60% of tenants are satisfied with grounds maintenance. As a result of feedback received, Dudley Housing Services is reviewing this to determine where improvements can be made and delivered to tenants receiving grounds maintenance.

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The Neighbourhood

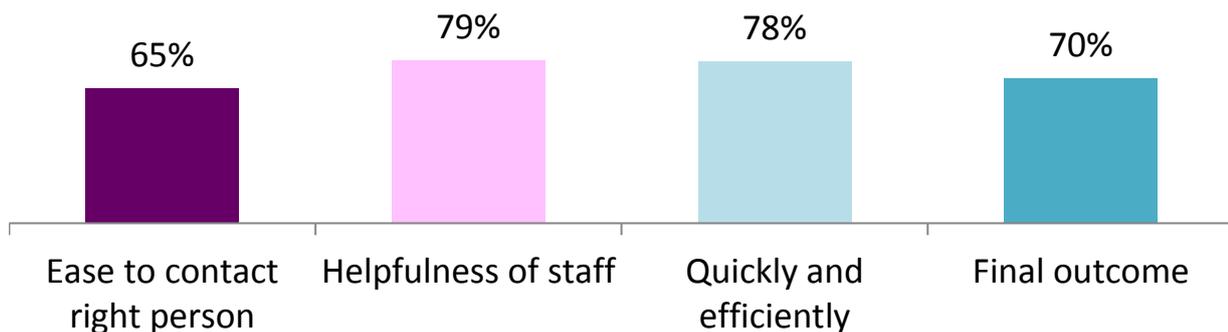
- Overall, 81% of tenants are satisfied with their neighbourhood as a place to live. The rating is 2% higher than in 2008.
- The biggest local problems affecting around two thirds of tenants are car parking (65%) and rubbish or litter (68%). Dog fouling follows as a close third at 59%, with four other issues a problem for around a third of tenants (noisy neighbours, disruptive children/teenagers, drug use or dealing and noise from traffic).



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Customer Service and Communications

- From all survey responses 66% of tenants contacted Dudley MBC in the past 12 months and were asked to rate the overall experience.
- Four fifths of tenants found it easy to contact Dudley MBC and get hold of the right person (79%), with a similar ratings also given for receiving a helpful response (82%). Over three quarters of tenants found Dudley staff able to deal with their query quickly and efficiently (76%) and over two-thirds were satisfied with the final outcome (70%).



- Two-thirds of tenants felt that Dudley MBC Housing Services keeps them informed about things that may affect them as a tenant (68%), while 3 out of 5 tenants felt that Dudley MBC Housing Services listens to their views and acts upon them (60%).
- Tenants are happy for Dudley MBC to use a variety of methods to contact them – with the telephone and in writing the most popular.
- A third of tenants are happy to receive an SMS/text message (36%) and over a quarter would like to use email (27%).

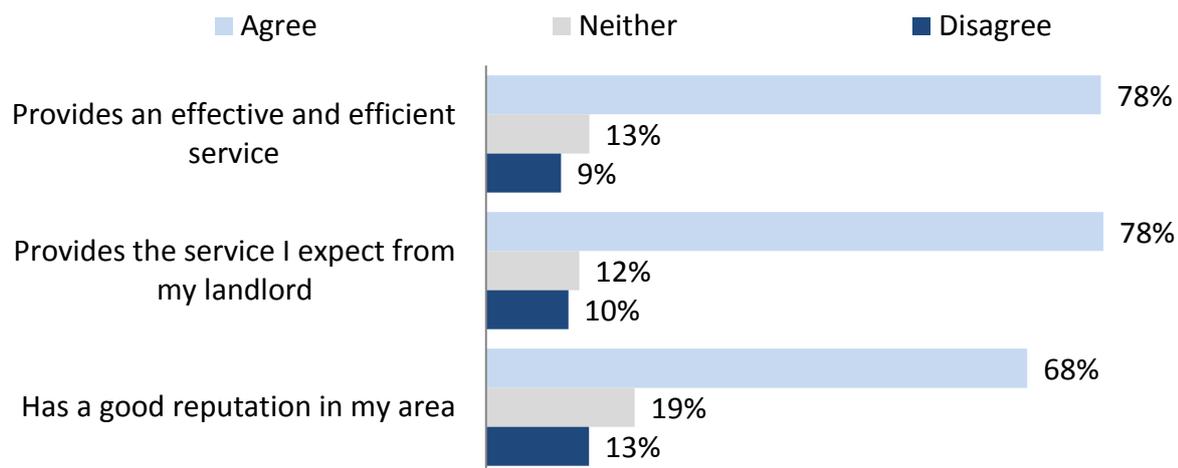
Well-being

- The survey included four measures that give a measure of personal well-being. Most tenants rated their satisfaction with life as high or very high (64%), with a similar percentage either highly or very highly satisfied that the things they do are worthwhile (68%).
- Almost two-thirds of tenants scored their happiness the day before as being either high or very high (65%), while a fairly high percentage also recorded themselves as being anxious the previous day (58%).

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Dudley MBC Housing Services

- Tenants were asked whether they agreed or disagreed with three statements about how Dudley MBC Housing Services, performs its duties as a landlord.
- Almost four-fifths of tenants (78%) agreed that their landlord provides an effective and efficient service, and that it provides the service that they expect (78%).
- A slightly smaller proportion of tenants (68%) agree that Dudley MBC Housing Services has a good reputation in their area.



Carrying out this survey is just part of the work Dudley MBC Housing Services does to involve our tenants in developing services. As well as publishing the results of the survey, Dudley MBC Housing Services plans to put the findings to good use by working with tenants to further improve the services we provide.



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