

Your Views



Tenant Satisfaction Survey Report 2023/24



Introduction

About the Survey

Between January and March 2024, many of you took part in an important survey. All tenants were invited to participate in the survey by postal and online questionnaires.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way jLiving maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing. Tenants who took part were entered into a prize draw, with one winner from every scheme receiving a £50 shopping voucher from jLiving.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing jLiving's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received. The results are shown as percentages. The percentages are rounded up or down from multiple decimal places to the nearest whole number, and for this reason, may not in all cases add up to 100%.

A big thank you to everyone who took part!

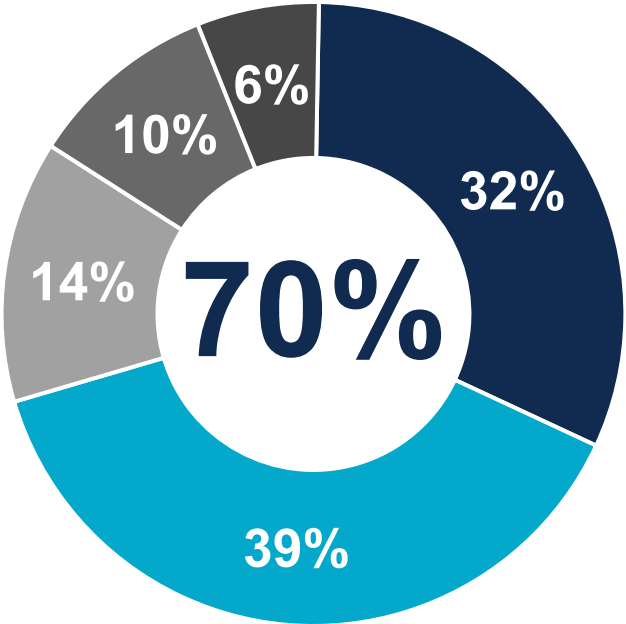


197
tenants took part
out of a total of
411 (170 by post
& 27 online)

Overall Service



Seven out of ten tenants are satisfied with the overall service provided by jLiving (70%).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

The Home



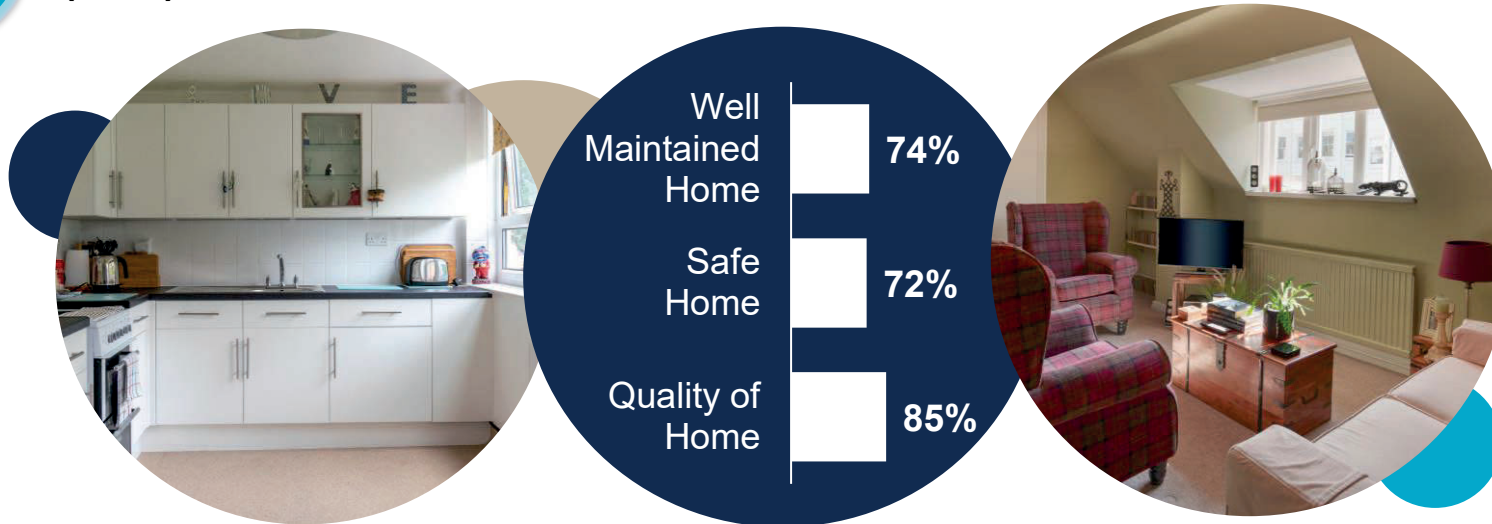
Three out of four tenants are satisfied that they are provided with a home that is well maintained (**74%**).



Around seven out of ten tenants are satisfied that jLiving provides them with a home that is safe (**72%**).



Six out of seven tenants are satisfied with the overall quality of their home (**85%**).



Communal Areas



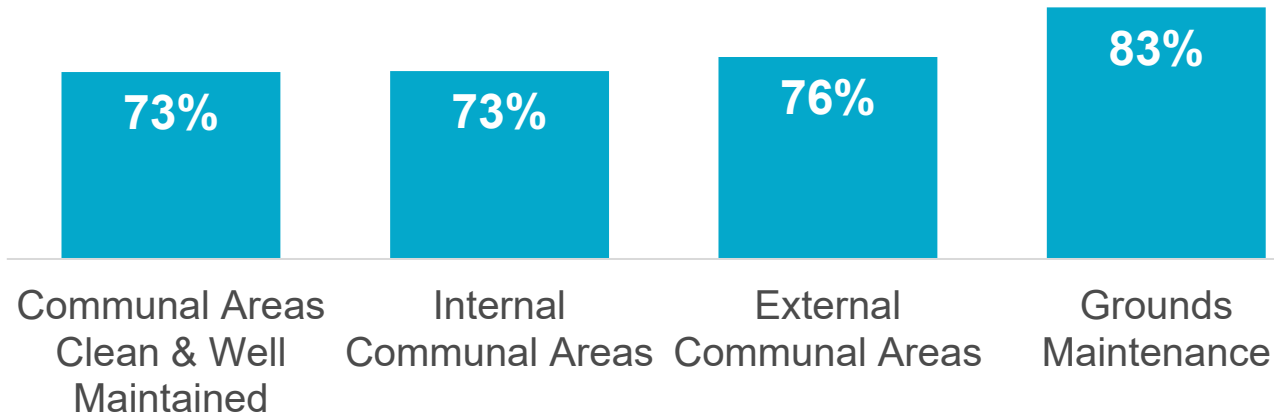
Around three out of four tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**73%**).



Slightly more tenants are satisfied with the external communal areas (**76%**) than the internal communal areas (**73%**).



Over eight out of ten tenants are satisfied with the grounds maintenance, such as grass cutting, in their area (**83%**).



99%
of tenants have communal areas that jLiving is responsible for maintaining

The Neighbourhood



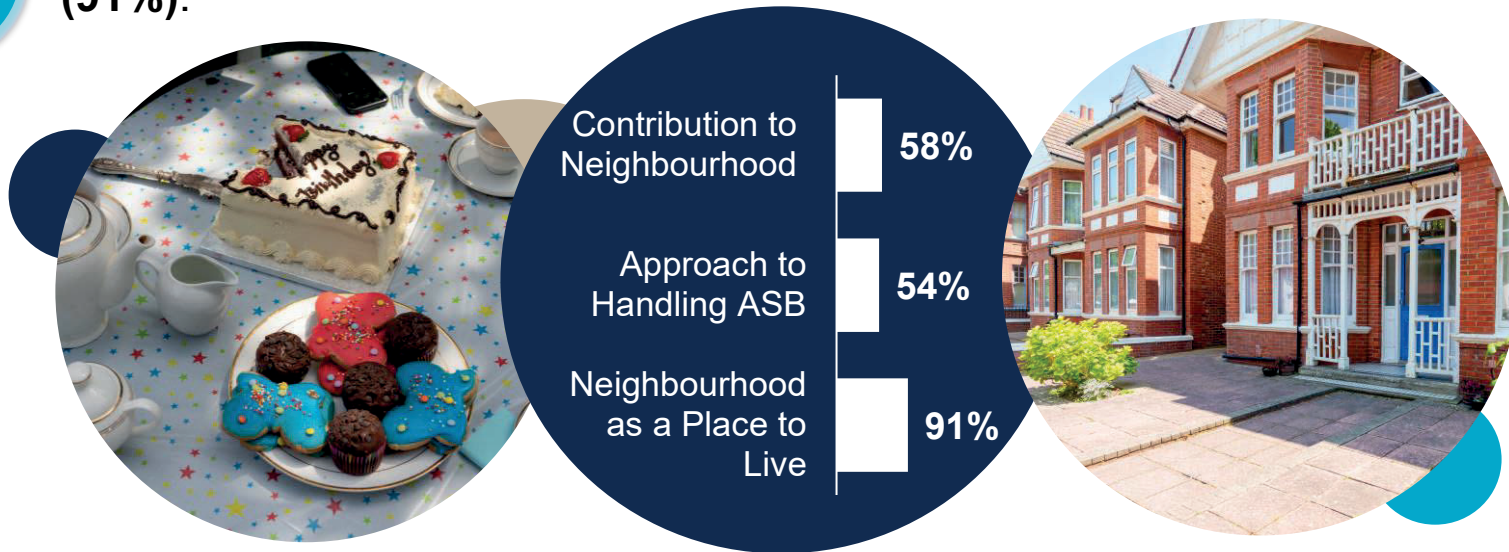
Around six out of ten tenants are satisfied that jLiving makes a positive contribution to their neighbourhood (**58%**).



Slightly fewer tenants are satisfied with jLiving's approach to handling anti-social behaviour (**54%**).



Nine out of ten tenants are satisfied with their neighbourhood as a place to live (**91%**).



Repairs Service



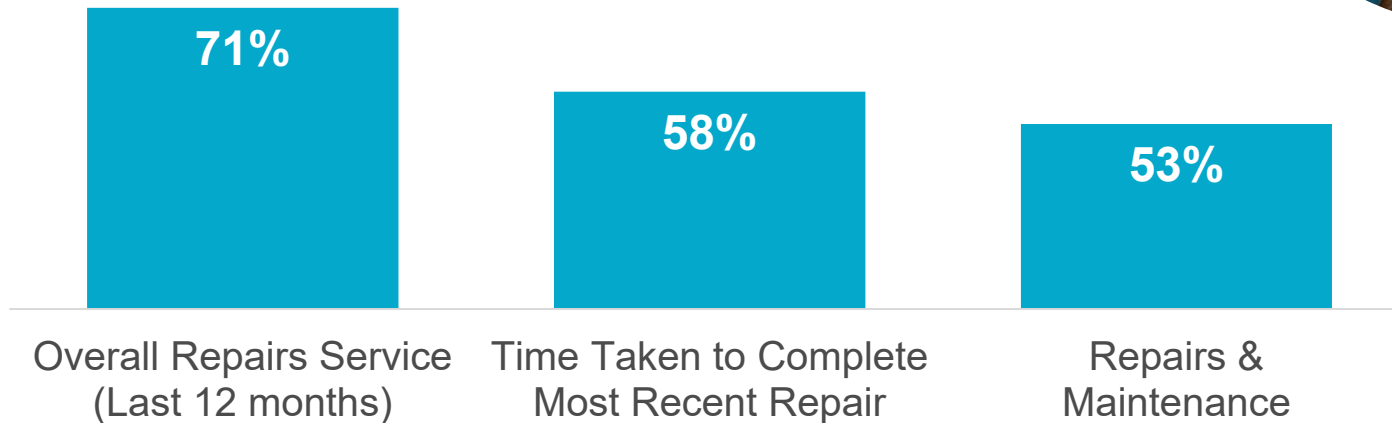
Seven out of ten tenants that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period (**71%**).



Fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it (**58%**).



Around half of tenants are satisfied with the way jLiving deals with repairs and maintenance generally (**53%**).



75%
of tenants had a repair carried out in the last 12 months

Communications and Tenant Engagement



Around half of tenants are satisfied that jLiving listens to their views and acts upon them (**52%**).



Around three-fifths of tenants are satisfied that they are kept informed about things that matter to them (**62%**).



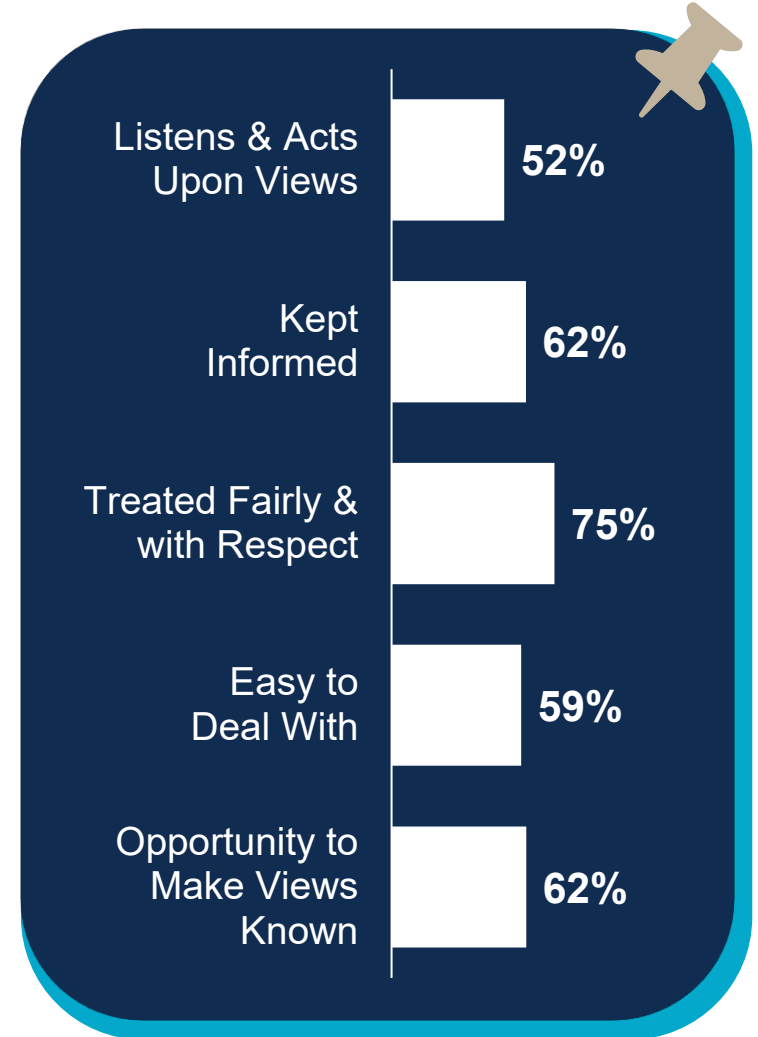
Three out of four tenants agree that they are treated fairly and with respect by jLiving (**75%**).



Six out of ten tenants feel that jLiving is easy to deal with (**59%**).



Some **62%** of tenants are satisfied that jLiving gives them the opportunity to make their views known.



Customer Contact and Complaints



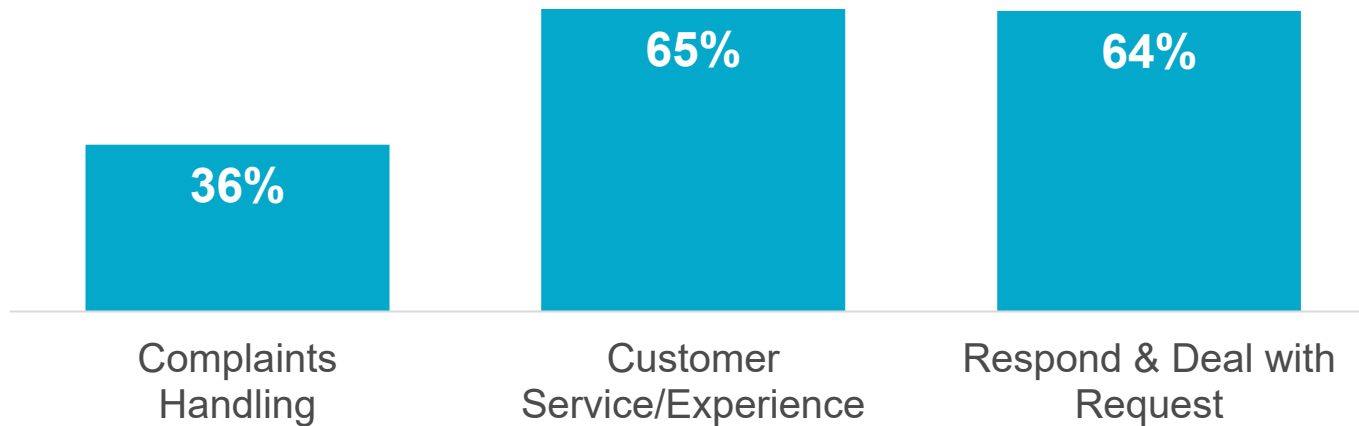
Around one-third of tenants who made a complaint in the last 12 months are satisfied with jLiving's approach to complaints handling (**36%**).



Two out of three tenants are satisfied with the customer service/the customer experience the last time they contacted jLiving (**65%**).



Tenants are similarly satisfied that when they contact the Housing Team at jLiving they respond and deal with their request (**64%**).



79%
of tenants are aware of how to make a complaint to jLiving

Wellbeing and Affordability



Some tenants reported that they are currently struggling to pay their rent or service charges (**12%**), to meet the costs of utility bills and household bills (**15%**). Fewer tenants are struggling with the cost of loan/debt repayments (**6%**).

12%

15%

15%

6%

Paying Rent or Service Charges

Meeting Cost of Utility Bills

Meeting Cost of Household Bills

Meeting Cost of Loan/Debt Repayments



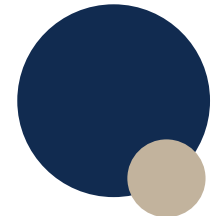
More tenants are satisfied with the value for money of their rent (**85%**) than their service charges (**72%**).



Seven out of ten tenants are satisfied that jLiving is committed to providing energy-efficient and sustainable homes (**69%**).



Over eight out of ten tenants agree that their heating system keeps their home warm (**84%**), with fewer agreeing that it provides value for money (**78%**) and they can afford to run it (**71%**).



Recommending jLiving



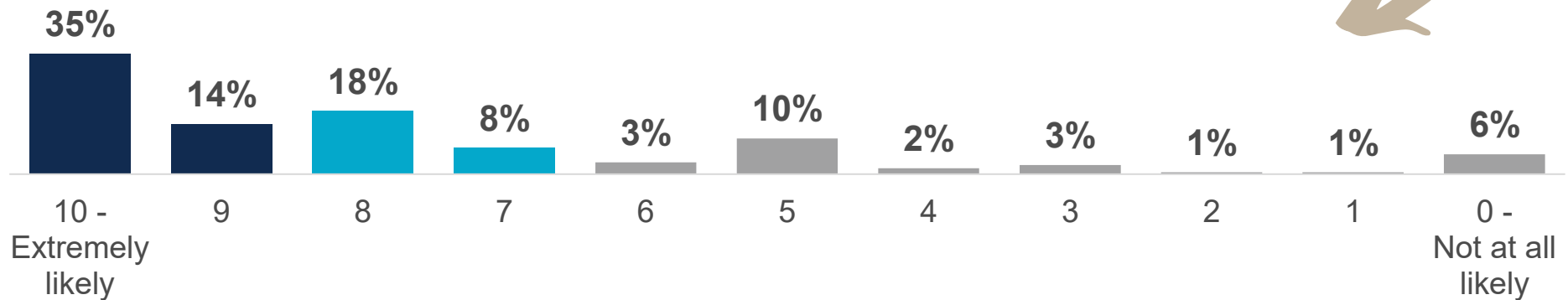
Tenants were also asked how likely they would be to recommend jLiving to other people. This is a 0-10 point rating. Those who would recommend jLiving score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Half of tenants are happy to recommend jLiving to other people (**49%**). However, **26%** of tenants are unsure and **25%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for jLiving (the percentage of those who would recommend jLiving minus the percentage of those who would not) is **+24**.



Tenants' Comments

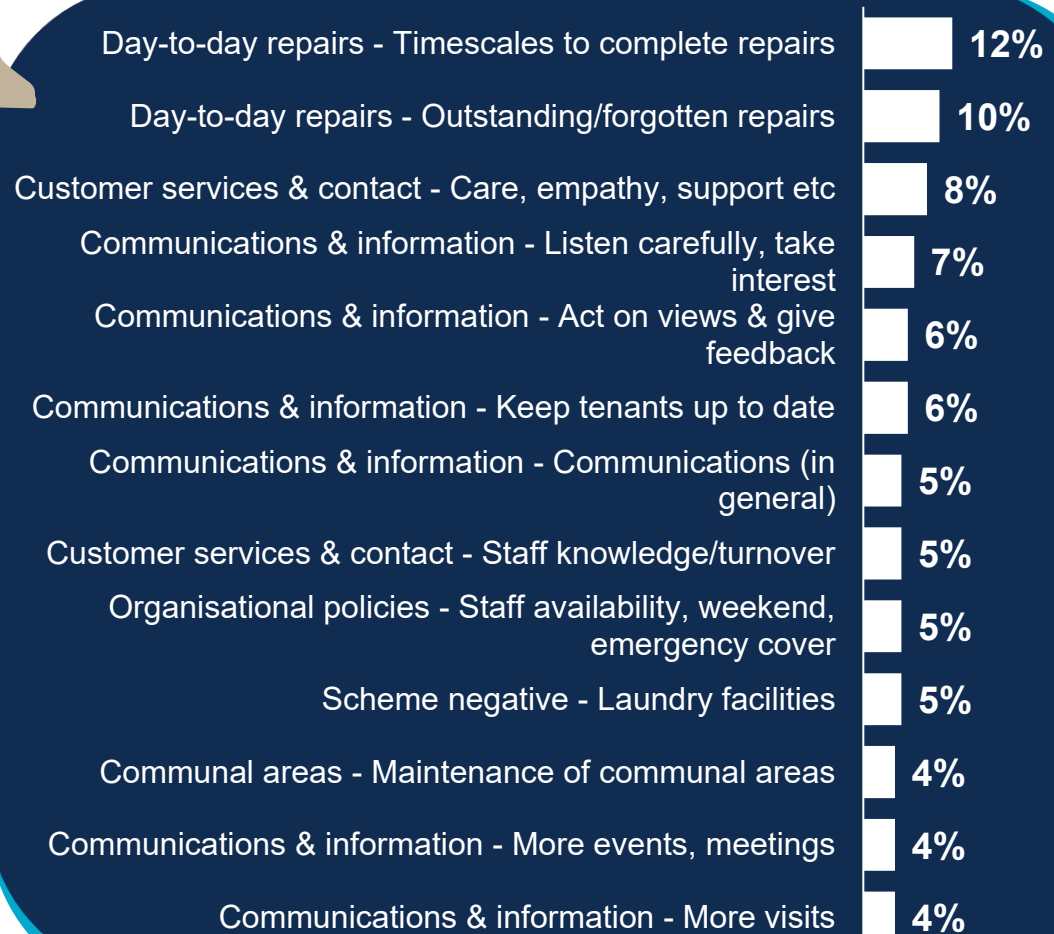
Finally, tenants were asked if there is anything jLiving could do to improve its services, and 118 tenants gave comments.

Tenants most frequently referred to the repairs service, including the timescales to complete repairs and outstanding repairs that have not been dealt with.

Tenants also mentioned customer services and communications, such as the care and support provided by staff, as well as how they are listened to and kept informed.

Some tenants commented on concerns about staff availability, the laundry facilities and the maintenance of communal areas.

Top comments



Summary of Tenant Satisfaction Measures

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	70%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	71%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	58%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	74%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	72%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	52%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	62%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	75%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	36%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	73%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	58%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	54%

Your Views



jLiving 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 may 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 jLiving does to involve you in developing services. As well as publishing the results of the survey, jLiving plans to put the findings to good use by working with tenants to further improve the services provided.



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	197
B.	Timing of survey	22 January to 25 March 2024
C.	Collection method(s)	Postal and online surveys
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Representativeness checks carried out by age group, county, district, scheme and gender
F.	Details of any weighting applied to generate the reported perception measures	Results have been weighted by scheme
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	None
I.	Reasons for any failure to meet the required sample size requirements	N/A
J.	Type and amount of any incentives offered to tenants to encourage survey completion	Prize draw, with one tenant from each scheme (15) selected at random to receive a £50 shopping voucher
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None



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