

**CLANMIL IRELAND HOUSING ASSOCIATION**

**REPORT ON TENANT SATISFACTION SURVEYS**

**1. INTRODUCTION**

- 1.1 In October 2016 Tenant Satisfaction Surveys were issued to each of our 101 SDCC tenants by post. Stamped addressed envelopes were enclosed with the survey to encourage a higher response rate than last year.
- 1.2 Tenant Satisfaction Surveys were issued to 48 of our owned properties and 8 of our NARPS leased units. Stamped addressed envelopes were enclosed with the survey to encourage a higher response rate than last year. Tenant Satisfaction Surveys were not issued to our tenants at Claddagh Park as the Irish Council for Social Housing has carried out an independent survey on the tenants here. This report is attached in Appendix C.

**2. SATISFACTION LEVELS - OVERALL SERVICE**

- 2.1 When asked about our services overall 85% of respondents were either very satisfied or satisfied with the service they received from Clanmil Ireland. 5% were neither satisfied nor dissatisfied. This is an increase from last year's figure of 77%.

**3. SUMMARY OF RESULTS**

- 3.1 We asked a number of questions relating to the respondents home, their neighbourhood and their overall quality of living.

	<u>Very Satisfied/Satisfied</u>	<u>Dissatisfied/Very Dissatisfied.</u>
Overall Quality of your home	94%	5%
Value for money in your rent	97%	2%
Value for money in your service charge	87%	3%
Involving you in the management of your home	91%	0%
Tackling Anti-Social Behaviour	74%	11%
Your neighbourhood as a place to live	92%	5%
Keeping you informed of things that effect you	86%	5%
That Clanmil Ireland listens to your views	84%	5%
Level of Service provided by your Estates Officer	89%	3%

#### 4. **TRENDS – HOUSING & SERVICES**

4.1 We have used the percentage comparisons from last year and a summary table is included in Appendix A. However please note the data is not directly comparable as Claddagh Park is not included in this data for 2016. The main areas are summarised as follows:

##### 4.2 Overall Quality of your home

94% of respondents indicated they were either satisfied or very satisfied with their home; this is an increase from last year's average figure of 87%.

##### 4.3 Value for money

97% were satisfied or very satisfied with the value for money of their rent which reflects an increase from last year's figure of 85%.

Value for money of service charges was judged less satisfactory by respondents. 87% were either satisfied or very satisfied with their service charge. This is a substantial increase on the results of 64% last year.

##### 4.4 Your Neighbourhood as a place to live

92% of respondents rated their neighbourhood as a nice place to live being either very satisfied or satisfied. This is an increase on last year's figure of 84%.

##### 4.5 Keeping you informed of things that effect you

86% of respondents were very satisfied or satisfied that they were kept informed by Clanmil Ireland of matters affecting them. This is the same figure as last year.

##### 4.6 Anti Social Behaviour

11% of residents were dissatisfied with how ASB was tackled. This is a decrease from last year. The main problems cited were an on going ASB case in Adamstown Court.

##### 4.7 That Clanmil Ireland listens to your views and acts upon them

84% of respondents were very satisfied or satisfied that Clanmil Ireland listened and acted upon their views. This is an increase in satisfaction when compared to last years figure of 79%.

##### 4.8 Level of Service provided by your Estates Officer

89% of respondents were either satisfied or very satisfied with the level of service provided by the Estates Officer. This is an increase from 83% last year and 66% in 2014.

## 5. **SHARED ACCESS SCHEMES**

5.1 Respondents living in schemes with shared access areas and internal communal areas were asked to answer a number of questions regarding the quality of service being provided within the common areas. This includes both CAS units, the NARPS units and a number of South Dublin County Council properties.

### 5.2 Access & Security

89% of respondents were either satisfied or very satisfied with the access and security of the scheme. This is a substantial increase from last year's figure of 60%. 4% were either dissatisfied or very dissatisfied with the access and security of the scheme.

### 5.3 Cleanliness of the Common Area

92% of respondents felt that common areas were maintained to a good standard being very satisfied or satisfied with the service. This is an increase from last year's figure of 86%. 4% were either dissatisfied or very dissatisfied with the service provided

### 5.4 Waste Disposal and the number of bins

95% of respondents were satisfied or very satisfied with the refuse service being provided within their development. This is an increase from last years figure to 75%

### 5.5 The Lift:

In developments in which a lift was provided for the residents use 85% were either very satisfied or satisfied.

### 5.6 Do you know the days the cleaners clean the common areas?

This was a yes or no question and only 51% of respondents were aware of when the cleaners attended the property.

### 5.7 Are there any problems with noise from other tenants?

22% of respondents answered that yes there were problems with noise from other tenants.

5.8 How satisfied are you with the window cleaning arrangements at your scheme

41% of respondents were happy with the window cleaning arrangements at their scheme. This is an increase on last years figure of 26%. 24% of respondents expressed dissatisfaction or that they were very dissatisfied with the window cleaning at their scheme.

6. **TENANTS HANDBOOK**

6.1 We asked tenants if they had a tenant's handbook and how often it was used. 81% of respondents had a copy and of those 7% used it regularly. The preferred format is a booklet accounting for 85% of respondents.

7. **ADDITIONAL SERVICES**

7.1 We asked our tenants whether there were any additional services which they may like to be provided. 87% of respondents answered no to this. 22% of respondents noted that they would be prepared to pay for additional services.

Additional services requested were a small shop on site in one development and another resident requested permission to park in the commercial car park at her apartment.

8 **FUEL POVERTY**

8.1 As fuel poverty is becoming increasingly prevalent in our society we felt it prudent to include a number of questions in this regard. Of our respondents 58% noted that they found it difficult to heat their home during the winter months only. 16% of all respondents felt that they suffered from fuel poverty. This is a decrease from 30% of respondents last year feeling that they suffered from fuel poverty. A point to note is that the majority of people affected by this have electric storage heating. In this instance we can advise tenants of any benefits, such as fuel allowance, that they may be entitled to. In other properties, boiler upgrades and improving insulation will help also.

9 **RENT SUPPLEMENT**

9.1 94% of respondents found the process of applying for rent supplement easy. This is an increase from last year's figure of 88% in 2015 and 72% in 2014.

## 10 REPAIRS & MAINTENANCE

- 10.1 66% of respondents were either satisfied or very satisfied with the service. This is an increase from last years figure of 61%. 14% were either very dissatisfied or dissatisfied with the service being provided and 20% were neither satisfied nor dissatisfied with the service.

Most problems cited include signs of damp in property and delay with someone coming out to fix heating. Another problem cited is delay in getting door bell handsets replaced, this issue has now been resolved.

- 10.2 Those who were dissatisfied were mainly unhappy regarding the long wait for a repair or that the repair was not followed up.
- 10.3 The tenants were asked to rate the following: -

	<u>Very Satisfied/Satisfied</u>	<u>Dissatisfied/Very Dissatisfied</u>
Were staff helpful and knowledgeable	87%	3%
Was it easy to report	89%	0%
Were you advised how long it would take	80%	8%
Was the repair carried out within the timescale	76%	13%
Was your repair completed satisfactorily	73%	11%
Were you happy with the standard	81%	10%
Attitude of workers	86%	3%
Keeping dirt and mess to a minimum	87%	3%

- 10.4 How important is it to you that you are given a day and time when your repair will be carried out?

84% of respondents answered that it was very important or important that they be advised of the date and time for repair.

## 11 LANDSCAPING

- 11.1 66% advised that they were either satisfied or very satisfied with the landscaping arrangements at their scheme. This was an increase on last years figure of 50%. 8% were neither satisfied nor dissatisfied.
- 11.2 Those dissatisfied with the landscaping were asked to comment. A number of respondents felt that Claddagh Park required some further landscaping.

## **12 CONTACT & COMMUNICATION WITH CLANMIL IRELAND**

12.1 80% of respondents had reason to contact Clanmil Ireland during 2016.

12.2 The main reason for contact was repairs at 59%, followed by rent at 14%.

Results were as follows

- Easy to contact the right staff member - 83%
- Found the member of staff helpful - 90%
- They were able to deal with their query - 84%

5% of residents felt that staff were unable to deal with their query.

12.3 Have you made an official complaint to Clanmil in the last 12 months?

87% of respondents stated that they had not made an official complaint. 13% of respondents stated that they had done so.

Of those complaints 23% stated that they were in relation to anti-social behaviour. 50% of respondents who had made a complaint were happy with how the complaint was handled and 59% were satisfied with the outcome of the complaint. Both figures show an increase in satisfaction rates of how complaints are dealt with.

## **13 SUMMARY OF RESULTS FROM IRISH COUNCIL FOR SOCIAL HOUSING SURVEY ON CLADDAGH PARK**

13.1 Tenants were asked to rate their satisfaction levels in how an association approaches various aspects of housing management. The responses showed a broad level of satisfaction. In particular the performance of housing staff was praised while there were extremely low levels of dissatisfaction expressed in each parameter. Repairs was one area that could be improved.

13.2 Clanmil Ireland recorded impressive satisfaction levels overall in line with other associations surveyed, with an overall satisfaction score of 76%, with only 3% saying they were dissatisfied with the services they receive from the association.

13.3 In terms of tenant engagement, Clanmil Ireland tenants show that they favour surveys (76%) or comment cards (48%) with less preferring residents associations (29%). This is much lower than the mean result of 62%.

13.4 In relation to home ownership, it is a significant issue for Clanmil Ireland tenants with 47% of tenants noting this as somewhat important and 18% very important. These findings are significantly over the mean results in the same categories at 22% and 23% respectively.

13.5 The full report on the findings of this survey are attached in Appendix B.

## APPENDIX A

### COMPARISONS WITH 2015 AND 2016 RESULTS

	<b>2015</b>	<b>2016</b>	<b>Trend</b>
Response Rate	38%	41%	▲
Satisfaction Level of Overall Service	77%	85%	▲
Quality of Their Home	87%	94%	▲
Area as a Place to Live	84%	92%	▲
Repairs and Maintenance Service	61%	66%	▲
Level of Service from Estates Officer	83%	89%	▲
Helpfulness of Staff	81%	90%	▲
Work completed on time	75%	76%	▲
Work carried out right 1 <sup>st</sup> time/satisfactorily	71%	73%	▲
Tidiness of Workers	88%	87%	▼
How important is being told when Repair would be carried out	88%	84%	▼
Landscaping Service	50%	66%	▲
Tackling ASB	63%	74%	▲
Tenants' Views are taken seriously by Clanmil	79%	84%	▲
Clanmil keeps tenants informed about things that affect them	86%	86%	----

## **APPENDIX C**



Irish Council  
for Social Housing

<b>ICSH Tenant Experience Survey</b>	
Individual Participant Report	Clanmil Ireland

### **Background**

The ICSH has completed the first sector-wide Tenant Experience Survey which focuses on ascertaining tenant views on the quality of their home environment, their relationship with their landlord, their opinions on infrastructure and community engagement and also an appraisal of the level of supports provided (if any). The final survey report will be an important engagement and communication tool for the promotion of the sector with other stakeholders such as local authorities and private finance organisations as well as being useful in informing housing associations in what areas of their work they are currently doing well and if there are any areas they need to target to improve their landlord/tenant relationship. As part of the research, participating housing associations are also given an individual report focusing on the major findings solely for their tenants.

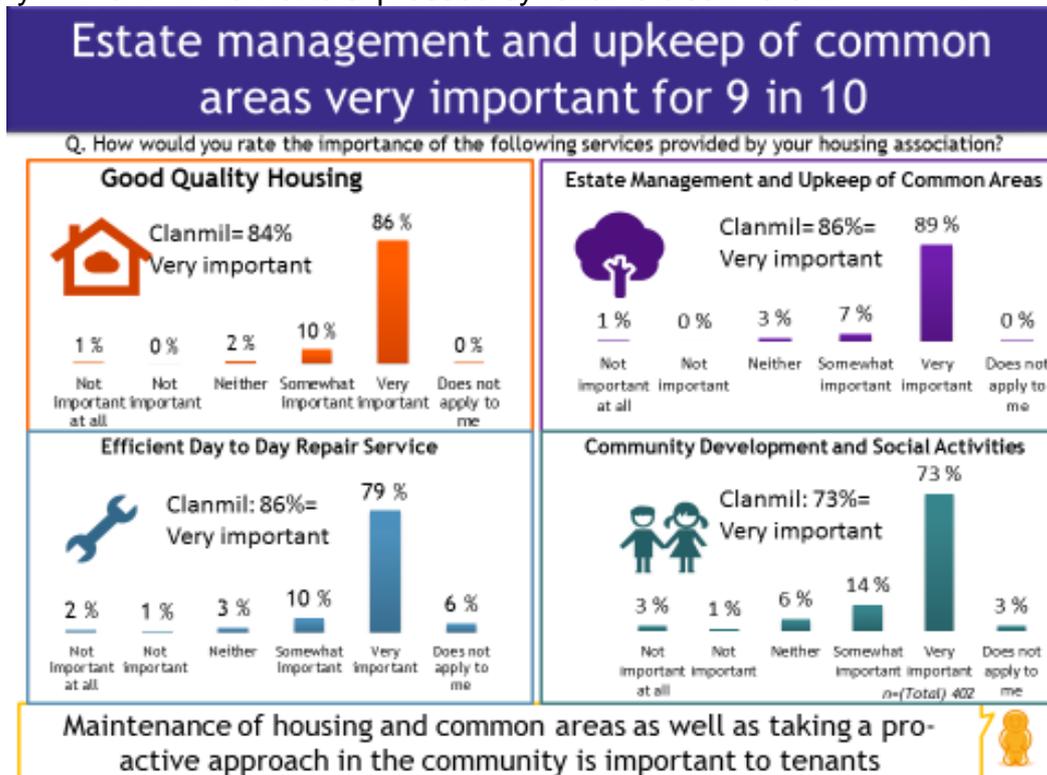
### **Survey Findings**

The report below highlights some general areas of interest in the findings and also focuses on areas where an association may differ from the mean (average) of the survey and gives some analysis to account for this. For further analysis you should use the full results breakdown by question also given to survey participants. Before looking at other variables, it is important to note that in the case of Clanmil Ireland, the percentage of those surveyed who said they had children under the age of 18 (59%) was higher than was the mean number in the survey (37%). While this may not have any direct impact on answers, it may mean that repair requests and other variables that may be impacted by children (need to address anti-social behaviour) are given more weight than by other survey participants. The number of Clanmil tenants who had been in their home for more than nine years (73%) was nearly twice the number of the mean survey number of (36%)

The first area of the survey focused on how important certain aspects of a tenancy /services are to tenants. The four areas identified here all rated highly for “top box” or very important scores with almost 9 in 10 tenants stating that good quality housing (84%) and proper estate management (94%) and upkeep were very important while the numbers for an efficient repairs service (86%) and community development (88%) also rated very highly.

The significance of these factors to a tenant illustrates the importance of keeping the tenant at the centre of planning and understanding the impact that their surroundings have on them is key to successful housing management.

As can be seen by the results below, Clanmil Ireland's results do not differ markedly from the mean for any given variable, showing that Clanmil Ireland tenants are broadly in line with the views expressed by tenants elsewhere.



Tenants were asked to rate their satisfaction levels in how an association approaches various aspects of housing management. The responses showed a broad level of satisfaction with each approach and service provided by associations. In particular the performance of housing staff was praised while there was extremely low levels (less than 2%) of dissatisfaction expressed for each parameter. In particular Clanmil Ireland scored very low dissatisfaction rates on the variables surveyed below, and performed well in the repairs service provided, with 19% of tenants stating they were very satisfied and 59% somewhat satisfied with the service provided (49% survey mean). Clanmil Ireland did score slightly higher than the mean on dissatisfaction with the repairs service with 5% of those saying they were very dissatisfied and 8% somewhat dissatisfied.

## Almost 9 in 10 tenants are satisfied with the performance of their housing staff

Q. How would you rate the performance of your housing association in relation to the following areas



All in all tenants are satisfied with the services they receive from the housing associations

One possible area where associations may wish to concentrate effort is in the area of repairs which was noted as an issue by some tenants throughout the survey (with a tenants experience of the repairs service possibly impacting on their scores for other areas), resulting in slightly lower satisfaction levels for repairs than for other parameters. Overall 38% of respondents gave responses related to repairs/maintenance as the single biggest issue that could be improved.

To improve performance in this area it is important that tenants know what constitutes their own repair obligations and what the associations repair obligations are. Some repair requests received may be ruled as a tenant responsibility and this should be communicated back to them if so as it may lead to frustration otherwise. Other areas of note include focusing on build quality (may be related to repairs issues), communication with tenants and providing a sense of security in the neighbourhood, which may be a long-term objective.

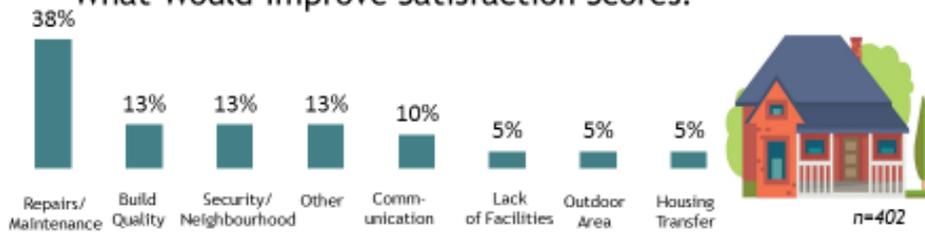
Clanmil Ireland record impressive satisfaction levels overall in line with other associations surveyed, with an overall satisfaction score of 76% (82% survey average), with only 3% of those surveyed saying they were very dissatisfied.

## Over 8 in 10 tenants are satisfied with services they receive from their housing association

Q. Overall, how satisfied are you with the service provided by your housing association?



### What Would Improve Satisfaction Scores?



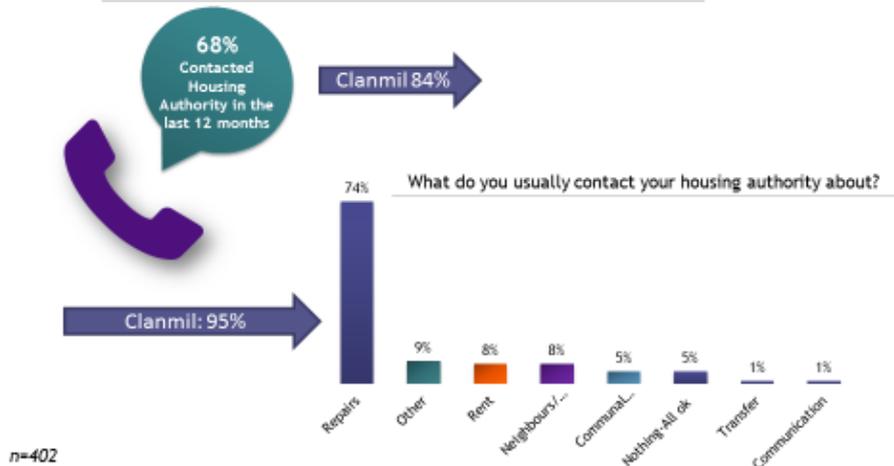
Top areas of where improvements are needed are repairs/maintenances, build quality and security/ neighbourhood issues

Generally contact levels were high among association tenants at 68% (with Clanmil Ireland recording a higher rate of 84%).

Again repairs formed by far the biggest contact category with 74% of contact made being in relation to these, while for Clanmil Ireland tenants this rose significantly to 95% of contact, re-enforcing the importance of having effective and clear policies in place for this variable.

## Almost 7 in 10 tenants have contacted their local housing association in the last 12 months

Q. Have you contacted your housing association within the last 12 months?

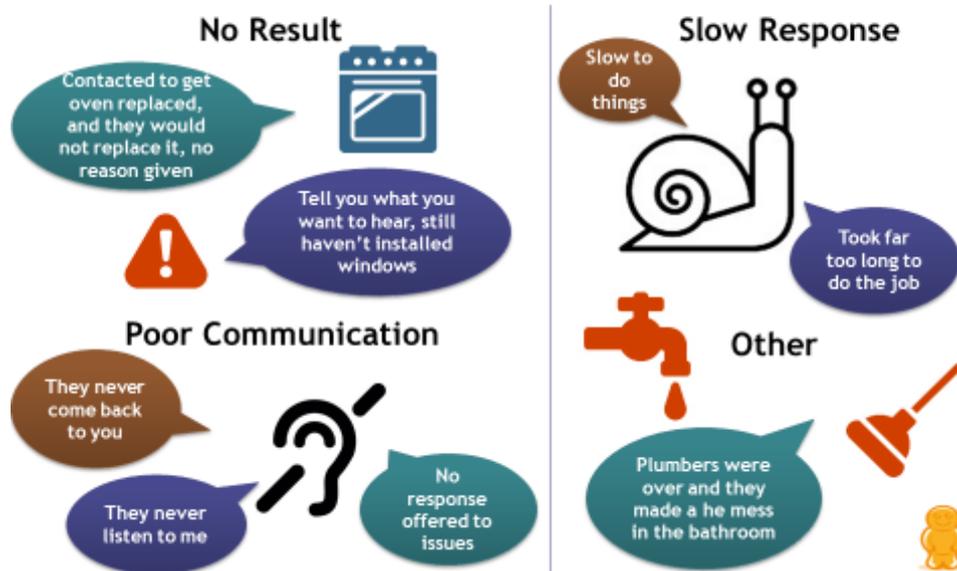


Repairs is the main reason why tenants are in contact with their housing association

A sample of reasons for dissatisfaction can be seen by the quotes below:

## Dis-satisfaction Verbatim - I

Q: Why were you dissatisfied?



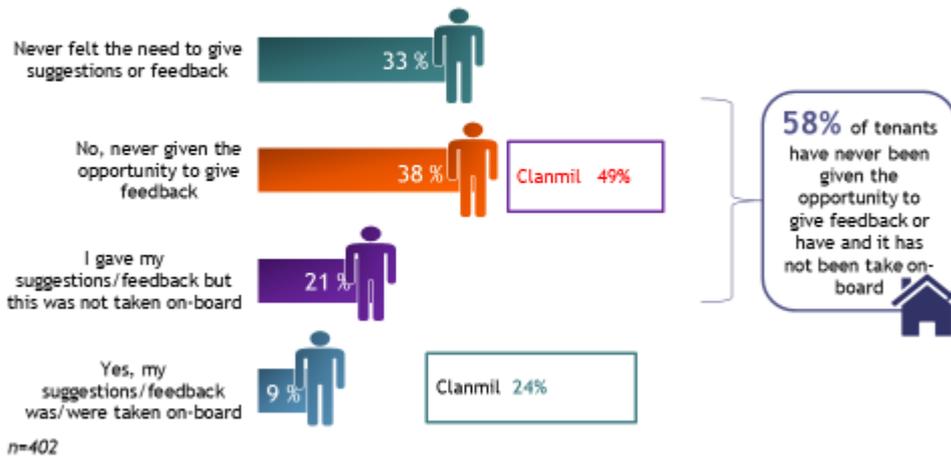
Communication is another area where there were overwhelmingly positive responses, continuing the trend of high top box scores. Although it may seem low, 7% of tenants rate communication as poor and this may impact other areas of their relationship with their housing association so a positive communications plan is important for successful landlord/tenant relations.

An important aspect of housing management is taking tenant views on board. It is important that when input from tenants is provided that it is taken on board and even if it is not acted upon that feedback is given to tenants thanking them for their suggestions and information is provided to support why the association is taking a certain course of action.

The finding that over a third of tenants never felt the need to give feedback can be construed as being positive as it may mean that tenants are happy with current management practices and do not feel the need to contribute suggested improvements. It is also likely that the rate of interaction will decrease overtime as a person settles into their home. It is notable that for Clanmil tenants surveyed none reported that they never felt the need to give suggestions or feedback. Whilst 24% of tenant felt their suggestions and feedback was taken on board, significantly higher than the mean (9%), it is important to note that 49% of tenants surveyed felt that they were not given the opportunity to give feedback, meaning that they would like to do so.

## 1 in 5 tenants have given feedback but felt it was not taken on-board

Q. When dealing with your housing association have your suggestions/ feedback ever been taken on board?

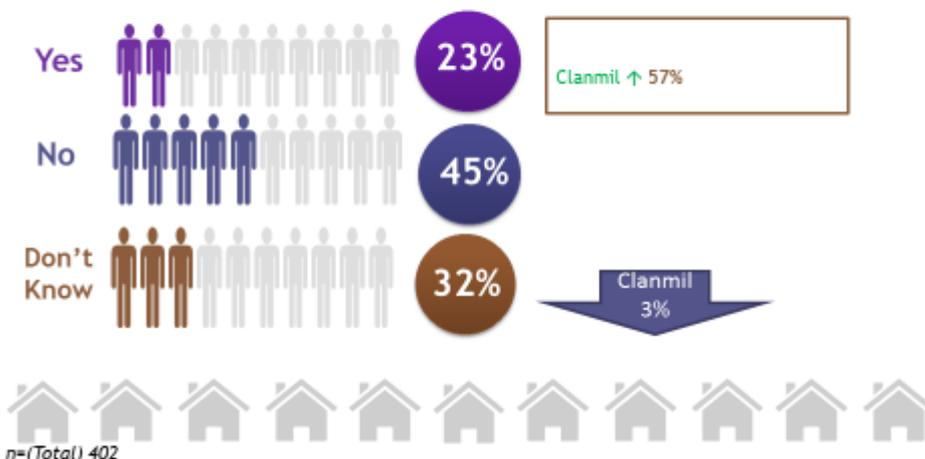


Opportunity exists to give tenants a voice and to make them feel their feedback is being taken on board

Of interest generally is that only 23% of respondents answered definitely that they would like to be more involved in housing management issues (much higher for Clanmil Ireland tenants at 57%). This may take the form of resident's associations, suggestion boxes etc. but a large cohort are also unsure or do not want to be more involved, with the responses for Clanmil Ireland tenants showing that tenants favour surveys (76%) or comment cards (48%) with less preferring residents associations (29%). This is much lower than the mean result of 62%.

## Almost a quarter would like to be more involved with how their housing is managed

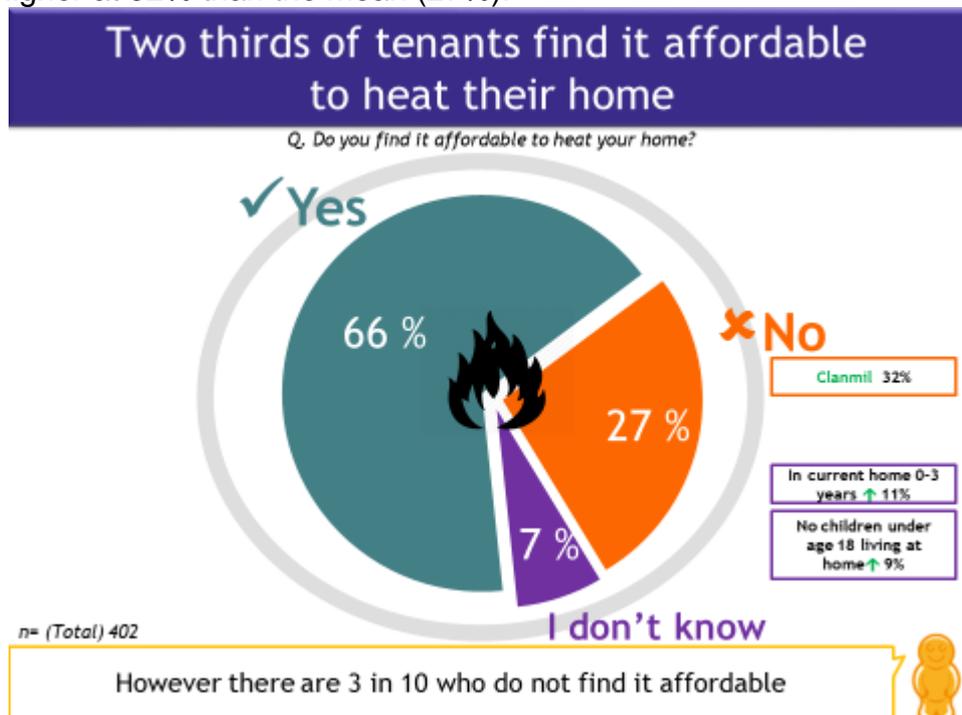
Q. Would you like to be more involved in how landlords manage your housing?



A third of tenants are unsure of whether they would like to be more involved - education of role potentially needed here

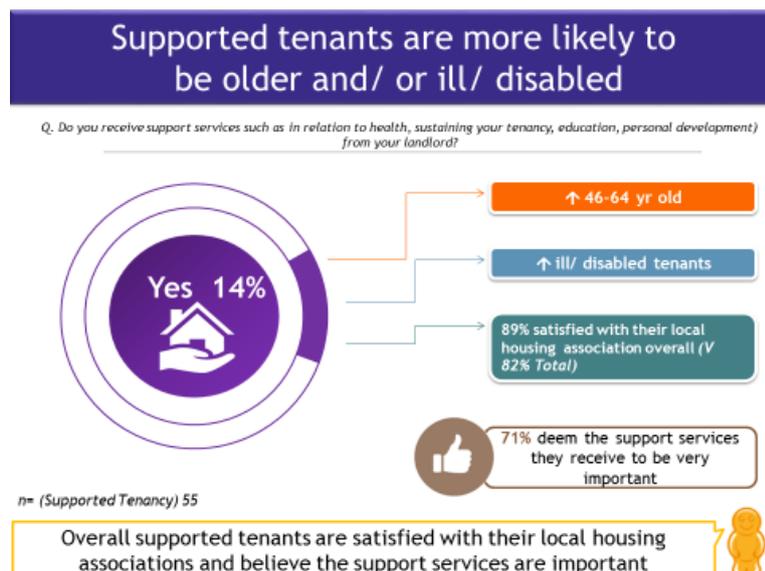
This question revealed some important information for housing associations to consider. Generally, almost one in three tenants (27%) stated that they did not find it

affordable to heat their home. Fuel poverty is a growing issue in Ireland and this statistic shows that it is prevalent among many tenants in the sector. For Clanmil Ireland the percentage of tenants that stated that they had difficulty was slightly higher at 32% than the mean (27%).

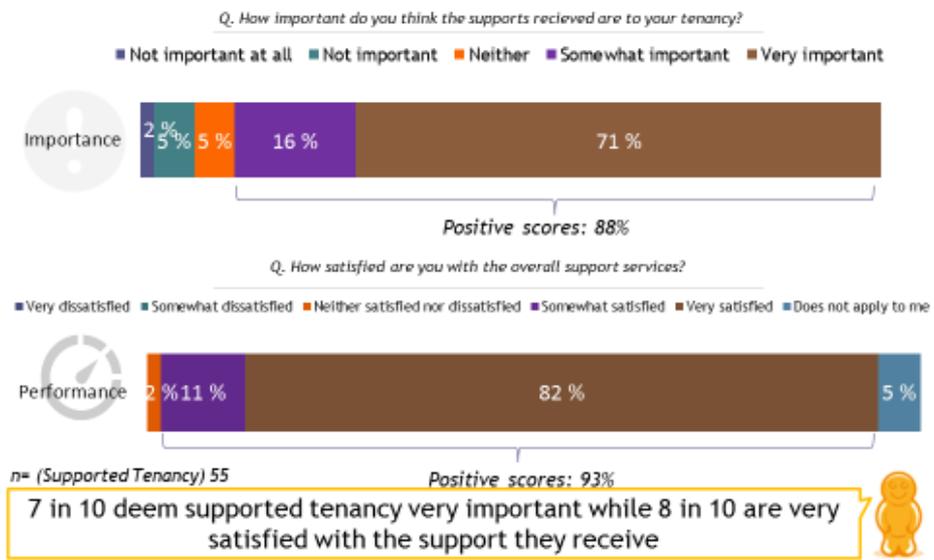


When it comes to supported tenancies, the evidence collected strongly supports their importance to the individual who is receiving the support. This is illustrated by the response of those living in supported tenancies where 71% state that the support(s) are very important to them. This percentage increases to 87% when those who rate them as somewhat important are also included.

In relation to the satisfaction of service with the support(s) provided, this also receives very positive scores with 82% of respondents saying that they are satisfied.

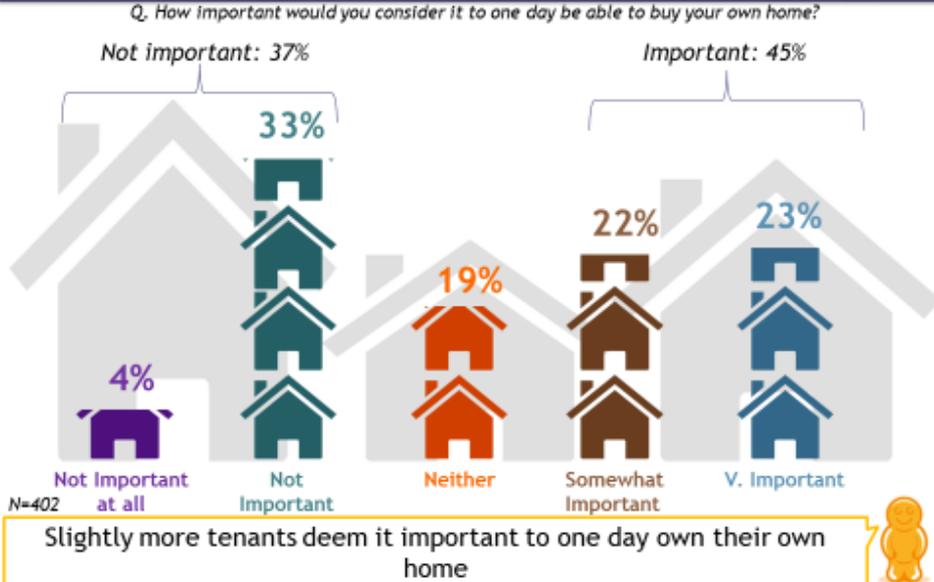


# Importance V Performance of Supported Tenancy



Finally in relation to home ownership, results varied depending on the age profile of tenants with younger tenants and those with children responding that the ability to one day own their own home was somewhat important or very important to them. For older tenants it was generally seen as being much less important. Interestingly it is a significant issue for Clanmil Ireland tenants with 47% of tenants noting this as somewhat important and 18% very important. These findings are significantly over the mean results in the same categories at 22% and 23% respectively.

## When it comes to buying their own home, mixed consideration levels exist among tenants



The conclusions below are general in nature but provide participating associations with good pointers going forward. The broad satisfaction of respondents should be stressed while also cognisance taken of the concerns of tenants in order to improve housing management practices.

## Conclusions - I

Over 8 in 10 are satisfied with the overall service provided by their housing association



- While the majority of tenants are satisfied, the main area that could be improved is around repairs
- Other areas mentioned in need of improvement are build quality, anti-social behaviour, communication, lack of facilities, outdoor areas and housing transfers

Majority of tenants (7 in 10) have contacted their housing association in the last 12 months



- The main reason for making contact with housing associations is for repairs
- 76% are happy with the customer service they have received from the housing association
- Some dissatisfaction exists among those who saw no outcome/result, poor communication or slow response from housing association

3 in 4 tenants feel housing associations are good at keeping them informed about things that may affect them as a tenant



- However 58% of tenants feel that they have never been given the opportunity to give feedback or have and it has not been take on-board
- Almost a quarter would like to be more involved in how their housing is managed especially around areas of repairs & outdoor areas
- Ensuring lines of communication are opened via residents association, surveys, meetings etc is v. important

## Conclusions - II

49% of tenants believe that their housing association is better than others



- Perceptions exist that housing association differ in performance
- Almost 3 in 10 tenants believe it is not affordable to heat their home
- Almost a half deem it to be important to one day own their own home - this is higher for females, those with kids under 18 living at home

Overall tenants are satisfied with their housing association and the services they receive



- 3 areas that could be improved however are...
- There are 45% of tenants who would one day like to own their own home facilitating and supporting those who wish to do so may be an important role for housing associations
  - 58% of tenants feel that they have never been given the opportunity to give feedback or have and it has not been take on-board - helping tenants to feel their feedback is valued is important via residents associations, surveys and meetings is important
  - Repairs & Maintenance is the key area that needs improvement



