Lincs RURAL HOUSING ASSOCIATION

86.1%

Overall Satisfaction with the Service Provided

Home & Communal Areas



89%

SafeHome

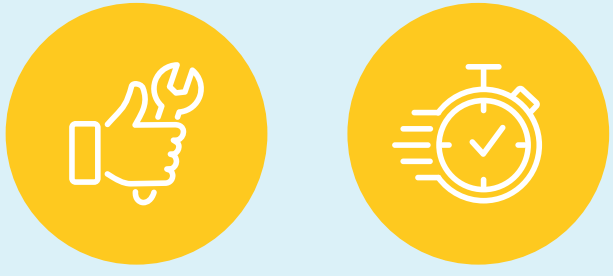
79%

Well Maintained Home

72%

Communal Areas Clean & Well Maintained

Repairs & Maintenance



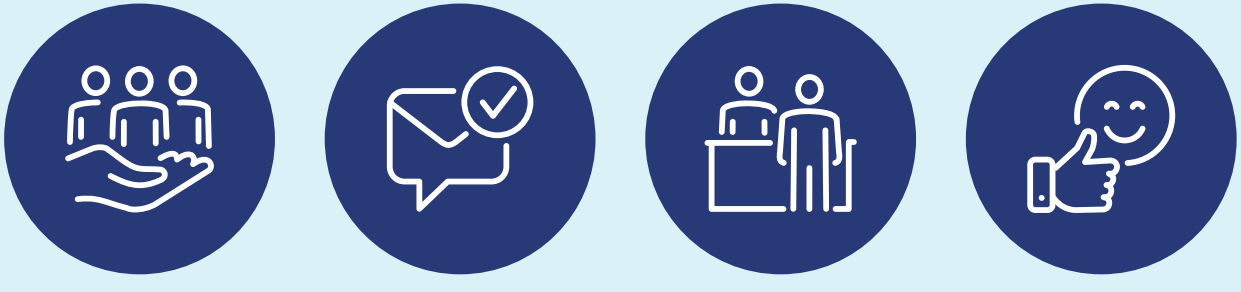
83%

Repairs - Last 12 months

76%

Time Taken - Last Repair

Communications & Resident Engagement



90%

Treats Fairly and with Respect

79%

Keeps you Informed

68%

Listens & Acts

43%

Complaints Handling

Neighbourhood



63%

Positive Contribution to Neighbourhood

68%

Anti-social Behaviour

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

Over the next three years Acuity has been commissioned to undertake annual, independent satisfaction surveys of the residents of LRHA to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The results are in...and this our second independent survey builds on our base line from 2023 and our on-going holistic review of our residents' experience.

We asked a question on 'growth/investment' to find out if our residents agreed with the strategic direction of LRHA, and the Board's firm commitment to balance future investment between building/buying new homes and in improving the existing homes. **The result was a resounding 'YES'.**

We have the following six key areas of focus going forward:

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

- There are 75.5% satisfied with the time taken to complete the last repair, although this is up slightly from last year, by 0.7p.p. There are now 12.8% dissatisfied, down from 18% last year, with the remaining residents being neither satisfied nor dissatisfied with the time taken to complete most recent repair.
- The survey included just one open-ended question aimed at the repairs and listening to views questions. Many of those responding gave positive comments about the service they receive, whilst negative comments showed more focus on the time taken to complete repairs, and residents wanting these done quicker. Some would also like to see some improvements to the communications they receive and for staff to listen to their concerns a little more carefully and to show more interest. Some also had problems in making contact and calls not being returned when promised.

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 (43%).
- We received 10 complaints in the last financial year, compared to 19 in the prior year, and 5 in the year to date, however 57 residents stated they had made a complaint in the last 12 months. **The complaints process was revised last year to incorporate 'service recovery requests' to clarify between a complaint and a service request, with 8 requests received in the year to date.**

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 16.7%, down from 21% last year.

4. Contribution to your neighbourhood:

- Around six out of ten residents are satisfied that LRHA makes a positive contribution to their neighbourhood (64%), compared to seven out of ten from last year, with around one in three providing a neutral response (33%), compared to one in four last year.
- **The 2025 calendar shines a light on some of our community heroes, building on the 2024 calendar which showcased LRHA's passion for supporting our communities; and the people trying to bring about change and provide support to one another. We continue to look to build on this going forward.**

5. Customer Recovery

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



6. Resident Involvement:

- As a part of our resident engagement journey, we have developed a number of resident involvement groups to work with LRHA staff on differing areas of interest to our residents.
- The groups will ensure that residents are able to influence the services they receive from LRHA. They will involve residents in LRHA's governance and decision-making processes providing a pathway for communication from residents to the Board of Management via the Operations Committee.
- To ensure residents have the ability to comment on and engage with the services received and that the services are responsive to residents.
- We're on a mission to make our residents homes the best possible place to live and provide an excellent service.
- 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 survey reveals many areas of very good performance, but it has also highlighted some areas where improvements could be made. The comments made by residents give insight into what they are most concerned about and will help LRHA target services that may need some improvement.

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 2024

About the Survey

Between July and September 2024, 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.

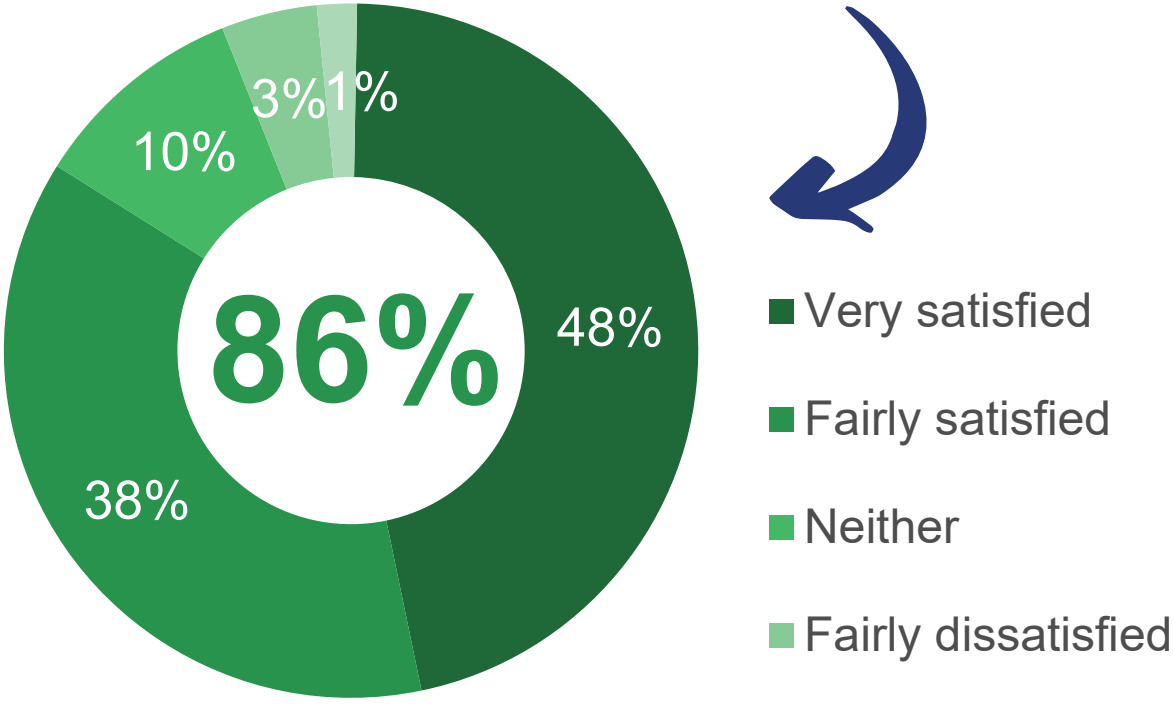
275 residents took part out of a total of 428 (64%)

A big thank you to everyone who took part!

Overall Service

A total of **86.1%** of residents responding to the survey are satisfied with the overall service they receive from LRHA, and it is encouraging that more are very satisfied (**48.5%**) than fairly satisfied (**37.6%**).

Just **4%** of tenants are dissatisfied with the service provided and a further **9.8%** are neither satisfied nor dissatisfied.







The Home and Communal Areas

Around four-fifths of residents are satisfied that their homes are well maintained **(79%)**.

Around nine out of ten residents are satisfied that LRHA provides a home that is safe **(89%)**.

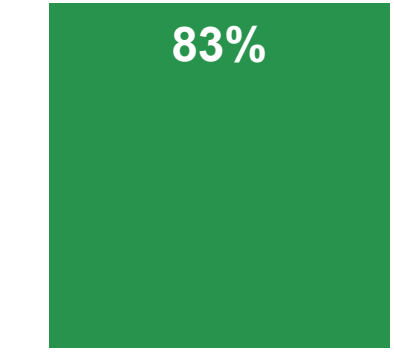
Fewer residents are satisfied that their communal areas are kept clean and well maintained **(72%)**.



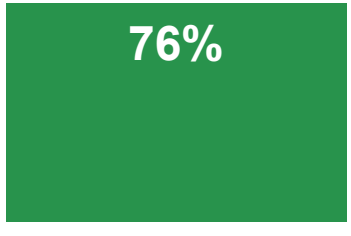
Repairs and Maintenance

Over three-quarters of residents **76%** said they had a repair completed on their home in the last 12 months and of these **83%** are satisfied with the repairs service over this period; just **10%** are dissatisfied.

76% of residents are also satisfied with the time taken to complete their most recent repair after they reported it.



Overall Repairs Service (Last 12 months)



Time Taken to Complete Last Repair



76% of residents had a repair carried out in the last 12 months

The Neighbourhood

Around six out of ten residents are satisfied that LRHA makes a positive contribution to their neighbourhood **(63%)**.

Two-thirds of residents are satisfied with LRHA's approach to handling anti-social behaviour **(68%)**.



Lincs RURAL HOUSING ASSOCIATION

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

acuity making sense of housing

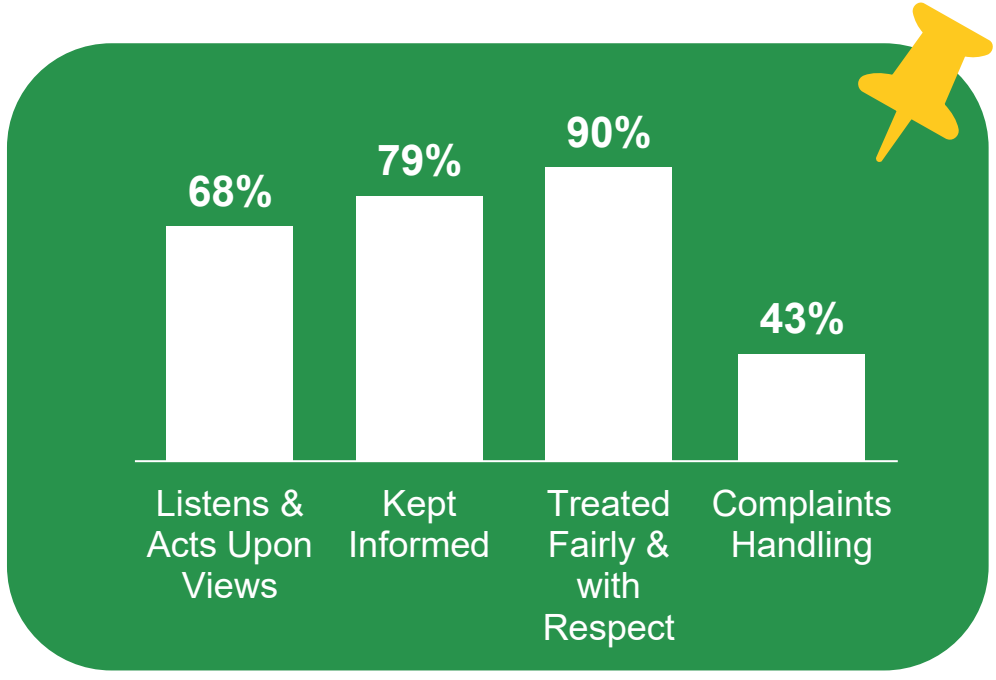
Communications and Resident Engagement

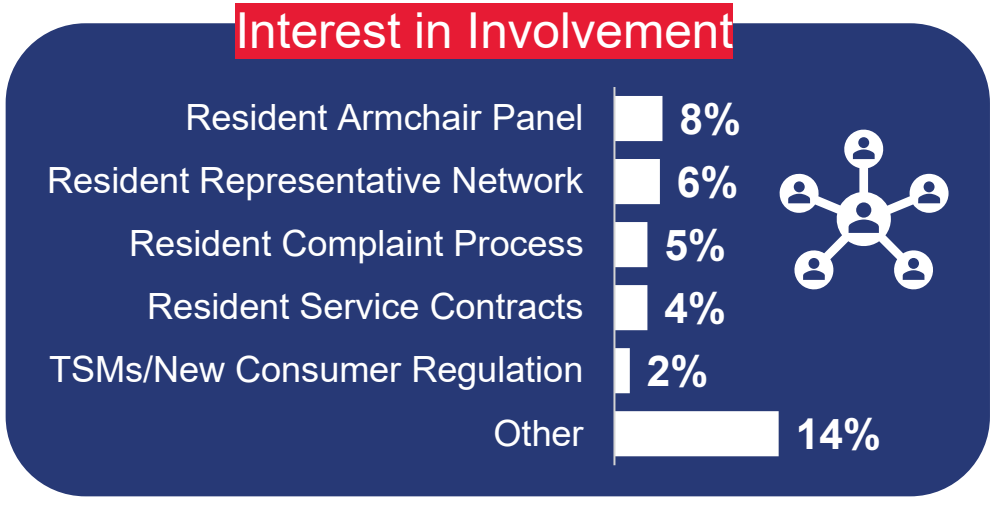
Over three-quarters of residents are satisfied that their views are listened to and acted upon **(68%)**.

Four-fifths of residents are satisfied that they are kept informed about things that matter to them **(79%)**.

Nine out of ten residents agree that LRHA treats them fairly and with respect **(90%)**.

Over four out of ten residents who made a complaint in the last 12 months are satisfied with how complaints are handled **(43%).**



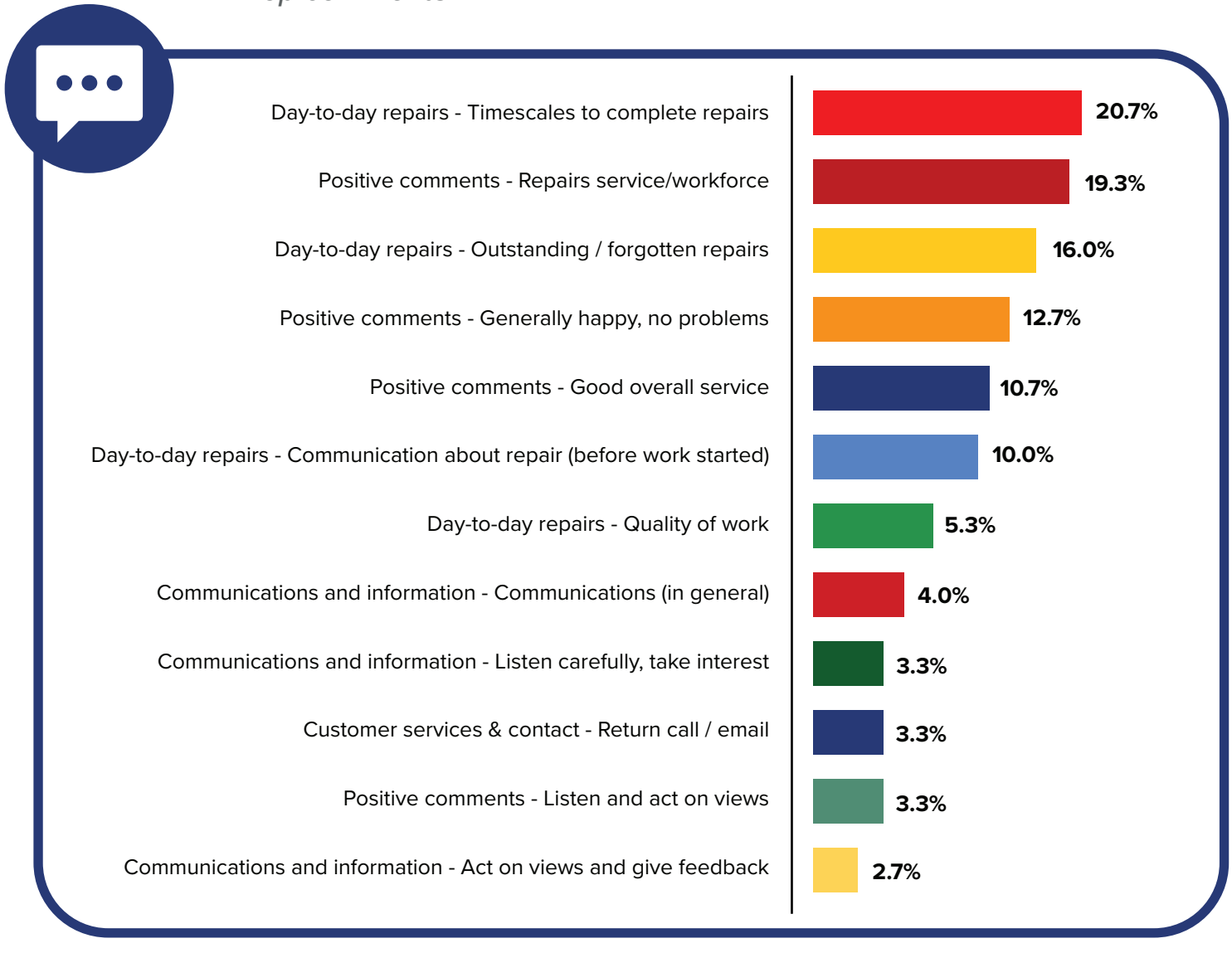


Residents' Comments

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

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

Top comments



Your Views

Lincs RURAL HOUSING ASSOCIATION

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.

Thank you once again to everyone who took part.

