

Your views

Bucks Housing
Tenant Satisfaction Survey 2019



About the survey

Between October and November 2019 many of you took part in an important survey. The survey focused on how happy you are with the way Bucks Housing delivers key services and maintains your homes. The survey was anonymous and carried out by an independent market research company – Acuity Research & Practice. All 460 Bucks Housing tenants were sent the survey either by email or by post, and 158 completed the survey.

Thank you to all of you who took part!

Here are the key findings from the survey.

Satisfaction with key services

- Nine out of ten Bucks Housing tenants are happy with the overall services they receive (89%)
- 83% are satisfied with the quality of their home
- Value for money of rent is rated at 89% - but is lower for the value of the service charges (72%), where this is relevant
- 83% of tenants are satisfied with the repairs & maintenance service
- 89% feel they are kept informed and almost three quarters are satisfied with how Bucks Housing listens to their views and acts upon them (72%)

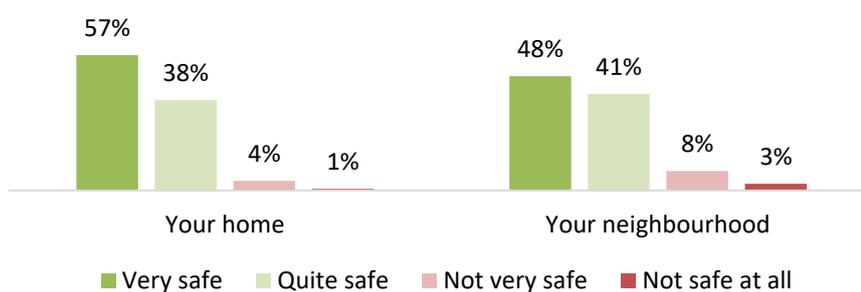
Satisfaction with key services 2019



Neighbourhood

- Six out of seven Bucks Housing tenants are satisfied with their neighbourhood (85%)
- A higher percentage of tenants in Aylesbury (100%) and Chiltern (93%) are satisfied with their neighbourhood, than in Slough (63%); in Wycombe 89% are satisfied
- 95% of tenants feel safe and secure in their home, with a slightly smaller number feeling safe and secure in their neighbourhood (89%)
- 63% of tenants are satisfied with how Bucks Housing keeps internal communal areas clean and well kept, 53% with the external areas and 61% are satisfied with the grounds maintenance and grass cutting

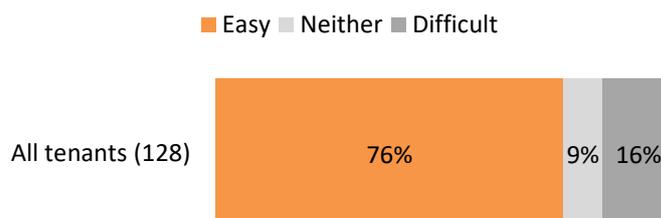
Feeling safe



Repairs and maintenance

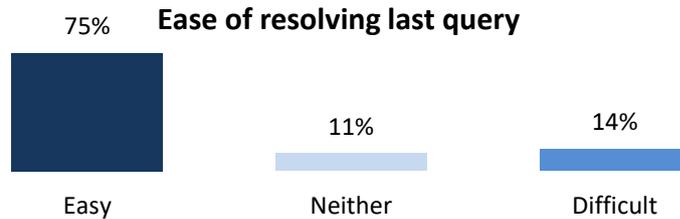
- The majority of tenants are satisfied with the repairs & maintenance service overall (83%) with 40% 'very satisfied' and 43% 'fairly satisfied'
- Three-quarters of tenants gave a rating between 7 and 10 for the ease of getting their repair resolved
- When asked how Bucks Housing could improve its repairs service, tenants suggested checking work to see if it has been done properly, dealing with outstanding repairs and doing repairs more quickly

Ease of resolving last repair

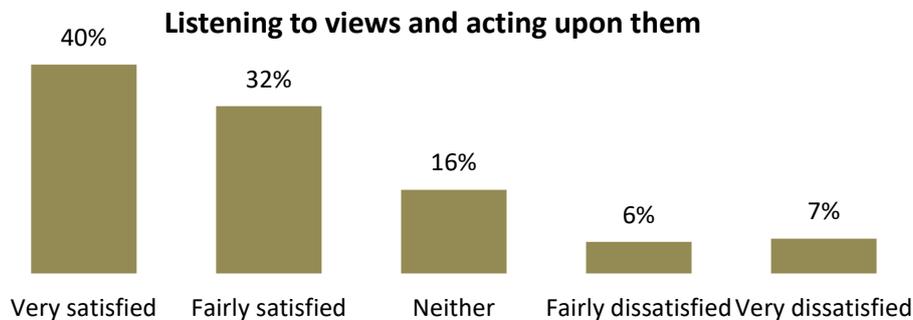


Customer contact and communication

- On a rating out of 10 of how easy it was to get your last query resolved, 75% said it was easy (scoring 7 to 10), although 14% find it difficult (scoring 1 to 4)



- 96% of tenants said they think the staff are friendly and approachable and 81% said they can be relied upon to do what they say they will do
- 85% are satisfied with the overall customer experience when contacting Bucks Housing
- 90% are satisfied with how Bucks Housing communicates with them, 89% feel they are kept well informed and 80% feel they are given the opportunity to make views known
- Almost three-quarters feel that Bucks Housing listens to their views and acts upon them (72%)



Perceptions

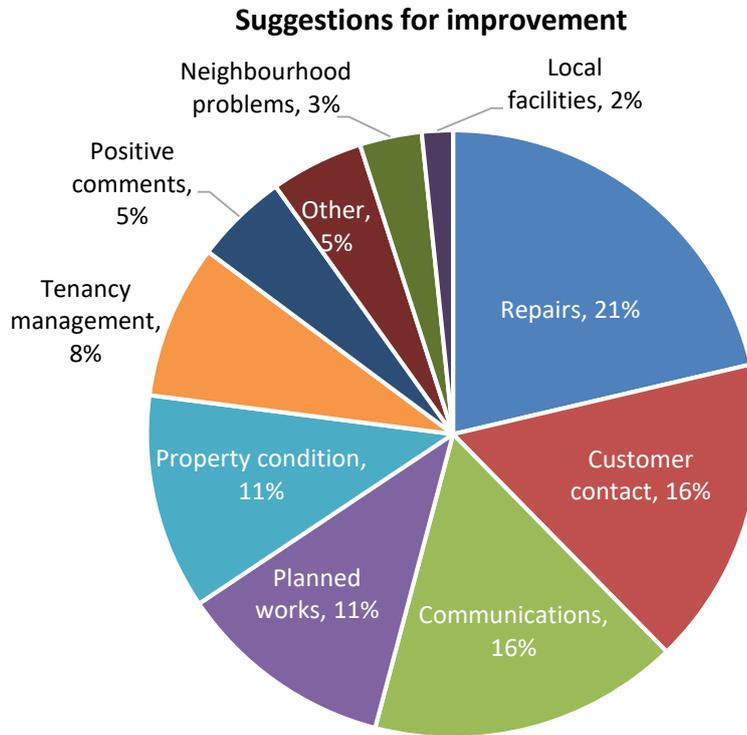
- Tenants were asked if they agreed or disagreed with four statements about how Bucks Housing performs its duties as a landlord
- A high proportion agreed that Bucks Housing operates an effective and efficient service (86%), the same number feel the service is what they expect (86%)
- 86% also feel that Bucks Housing treats its tenants fairly and slightly more (88%) said that they trust Bucks Housing

Perceptions of service



Improving Services

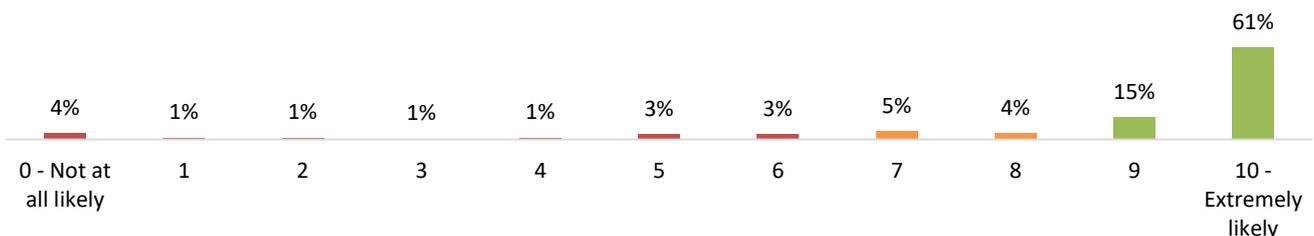
- Tenants were asked what one thing they felt Bucks Housing could do to improve its services. A total of 61 tenants provided a comment.
- There were a wide variety of suggestions for improvement and these are summarised in the chart below. 43% of comments concern repairs and improvement works, 32% are in connection with customer service and communications, 8% tenancy management and 5% are about neighbourhood problems or local facilities



Recommending Bucks Housing

- Tenants were also asked how likely they would be to recommend Bucks Housing to family or friends. This is a 0-10 point rating, those scoring 9 or 10 would be happy to recommend Bucks Housing to others (called promoters), those scoring 7 or 8 are passive and those scoring 6 or below would not recommend the Association (called detractors)
- Nearly two-thirds of tenants (61%) gave the highest score of 10 and a further 15% gave a rating of 9

Recommending Bucks Housing



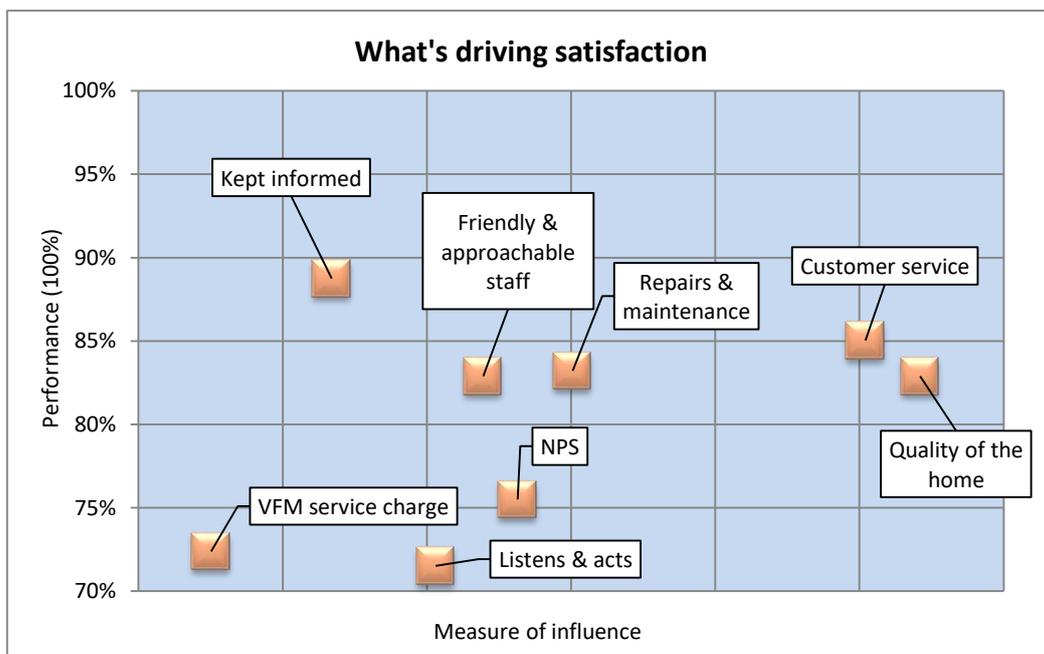
- Three quarters of tenants are very loyal and are happy to recommend (or promote) Bucks Housing (75%), just 15% feel rather more negative about the Association
- The Net Promoter Score (NPS) for Bucks Housing (the percentage of promoters less the percentage of detractors) is 60. This compares very well with other landlords

Net Promoter Score



What's driving satisfaction?

- By analysing the results, it is possible to determine what are the most important factors driving overall satisfaction, this is called Key Driver Analysis
- The chart below shows that the most important factors are the quality of the home and the customer service received, followed by the repairs service
- The implication is that if these factors can be improved it is more likely to lead to improvements in satisfaction overall.



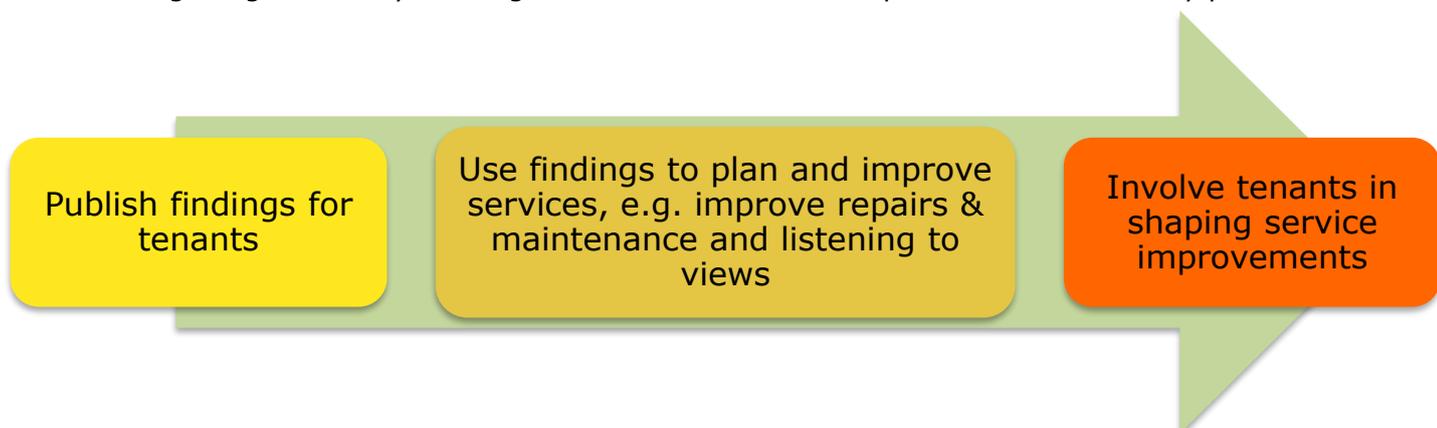
How does Bucks Housing compare?

- The results have been compared with those of other social landlords with less than 1,000 properties. The chart is for general needs tenants only. Results are divided into four quartiles, or quarters (25% of results)
- On overall satisfaction Bucks Housing's rating of 91% is just below the average for the group and is in the third quarter or 25% of results
- All the other ratings are also just below the average apart from the value for money of the rent, which is better and is in the second quarter or 25% of results



You say – We do

- Carrying out this survey is just one of the ways Bucks Housing tries to involve you in developing services. As well as publishing the results of the survey, Bucks Housing plans to put the findings to good use by working with tenants to further improve the services they provide.



If you would like to find out more information about the survey
or how to get involved please contact 01494 480340
or info@bucksha.co.uk