

TENANT SATISFACTION SURVEY 2023

Thumbs—up for improved services

Cossington tenant members have given the thumbs-up to our services in a recent independent survey.

The tenants' opinion survey was carried out to get our tenant members feedback following the appointment of Cossington Housing becoming a independent housing provider.

After almost 12 months delivering services directly the management committee Chairperson and the committee considered the need for a further independent tenant's opinion survey and commissioned THA Ltd to repeat the process previously undertaken for benchmarking purposes over a 3 day period in August 2023.

A total of 66 survey responses were received, representing 49% of tenanted households. The results were then compiled and compared to those from a similar satisfaction survey carried out in 2022

The key finding was:

89% of tenants are either very satisfied (54%) or fairly satisfied (35%) with the in-house service. This is a significant overall improvement in satisfaction when compared to PA (40%) in 2017 and the survey carried out in 2022 (65%).

83% of tenants are very satisfied (56%) or satisfied (27%) with the repairs service. This is a significant overall increase in satisfaction from 41% in 2018 and 59% in 2022.

88% of tenants are satisfied with the neighbourhood as a place to live. This is an increase in improvement in satisfaction when compared to 81% in 2022.

91% were satisfied that they received Value for Money for their rent. An increase from 79% in 2022.

86% of tenants were satisfied that service charges offered Value for Money. This is a dramatic increase satisfaction from 40% in 2022.

A total of 91% of tenants were either very satisfied (63%) or fairly satisfied (28%) that the in-house team listened to tenant's views and acted upon them. This is a significant overall improvement in satisfaction when compared to PA (33%) and the Pinnacle PSG in 2022 (59%).

Conclusion

On a representative base sample, tenants have reported a significant increase in overall tenant satisfaction under the new management arrangements. Satisfaction is currently reported as 89% which is an increase from the 65% satisfaction rating reported in January 2022 and is now comparable with top quartile performing social landlords in England.