

eldon housing

Eldon Housing Association TSM Report

2023 Report

September 2023

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Eldon Housing Association (Eldon HA) are an established provider of supported housing for older people in Croydon. They currently own 282 properties, which includes Extra Care units, sheltered schemes, general needs flats and flats for people recovering from mental illness.

In 2023, they commissioned Acuity to undertake an independent satisfaction survey of its tenants to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which become mandatory to collect from April 2023 and are due to be reported for the first time next year. It also includes additional questions specific to Eldon HA and probes to gain further insight into what is driving satisfaction and dissatisfaction.

Introduction

The aim of this survey is to provide data on tenants' satisfaction, which will allow Eldon HA to:

- Provide an up-to-date picture of tenants' perceptions of their homes and the current services
- Compare the results with previous surveys where possible
- Compare the results with other landlords where appropriate
- Inform decisions regarding future service development
- Publish results to residents, as per RSH requirements

The survey was undertaken throughout July and early August 2023. It adopted a census approach, with all tenants invited to participate, and used a postal methodology of two mailouts, the second being a full reminder mailout to all non-respondents. These included a link to complete the survey online if they preferred, as well as a covering letter and a reply-paid envelope. A prize draw incentive was also used, with four tenants winning a shopping voucher.

This report presents an analysis of the results based on the 117 returned surveys (111 by post, 6 online). This includes an analysis of results at various subgroup levels, including housing need, scheme, age and length of tenancy. As this is an annual survey, the report contains an analysis of what is driving satisfaction at Eldon HA, a comparison with other landlords who have completed TSM surveys and an understanding of the context in which Eldon HA is currently operating.

The survey was confidential, and the results were sent back to Eldon HA anonymised unless tenants give their permission to be identified – 86% of tenants did give permission to share their responses with their details attached and 89% of these tenants were happy for Eldon HA to contact them to discuss any information they provided.

For the overall results, Acuity, Housemark and the Regulator of Social Housing recommend that landlords with under 2,500 properties achieve a sampling error of $\pm 5\%$ at the 95% confidence level. For Eldon HA, 117 responses were received in 2023, from a sample of 282, which is equal to a response rate of 41%. This response was high enough to conclude that the findings are accurate to within $\pm 6.9\%$. Although this is slightly outside the required margin of error, it still represents a good return, and the regulator understands that with such a small number of properties the requirement is unlikely to be achievable and thus a census approach is acceptable.



88%

Overall Satisfaction

Eldon HA show strong levels of satisfaction across the full range of services provided, with 88% of tenants satisfied with the overall service.

There are even higher levels of satisfaction for the cleaning and maintenance of communal areas (95%), the home being well maintained (92%) and the provision of a safe home (90%). While 87% of tenants are satisfied with the repairs service in the last 12 months and how easy it is to deal with Eldon HA.

However, there are some areas where improvements can be made – notably, the positive contribution Eldon HA makes to the neighbourhood (72%) and the way complaints are handled (52%) which is typically the lowest-performing measure for social landlords.

Key Metrics Summary 2023



92% Well maintained home



84% Anti-social behaviour



90% Safe home



87% Easy to deal with



87% Repairs - Last 12 months



78% Listens & Acts



80% Time taken - Last repair



79% Keeps you informed



95% Communal areas clean & well maintained



86% Treats fairly & with respect



72% Positive contribution to neighbourhood



52% Complaints handling



Overall Satisfaction



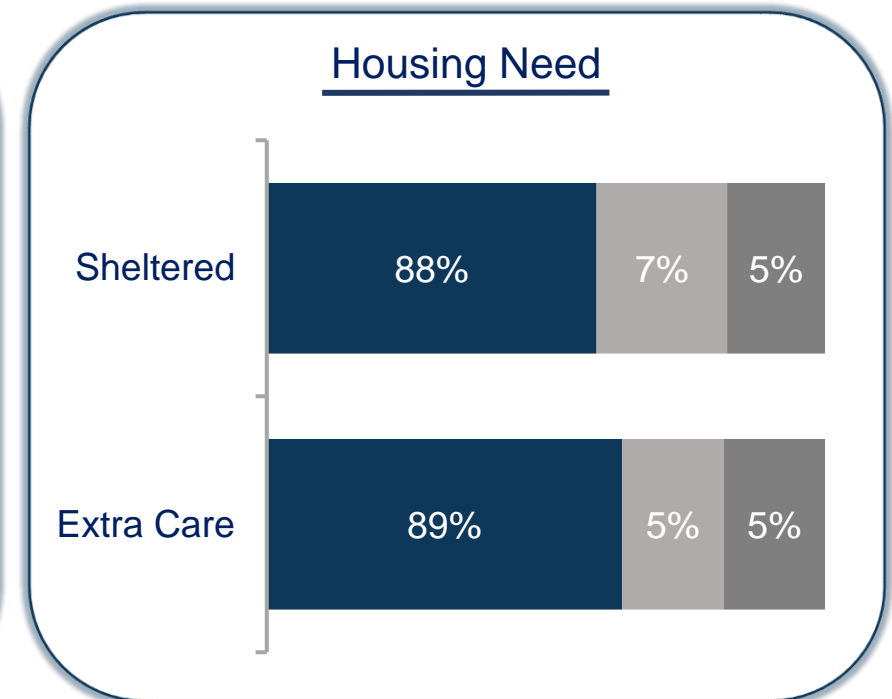
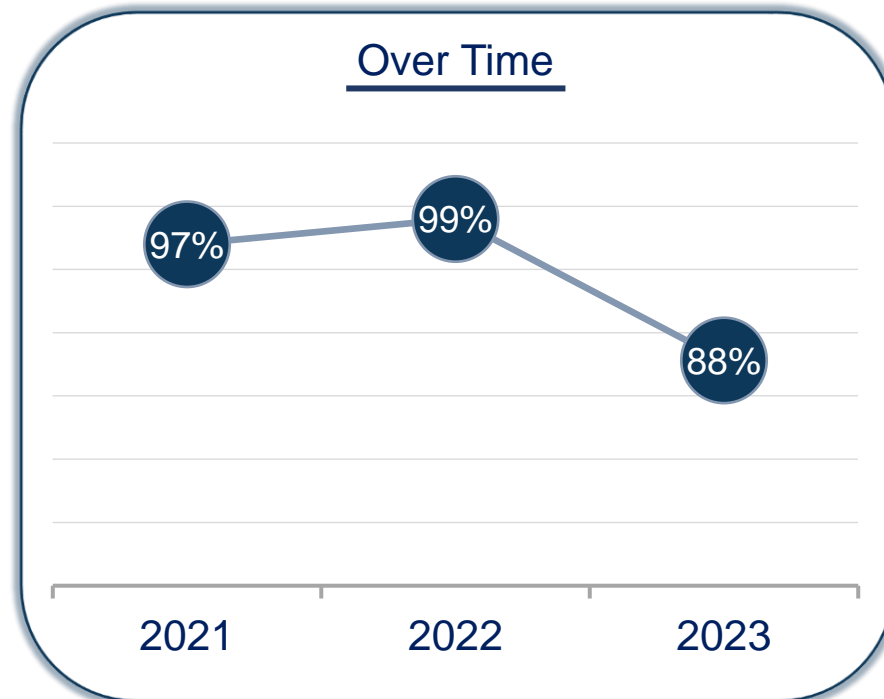
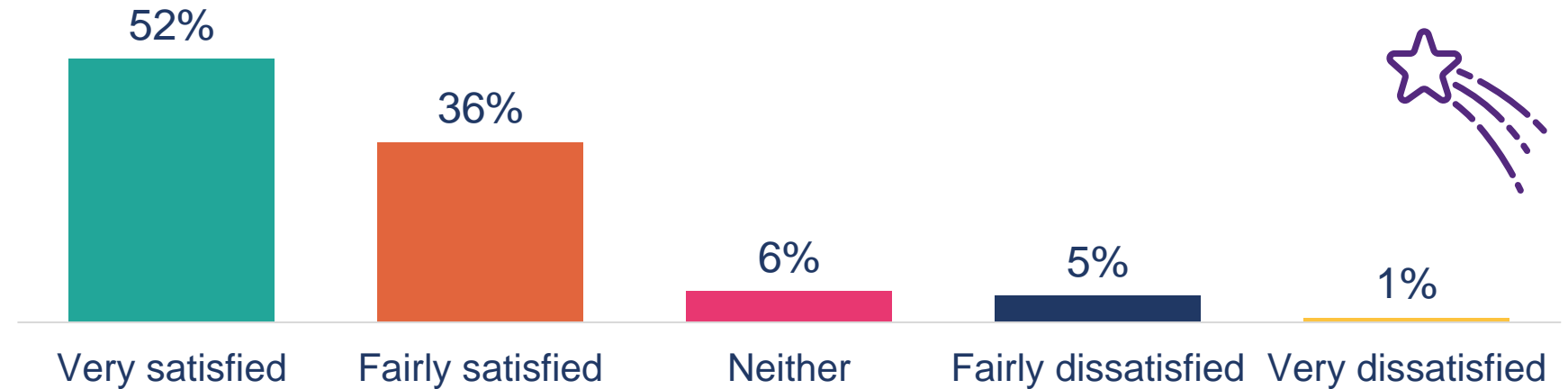
Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Eldon Housing Association?" This is the key metric in any tenant perception survey.

Around nine out of ten tenants are satisfied (88%), with more very satisfied (52%) than fairly satisfied (36%). Just 6% of tenants are dissatisfied, with a further 6% neither satisfied nor dissatisfied.

Overall satisfaction has decreased by 11% since the previous survey in 2022. The following page demonstrates how some of this reduction may be explained by the national context in which Eldon HA is operating. However, alongside this, there are likely to be other reasons specific to Eldon HA that are influencing this, which this report will help to identify.

Of the two main groups, Sheltered tenants (88%) and Extra Care tenants (89%) are similarly satisfied with the overall service provided. The 'understanding satisfaction' section of this report also further analyses the ratings by scheme, age, etc.

Overall Satisfaction



National Context

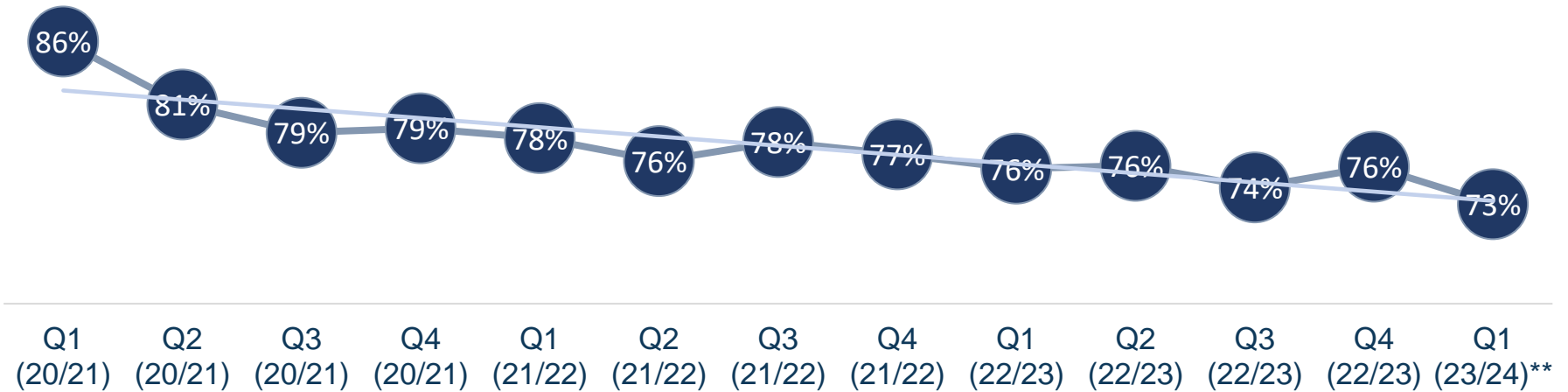
When considering the results, it is important that the national context and external factors are taken into account. For example:

- Cost of Living Crisis
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

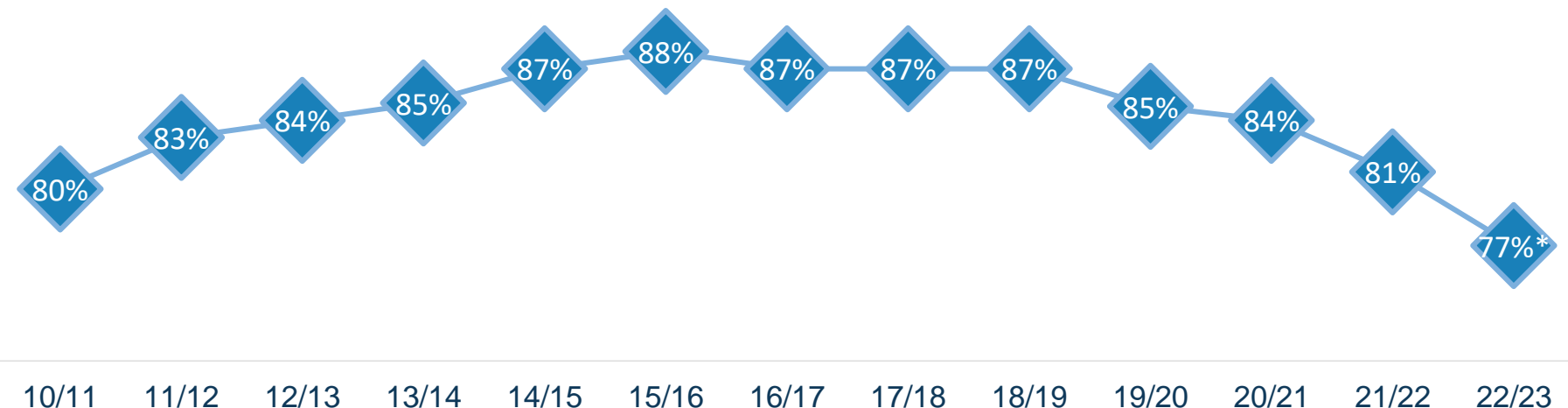
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic have also altered the way social landlords operate, perhaps making them less accessible and responsive.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members, which peaked in 2015/16 but has been falling slowly since, even before the effects of the pandemic.

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF/Housemark median - general needs)



*As reported by Housemark in January 2023. **LCRA only onwards



Keeping Properties in Good Repair



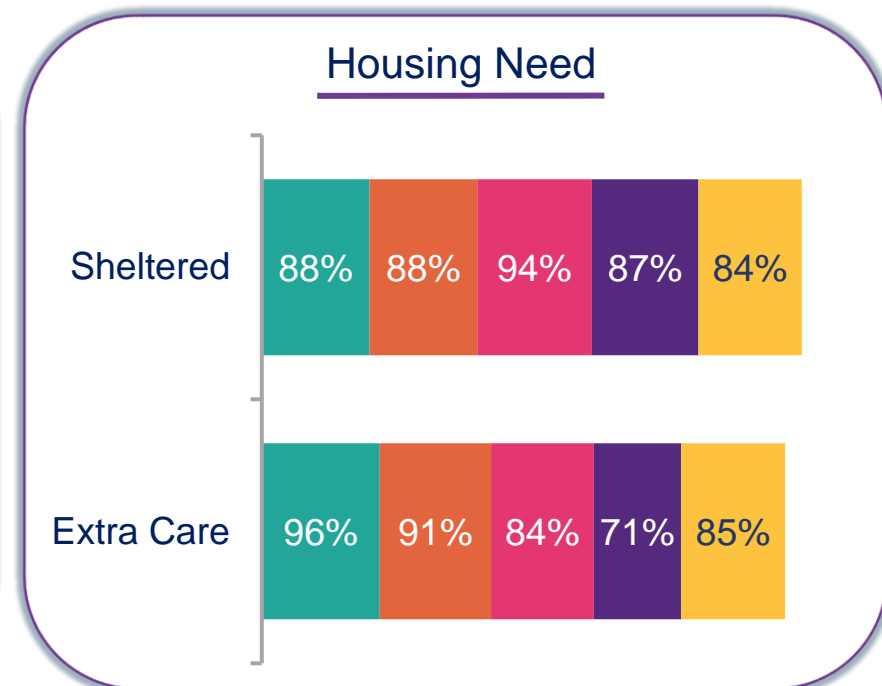
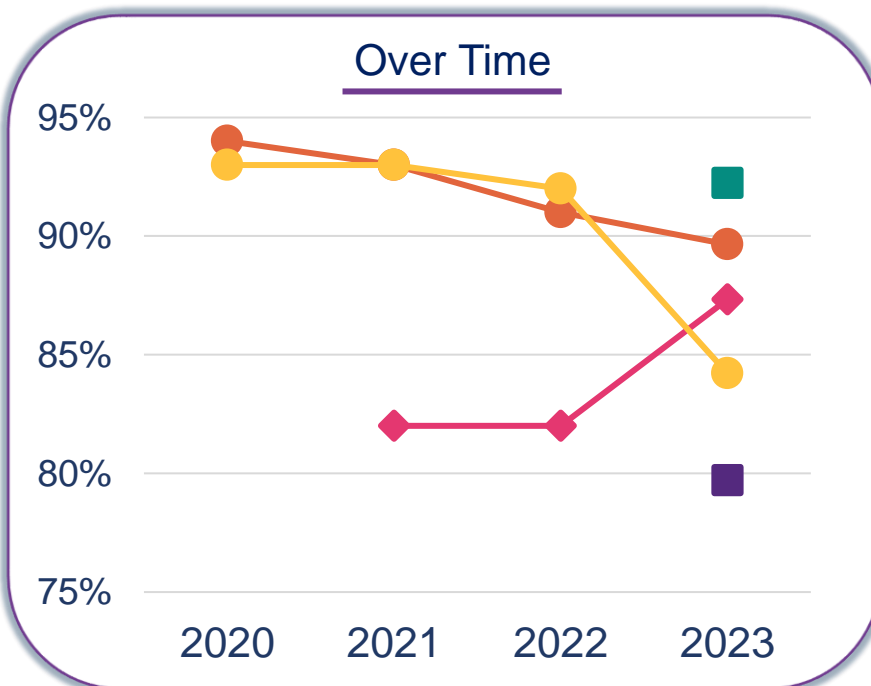
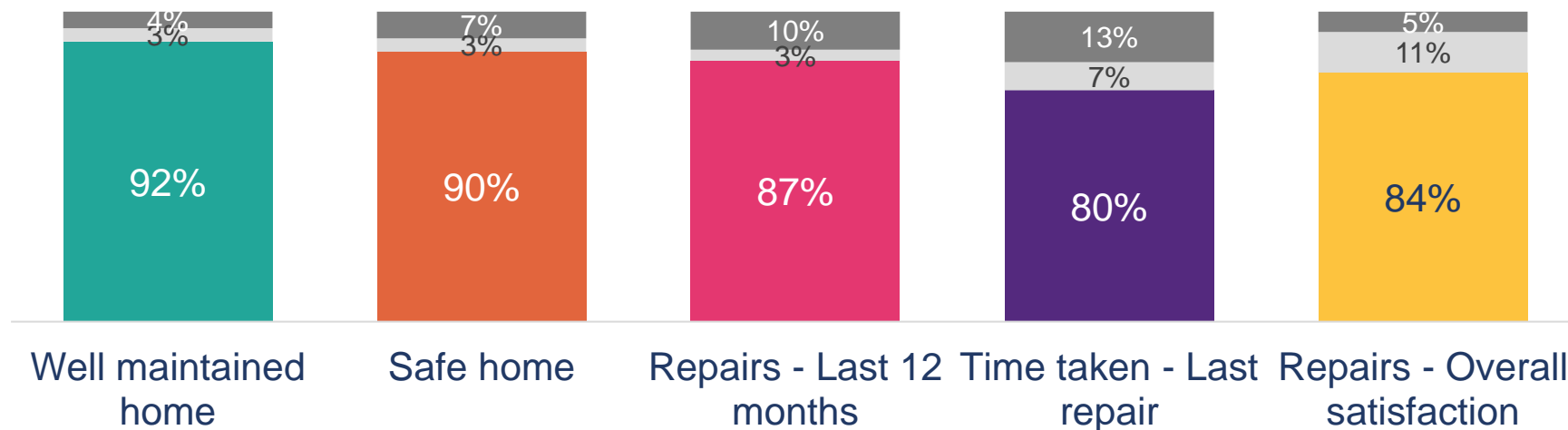
The TSMs split out satisfaction with the home into two questions around its safety and its maintenance. Marginally more tenants are satisfied that their homes are well maintained (92%) than safe (90%).

Around six out of ten tenants had a repair carried out to their homes in the last 12 months (62%). Of these tenants, 87% are satisfied with the overall repairs service during this period, although fewer are satisfied with the time taken to complete their most recent repair (80%), with 13% dissatisfied. 84% of tenants are satisfied with the way Eldon HA deals with repairs and maintenance generally – which was asked of all tenants.

Of the measures that can be compared to the previous survey in 2022, satisfaction has increased by 5% for the repairs service in the last 12 months. For the home being safe, it has remained stable (down just 1%) but has decreased by 8% for the overall repairs and maintenance service.

Extra Care tenants are more satisfied with their homes, while Sheltered tenants are more satisfied with the recent repairs service.

Keeping Properties in Good Repair



*Safe home changed from “safe and secure” to just “safe” in 2023.



Tenants who were not satisfied with their homes and/or communal areas were asked to provide more information and what Eldon HA could improve. Just 9 tenants gave comments.

The most frequent comment areas are shown on the chart to the right, alongside examples of the comments received from tenants.

Although there were few comments, most cited home improvements they would like, including kitchens and bathrooms, and doors or windows.

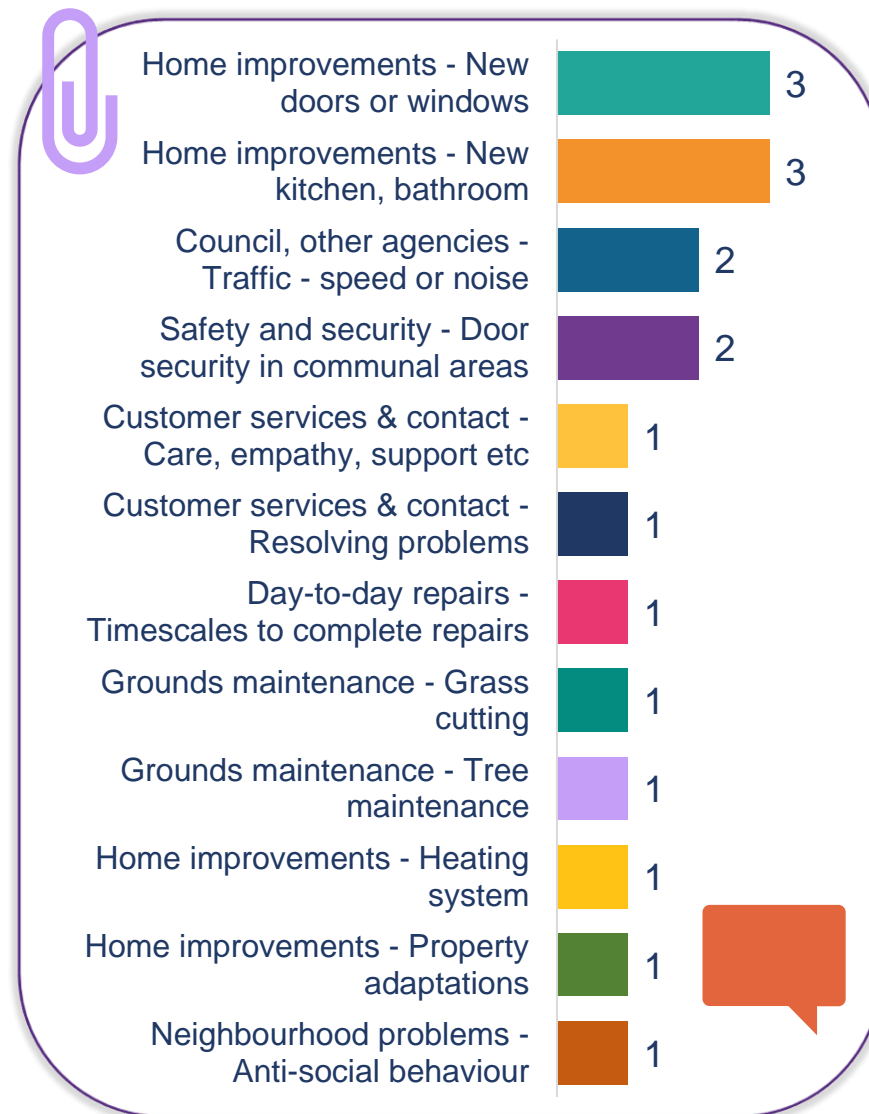
Other tenants complained of problems in the surrounding area, such as noisy traffic and anti-social behaviour. While two tenants do not feel safe due to the door security in their communal areas.

Some tenants have concerns about the maintenance outside their homes, including the grass cutting and upkeep of trees.

It should be noted, however, that most of these issues were only mentioned by one or two tenants, with the vast majority satisfied with their homes and shared areas.



Comments – Not Satisfied with Home or Communal Areas



Number of respondents: 9

Example Comments

"The bathrooms are very squalid; we all deserve to have a decent bathroom - it is overdue to have new ones"

"Need new windows as we have a cold draft. Need new bathroom heater and fan. Garden needs regular cutting. Pets use garden to excrete. Front door needs changing"

"Our flat is very dark have to have lights on all day very depressing and suffer with anxiety and depression. Noisy too traffic outside we never get a choice we were told No1 flat"

"The front door is constantly broken and needs to be replaced. We can't sit on the verandah because of traffic noise from the nearby main road. The flat is dark because of trees in the grounds that need to be cut back/removed to allow sufficient light into the flat."

"The exterior areas used to be cleaned on a regular basis, now they are not"

"I was on the waiting list to have my kitchen replaced. Recently informed that kitchen unit not being replaced because of financial constraints. Cracks on walls and ceiling of lounge and bedroom of my flat"

"Communal areas cleaned every week"

Tenants who were not satisfied with the repairs and maintenance service were also asked to explain why. 13 tenants made comments.

As might be expected, the majority of the comments mention the repairs service itself, in particular the timescales to complete repairs and outstanding or forgotten repairs that have not been dealt with. These are also issues that many other social landlords are currently facing. This is partly because landlords are still trying to catch up after the pandemic but also due to increased costs and shortages of labour and materials.

Other tenants commented upon how customer service could be improved, as well as home improvements they would like and the condition of their properties.

Examples of the comments received are shown to the right and give further insight into what tenants are the most concerned about.

Comments – Not Satisfied with Repairs and Maintenance Service



Example Comments

"Waiting a long time to repair my kitchen ceiling"

"I have a leak on my bedroom ceiling and needs painting - taking a long time"

"In my case, I need a larger ventilator to take the damp away in the wash basin area"

"Emergency repairs should be done within 24-48 hours not longer"

"I am dissatisfied with not having any feedback about when my kitchen units and the cracks on ceiling and walls will be repaired"

"They do a job but if they make damage to plaster/coving/flooring it is left a mess, holes are left, and they don't fill in to make good"

"It takes months to get anything done. E.g., an existing rotating clothesline is in need of repair or replacement. To date nothing done"

"Tna based at Fellows court is an asset to the company. Trying to get the help desk to help can be somewhat difficult"

"The electricity kept tripping after an electrical maintenance job"

"Heating - tropical 24/7. Hot water - scalding and dangerous"

Number of respondents: 13





Responsible Neighbourhood Management



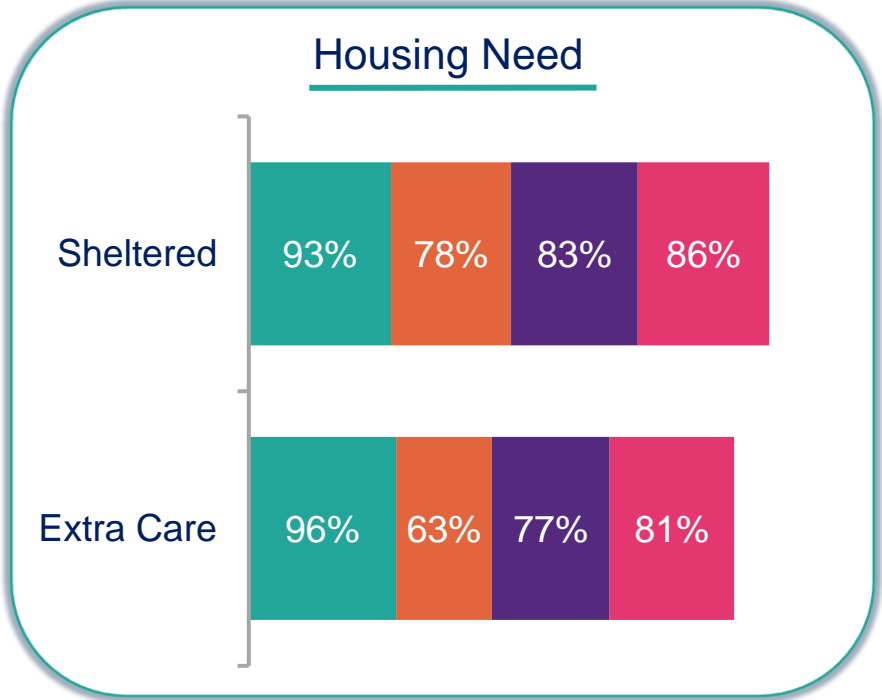
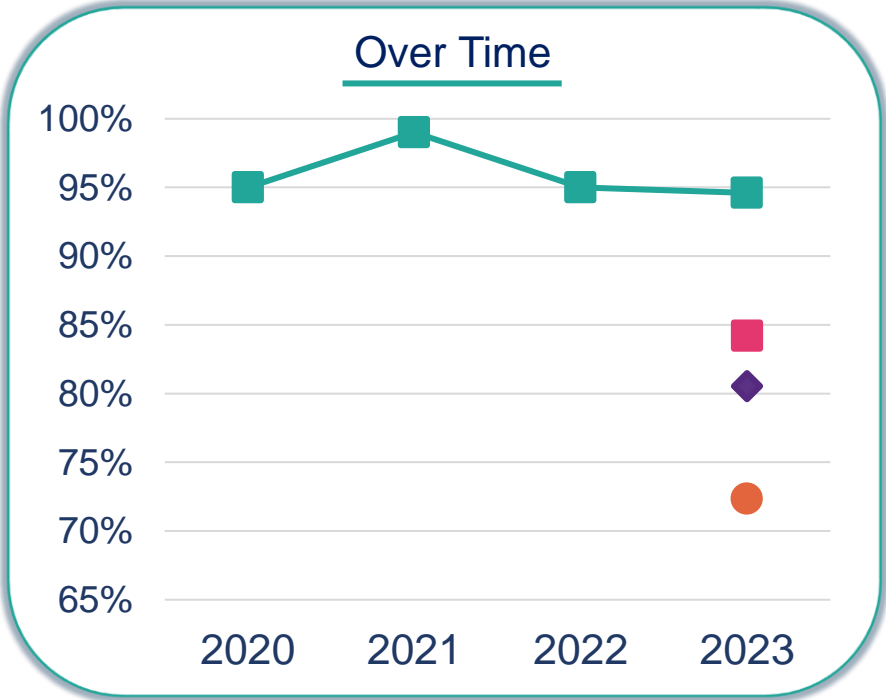
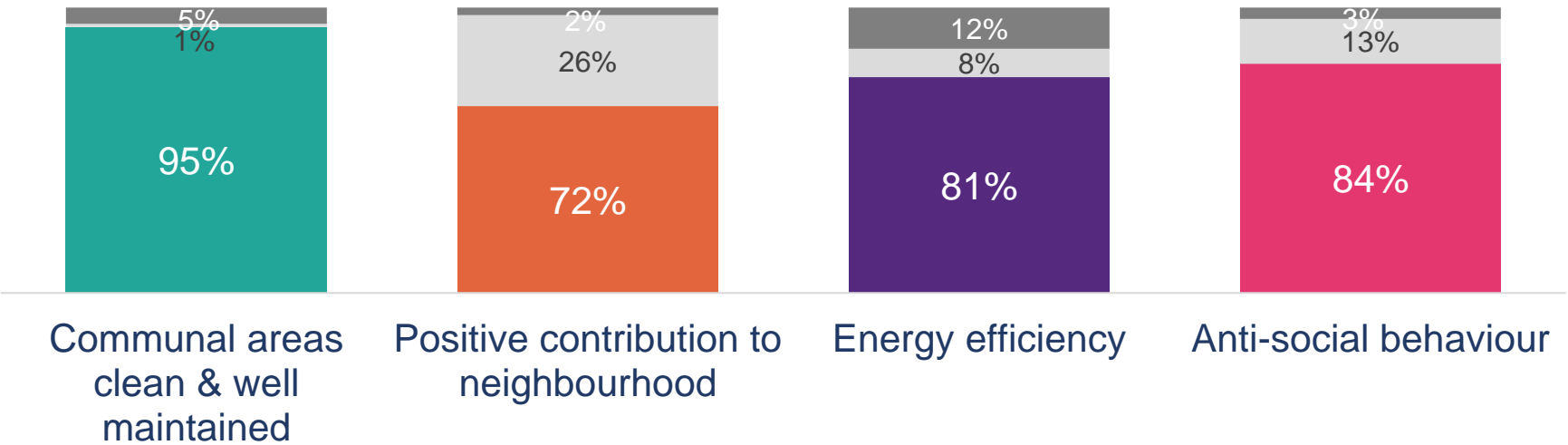
Almost all tenants stated that they live in a building with communal areas that Eldon HA is responsible for maintaining (99%). Of these tenants, 95% are satisfied with the cleaning and maintenance of their communal areas, with just 5% dissatisfied. Satisfaction has remained the same since the previous survey.

Fewer tenants are satisfied with the positive contribution Eldon HA makes to their neighbourhood (72%). Although 26% gave a neutral response, perhaps because they are unaware of the contribution made; maybe Eldon HA could do more to promote the impact it has in this area.

Over eight out of ten tenants are satisfied with how Eldon HA deals with anti-social behaviour (84%), with just 3% dissatisfied. In addition, 81% of tenants are satisfied with the energy efficiency of their homes, although 12% are dissatisfied.

The differences between Sheltered and Extra Care tenants are relatively small, aside from the contribution made to the neighbourhood (15% more Sheltered tenants satisfied).

Responsible Neighbourhood Management





Respectful & Helpful Engagement



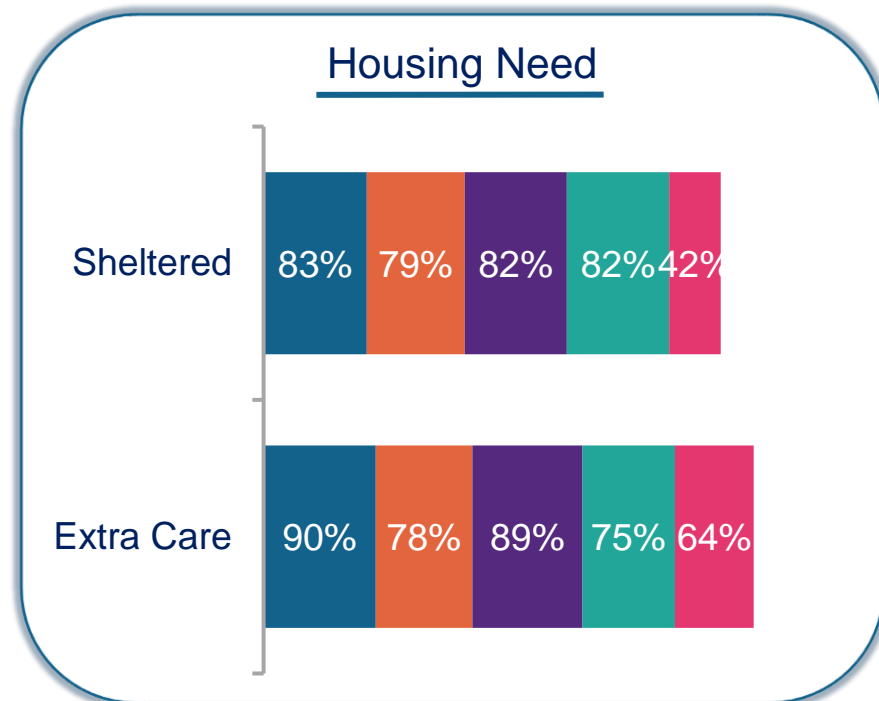
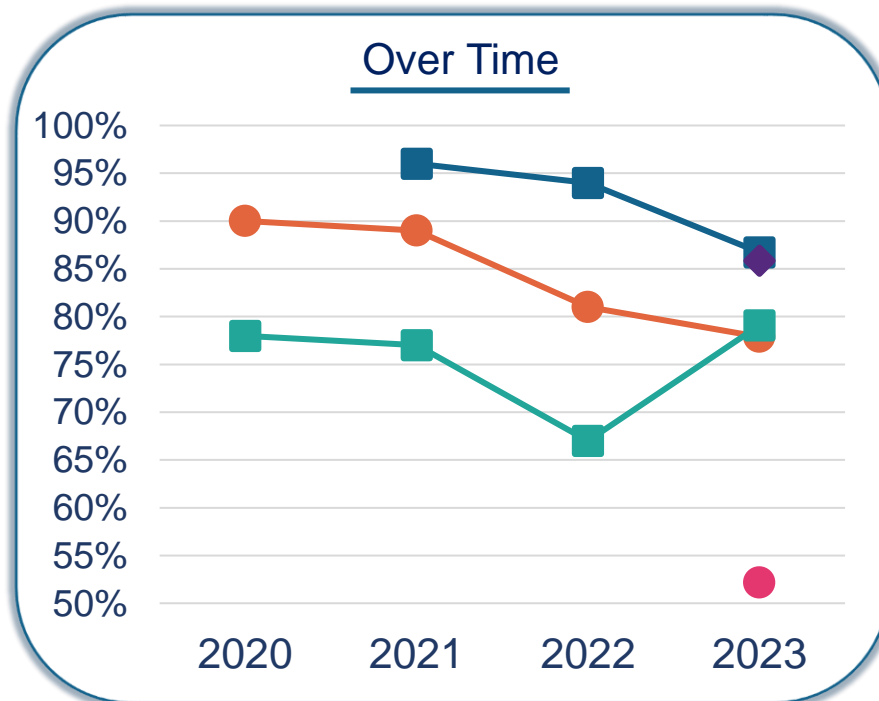
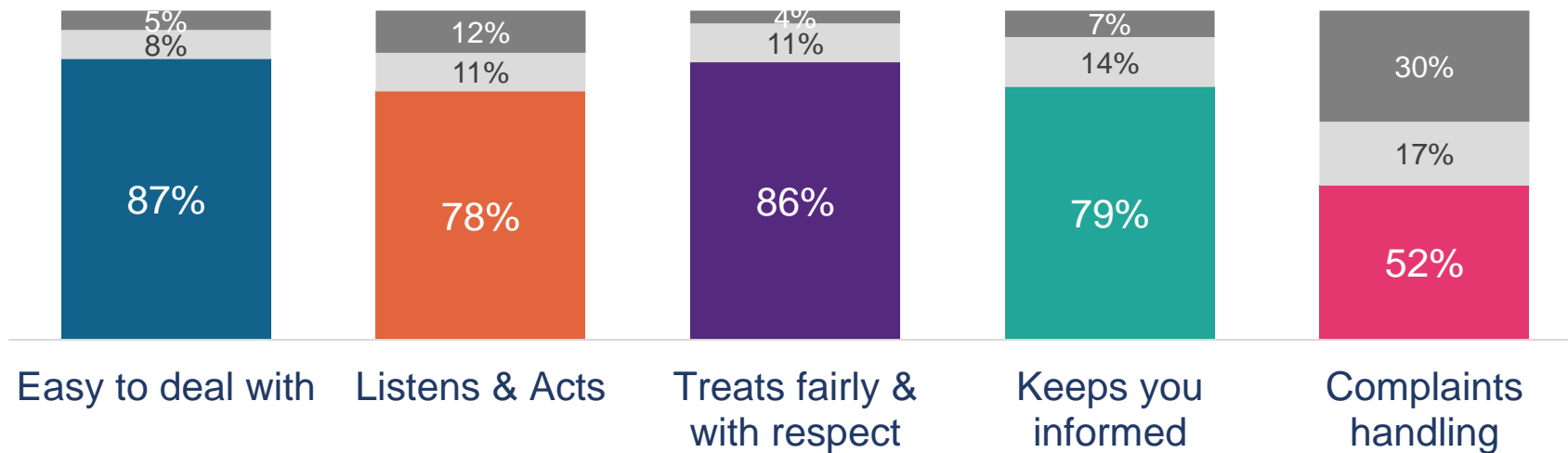
Respectful & Helpful Engagement

Four-fifths of tenants are satisfied with how they are kept informed about things that matter to them (79%), with similar numbers satisfied with how Eldon HA listens to their views are acts upon them (78%). Satisfaction has increased by 12% since 2022 for how tenants are kept informed but has decreased by 3% for how they are listened to.

Six out of ten tenants agree that they are treated fairly and with respect by Eldon HA (86%); just 4% disagree. Some 87% of tenants find Eldon HA easy to deal with, a decrease of 7% since 2022.

One-fifth of tenants stated that they had made a complaint to Eldon HA in the last 12 months (20%). However, it is not clear whether these are genuine complaints following a failure of service or service requests which have yet to be actioned. Despite this caveat, just 52% of these tenants are satisfied with the way complaints are handled, with 30% dissatisfied.

Extra Care tenants are the most satisfied with these measures, aside from how they are kept informed, and their views are listened to.



Tenants who stated that they were not satisfied with customer service and communications were asked to provide more information and what Eldon HA could improve. Comments were received from 16 tenants.

These most frequently referred to the communications and information they receive. Specifically, tenants would like better information on service standards and for more events, meetings and visits from staff to take place.

Other tenants commented upon customer service and contact concerns, including how easy it is to get in touch with staff, the handling of complaints and the time taken to resolve enquiries.

Some tenants also once again commented upon the repairs service, including the timescales to complete repairs and outstanding repairs that have not been dealt with.

Examples of the comments received from tenants are shown to the right and give further insight to help Eldon HA target areas for improvement – the full comments can be viewed in the data file.



Comments – Not Satisfied with Customer Service & Communications



Communications and information - Information on service standards	3
Communications and information - More events, meetings	2
Communications and information - More visits	2
Customer services & contact - Accessibility barriers	2
Day-to-day repairs - Outstanding/forgotten repairs	2
Day-to-day repairs - Timescales to complete repairs	2
Property condition - Condition of property at letting	2
Communications and information - Communicate final outcome	1
Communications and information - Communications (in general)	1
Communications and information - Listen carefully, take interest	1
Customer services & contact - Complaint not resolved	1
Customer services & contact - Time taken to resolve enquiry	1

Example Comments

“Head office staff to be seen more and meet the tenants. Not all just main ones. Come to our meetings”

“There needs to be meetings held with residents. Invites by letter giving at least a week's notice. Coffee/tea supplied. Leads to better communication between EHA and residents”

“A written introduction of the daily running at Fellows Court. A list of agencies for reference regarding finance issues”

“Listen to residents more and feedback on complaints”

“They are slow in dealing with your concerns. Not easy to get in touch with”

“The staff that work here are brilliant can not fault them. The same can not be said when trying to contact Eldon Head Office - very difficult to reach anyone”

“Eldon has convened tenants' meetings and concerns about the quality of the food have been voiced on several occasions but there has been little change. Urgent repairs have been carried out but follow-up work, e.g., repainting when access to plumbing has been required has not been carried out in a timely manner. Some follow-up has never been addressed”

Number of respondents: 16

Eldon Housing Services

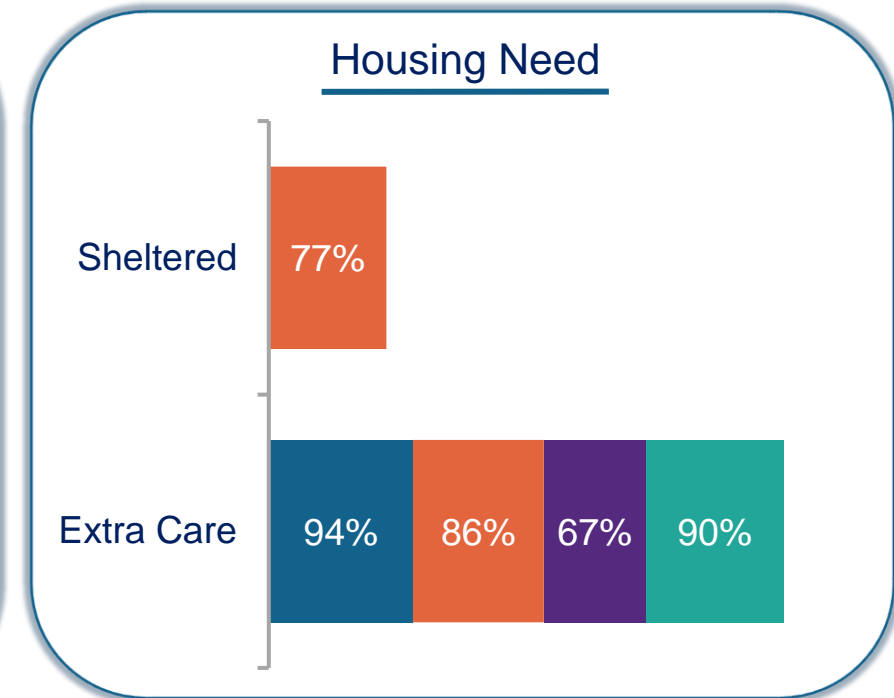
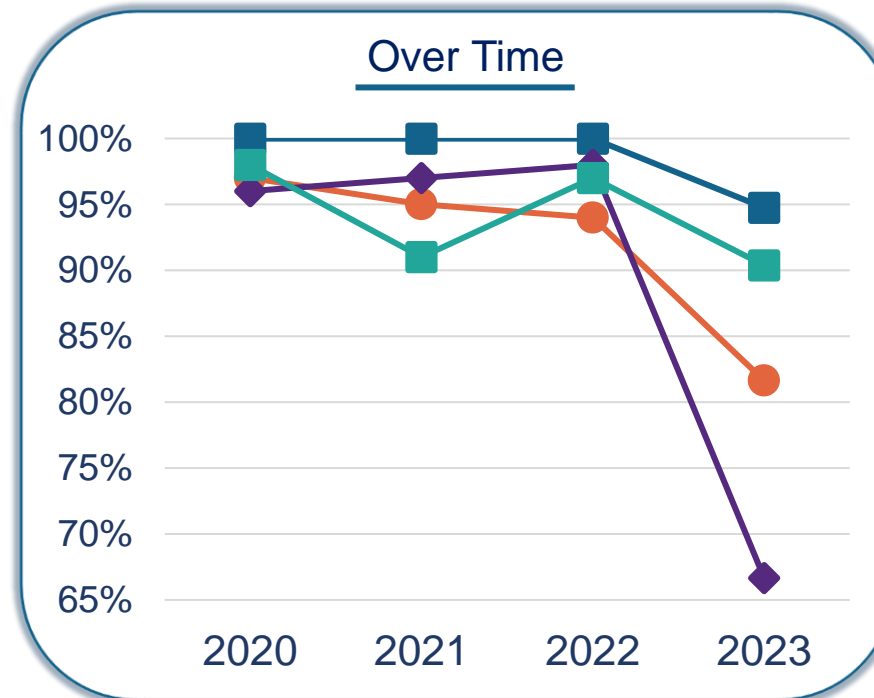
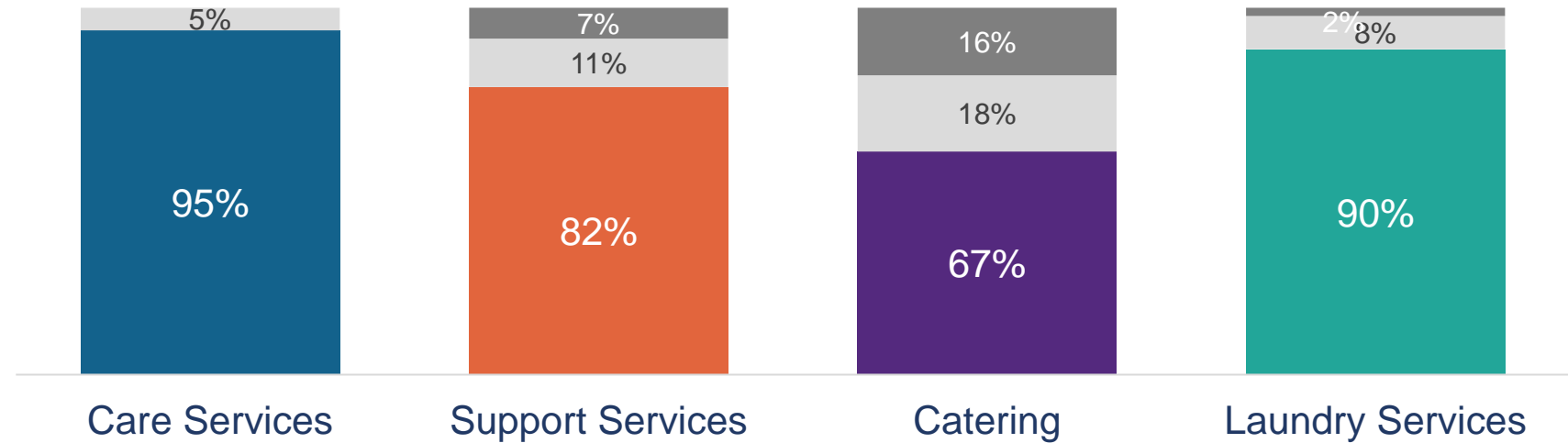
Eldon HA also took this opportunity to ask tenants how satisfied they are with the various services that they provide, including the care, support, catering and laundry services.

Tenants are the most satisfied with the care services (95%), with none dissatisfied. Nine out of ten tenants are satisfied with the laundry services (90%), with just 2% dissatisfied.

Fewer tenants are satisfied with the support services (82%). However, tenants are the least satisfied with the catering services (67%).

Satisfaction has decreased for all of these measures since the previous survey; down 5% for the care services, down 7% for the laundry services, down 12% for the support services and down 31% for the catering.

Slightly more Extra Care tenants are satisfied with the support services than those in Sheltered accommodation; 86% and 77% respectively. No tenants responded to the survey from Sheltered schemes, where Eldon HA provides, care, catering or laundry services.



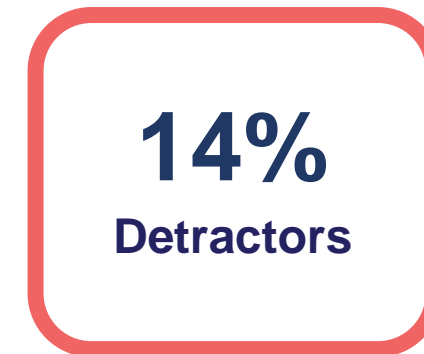


Recommending & Improvements

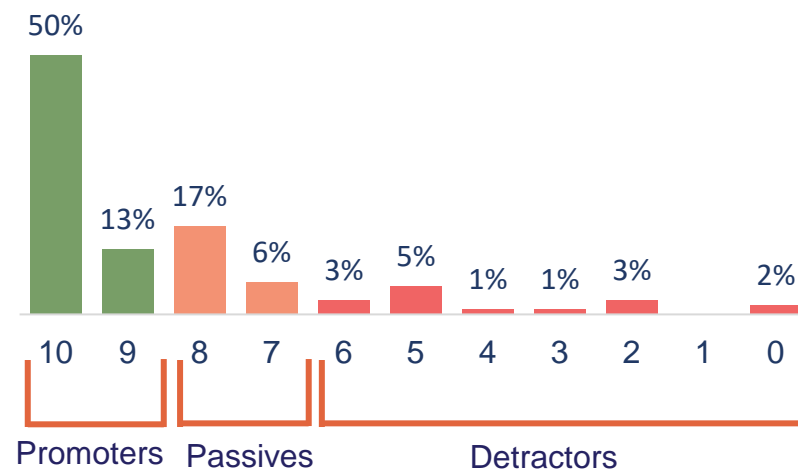




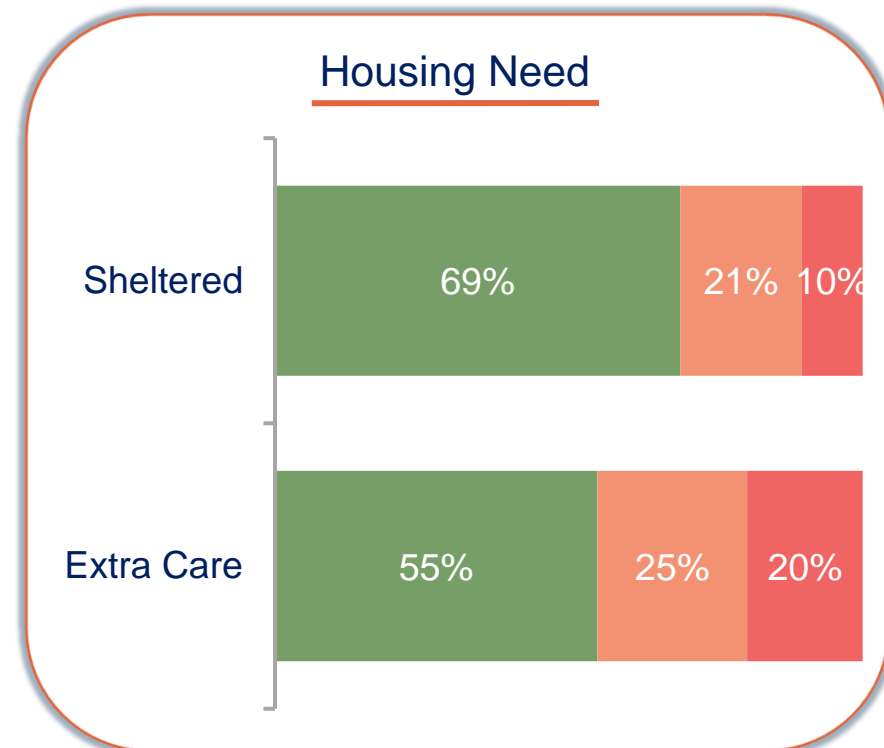
Recommending Eldon HA



How likely would you be to recommend Eldon Housing Association to other people?



Housing Need



Tenants were asked, “How likely would you be to recommend Eldon Housing Association to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?”

Over six out of ten tenants are promoters, very loyal and happy to promote Eldon HA to other people (63%), with 50% giving a score of 10 out of 10.

Around a quarter of tenants are currently passive and could be persuaded either way (23%). However, 14% are detractors, and likely to have negative views about Eldon HA.

The Net Promoter Score (promoters minus detractors) is +48. This compares very well with the Q1 23/24 average for Acuity tracker and one-off clients of +25.

Sheltered tenants are more likely to be promoters (69%) than Extra Care tenants (55%). Correspondingly, the NPS is 59 for Sheltered tenants and 35 for Extra Care tenants.

48
NPS

Tenants were also asked, “What one thing could Eldon Housing Association improve?” and 53 tenants gave comments.

10 of the comments made were about the current services, feeling no improvements are necessary.

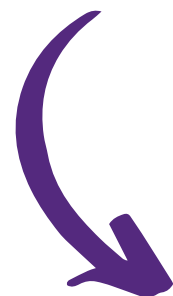
Of the more negative comments, tenants most frequently referred to aspects of their scheme that could be improved, including the activities for tenants and the quality of the meals. This second comment area is consistent with the relatively low rating for the catering services.

Other tenants would like improvements to customer services and contact, particularly the care, empathy and support received from staff. Some tenants also mentioned concerns around the intercom system, communications they receive, grounds maintenance and communal areas.

Examples of the comments from tenants are shown on the following page, to give further insight into the improvements they would like. The full comments are available in the data file.

Improvement Suggestions

Top Categories for Improvement



Hot Topics for Improvement



Improvements to Service – Example Comments

Scheme meals/activities

“Food, activities and a bit more respect to the carers”

“Food is very poor, not much variety, bland and combinations are weird (i.e., spag bol with mash potatoes). The quality of ingredients is poor they hardly make roast beef/chicken. Food was much better when we first moved in back in 2021”

“Have a maintenance man to do small jobs. More entertainment”

“Interaction with other residents”

“Minibus to take tenants on outings”

“More activities, more staff, lunches to improve”

“Provide the chosen food choice. It is rather random sometimes part of choice not provided”

“The quality of the food. Cheap cuts of meat poorly cooked. Provide regular activities for residents. It is the Care Staff who do most of this”

“More varied menu”

Other

“Be more responsive to the needs of tenants”

“Poor customer service, lack of teamwork, lack of empathy, poor listening skills, insensitivity”

“Better communications”

“Listen to the residents and act on the information provided and then relay the information back to the tenant”

“Security. To install a camera at the entrance and in the flats so that if anyone presses the flat numbers, we can see the person before opening the door”

“The Wi-Fi system is totally inadequate. In the early hours, 2am 3am 4am the signal is cut off sometimes. In working hours, the signal is cut off several times”

“Garden maintenance”

“Some people taking advantage of the laundry room using it every day for small bits of washing. Those using once a week can never get a free machine!”

Positive comments

“I am satisfied with the Eldon Housing Association. At the moment, nothing comes to mind that needs improvement”

“As for me, I can't think of anything”

“Nothing to improve. They do a good job. Staff are very friendly and helpful”

“Nothing, it's alright”

“Everyone is supported”

“Nothing. Happy with Eldon”



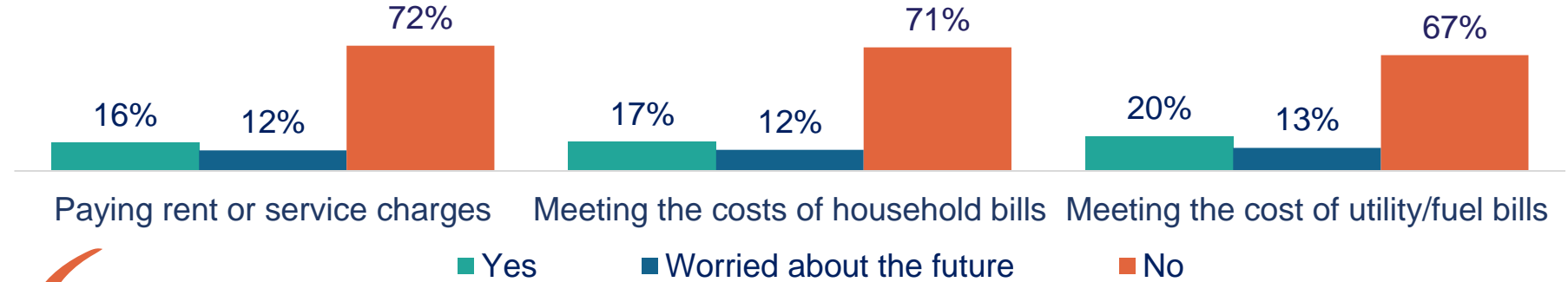


Wellbeing

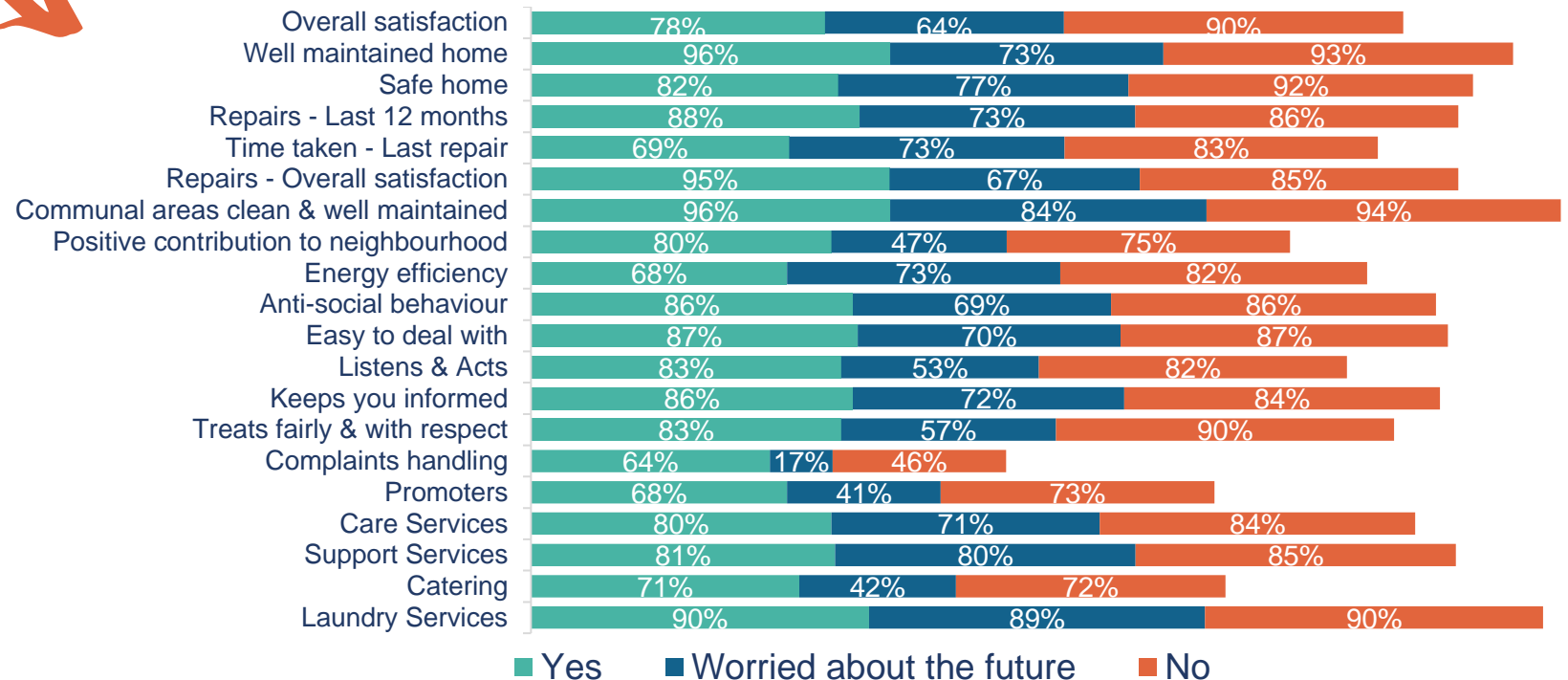


Cost of Living Concern

Cost of Living Concern



Cost of living concern & satisfaction



Eldon HA also took this opportunity to ask tenants some questions about tenant wellbeing, including how they feel about the cost-of-living crisis.

The survey demonstrated that a similar number of tenants are concerned about paying their rent or services charges (16%) and meeting the cost of household bills (17%), with slightly more concerned about meeting the cost of utility/fuel bills (20%)

Evidence from similar surveys shows that those struggling financially are often less satisfied with their homes and the services provided by their landlord, and this appears to somewhat be the case for Eldon HA. Regarding the overall service provided, 78% of tenants struggling are satisfied, compared with 90% of those not struggling. Although this pattern is not consistent across all the metrics in the survey.

Eldon HA also asked tenants if they currently have any damp or mould problems in their homes.

Just 4% of tenants stated that they do have damp or mould in their homes, equating to 4 of the tenants that responded to the survey. All of these tenants have reported the problem to Eldon HA.

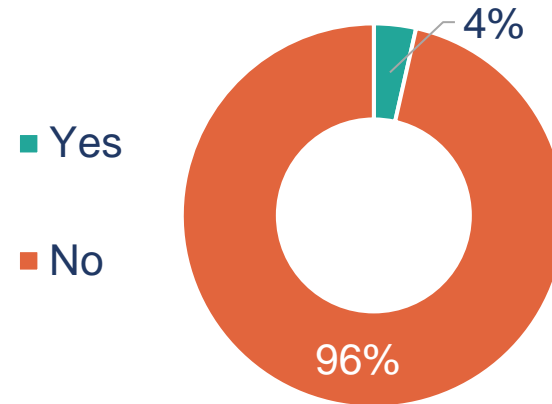
No Extra Care tenants have damp or mould in their homes, compared with 3 Sheltered tenants and 1 General Needs tenant.

In terms of where damp and mould is the most prevalent, there is 1 case in Garden Court, 1 in Joan Nightingale House, 1 in Coombe Road and 1 in Marten House. The remaining schemes have no damp or mould cases. This does suggest that no particular scheme is struggling with this problem.

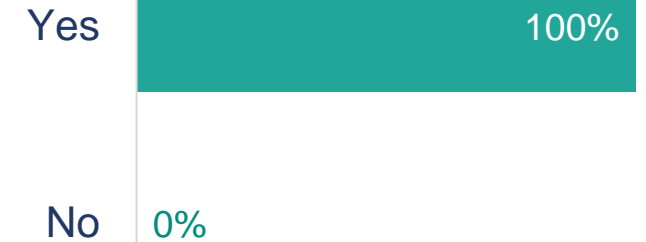
The details of the tenants with damp or mould issues have been passed back to Eldon HA. These need to be addressed as a matter of urgency to ensure tenants are kept safe and the condition of their properties does not deteriorate any further.

Damp & Mould

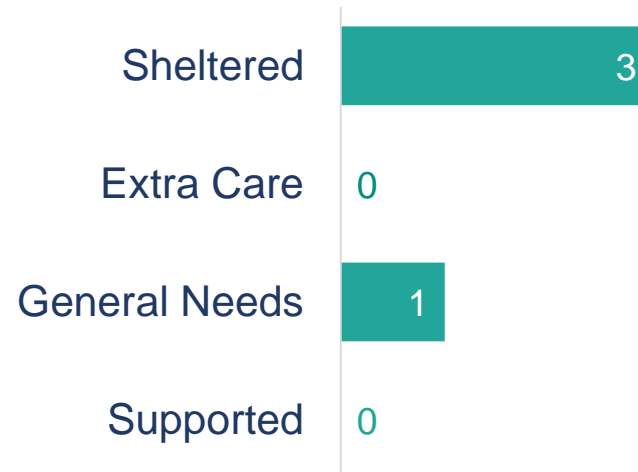
Damp/Mould in Home



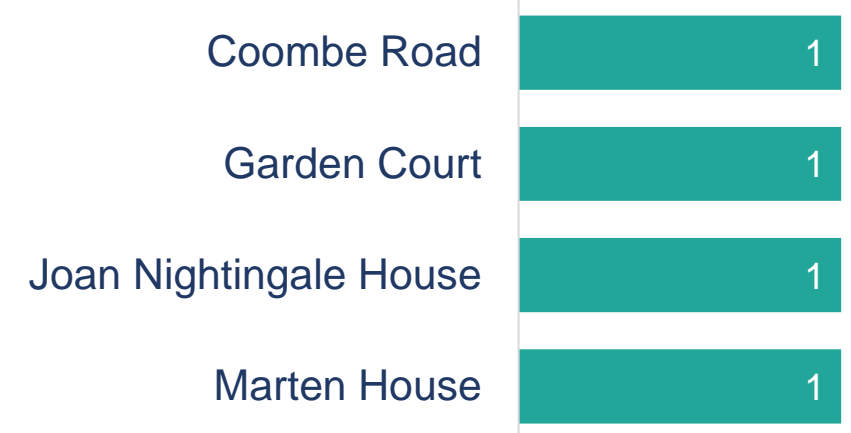
Reported it?



By Housing Need



By Scheme





Trends



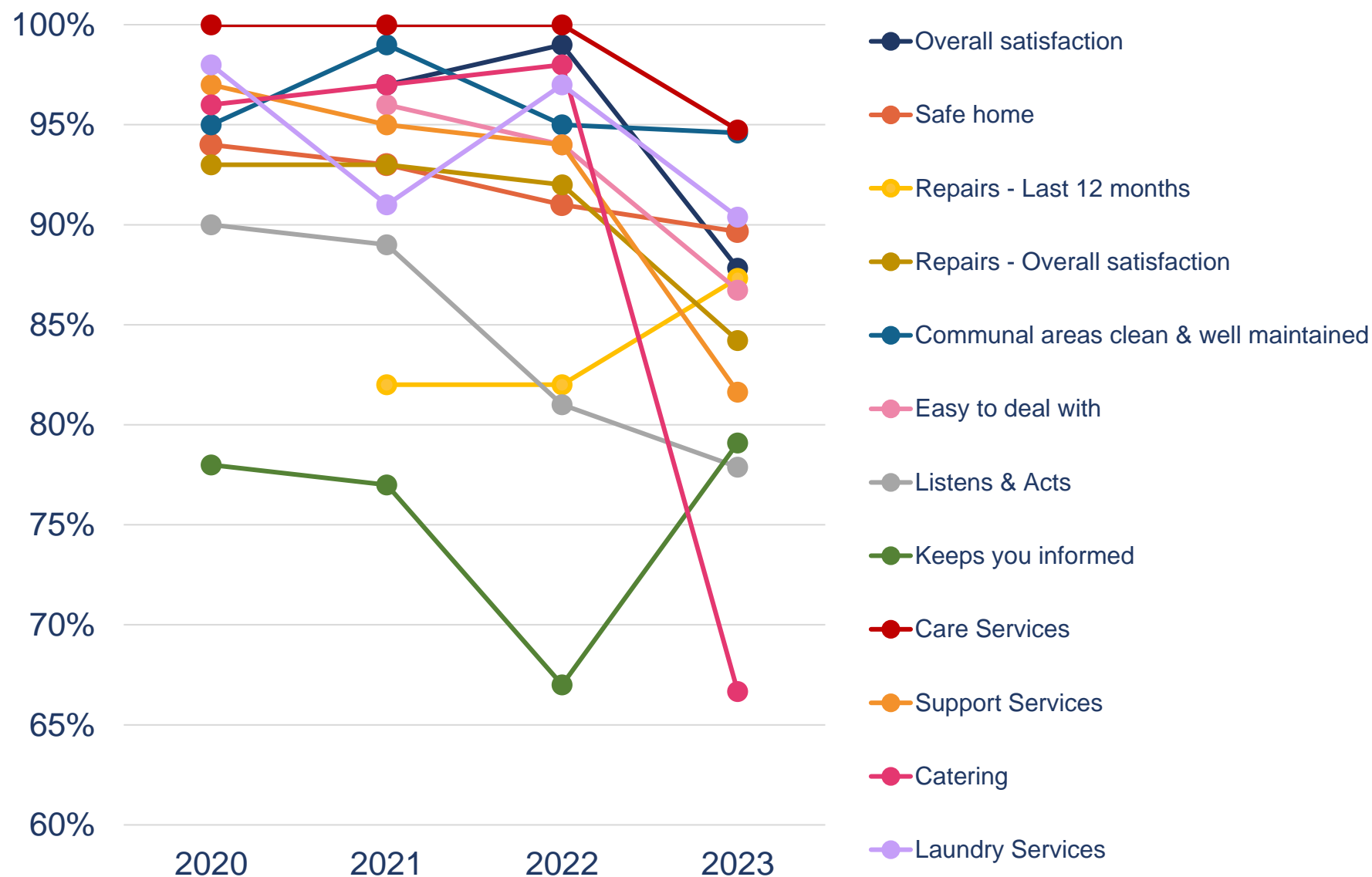
Satisfaction with most comparable measures has fallen since the previous survey conducted in 2022. For instance, overall satisfaction has dropped from 92% to 88%.

Satisfaction has, however, increased by 12% for how tenants are kept informed about things that matter to them and by 5% for the overall repairs service in the last 12 months, while satisfaction with the cleaning and maintenance of the communal areas has remained the same, and the provision of a safe home has remained stable (down just 1%).

However, satisfaction has decreased slightly for how tenants' views are listened to and acted upon (down 3%), Eldon HA being easy to deal with (down 7%), the laundry services (down 7%) and the repairs and maintenance service (down 8%).

The biggest differences are for the support services (down 12%) and the catering services (down 31%).

Trend Over Time



*Safe home changed from "safe and secure" to just "safe" in 2023.



Year on Year Change

The table to the right also shows the changes since the previous survey in a different format.

As mentioned, some negative change can be attributed to the national context and is in line with trends across the sector (see page 7). Additionally, with a margin of error of around 7% for the survey, changes to this extent can not be considered statistically significant.

That being said, there are clearly some areas where satisfaction has decreased considerably, mostly around the additional services provided by Eldon HA, including the support (down 12%) and catering services (down 31%).

Although dissatisfaction with these services remains relatively low, it will be important for Eldon HA to see if they can make improvements to return satisfaction to levels seen previously.

	2022	2023	Change
Overall satisfaction	99%	88%	-11%
Well maintained home	--	92%	
Safe home	91%	90%	-1%
Repairs - Last 12 months	82%	87%	5%
Time taken - Last repair	--	80%	
Repairs - Overall satisfaction	92%	84%	-8%
Communal areas clean & well maintained	95%	95%	0%
Positive contribution to neighbourhood	--	72%	
Energy efficiency	--	81%	
Anti-social behaviour	--	84%	
Easy to deal with	94%	87%	-7%
Listens & Acts	81%	78%	-3%
Keeps you informed	67%	79%	12%
Treats fairly & with respect	--	86%	
Complaints handling	--	52%	
Promoters	--	63%	
Care Services	100%	95%	-5%
Support Services	94%	82%	-12%
Catering	98%	67%	-31%
Laundry Services	97%	90%	-7%



Understanding Satisfaction



Satisfaction & Dissatisfaction

Sometimes where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

For Eldon HA, tenants are the least satisfied with complaints handling (52%), the catering services (67%) and the positive contribution made to their neighbourhood (72%).

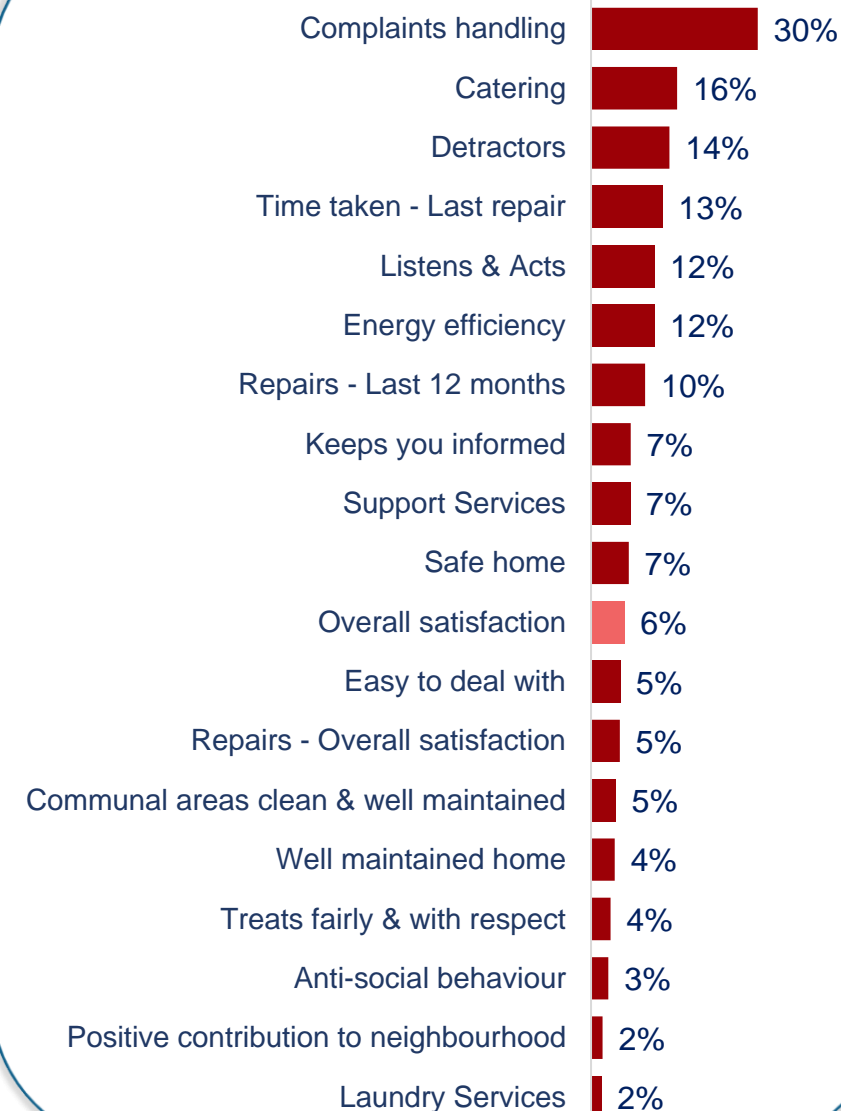
Correspondingly, the highest level of dissatisfaction is for how complaints are handled (30%). This is followed by the catering services (16%) and the time taken to complete the last repair (13%). Moreover, just 2% of tenants are dissatisfied with the contribution made by Eldon HA to their neighbourhood, due to the remaining 26% being neutral. As mentioned, perhaps they are unaware of the contribution Eldon HA makes.

Tenants are the most satisfied with the upkeep of their communal areas and the care services (both 95%).

Satisfaction with measures



Dissatisfaction with measures





The table to the right includes an analysis of all the comments received in 2023 across all open-ended questions, with positive comments displayed in green.

This shows tenants most frequently commented negatively upon aspects of their scheme, in particular, the activities for tenants and the quality of the meals provided.

In addition, in 2023, the repairs service is a key area of concern for tenants, with tenants wanting improvements to the timescales to complete repairs and for outstanding repairs to be dealt with.

Tenants also commonly mentioned customer services and contact, including the care, empathy and support from staff, while others would like better communications and information.

Some tenants commented upon home improvements they would like, as well as the condition of their properties and grounds maintenance.

Combined Comments

Top Comment Areas	
Scheme/Estate negative	22
Day-to-day repairs	14
Customer services & contact	13
Communications and information	12
Home improvements	12
Positive comments	12
Property condition	8
Tenant services and management	7
Grounds maintenance	6
Communal areas	5
Manager Negative	5

Hot Topics	
Scheme/Estate negative - Resident activities	11
Day-to-day repairs - Timescales to complete repairs	10
Scheme/Estate negative - Quality of meals	10
Customer services & contact - Care, empathy, support etc	7
Day-to-day repairs - Outstanding / forgotten repairs	7
Positive comments - Generally happy, no problems	7
Home improvements - New kitchen, bathroom	4
Communications and information - Communications (in general)	3
Communications and information - Information on service standards	3
Customer services & contact - Accessibility barriers	3
Home improvements - New doors or windows	3
Home improvements - Property adaptations	3
Positive comments - Attitude of staff	3

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

Each landlord has their own unique pattern – a roadmap which sets out what really matters to their tenants and where improvements should be focused.

In 2023, the home being well maintained is the most important driver for tenants' satisfaction with the overall service provided by Eldon HA.

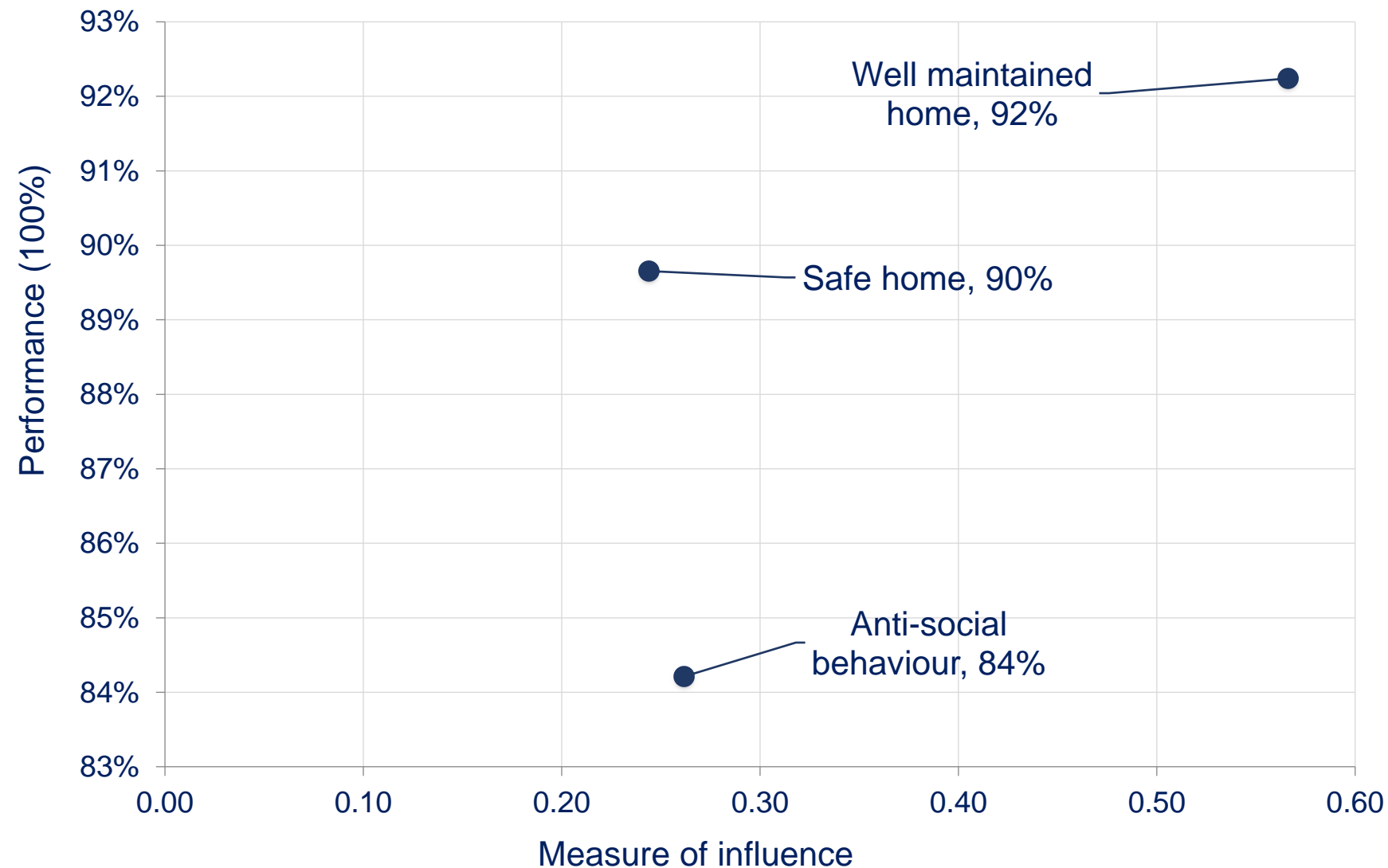
Also of influence, but to a lesser degree, is the provision of a safe home and how anti-social behaviour is handled.

The other metrics were found to have no or negligible influence.

The implication of this analysis is that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall service provided.

Key Driver Analysis

Key Driver Analysis – Overall Satisfaction



Benchmarking – Acuity

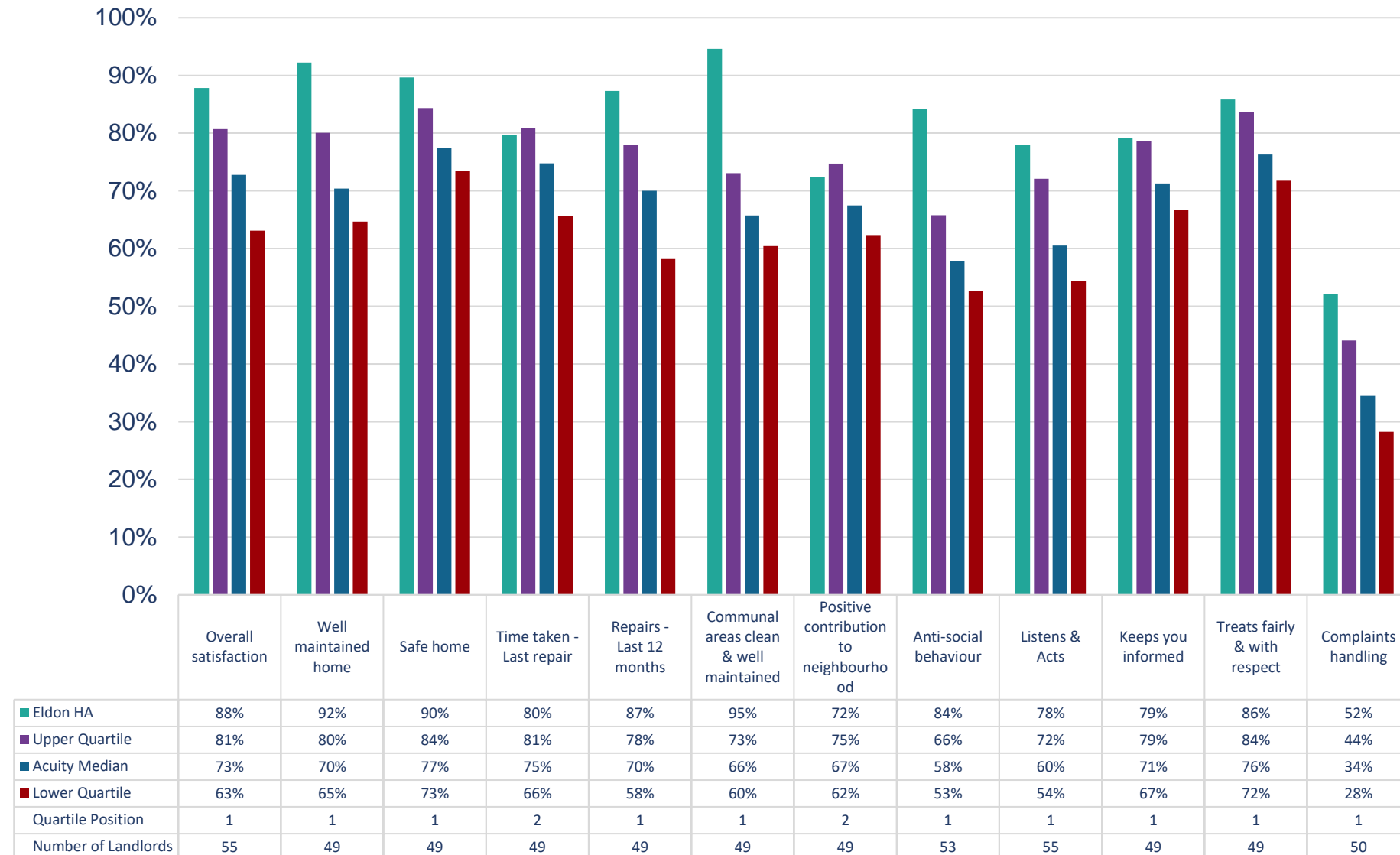
Satisfaction Levels Acuity Median Q1 23/24

It is also possible to compare performance on the core questions against Acuity clients that have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected in Q1 2023/24.

Across all measures, Eldon HA performs above the Acuity median, with ten of the measures falling into the top quartile. This gives good reassurance that Eldon HA is delivering a quality service across the spectrum.

The only measures to fall into the second quartile are the time taken to complete the last repair and the positive contribution made to the neighbourhood.

This cohort is based on around 60 landlords of different types, sizes and locations. It includes mostly general needs tenants and therefore does not entirely reflect the tenant base of Eldon where satisfaction is typically higher, but does provide some insight into satisfaction across the sector.



Benchmarking – Acuity HfOP

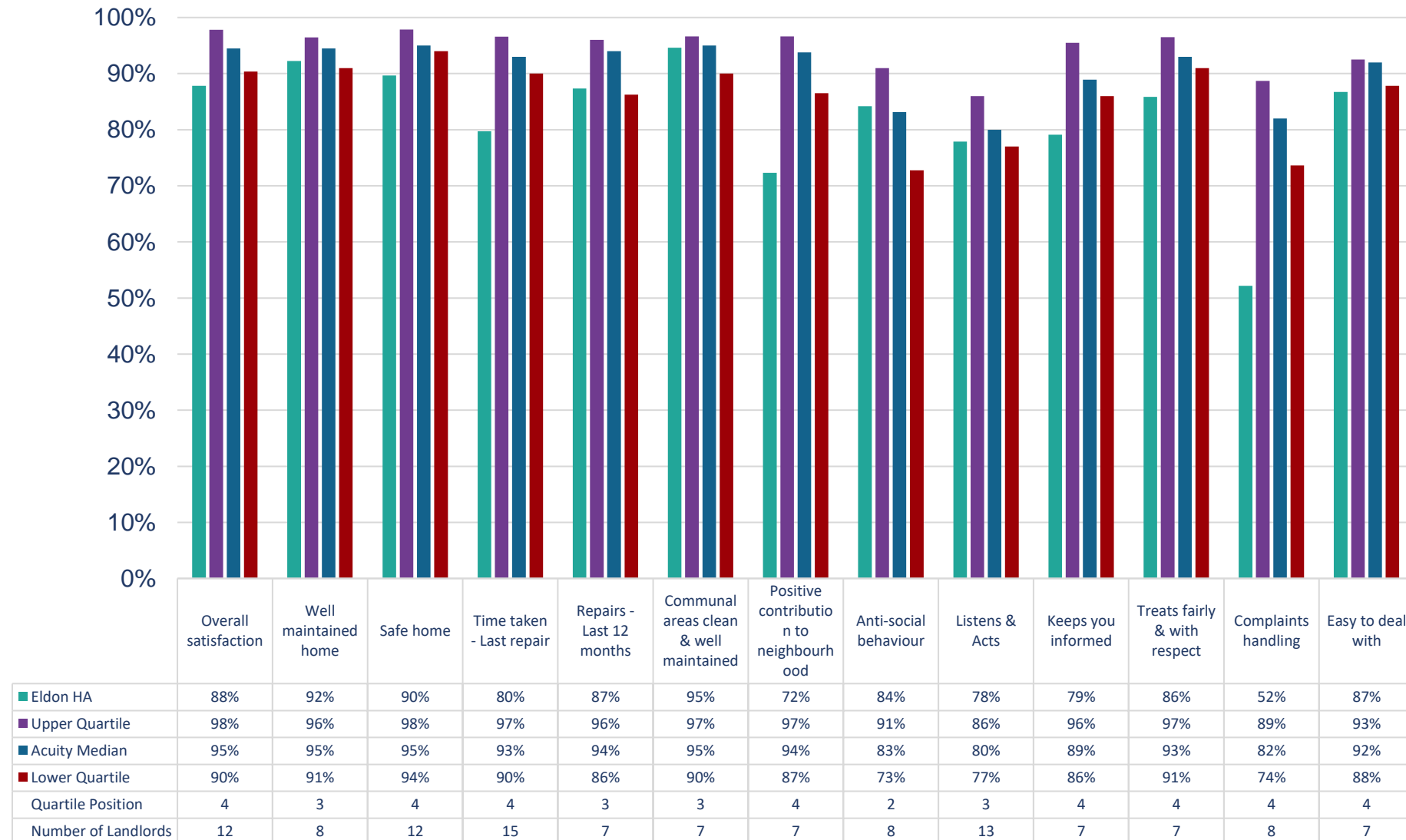
Satisfaction Levels Acuity – HfOP Benchmarking Club 2022/23

It is also possible to compare performance against the Acuity Housing for Older People benchmarking figures for 2022/23, which should give us a more accurate reflection of how Eldon HA is performing against similar landlords.

However, we should be mindful that the cohort for these ratings is much smaller, giving us a more narrow and limited view of how other landlords in this area are performing.

Although Eldon HA compares very well against the general Acuity base, against HfOP clients the results show that there are still improvements to be made, with all but one of the measures (handling of anti-social behaviour) below the median and falling into either the third or bottom quartile.

However, when the TSMs are reported for the first time next year, there will be a more comprehensive range of benchmarks and Eldon HA will be able to choose a peer group more in line with their own characteristics.



The majority of the tenants that responded to the survey belong to two main housing need groups; Sheltered and Extra Care.

As has been shown throughout this report, there is a mixed picture regarding satisfaction across these two groups, with no clear pattern.

Sheltered tenants are the most satisfied with 8 of the measures and Extra Care tenants with 9.

In terms of overall satisfaction, similar numbers of Sheltered and Extra Care tenants are satisfied, 88% and 89% respectively. Many of the other differences between the two groups are also relatively small.

There are some differences, however, that are more marked. This includes the time taken to complete the last repair (16% more Sheltered tenants satisfied) and the positive contribution to the neighbourhood (15% more Sheltered tenants satisfied). The biggest difference is for the handling of complaints (22% more Extra Care tenants satisfied).



Housing Need

	Sheltered	Extra Care
Overall satisfaction	88%	89%
Well maintained home	88%	96%
Safe home	88%	91%
Repairs - Last 12 months	94%	84%
Time taken - Last repair	87%	71%
Repairs - Overall satisfaction	84%	85%
Communal areas clean & well maintained	93%	96%
Positive contribution to neighbourhood	78%	63%
Energy efficiency	83%	77%
Anti-social behaviour	86%	81%
Easy to deal with	83%	90%
Listens & Acts	79%	78%
Keeps you informed	82%	75%
Treats fairly & with respect	82%	89%
Complaints handling	42%	64%
Promoters	69%	55%
Care Services	--	94%
Support Services	77%	86%
Catering	--	67%
Laundry Services	--	90%

Base: Sheltered = 59, Extra Care = 55

Eldon HA operates over a number of different schemes, although only the schemes that received at least ten responses are shown here – any fewer than this and the accuracy of the results is seriously affected.

Tenants in Garden Court are generally the most satisfied, followed by those in Bardsley Court. However, tenants in Fellows Court tend to be the least satisfied.

In terms of overall satisfaction with the service provided by Eldon HA, all tenants in Lindsay Court are satisfied, compared with 80% in Fellows Court.

It should be noted that not all of these schemes have care, catering and laundry services provided by Eldon HA. Nevertheless, tenants in Lingfield Lodge are the least satisfied with the catering services (58%) and those in Fellows Court with the laundry services (80%).

Perhaps Eldon HA could look into whether services are being delivered differently in these areas, to help improve satisfaction.



Scheme

	Bardsley Court	Fellows Court	Garden Court	Lindsay Court	Lingfield Lodge
Overall satisfaction	87%	80%	95%	100%	83%
Well maintained home	93%	90%	95%	100%	96%
Safe home	87%	90%	95%	100%	83%
Repairs - Last 12 months	100%	75%	100%	67%	94%
Time taken - Last repair	100%	63%	100%	63%	75%
Repairs - Overall satisfaction	93%	70%	95%	85%	87%
Communal areas clean & well maintained	93%	90%	100%	100%	96%
Positive contribution to neighbourhood	87%	63%	84%	67%	47%
Energy efficiency	100%	80%	85%	75%	83%
Anti-social behaviour	93%	57%	89%	85%	83%
Easy to deal with	87%	89%	90%	100%	83%
Listens & Acts	93%	56%	89%	92%	73%
Keeps you informed	93%	50%	95%	85%	74%
Treats fairly & with respect	93%	89%	100%	85%	88%
Complaints handling	50%	33%	50%	100%	67%
Promoters	73%	30%	85%	67%	55%
Care Services	--	--	--	92%	--
Support Services	80%	78%	88%	92%	83%
Catering	--	60%	--	75%	58%
Laundry Services	--	80%	--	92%	92%

Base: Bardsley Court = 15, Fellows Court = 10, Garden Court = 21, Lindsay Court = 14, Lingfield Court = 24

It is often found in surveys of this kind that satisfaction generally increases with age. As the range of ages is much narrower for Eldon HA (all aged 60+), we wouldn't expect disparities to be quite as marked as for other landlords. However, the results here do show that tenants aged 85 and over are generally the most satisfied, with those aged 60 to 64 the least satisfied.

For overall satisfaction with the service provided by Eldon HA, 92% of tenants aged 85 and over are satisfied, compared with just 60% of those aged 60 to 64.

Tenants aged 60 to 64 are the least satisfied with all of the measures except from the repairs service, how they are kept informed, the handling of complaints and the care services.

Some 70% of tenants aged 85 and over would recommend Eldon HA to other people, compared with 40% of those aged 60 to 64.



Age Group

	60 - 64	65 - 74	75 - 84	85+
Overall satisfaction	60%	91%	86%	92%
Well maintained home	70%	96%	87%	100%
Safe home	82%	96%	84%	92%
Repairs - Last 12 months	88%	100%	84%	84%
Time taken - Last repair	75%	100%	72%	82%
Repairs - Overall satisfaction	90%	87%	78%	89%
Communal areas clean & well maintained	80%	95%	92%	100%
Positive contribution to neighbourhood	70%	77%	71%	73%
Energy efficiency	70%	83%	89%	77%
Anti-social behaviour	75%	95%	76%	92%
Easy to deal with	73%	83%	86%	91%
Listens & Acts	60%	68%	82%	84%
Keeps you informed	80%	78%	77%	82%
Treats fairly & with respect	50%	78%	89%	94%
Complaints handling	40%	25%	33%	80%
Promoters	40%	61%	65%	70%
Care Services	100%	100%	100%	89%
Support Services	56%	76%	80%	90%
Catering	50%	63%	65%	65%
Laundry Services	75%	100%	82%	94%

Base: 60-64 = 11, 65-74 = 23, 75-84 = 38, 85+ = 36

We commonly find that tenants who have the longest tenancies tend to be more satisfied. More recent tenants also tend to have higher satisfaction than those with longer tenancies.

It is possible that new tenants are initially very pleased to have received an offer of a new home, many having been waiting for some time and often leaving poor housing circumstances. However, as time progresses and tenants experience a range of issues in their homes, satisfaction tends to drop off.

On the overall services provided, 94% of tenants who have been with Eldon HA for less than a year are satisfied, compared with 86% of those of 6 to 10 years. This group are also the most satisfied with several other measures, including that they are provided with a safe home and that Eldon HA is easy to deal with.

While tenants who have been with Eldon HA for over 20 years are the most satisfied with 10 of the measures in the survey.



Length of Tenancy

	< 1 year	1 - 3 years	6 - 10 years	11 - 20 years
Overall satisfaction	94%	88%	86%	92%
Well maintained home	94%	96%	86%	93%
Safe home	94%	90%	91%	86%
Repairs - Last 12 months	75%	92%	85%	100%
Time taken - Last repair	67%	82%	77%	80%
Repairs - Overall satisfaction	76%	90%	73%	93%
Communal areas clean & well maintained	94%	94%	95%	100%
Positive contribution to neighbourhood	67%	68%	74%	92%
Energy efficiency	88%	80%	81%	93%
Anti-social behaviour	86%	85%	74%	92%
Easy to deal with	100%	80%	86%	93%
Listens & Acts	71%	76%	80%	92%
Keeps you informed	75%	78%	86%	86%
Treats fairly & with respect	94%	84%	82%	93%
Complaints handling	67%	54%	33%	50%
Promoters	59%	61%	71%	57%
Care Services	100%	88%	100%	--
Support Services	93%	79%	78%	83%
Catering	64%	61%	100%	100%
Laundry Services	91%	87%	100%	100%

Base: <1 year = 17, 1-3 years = 53, 6-10 years = 22, 11-20 years = 14

Property Type

Tenants in two different property types responded to the survey; flats and bungalows.

The vast majority of responses, however, came from tenants residing in flats, with just 7 from those in bungalows.

Therefore, while these results are shown here for information, care should be taken when comparing the ratings across the two different property types.



	Flat	Bungalow
Overall satisfaction	87%	100%
Well maintained home	93%	86%
Safe home	91%	71%
Repairs - Last 12 months	88%	75%
Time taken - Last repair	80%	75%
Repairs - Overall satisfaction	84%	86%
Communal areas clean & well maintained	94%	100%
Positive contribution to neighbourhood	72%	80%
Energy efficiency	82%	57%
Anti-social behaviour	85%	75%
Easy to deal with	87%	86%
Listens & Acts	78%	83%
Keeps you informed	78%	100%
Treats fairly & with respect	86%	86%
Complaints handling	50%	100%
Promoters	63%	57%
Care Services	95%	--
Support Services	81%	100%
Catering	67%	--
Laundry Services	90%	--

Base: Flat = 110, Bungalow = 7



Conclusion



Satisfaction 2023



Conclusion

The survey in 2023 has incorporated all of the Tenant Satisfaction Measures (TSMs) for the first time and shows good levels of satisfaction with the services provided by Eldon HA, although satisfaction has generally decreased since the previous survey in 2022.

Satisfaction: Around nine out of ten tenants are satisfied with the overall service provided by Eldon HA (88%). There are even higher levels of satisfaction for the cleaning and maintenance of communal areas (95%), the care services (95%), the home being well maintained (92%), the provision of a safe home (90%) and the laundry services (90%). On the other hand, satisfaction is lowest for the handling of complaints (52%), followed by the catering services (67%) and the positive contribution made by Eldon HA to the neighbourhood (72%).

Dissatisfaction: Correspondingly, the highest level of dissatisfaction is for complaints handling (30%), followed by the catering services (16%). Although 13% of tenants are dissatisfied with the time taken to complete their last repair. Only two other measures have dissatisfaction above 10%; how tenants' views are listened to and acted upon and the energy efficiency of homes (both 12%).

Changes Over Time: Throughout the report, for some measures it has been possible to compare the results with the previous survey. Satisfaction with the overall service provided has decreased by 11%, while satisfaction with how tenants are kept informed and the repairs service in the last 12 months has increased (up 12% and 5% respectively). Satisfaction with the provision of a safe home and the upkeep of communal areas has also remained stable. However, satisfaction with all other metrics has decreased, most notably for the catering services (down 31%) and the support services (down 12%). Although the national context should be taken into consideration when reviewing these trends.

Key Driver Analysis: Key driver analysis found that the biggest driver of overall satisfaction is the home being well maintained, followed by how anti-social behaviour is dealt with and the provision of a safe home. This does emphasise the need to provide good quality and well maintained homes.

Tenants' Comments: The survey included a question asking tenants what they would like Eldon HA to improve. Tenants most frequently referred to aspects of their scheme, including the activities for tenants and the quality of the meals. In addition, tenants would like improvements to the customer service and communications they receive. When asked to expand on why they are dissatisfied with their homes and the repairs service, tenants commented upon the timescales to complete repairs and home improvements they would like, including new kitchens and bathrooms.

Subgroup Analysis: The ratings have been shown broken down by a number of different sub-groups. This has demonstrated that there is no clear pattern in regard to Sheltered and Extra Care tenants. Although tenants in the schemes of Garden Court and Bardsley Court tend to be the most satisfied, those in Fellows Court are the least satisfied.

Recommendations

Eldon Housing Association was founded in 1981, and its aim is to provide affordable and sustainable housing for people in housing need, with a commitment to providing quality and reliable services and tenant participation.

The survey reveals many areas of good performance and suggests Eldon HA is on its way to meeting these aims. However, it has also highlighted some areas where improvements could be made.

The comments made by tenants give insight into what they are most concerned about and will help Eldon HA target services that may need some improvement.

Shown opposite are some recommendations that Eldon HA may wish to follow up on to help improve satisfaction in the future.



Scheme activities and catering services

Satisfaction with the catering services is one of the lowest-performing measures in the survey (67%) and has fallen considerably since the previous survey in 2022. Moreover, when tenants were asked to suggest one thing Eldon HA could improve, the second most frequent comment was around the meals provided, with tenants wanting improvements to the quality and variety of meals. In addition, tenants would like more activities and interaction with other tenants, including outings outside of their scheme. For example, one tenant commented, *“The quality of the food. Cheap cuts of meat poorly cooked. Provide regular activities for residents”*. Looking at the specific schemes, it appears tenants in Fellows Court and Lingfield Lodge, in particular, would like improvements to the catering and entertainment provided.



Repairs and maintenance

The way repairs and maintenance is delivered is key for any tenant and generally satisfaction with Eldon Housing Association’s repairs service is good. However, satisfaction with the time taken to complete repairs could be improved (80%), with 13% of tenants dissatisfied – the third-highest level of dissatisfaction in the survey. Additionally, when asked to expand on why they are not satisfied with the repairs service, tenants most frequently commented upon the timescales to complete repairs, as well as outstanding repairs that have not been dealt with. Expectations around times to complete repairs can be high and difficult to match, so it may be worth assessing whether Eldon HA is carrying out repairs within its target response times and if so, communicating these clearly to tenants. Some tenants would also like home improvements, including new bathrooms and windows. The maintenance of the home is the most influential driver of overall satisfaction, so it is important Eldon HA does what it can to make improvements in these areas.



How complaints are dealt with

Dealing with complaints has become a hot topic across the sector with a new focus on this as part of the TSM questions. For Eldon HA, just 52% of tenants are satisfied with the handling of complaints, with 30% dissatisfied. Although this is the lowest-performing measure in the survey, it should be noted that this compares well with other landlords. Nonetheless, improvements can clearly be made in this area. Tenants need to feel confident that any complaint will be taken seriously and dealt with in good time. It may be worth looking at how complaints are handled at Eldon HA to see if any improvements in the process could be made, as well as how this process is communicated to tenants.

This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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