

Resident satisfaction survey 2016

85%

tenants satisfied



up from
83%



satisfied

neither

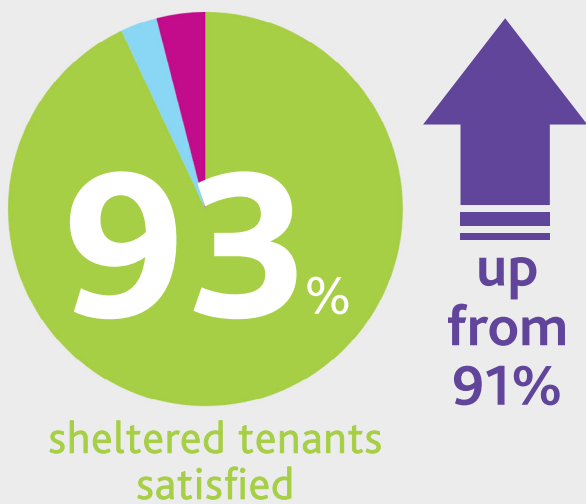
dissatisfied

We ran our resident satisfaction surveys between April and May 2016 using an independent research company. This survey was very important to us, and has helped us to understand what you think of your homes, neighbourhood and our services. We will use the information to improve our services in the future.

We are pleased that overall satisfaction with the service provided by Colchester Borough Homes (CBH) **has improved by two percentage points since 2014**, and by seven points since 2010.

Our sheltered housing tenants are particularly pleased with the services CBH provides, with 93% of those returning the survey being satisfied.

We are also delighted to see a significant improvement in satisfaction amongst our leaseholders, **going up by 12% since 2014**. The leaseholder score of 72% was also much higher than average when compared to other landlords (average 64%).



There is still more we can do to improve. Our satisfaction rate for tenants is still 3% away from the average for other landlords carrying out similar surveys.

The main issues that tenants seemed to be thinking about when they answered this question were:

1st

Quality of the home

2nd

Repairs and maintenance

3rd

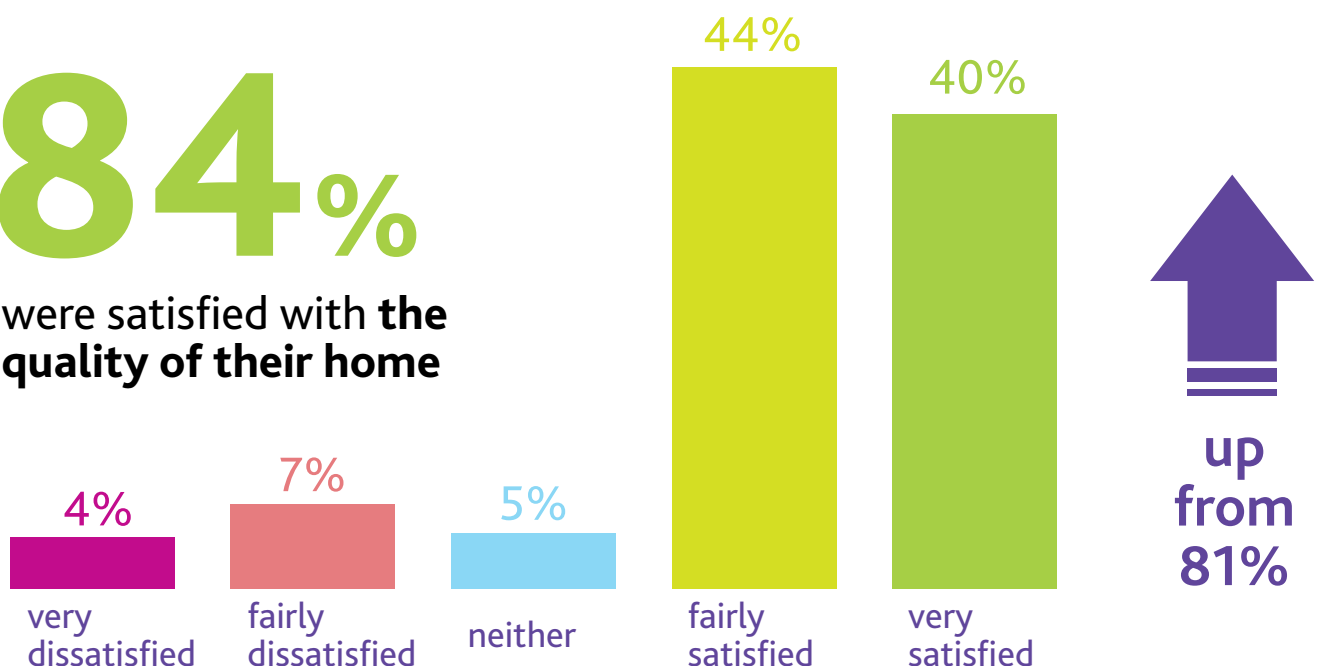
How we deal with enquiries

4th

How well we listen to our residents' views

84%

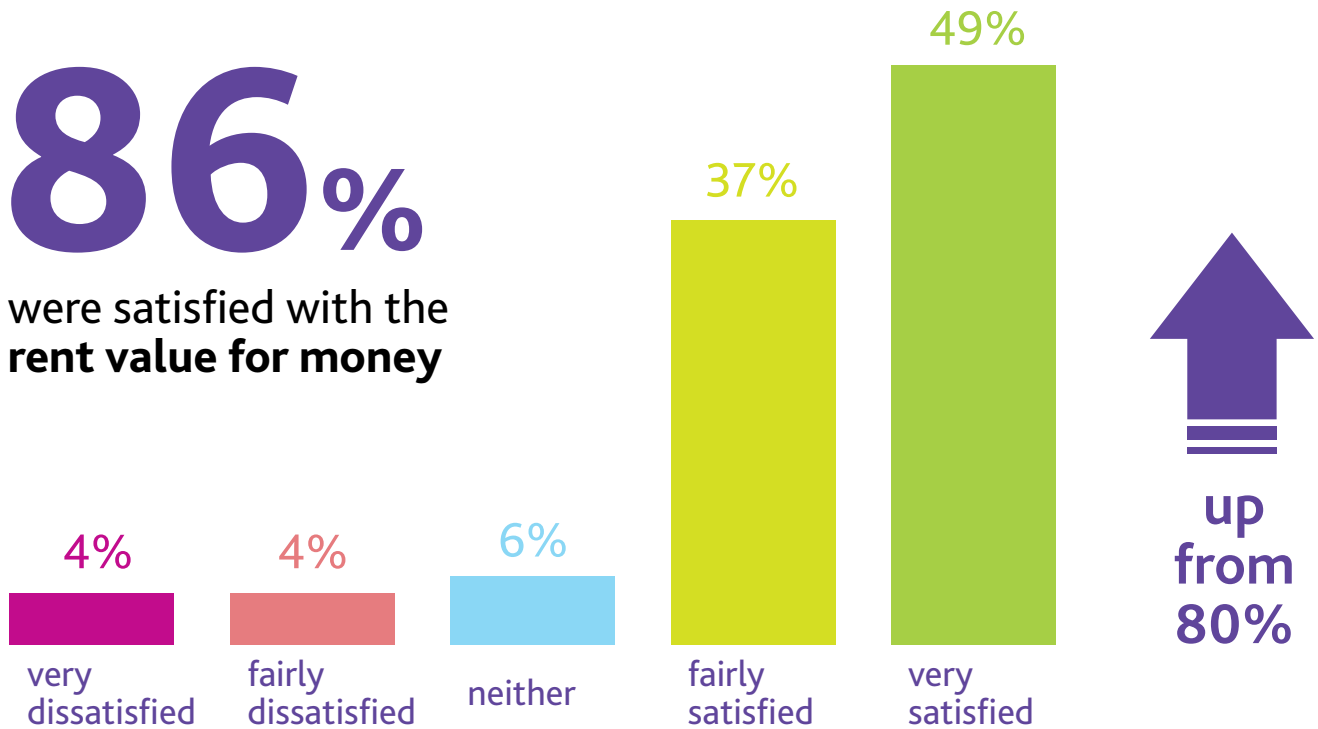
were satisfied with **the quality of their home**



We have been working hard on making improvements to your homes, resulting in a **significant increase** in the satisfaction score. There is still a bit more to do when compared against the average for other landlords (86%), but we are pleased that customers have noticed the progress that has been made already.

86%

were satisfied with the
rent value for money

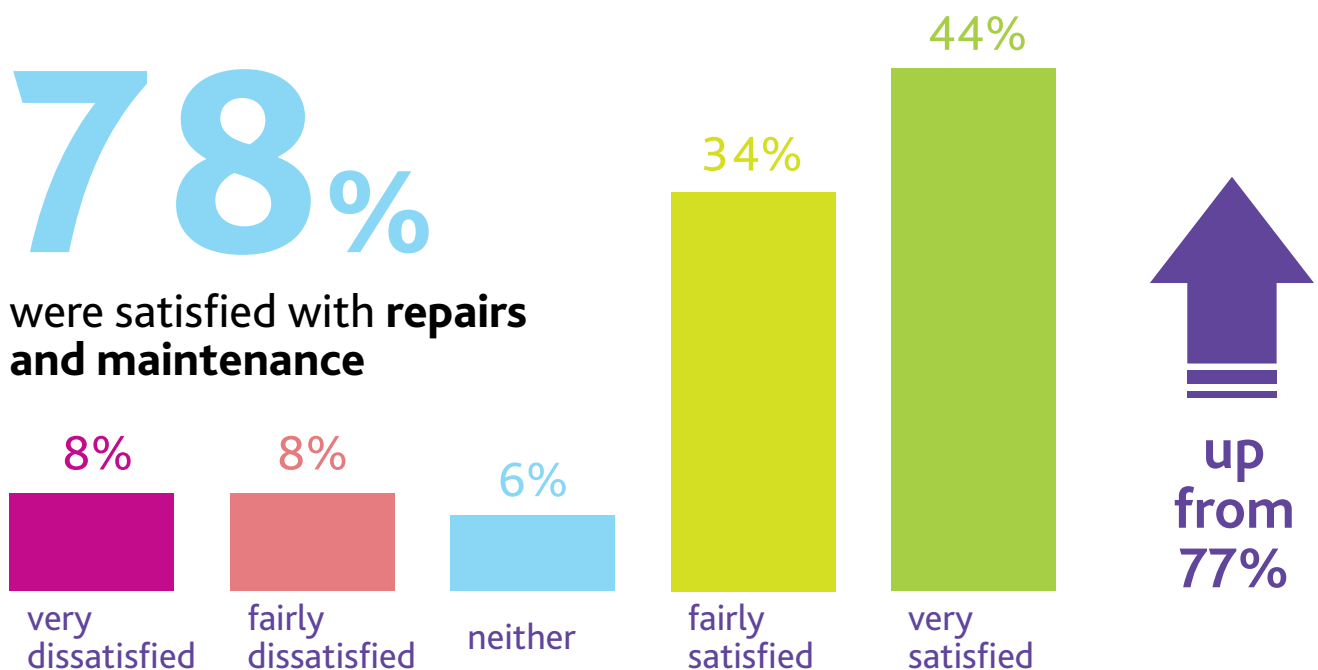


We know that many of our customers can sometimes find it hard to make ends meet, so it is very important for us that tenants get value for money for the rent that they pay.

This score gone up by 6% since 2014, and it is also now 3% **higher than the average** amongst other similar landlords. In addition, our leaseholders are also 7% more likely than before to feel that the service charges represent value for money (63% satisfied), which was also 15% higher than the average.

78%

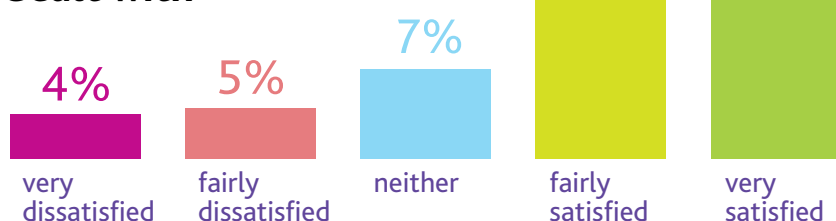
were satisfied with **repairs and maintenance**



Repairs and maintenance is very important to our residents, and we have maintained a similar level of overall satisfaction with the service since 2014 (78% of tenants). In fact, satisfaction with the most recent repair was higher again at 83%, having improved slightly since 2014. Our biggest improvement was in the speed of repairs, with a **5% increase in satisfaction** for both the time it took to start work (80% satisfied), and the time it took to complete (84% satisfied).

85%

were satisfied with **how enquires are generally dealt with**



The customer service experience was closely linked to how satisfied residents were with CBH overall. The results in this section were close to the average for other landlords. About a third of respondents used CBH's online services, such as reporting a repair or paying rent via the website.

About the survey

This survey was similar to one we carried out in 2014, and also used many questions from a standard national questionnaire. This meant that we were able to compare many of the results with the 2014 survey, as well as against other similar housing providers across the country.

The survey was sent to a sample of 1,600 general needs tenants, and all those living in sheltered housing. A separate version was sent to all our leaseholders. Residents could also take part online. We were pleased that many of you took part, with response rates similar to those for other landlords.



see the full report online at
www.cbhomes.org.uk/star

Thank you!

We would like to thank all of you who took the time to take part in the survey.

The information that you provided will play an important role in improving our services in the future.

Congratulations to our survey prize draw winners: Mrs Ketteringham, Mr Hayes, Mr Harkin, Mrs Chamberlain and Miss Treweek.

40%

tenant response rate

883

tenants took part

29%

leaseholder response rate