

Oldham Residents Resident Satisfaction Survey 2021

About the survey

In April and May 2021, many of you took part in an important survey.

The survey focused on how happy you are with the way Housing 21 delivers key services and maintains your homes. The survey was anonymous and carried out by an independent market research company – Acuity Research & Practice.

This report contains key results from the survey in respect of residents' opinions about their homes and the services received.

Housing 21 carried out a census survey of all of its residents, over 19,000 questionnaires were sent out in total. This include over 1,30 residents in Oldham.

A total of
858
residents in Oldham
took part.



Your Court Manager



93%

Nine out of ten residents are happy with the frequency of contact they have with their Court Manager.



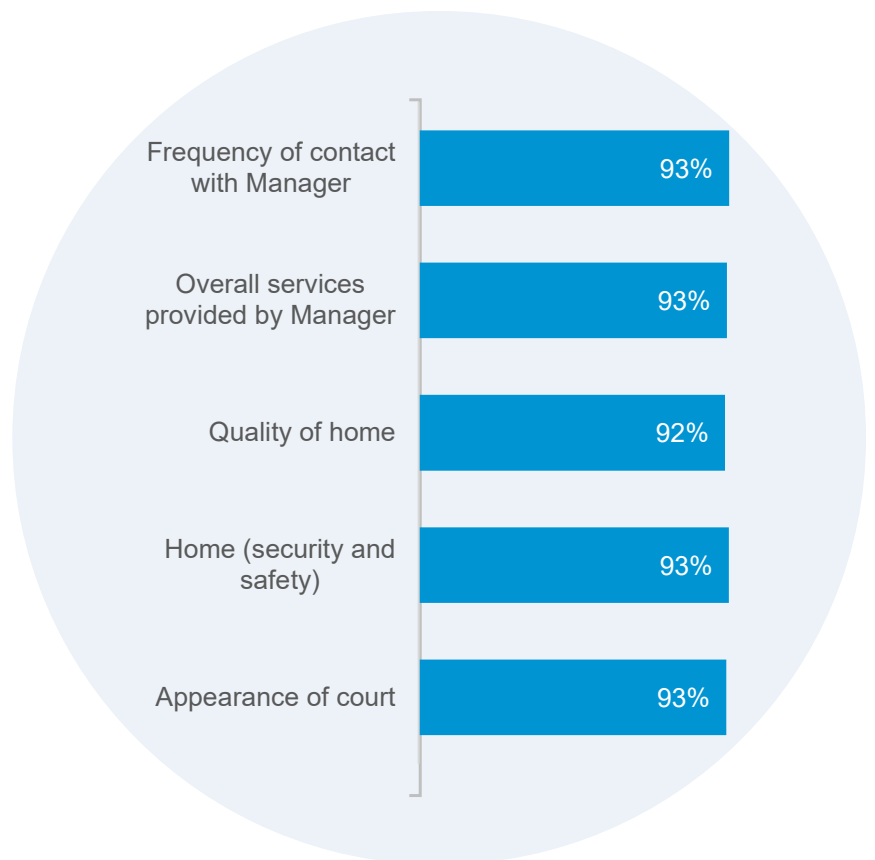
93%

Satisfaction with the overall service provided by the Court Manager is rated just as highly.

Your Home



92% of residents are satisfied with the quality of their home. Encouragingly, 93% of residents feel safe and secure in their home. The vast majority of residents are also satisfied with the overall appearance of their court (93%).



Making a complaint

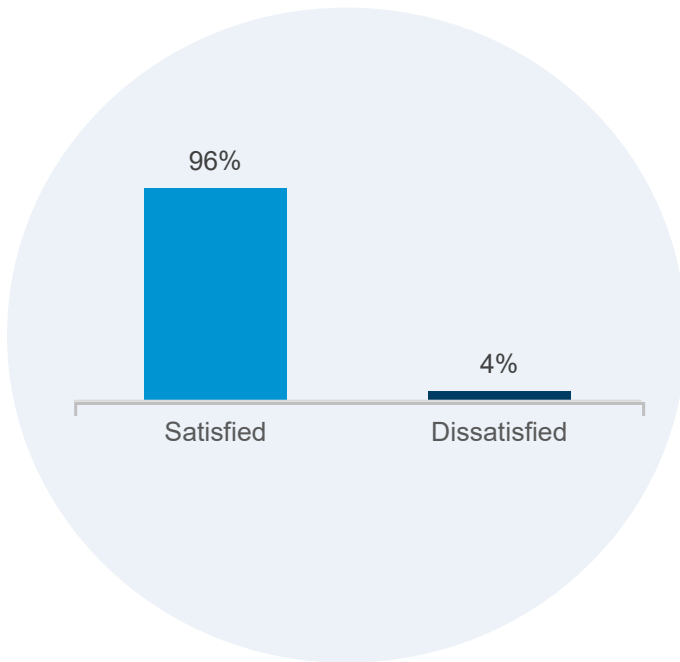


Some 92% of residents said that if they were unhappy about something that Housing 21 had or had not done they would complain (8% would not).

Repairs and Maintenance



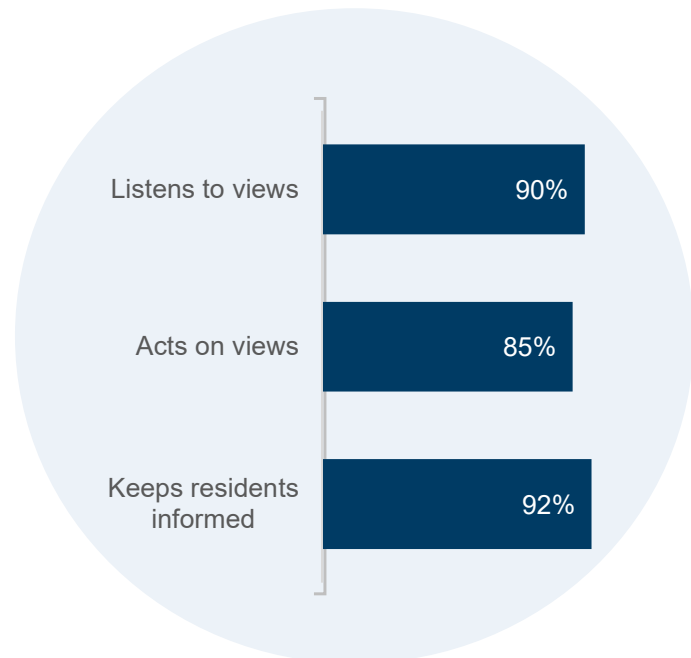
The majority of residents are satisfied with the repairs & maintenance service overall (96%), and just 4% of residents said that they are dissatisfied.



Communications

Nine out of ten residents feel that Housing 21 listens to their views (90%), while slightly fewer feel that Housing 21 acts on them (85%).

Encouragingly, 92% of residents feel that Housing 21 keeps them informed about things that might affect them as a resident. A number of residents are dissatisfied in these areas (8% to 15%).



Value for money and the service charge statement



Nearly all residents feel that the rent (94%) and service charge (93%) provide good value for money.



93% of residents find it easy to understand their service charge statement.

Overall services

95%

Some 95% of residents are satisfied with the overall service provided by Housing 21, while just 5% are dissatisfied.

What Oldham residents like about the services provided by Housing 21

Top 10 comments		Number of residents
1	Generally happy, no problems	135
2	Repairs service/workforce	132
3	Good overall service	84
4	Attitude of staff	79
5	Good communications and contactable	71
6	Housing officer/warden	56
7	Feel safe and secure	50
8	Communal cleaning & maintenance	36
9	No comment/suggestions	22
10	Like my home (type, size, condition)	22

A very good service above and beyond what we would expect.

Everything. Court Manager is excellent.

If you have a repair to be done, they are quite quick to resolve it.

Always there for any problem or repairs that need doing.

Everything is beautifully maintained to make us very happy with our area outside.

Can always rely on them any time.

Friendly, no nonsense and very capable staff

Cleanliness in all areas.

Court manager is very good, nothing is too much trouble.

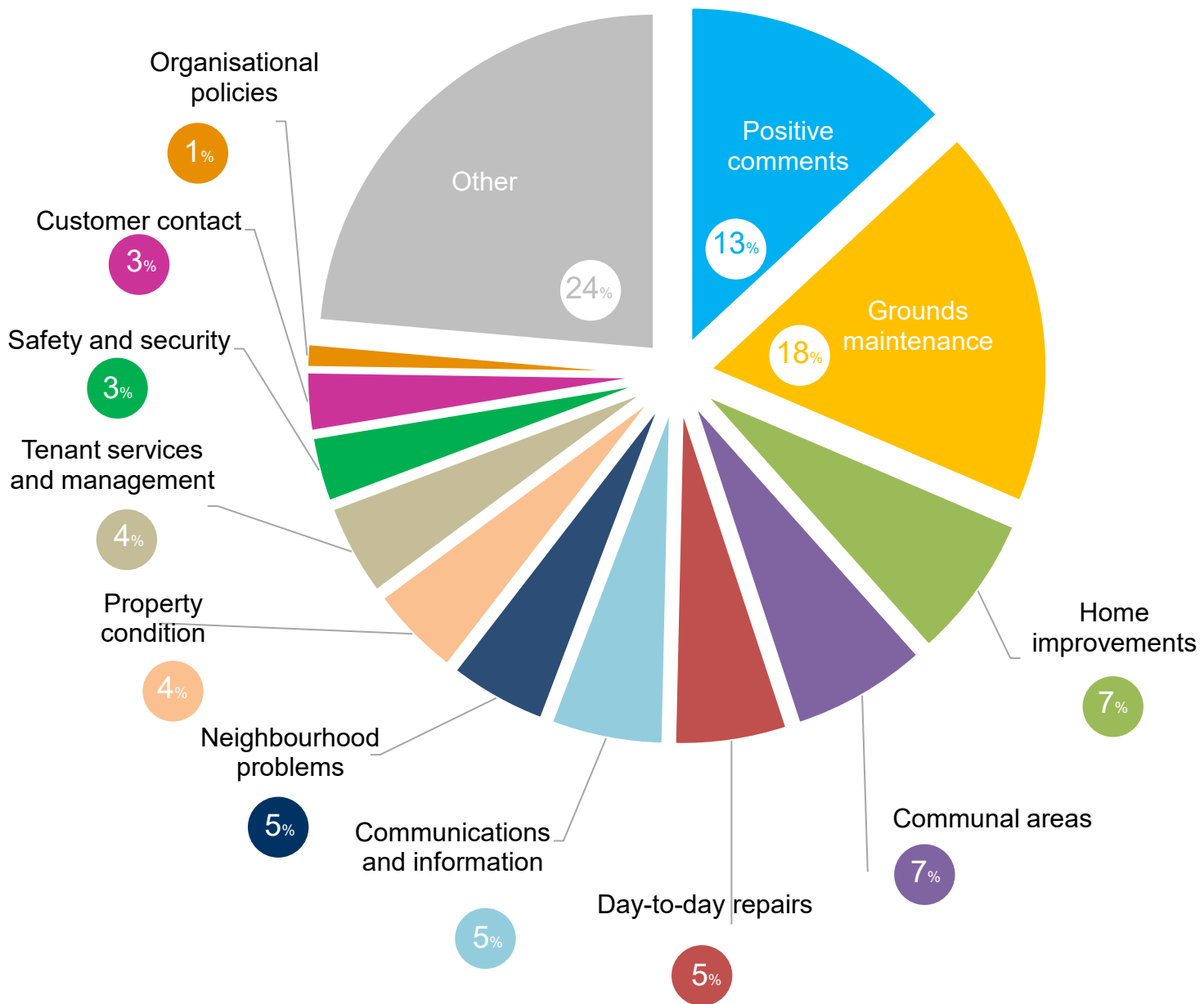
I feel safe.

Housing 21 will be using the results from the survey to review and improve services.

Improving Services

Residents were asked what area of the service provided by Housing 21 could be improved. A total of 9,779 comments were made from all residents.

12% of the comments from Oldham residents were complimentary about Housing 21. Improvements to grounds maintenance topped the list of areas where Oldham residents would like to see improvements. Also mentioned by 5% or more residents were home improvements, communal areas, day to day repairs, communication and neighbourhood issues.

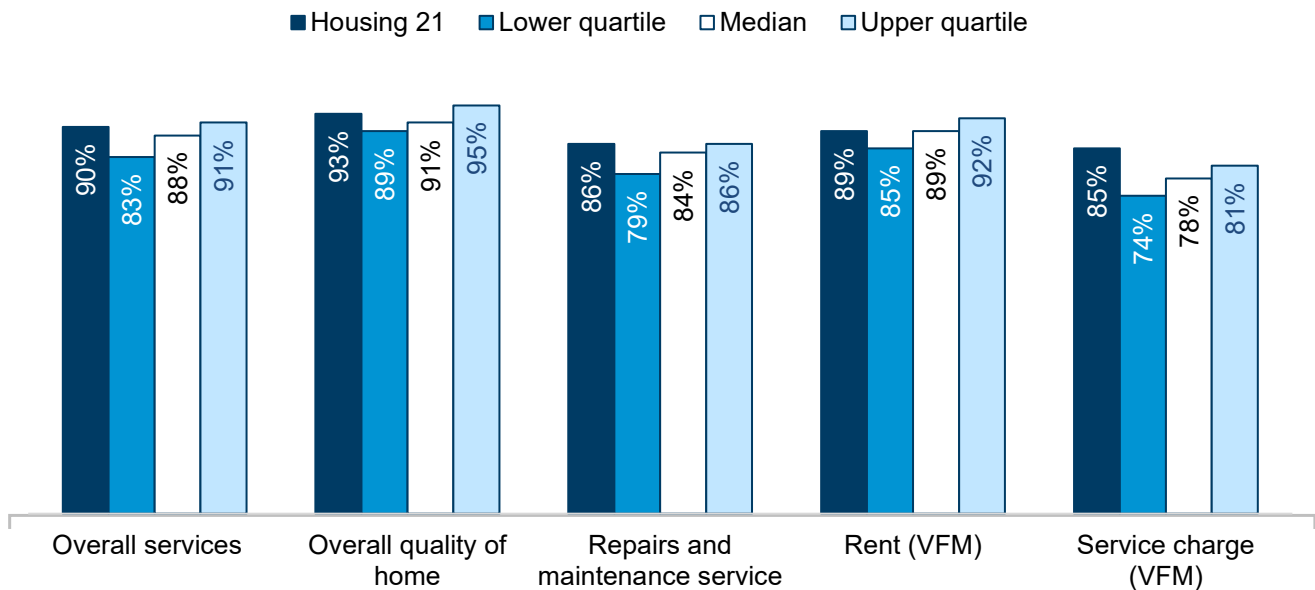


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Housing 21's results have been compared with averages produced by HouseMark benchmarking for Housing for Older People residents of other landlords. Satisfaction overall is 2% above average. Satisfaction with the repairs service and the service charge are above average (3% and 7% respectively) and fall in the top 25%. The quality of the home and value for money of the rent are also close to or above average.

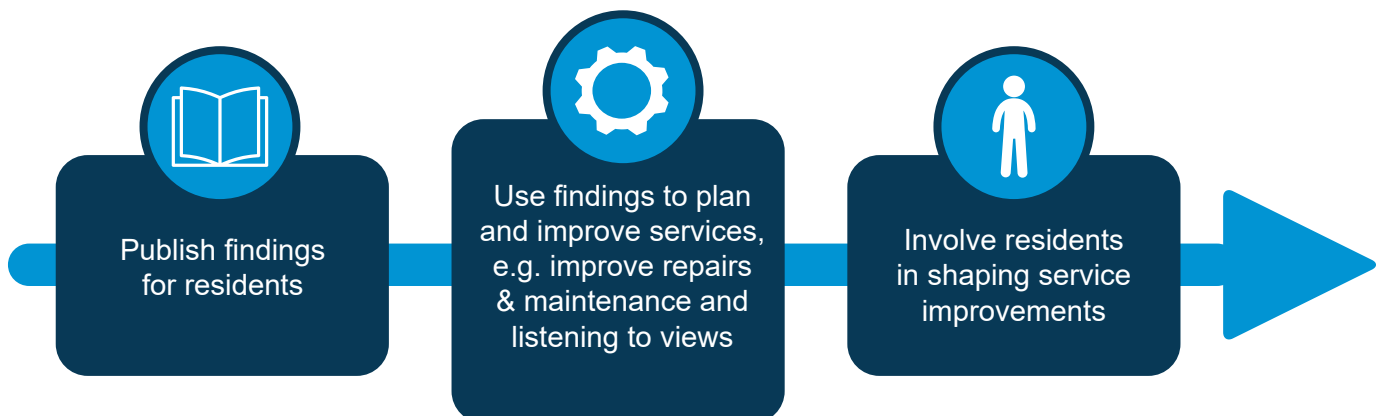
Comparison with other landlords

Note the figures in the chart below are different from others in this report as they were recalculated to match the Housemark benchmarking figures.



You say – We do

Carrying out this survey is just part of the work Housing 21 does to involve you in developing services. As well as publishing the results of the survey, Housing 21 plans to put the findings to good use by working with residents to further improve the services we provide.



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Your views

Housing 21 - Resident Satisfaction Survey 2021

Next steps!

Housing 21 appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work very well and those we know can and should improve.

Where you have said that you are happy for us to, we might contact you to discuss an issue you have raised, invite you to participate in other feedback events or to ask for more information.

Thank you very much.



Thank you once again to all of you who took part!