

Tenant Satisfaction (STAR) Survey 2022

- Survey carried out by Acuity Research & Practice
- Target of 925 responses to achieve $\pm 3.0\%$ ($\pm 4.0\%$ gives 95% confidence)
- Achieved 928 responses
- Telephone interviews
- Good level of confidence in the results

Comments from Acuity

“Satisfaction with the services delivered by Oxford City Council is good and is maintaining good levels despite a general fall in satisfaction across the sector.”

“Comparison with Other Landlords

Oxford CC compares well with other landlords. Satisfaction on most of the key measures that match with the current survey are above the median on the majority of measures, between 2% and 8%, scoring in the second quartile. However, satisfaction is below the median on just two measures, satisfaction with overall services (6% below) and listening to views and acting upon them (5% below).”

Key Findings & Actions

- Every measure except overall satisfaction has improved
- Results above the median for all bar two measures
- Respondents' comments captured – valuable insight
- Where consent provided, residents contacted about issues
- Negative comments on overall satisfaction analysed
 - Mainly historical repairs & maintenance issues
- Pro-active comms to promote improvements in repairs & maintenance
- Engagement activities to drive listening improvement
- Keep up the efforts on other drivers
- Consider moving the overall satisfaction question to the end (reflections)

Actions following 2022 STAR Survey

Day to Day Repairs

- Live dashboards in place ✓
- Full rollout of DRS ✓
- Grafton stock contract in place (fixed right first time) ✓
- QL Versaa in place, enabling follow up appointments to be booked ✓
- Proactive damp and mould re-inspection programme (now extended) ✓
- Customer care training complete ✓
- Localz text messaging & post work satisfaction surveys May 2023 ↗

Actions following 2022 STAR Survey

Home & Neighbourhood

- Planned Maintenance and Great Estate improvements ongoing ✓
- Two-year rolling Stock Condition Survey procured ↗

Communications & Engagement

- New Customer Care & Complaints Officer ✓
- Other posts to be recruited through Landlord Services Transformation →
- Customer Portal (Rent & Repairs) June 2023 ↗
- Mobile working devices approved – awaiting deployment – to improve engagement and capturing and updating tenant profile information, GDPR etc ↗
- SHDF bid successful (£2.6m) with active engagement comms plan – Tenant Ambassador on Project Board ✓

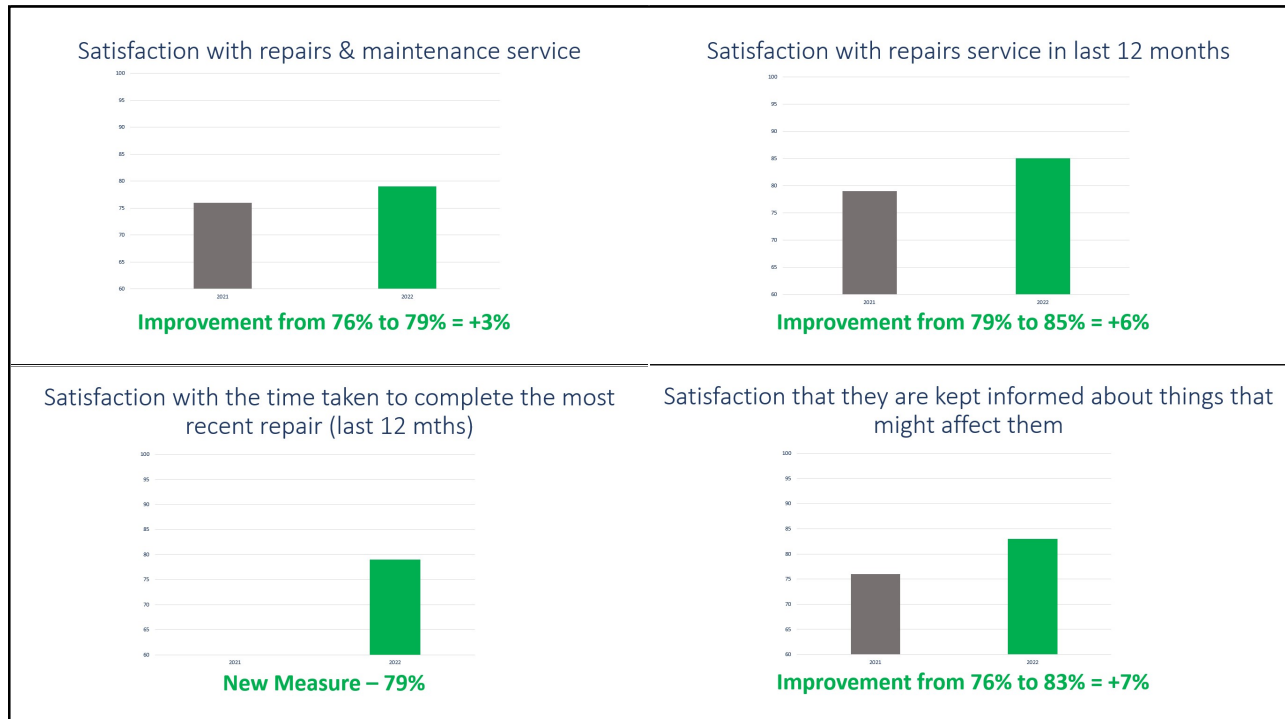
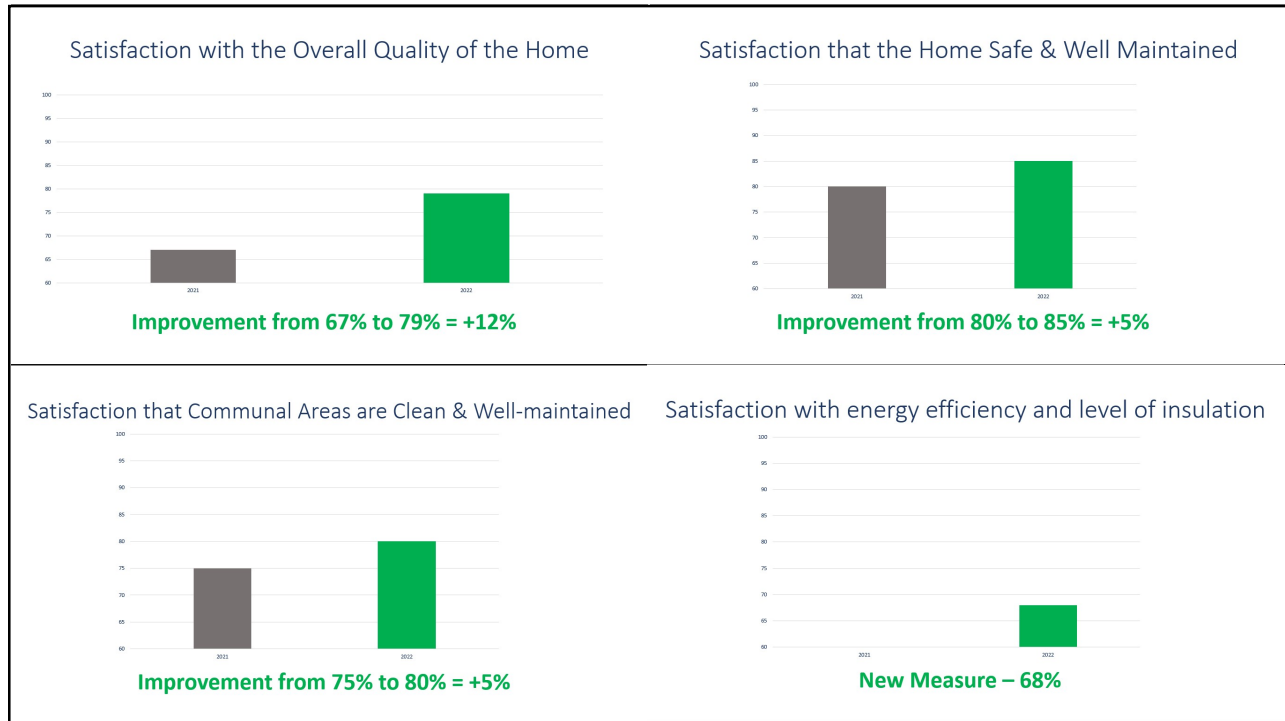
Actions following 2022 STAR Survey

Anti-Social Behaviour

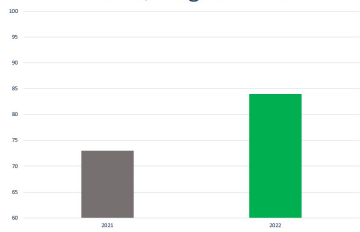
- Programme of engagement with tenants complete ✓
- New messaging around expectations ✓
- Improved website pages ✓
- Anti-social behaviour policy & procedures launched and active ✓

Housing Services

- Service Integration Project phase 1 active ✓
- Additional Resources in Tenancy & Allocations teams recruited ✓
- External review (Housemark) of services provided as a landlord complete ✓
- SHWP actions and requirements being pro-actively managed ↗
- Recommendations from Housemark, outstanding STAR actions, HHP recommendations to be delivered through Landlord Services Transformation Programme (LSTP) ↗
- LSTP team recruited – appreciative inquiries completed with stakeholders & staff, customer journey and process mapping underway (Sprints) ↗

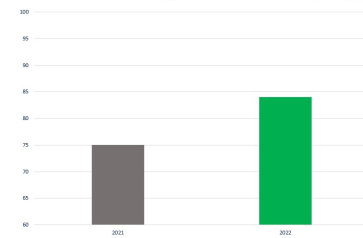


Satisfaction with overall appearance of their surrounding area/neighbourhood



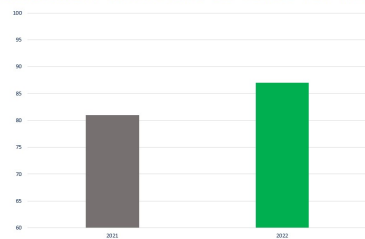
Improvement from 73% to 84% = +11%

Satisfaction with neighbourhood as a place to live



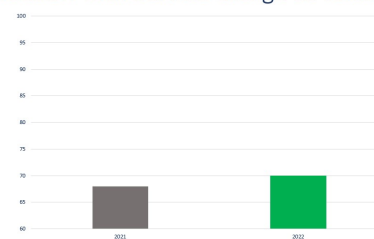
Improvement from 75% to 84% = +9%

Satisfaction with Rent as value for money



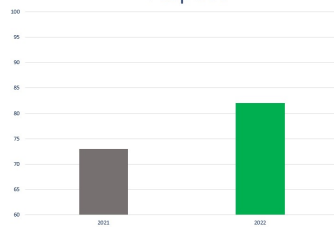
Improvement from 81% to 87% = +6%

Satisfaction with Service charge as value for money



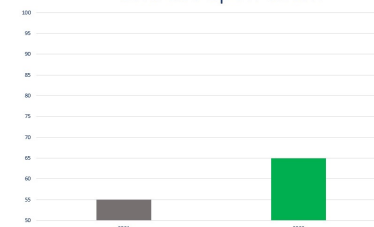
Improvement from 68% to 70% = +2%

Satisfaction with the Council treating them fairly and with respect



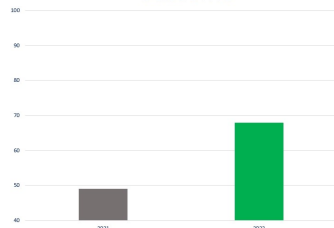
Improvement from 73% to 82% = +9%

Satisfaction with how the Council listens to tenants' views and act upon them



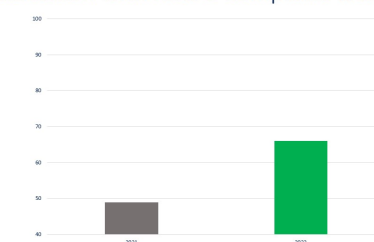
Improvement from 55% to 65% = +10%

Satisfaction with how the Council handles ASB - final outcome



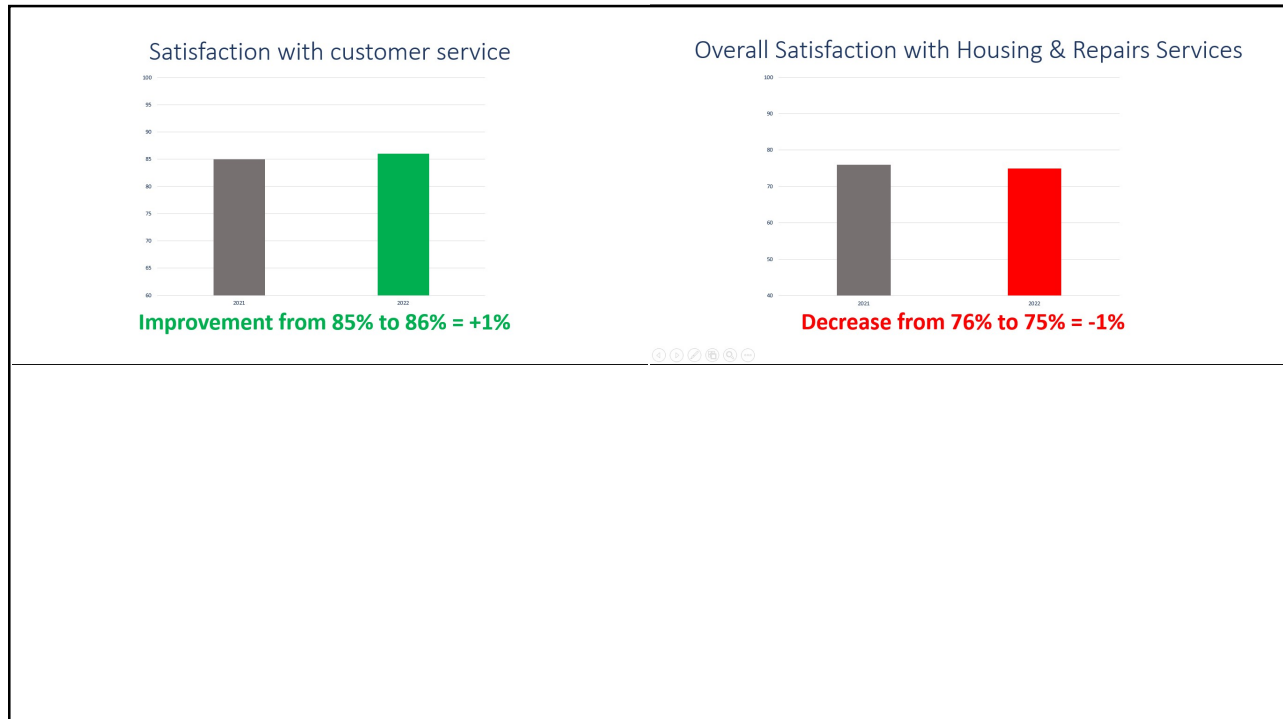
Improvement from 49% to 68% = +19%

Satisfaction with how a complaint was handled



Improvement from 49% to 66% = +17%





Positive Comments on Overall Satisfaction

- **Positive Comments – 38%**
 - Good overall service – 214
 - Generally happy, no problems - 127
 - Repairs service/workforce - 118
 - Attitude of staff - 21
 - Good communications and contactable – 16
 - Specially adapted or suits needs - 8
 - Spent money on property - 6
 - Like my home (type, size, condition) - 6
 - Happy living here - 4
 - Settled, lived here a long time - 4
 - Communal cleaning & maintenance - 4

Negative Comments on Overall Satisfaction

- **Day-to-day repairs 26%**
 - Timescales to complete repairs - 133
 - Outstanding / forgotten repairs - 84
 - Quality of work - 28
 - Appointments - 25
 - Had to report repair multiple times -18
- **Customer services & contact 9%**
 - Answering phones -18
 - Return call / email - 17
 - Care, empathy, support etc - 16
 - Resolving problems - 13
 - Time taken to resolve enquiry - 13

Negative Comments on Overall Satisfaction

- **Property condition 5%**
 - Damp / mould / condensation - 24
 - Condition of the property - 18
 - Insulation - 5
 - Safety checks - 4
 - External property maintenance - 3
- **Home improvements 3%**
 - New kitchen, bathroom - 11
 - Quality of refurbishment - 10
 - Heating system - 5
 - New doors or windows - 5
 - Property adaptations - 5

Negative Comments on Overall Satisfaction

- **Tenant services and management 3%**
 - Help for older residents/health issues - 13
 - Rent issues, arrears, HB - 7
 - Decorating /handyman service - 5
 - Value for money (rent/service charge) - 4
 - Financial difficulties - 3
- **Neighbourhood problems 2%**
 - Car parking, signage and garage areas - 8
 - Anti-social behaviour - 8
 - Drug related issues - 5
 - Neighbours - noise, alcohol - 5
 - Dogs - noise or fouling - 3

Negative Comments on Overall Satisfaction

- **Communications and information 2%**
 - Communications (in general) - 17
 - Listen carefully, take interest - 4
 - Acknowledgement of Complaint - 4
 - Information on service standards - 2
 - Transparent in decision-making - 1
- **Grounds maintenance 2%**
 - Fences and gates - 15
 - Tree maintenance - 6
 - Bushes & hedges - maintenance / weeding - 2
 - Grounds maintenance generally - 2
 - Grass cutting - 1