

## Retirement Living 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 11,000 residents in Retirement Living.

A total of  
**7,217**  
residents in Retirement  
Living took part.



Thank you to all of  
you who took part!

# Your Court Manager



92%

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



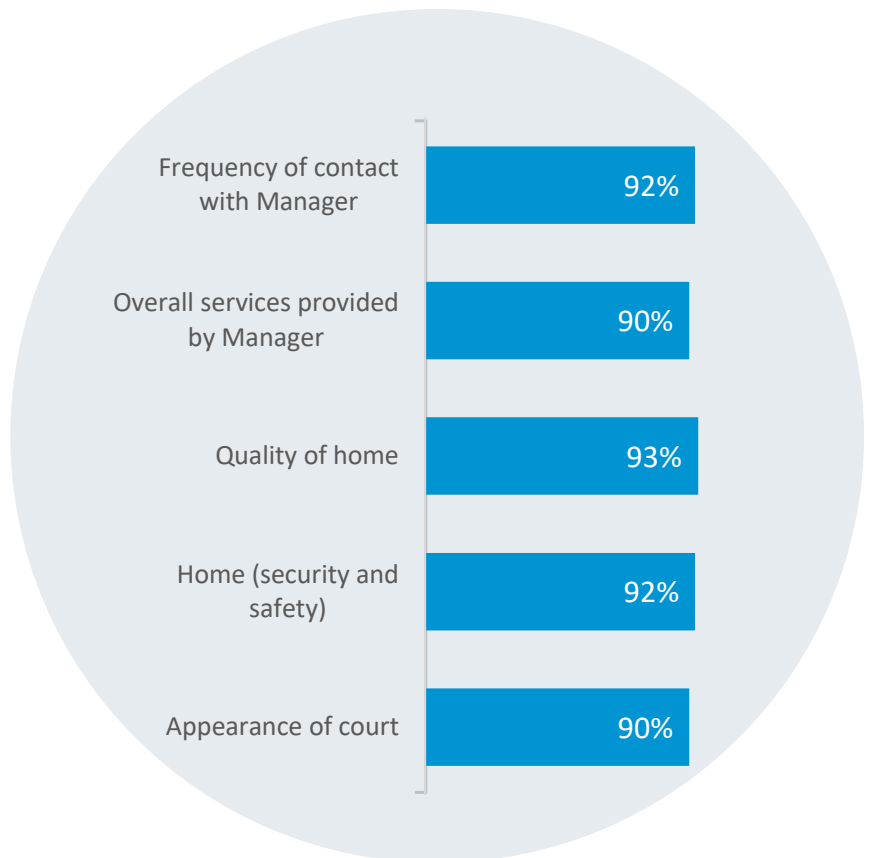
90%

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

# Your Home



93% of residents are satisfied with the quality of their home. Encouragingly, 92% of residents feel safe and secure in their home. The vast majority of residents are also satisfied with the overall appearance of their court (90%).



# Making a complaint



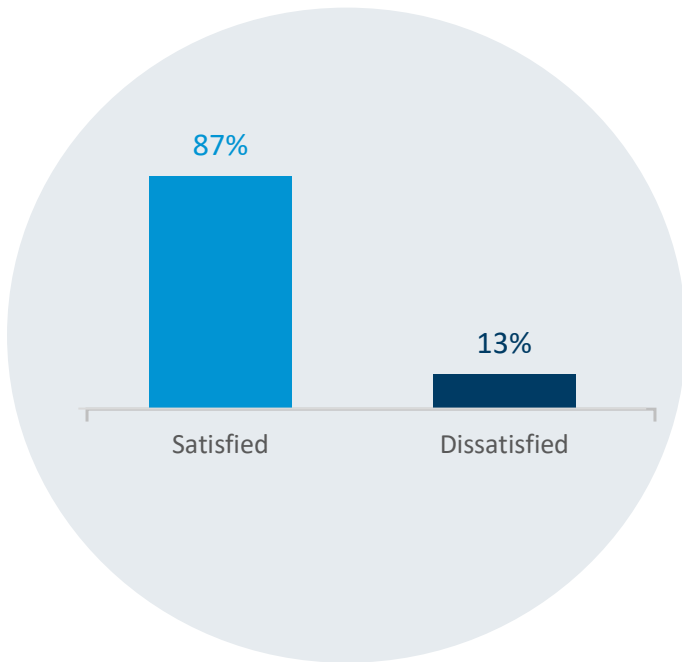
Some 90% of residents said that if they were unhappy about something that Housing 21 had or had not done they would complain (10% would not).

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

# Repairs and Maintenance

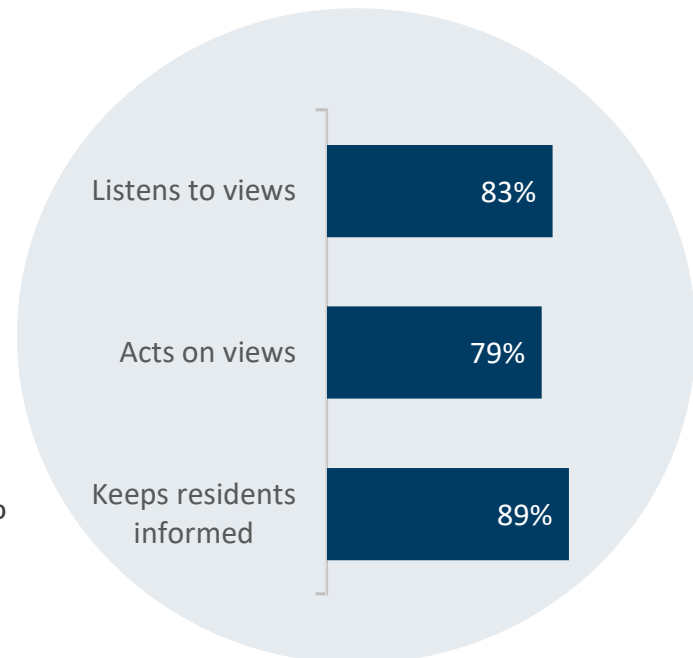


The majority of residents are satisfied with the repairs & maintenance service overall (87%), however, 13% of residents said that they are dissatisfied.



## Communications

Four out of five residents feel that Housing 21 listens to their views (83%), while slightly fewer feel that Housing 21 acts on them (79%). Encouragingly, 89% 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 (11% to 21%).



## Value for money and the service charge statement



Nearly all residents feel that the rent (90%) and service charge (88%) provide good value for money.



Seven out of eight residents (88%) find it easy to understand their service charge statement.

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# Overall services

91%

Some 91% of residents are satisfied with the overall service provided by Housing 21, while 9% are dissatisfied.

## What Retirement Living residents like about the services provided by Housing 21

	Top 10 comments	Number of residents
1	Generally happy, no problems	1,133
2	Feel safe and secure	796
3	Housing officer/warden	662
4	Good overall service	546
5	Communal cleaning & maintenance	447
6	Good communications and contactable	439
7	Attitude of staff	439
8	No comment/suggestions	272
9	Repairs service/workforce	272
10	Like my home (type, size, condition)	264

A very pleasant environment with a good manager

Court managers go above and beyond

Good quality housing and excellent Court Manager

All services are exceptional

Feel safe and secure in my home

The staff are very cheerful and helpful

Comfort and security

Community feel

The gardens are very well kept

The fact that you get a call every morning

The sense of security, feeling safe

They look after us

***Always someone there when needed***

Confidence of living in a safe, clean environment

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

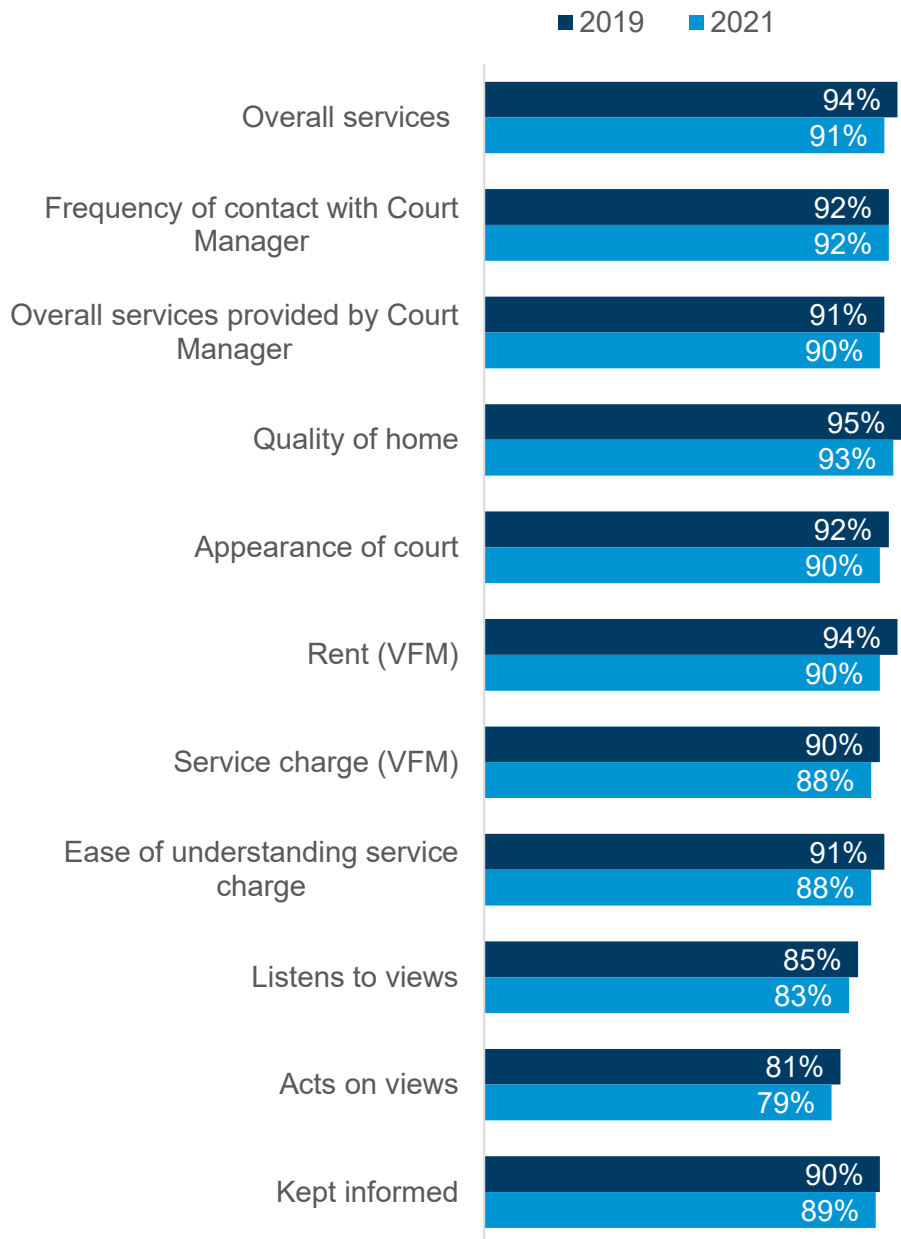
Housing 

# How satisfaction has changed in the last two years

Overall satisfaction has fallen slightly in the last two years (3% lower) and is likely linked to the slightly lower ratings for the quality of the home (2% lower), appearance of the court (2% lower), value for money (rent - 4% lower and and service charge - 2% lower), ease of understanding the service charge statement (3% lower), listen to views (2% lower) and acts on views (2% lower) .

Other key ratings were close to those found in 2019 - frequency of contact with Court Manager, overall service provided by Court Manager and being kept informed (equal or 1% lower)

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

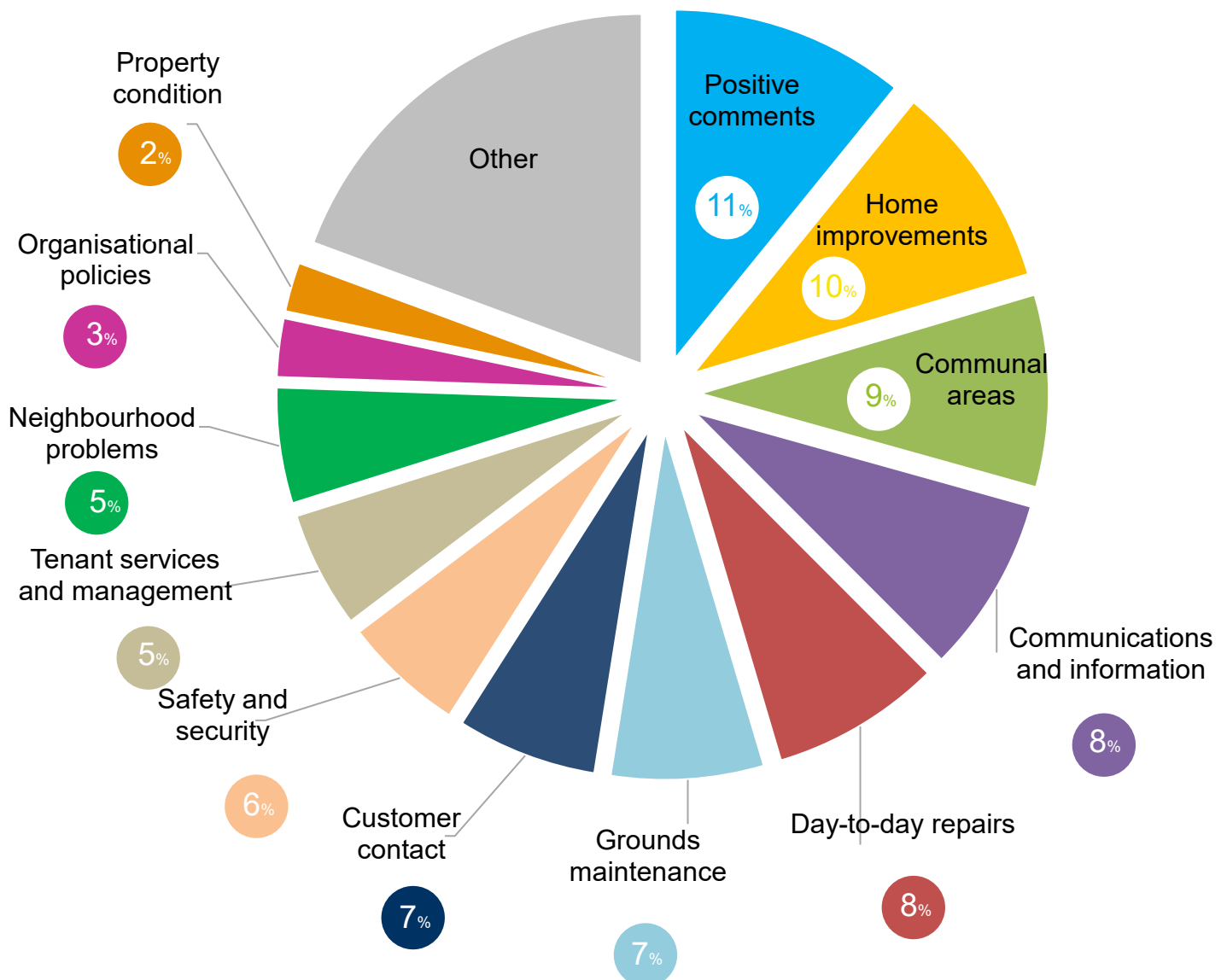


It is impossible to say whether the changes are linked to the ongoing pandemic which has seen a dramatic change in residents' lives and the way landlords deliver their services. The majority of landlords are also reporting lower levels of satisfaction since the start of the pandemic.

# 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 12% of the comments were complimentary about Housing 21.

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

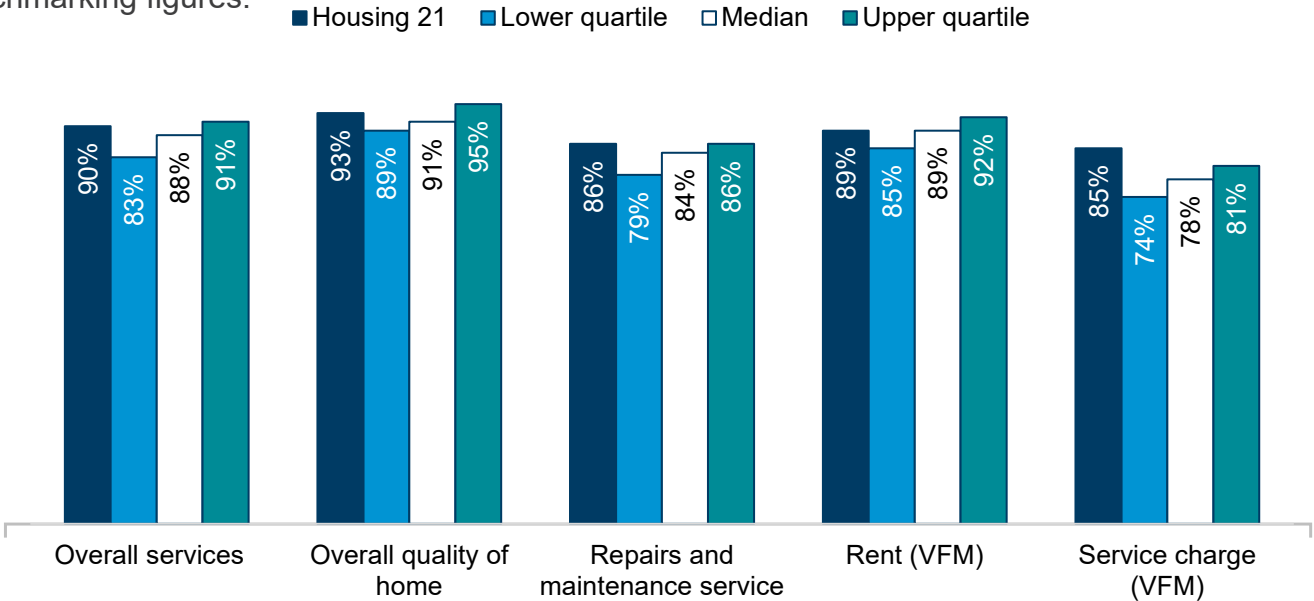


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# Comparison with other landlords

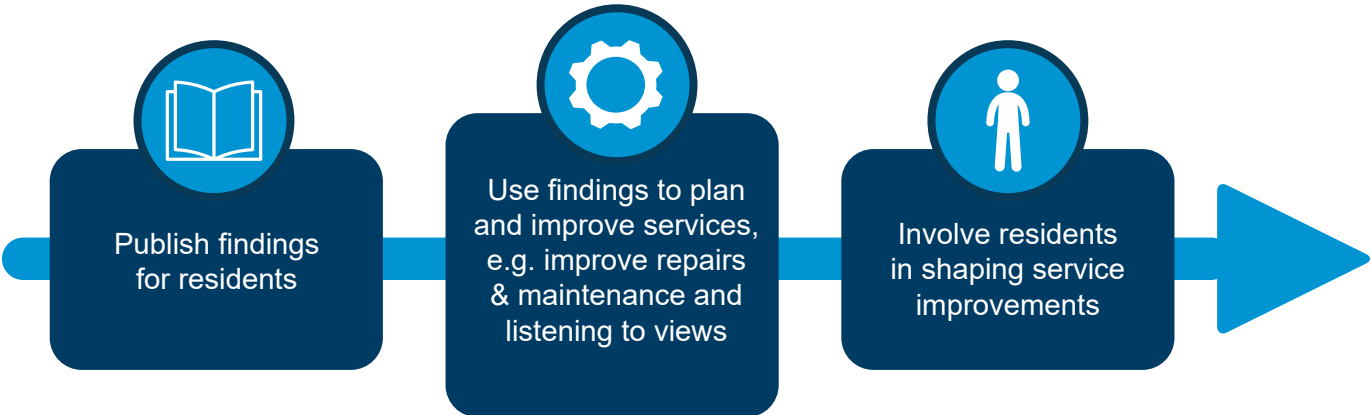
Housing 21's results have been compared with averages produced by HouseMark benchmarking for Housing for Older People residents of other landlords. Satisfaction overall is 2% above average. Satisfaction with the repairs service and the service charge are above average (3% and 7% respectively) and fall 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.



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

# 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!