# A big **THANK YOU** to everyone who took part in the recent Resident Satisfaction Survey.

**We appointed Acuity to undertake an independent satisfaction survey. Acuity have been running resident satisfaction surveys for over 25 years, working with associations of many different sizes**

**The results are in... this survey is our base line and is the starting point of our holistic review of our residents' experience.**
We asked two questions, one on 'independence' and one on 'growth/investment' to find out if our residents agreed with the strategic direction of LRHA, and the Board's firm commitment to remaining an independent association; and to balance future investment between building/buying new homes and in improving the existing homes. **The result was a resounding 'YES' on both questions.**

## We have the following five key areas of focus going forward:

### 1. Repairs and maintenance LRHA's repairs service is good; however:

- 75% satisfied, and 18% dissatisfied, with the remaining residents being neither satisfied nor dissatisfied with the time taken to complete most recent repair.
- Residents comments throughout the survey consistently referred to the repairs service, particularly the time taken to complete repairs and outstanding repairs that have not been dealt with.
- The repairs and maintenance service was also found to be the key driver of overall satisfaction, followed by a well-maintained home.

### 2. How complaints are dealt with:

- Over four out of ten residents who made a complaint in the last 12 months are satisfied with how complaints are handled (44%).
- We received 19 complaints in the last financial year and 11 in the year to date, however 36 residents stated they had made a complaint in the last 12 months, therefore **the complaints service is being reviewed to clarify between a complaint and a service request.**

### 3. Responsible neighbourhood management (responses received mainly around communal gardening):

- Second highest level of dissatisfaction in the survey is for the cleaning and maintenance of communal areas relating to communal gardening (21%).

### 4. Contribution to your neighbourhood:

- Around seven out of ten residents are satisfied that LRHA makes a positive contribution to their neighbourhood (69%), with around one in four providing a neutral response (28%).
- **The 2024 calendar shows LRHA's passion for supporting our communities and showcases some of the fantastic community spirit and flourishing sense of community; and the people trying to bring about change and provide support to one another. We look to build on this going forward.**

### 5. Customer recovery:

- The majority of residents can be recontacted, and comments will be followed up.

Those residents who have expressed an interest in working more closely with us will be contacted to talk about how we can take this forward.

The results show high levels of satisfaction and very strong performance when benchmarked against similar landlords; and we recognise that with some improvements in service delivery, there is the potential for the dissatisfied and neither satisfied or dissatisfied residents to move into the satisfied category when the next survey is carried out.

**Kind regards**

*Katie Taylor*

**Resident Engagement Manager**

Lincs RURAL HOUSING ASSOCIATION



# Your Views

Lincs RURAL HOUSING ASSOCIATION

## Resident Satisfaction Survey 2023

### About the Survey

Between July and September 2023, many of you took part in an important survey.

The survey was carried out by online, postal and telephone questionnaires. It focused on how happy you are with the way Lincs Rural Housing Association (LRHA) maintains your homes and delivers key services. The survey was carried out by an independent market research company – Acuity Research and Practice.

The findings will provide a view of the main drivers behind satisfaction levels and the issues residents are most concerned about, informing LRHA's future strategic and operational planning.

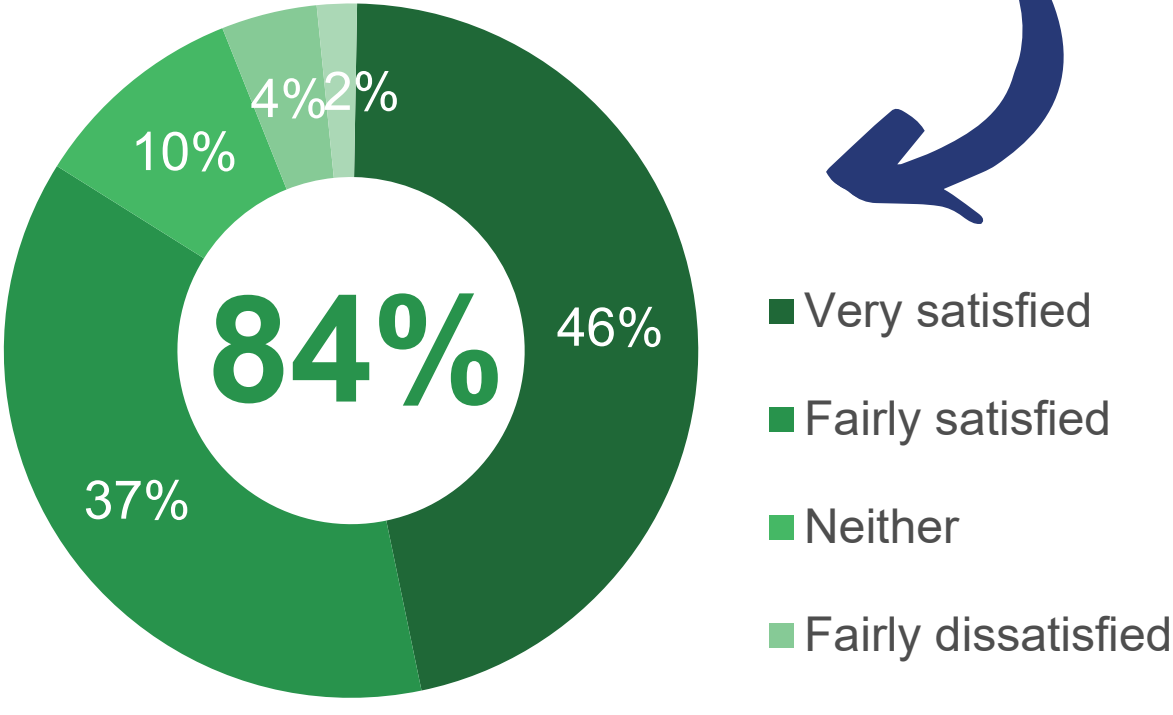
This report contains key survey results regarding residents' opinions about their homes and the services received. The figures throughout the report show the results as percentages. The percentages are rounded up or down from one decimal place to the nearest whole number, and for this reason, may not in all cases add up to 100%, or may differ to the text by 1% when two percentages are added together.

**269** residents took part out of a total of 428 (63%)

**A big thank you to everyone who took part!**

# Overall Service

Over eight out of ten residents are satisfied with the overall service provided by LRHA **(84%)**.







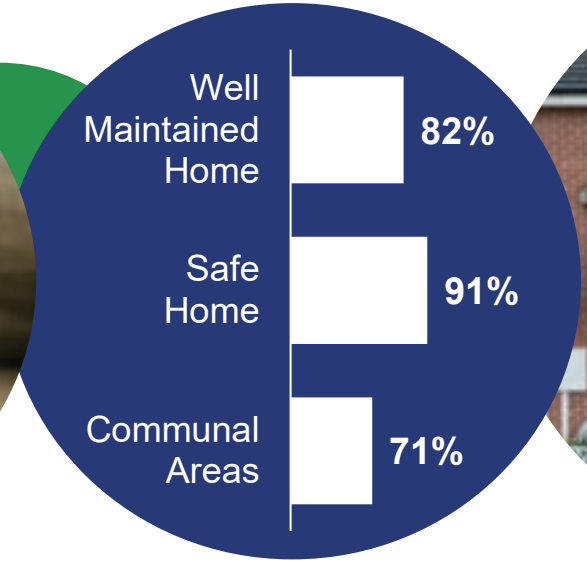

# The Home and Communal Areas

Around four-fifths of residents are satisfied that their homes are well maintained **(82%)**.

Nine out of ten residents are satisfied that LRHA provides a home that is safe **(91%)**.

Fewer residents are satisfied that their communal areas are kept clean and well maintained **(71%)**.







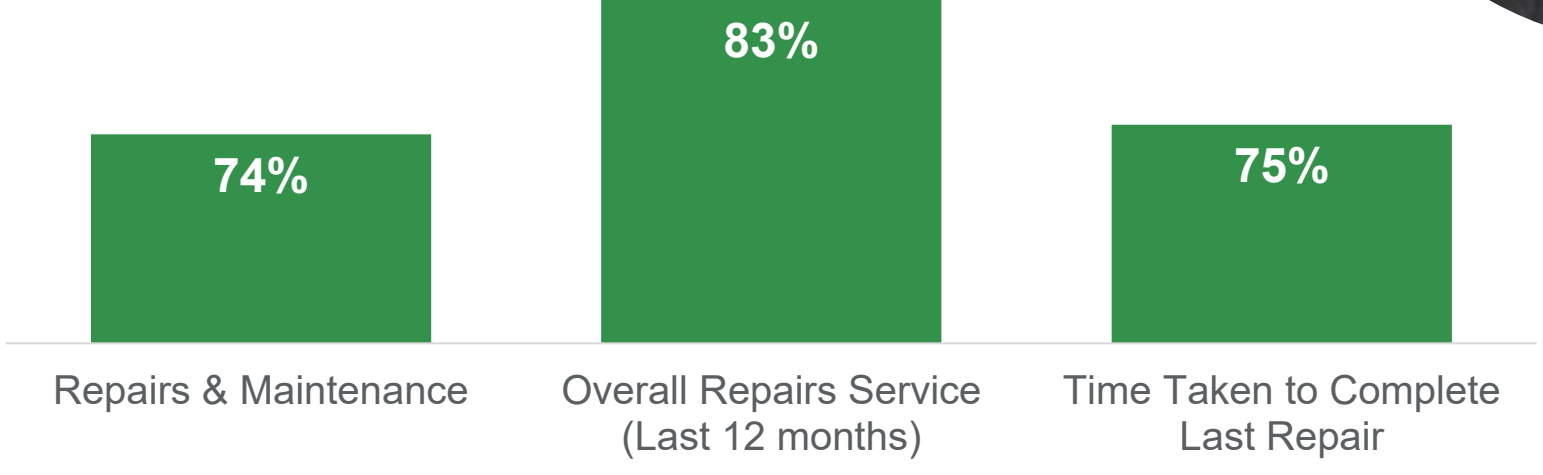

# Repairs and Maintenance

Three-quarters of residents are satisfied with the way LRHA deals with repairs and maintenance generally **(74%)**.

Residents are more satisfied with the overall repairs service over the last 12 months **(83%)**.

Some **75%** of residents are also satisfied with the time taken to complete their most recent repair after they reported it.





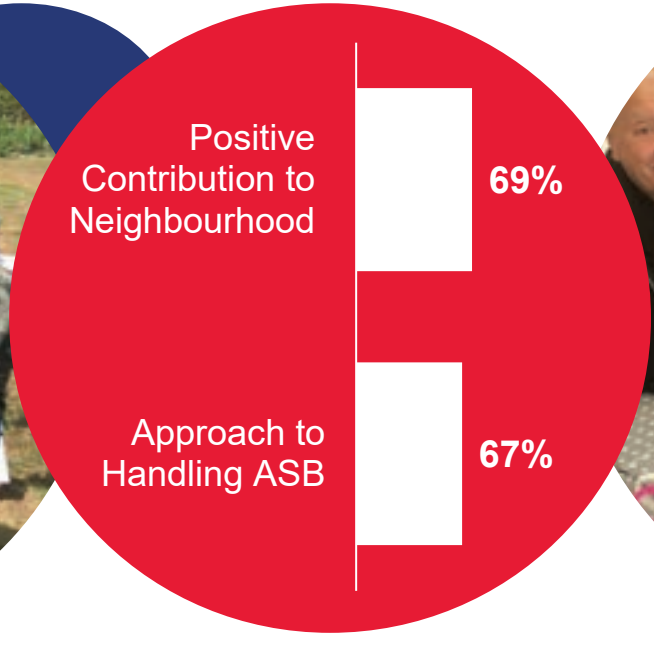

**78%** of residents had a repair carried out in the last 12 months

# The Neighbourhood

Around seven out of ten residents are satisfied that LRHA makes a positive contribution to their neighbourhood **(69%)**.

Two-thirds of residents are satisfied with LRHA's approach to handling anti-social behaviour **(67%)**.








# Communications and Resident Engagement

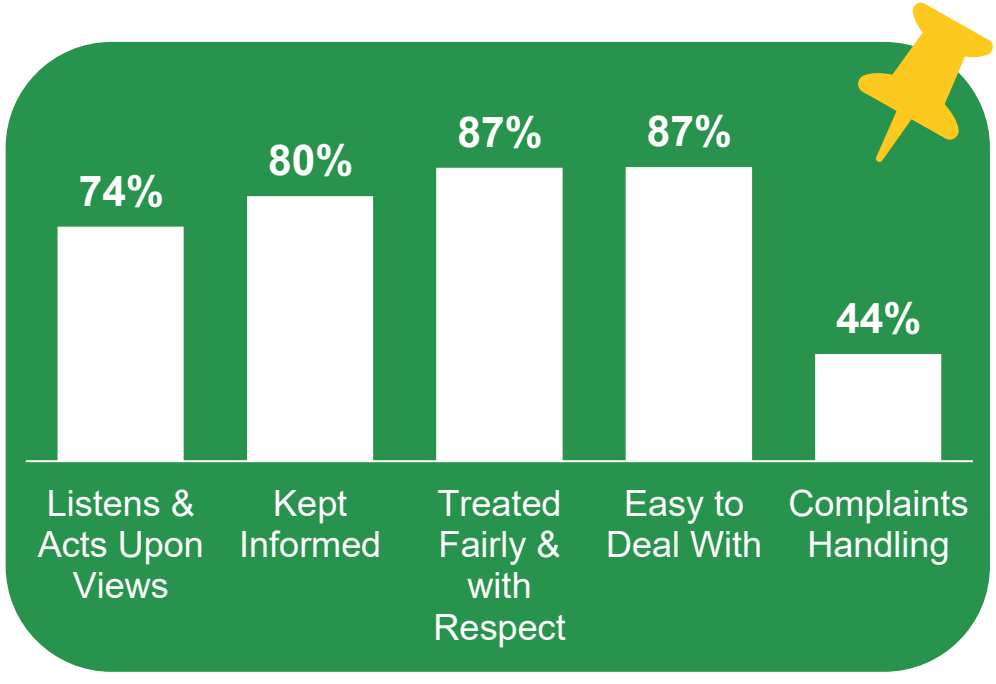
Three-quarters of residents are satisfied that their views are listened to and acted upon **(74%)**.

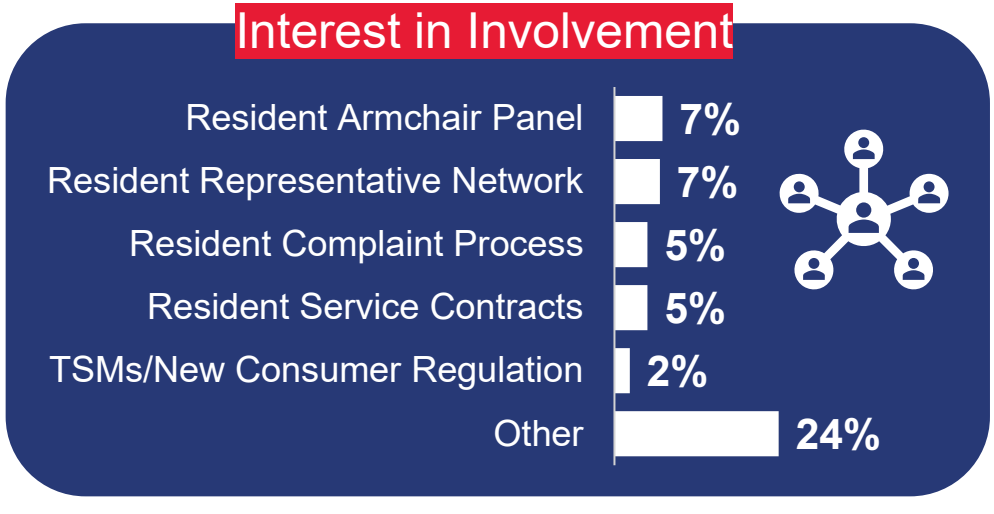
Four-fifths of residents are satisfied that they are kept informed about things that matter to them **(80%)**.

Almost nine out of ten residents agree that LRHA treats them fairly and with respect **(87%)**.

The same number of residents are satisfied that LRHA is easy to deal with **(87%)**.

Over four out of ten residents who made a complaint in the last 12 months are satisfied with how complaints are handled **(44%)**.



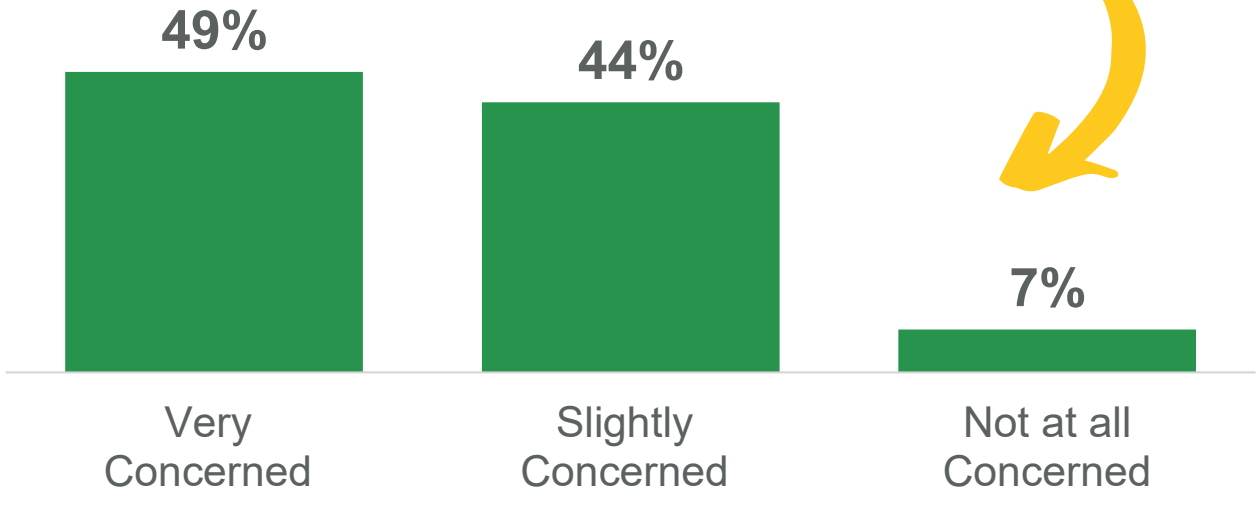

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If you would like further information, please call Lincs Rural Housing Association on 01790 754219 or get in touch via the website.

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# Wellbeing

Over nine out of ten residents are at least slightly concerned about the cost of living crisis **(93%)**; **49%** of residents are very concerned and **44%** are slightly concerned. Just **7%** of residents are not at all concerned.






**60%** of residents feel they will receive a better service from LRHA if it remains an independent organisation

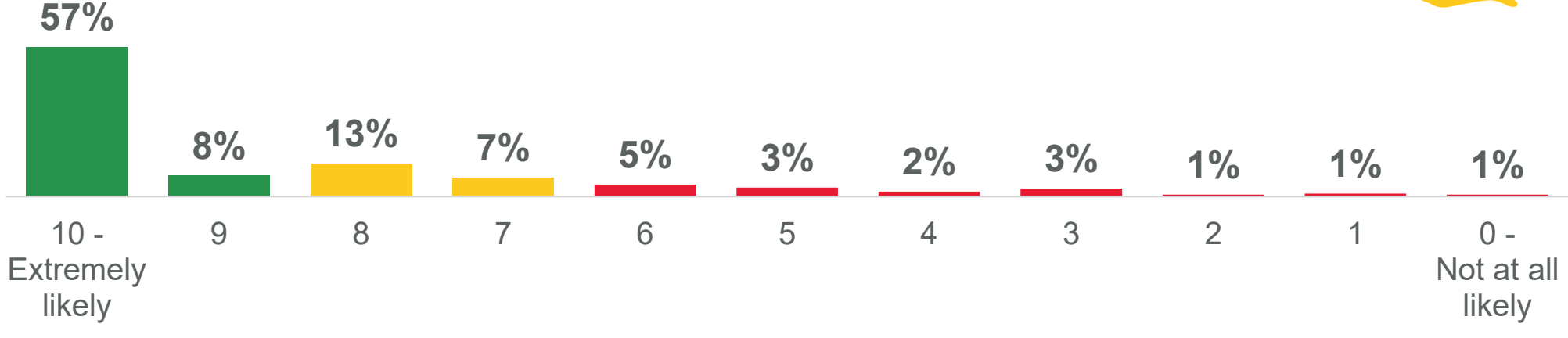
More residents would like LRHA to focus on investing in existing homes to make them more energy efficient **(30%)**, than acquiring more homes for people in need **(5%)**. Although **64%** would like a mixture of the two.

# Recommending Lincs Rural

Residents were also asked how likely they would be to recommend LRHA to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.

Around two-thirds of residents are very loyal and happy to recommend LRHA to other people **(65%)**. However, **20%** of residents are unsure and **16%** would not recommend them, feeling rather more negative about the association.

The ‘Net Promoter Score’ for LRHA (the percentage of those who would recommend the association minus the percentage of those who would not) is **+49**.



# Residents' Comments

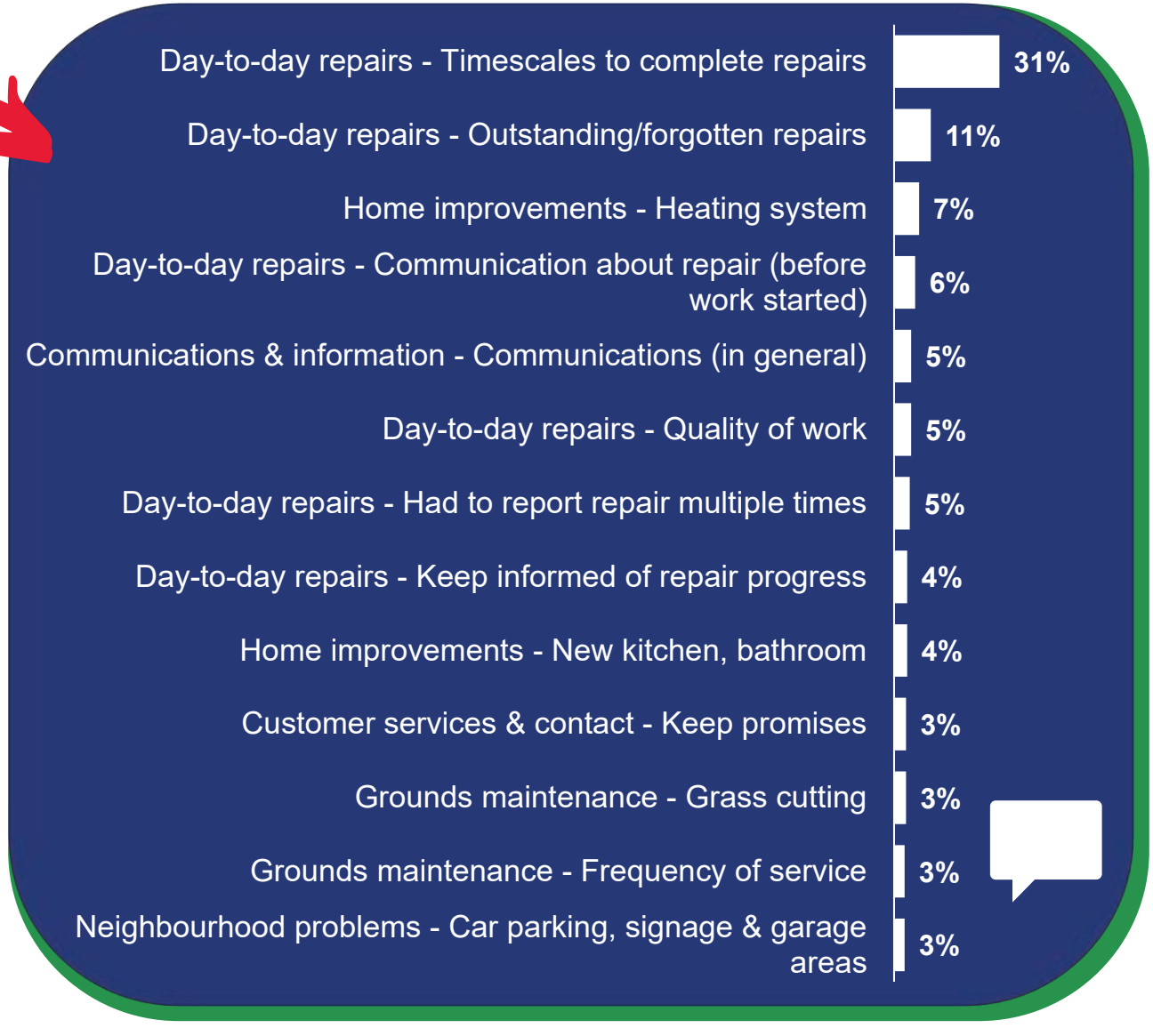
Residents were asked how LRHA could improve different aspects of the services they receive.

Residents most frequently commented on the repairs service, including the timescales to complete repairs and outstanding repairs that have not been dealt with, as well as communication around repairs and the quality of work.

Other residents would like home improvements, including new heating systems and kitchens or bathrooms.

While some would like better communications in general, grounds maintenance and customer service.

*Top comments*




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# Your Views

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LRHA appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we might contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

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

