

Tenant Satisfaction (STAR) Survey 2023

- Survey carried out by Acuity Research & Practice
- Designed using the new Tenant Satisfaction Measures (RSH)
- Target of 950 responses to achieve $\pm 3.0\%$ ($\pm 4.0\%$ gives 95% confidence)
- Achieved 960 responses
- Telephone interviews
- Good level of confidence in the results
- **Overall satisfaction increased by 3% from 75% to 78% against 2022**

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Comments from Acuity

“Overall, the survey shows very high levels of satisfaction with the services provided by Oxford City Council, with all 12 TSMs scoring above the Acuity median for councils, and all are in the top quartile, except for complaints handling.

Almost four-fifths of residents are satisfied with Oxford City Council’s services overall (78%), while the highest satisfaction rating is for the repairs service in the last 12 months (83%). There are also similarly high ratings for tenants being treated fairly and with respect, the provision of a safe home, and where applicable, with the time taken to complete the most recent repair.”

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Key Findings & Actions

- Satisfaction with landlords across the country is dropping
- OCC overall satisfaction improved by 3%, against the national trend
- Satisfaction with time taken to carry out repairs improved
- Other measures dropped, though all bar two are within tolerance levels
- Satisfaction with complaint handling biggest drop to 33%
- Satisfaction with communal areas being clean & well maintained drop to 73%
- Respondents' comments captured – valuable insight
- Where consent provided, residents contacted about issues
- Negative comments on overall satisfaction analysed
 - Historical repairs, damp & mould and communal areas/grounds maintenance
- Further pro-active comms to promote improvements in repairs & maintenance now in place (Localz)
- Campaign to encourage reporting of "forgotten" repairs.
- Improved publicity on complaint case studies and lessons learned
- Increased direct engagement with tenants

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Further Completed Actions following 2021 STAR Survey

Day to Day Repairs

- Localz text messaging & post work satisfaction surveys in place since July 2023 ✓

Home & Neighbourhood

- Two-year rolling Stock Condition Survey commenced May 2023 ✓

Communications & Engagement

- New Customer Care & Complaints Manager recruited Feb 2024 ✓
- Customer Portal (Rent & Repairs) soft launch March 2024 ✓
- Mobile working devices deployed for OCC staff March 2024. ✓
- First OCC Versaa form designed and launched March 2024, deployment of further off the shelf forms planned plus ad-hoc customised forms. ✓

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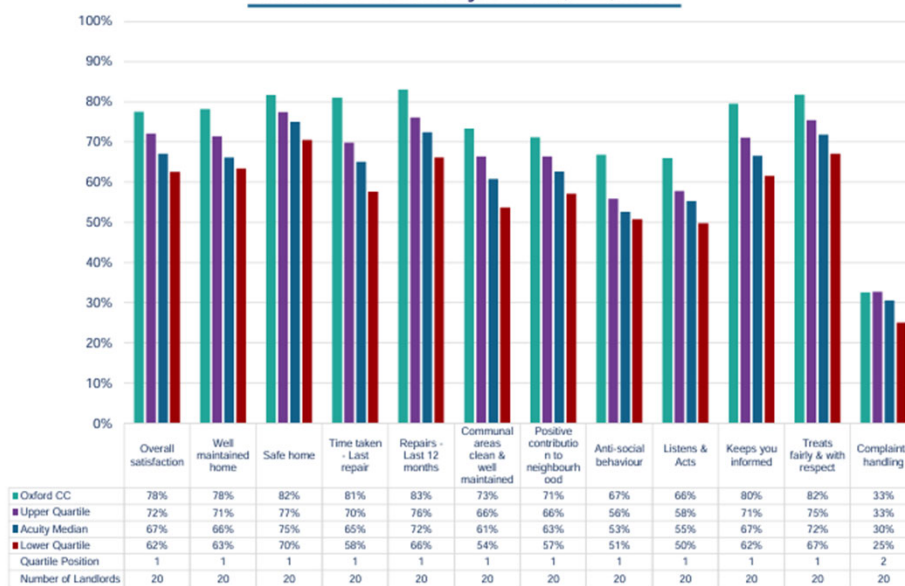
Year on Year Change

	2022	2023	Change
Overall satisfaction	75%	78%	2%
Well maintained home	--	78%	
Safe home	85%	82%	-3%
Safety and security (high-rise)	--	68%	
Repairs - Last 12 months	85%	83%	-2%
Time taken - Last repair	79%	81%	2%
Repairs - Overall satisfaction	79%	78%	-2%
Communal areas clean & well maintained	81%	73%	-7%
Positive contribution to neighbourhood	--	71%	
Anti-social behaviour	68%	67%	-2%
Easy to deal with	--	77%	
Listens & Acts	65%	66%	0%
Keeps you informed	83%	80%	-4%
Treats fairly & with respect	82%	82%	0%
Complaints handling	66%	33%	-34%

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Benchmarking – Acuity Clients Councils

Satisfaction Levels Acuity Median Q1 – Q2 23/24



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