

# Your views

# Housing 21

## Extra Care Housing 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.

Housing 21 carried out a census survey of all of its residents, over 19,000 questionnaires were sent out in total. This include over 4,000 residents in Extra Care Housing.

A total of

# 2,089

residents in Extra Care  
Housing took part.



Thank you to all of  
you who took part!

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

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

# Housing 21

# Your Court Manager



90%

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



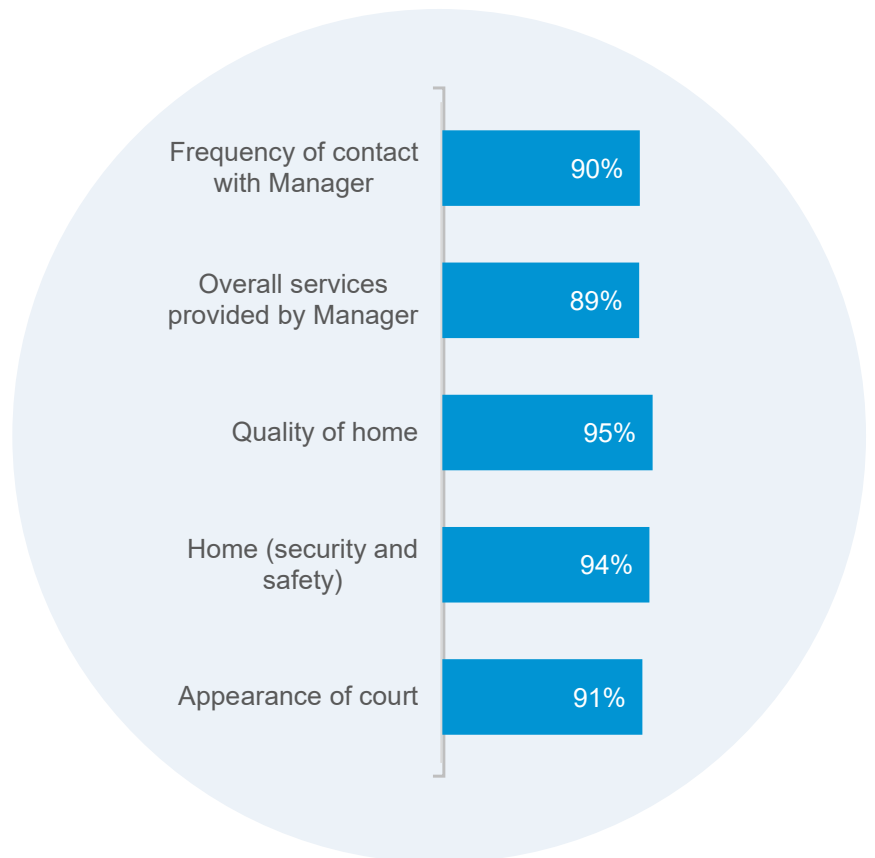
89%

Satisfaction with the overall service provided by the Court Manager is almost as high at 89%.

# Your Home



95% of residents are satisfied with the quality of their home. Encouragingly, 94% of residents feel safe and secure in their home. The vast majority of residents are also satisfied with the overall appearance of their court (91%).



# Making a complaint



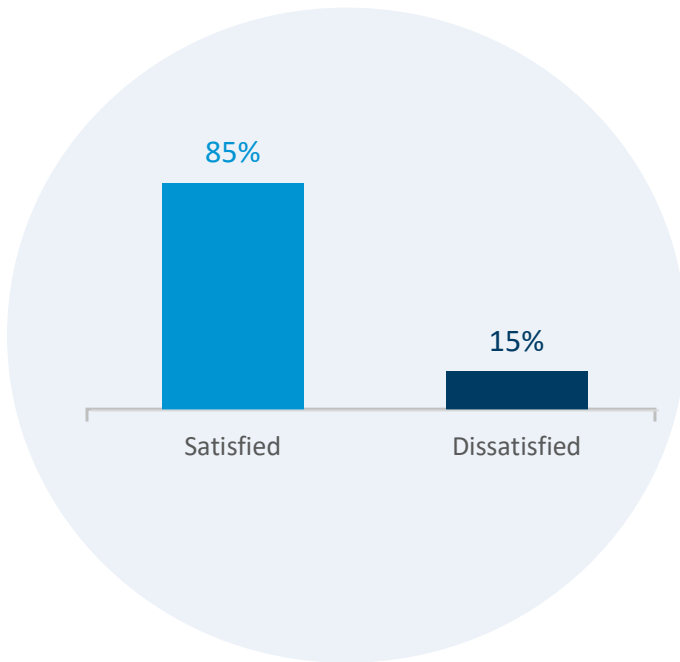
Some 91% of residents said that if they were unhappy about something that Housing 21 had or had not done they would complain (9% would not).

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

# Repairs and Maintenance



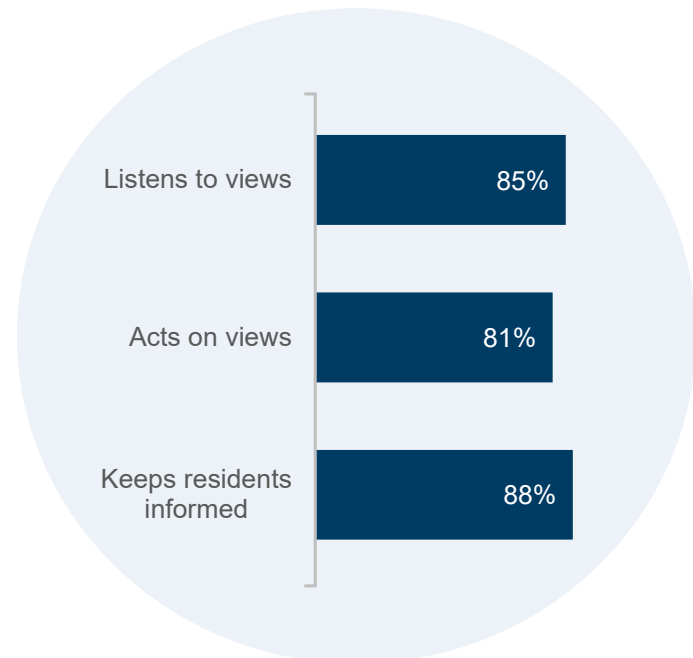
The majority of residents are satisfied with the repairs & maintenance service overall (85%), however, 15% of residents said that they are dissatisfied.



## Communications

Six out of seven residents feel that Housing 21 listens to their views (85%), while slightly fewer feel that Housing 21 acts on them (81%).

Encouragingly, 88% 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 (12% to 19%).



## Value for money and the service charge statement



A high percentage of residents feel that the rent (89%) and service charge (86%) provide good value for money.



83% of residents find it easy to understand their service charge statement, while 17% do not.

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# Overall services

90%

Some 90% of residents are satisfied with the overall service provided by Housing 21, while 10% are dissatisfied.

## What Extra Care residents like about the services provided by Housing 21

	Top 10 comments	Number of residents
1	Attitude of staff	454
2	Generally happy, no problems	267
3	Feel safe and secure	189
4	Good communications and contactable	151
5	Good overall service	145
6	Like my home (type, size, condition)	115
7	Communal cleaning & maintenance	96
8	No comment/suggestions	78
9	Repairs service/workforce	54
10	Housing officer/warden	45

Carers are very understanding and help me with what needs to be done

Repairs done very quickly.

Knowing someone is always there if needed.

Security. Knowledge that any emergency will be dealt with immediately.

Beautiful flat, gorgeous gardens.

I love my flat and the staff are amazing. I have found everyone very helpful when I go to them.

Nothing is too much trouble.

Accommodation is a good size and premises clean.

Activities and staff are very helpful.

Always someone to talk to.

Care staff and management staff are very helpful.

I am happy here. They look after me and I know I am safe.

Feel secure and safe.

Staff are very friendly and open to suggestions.

Everyone is very friendly and approachable.

Comfortable flat and nice garden

Excellent service provided by

Friendly, professional and competent at all times. Understanding too.

I don't have to worry about anything

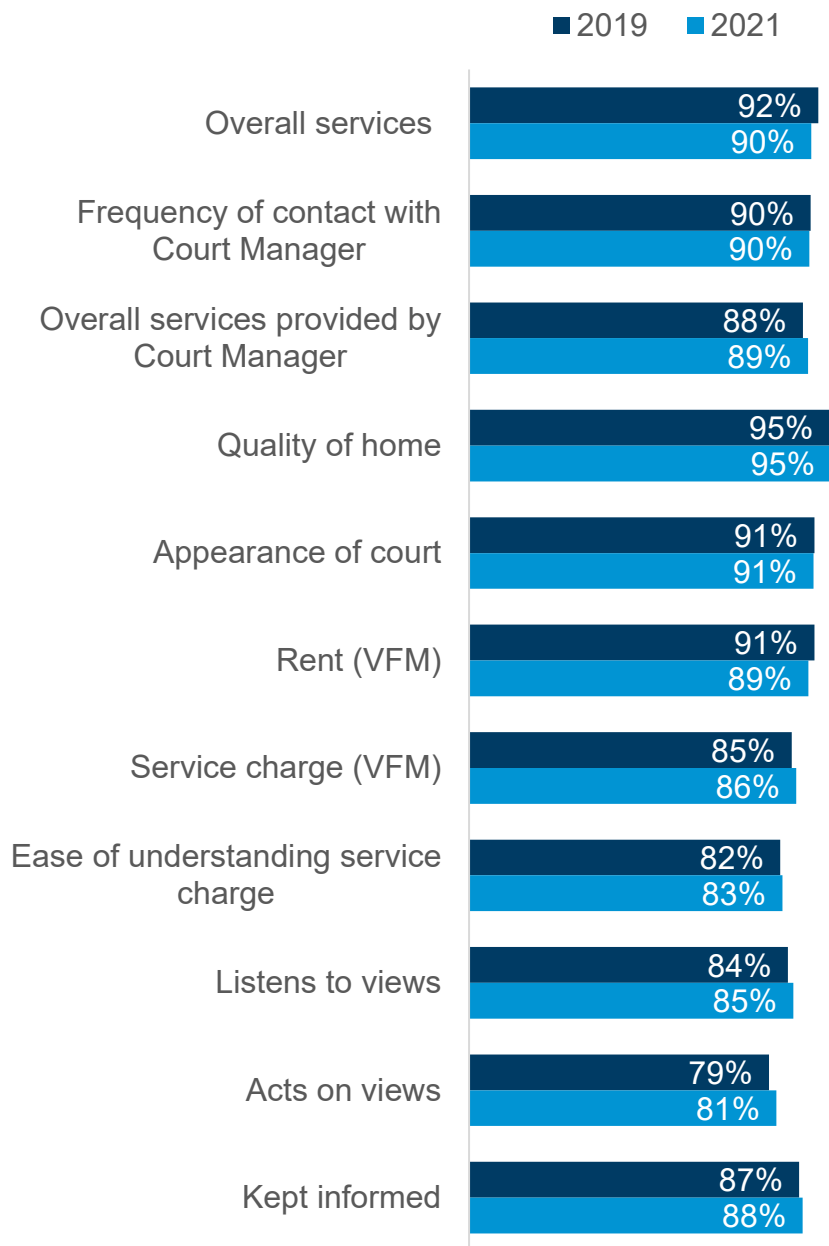
Housing 21 will be using the results from the survey to review and improve services.

# How satisfaction has changed in the last two years

Overall satisfaction has fallen slightly in the last two years (2% lower) and matches the fall in satisfaction with the value for money of the rent (2% lower).

Elsewhere satisfaction levels are either the same as in 2019 (quality of the home and appearance of the court), or slightly higher (1% to 2% higher).

A change of around 2% up or down is needed to be statistically significant.



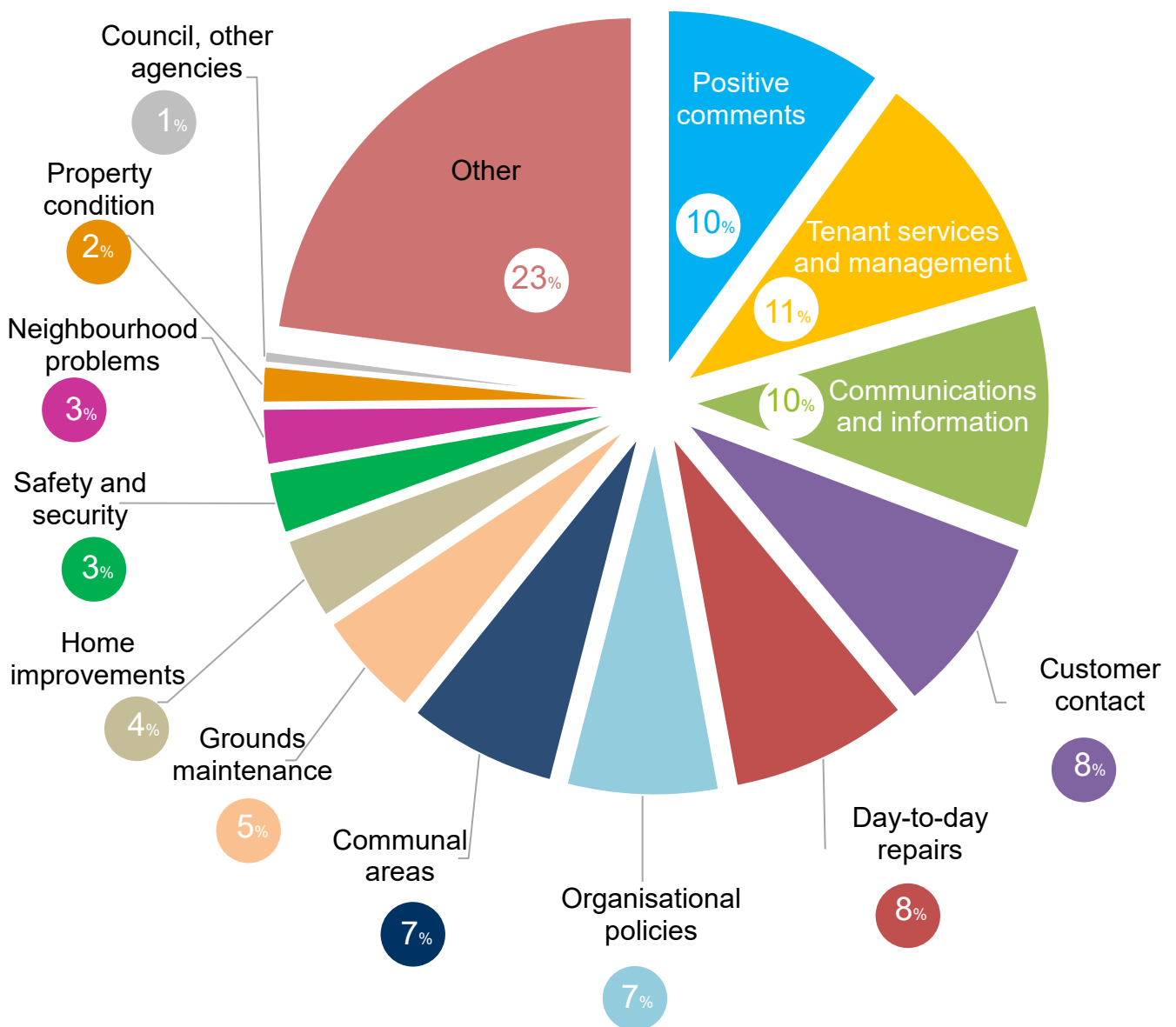
It is impossible to say whether the changes are linked to the ongoing pandemic which has seen a dramatic change in residents' lives and the way landlords deliver their services. The majority of landlords are also reporting lower levels of satisfaction since the start of the pandemic.

# 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.

Some 10% of the comments from Extra Care residents were complimentary about Housing 21.

The services where Extra Care residents would like to see improvements covered a wide range of areas (as shown in the chart below). Comments were linked to tenant services, communication, customer contact, day to day repairs, organisational policies, communal areas, grounds maintenance, home improvements, safety and security, and neighbourhood issues.

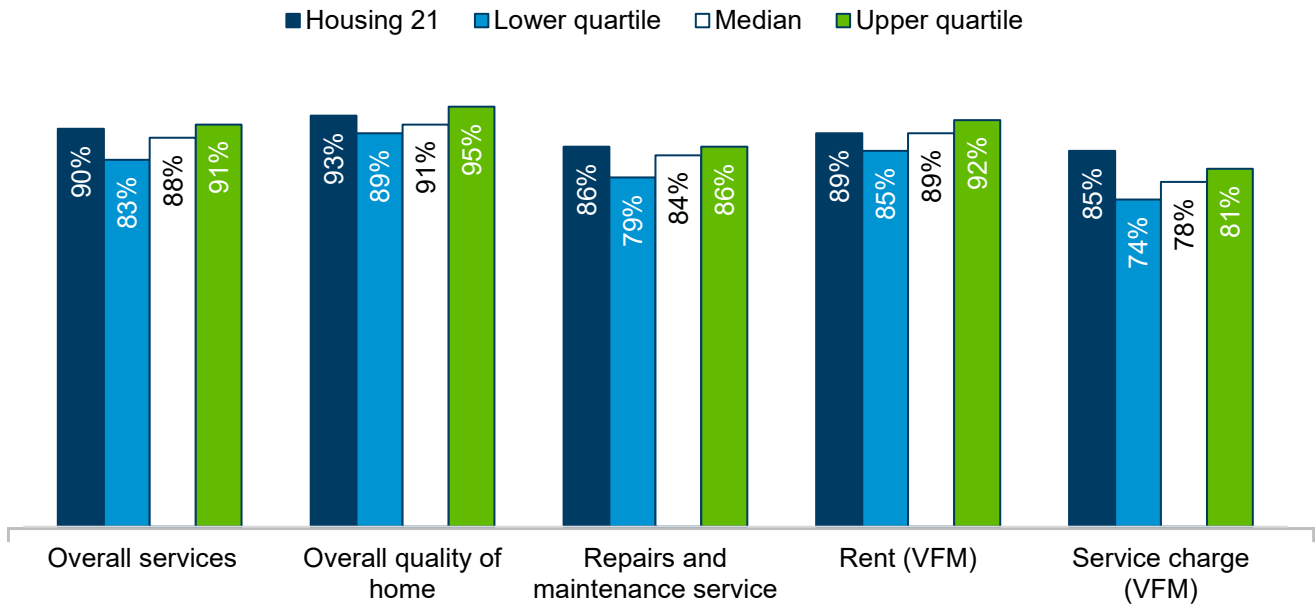


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# Comparison with other landlords

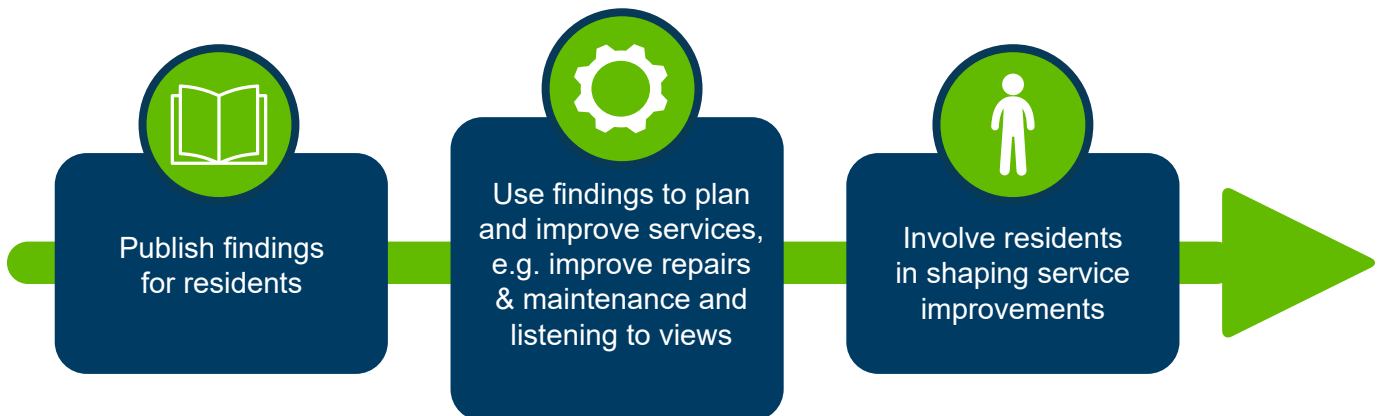
Housing 21's results have been compared with averages produced by HouseMark benchmarking for Housing for Older People residents of other landlords. Satisfaction overall is 2% above average. Satisfaction with the repairs service and the service charge are above average (3% and 7% respectively) and fall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

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!