

NCHA STAR 2016



February 2016

Report prepared by
Snap Surveys

CONTENTS

- 1. INTRODUCTION..... 3
- 2. SATISFACTION WITH NCHA..... 6
- 3. THE REPAIRS SERVICE..... 8
- 4. LISTENING TO TENANT’S VIEWS 9
- 5. ENERGY 10
- 6. INTERNET ACCESS AND WEBISTE USAGE..... 12
- 7. FURTHER ANALYSIS 15
- 8. CONCLUSIONS..... 17

1. INTRODUCTION

1.1. Introduction

Nottingham Community Housing Association (NCHA) commissioned Snap Surveys to carry out a resident satisfaction survey. This report contains the research findings.

1.2. STAR

STAR is a voluntary approach to tenant and resident satisfaction measurement for the social housing sector. Such an approach is essential if social housing providers are to have a means of comparing key satisfaction results – both benchmarking with others and trends over time. The primary purpose of these is to:

- Measure customer satisfaction and identify areas for improvement
- Obtain a representative picture of residents attitudes and behaviour
- Complement other methods of customer feedback
- Enable comparisons of data from different landlords and over time.

This STAR questionnaire ensures that data is collected in a reliable and consistent way, enabling a comparison of results between different landlords in order to develop benchmarking across the social housing sector.

1.3. Nottingham Community Housing Association (NCHA)

Nottingham Community Housing Association (NCHA) is one of the largest locally based housing groups in the East Midlands, managing over 8,000 homes and housing more than 15,000 tenants in Nottinghamshire, Derbyshire, Lincolnshire, Leicestershire, Northamptonshire, Rutland and Warwickshire. They have been developing new homes since 1973 and own property in 27 different local authorities

1.4. Questionnaire

NCHA tailored the STAR questionnaire by adding questions from the STAR database at appropriate places throughout the survey.

1.5. Methodology and Sampling

A postal methodology was followed, as recommended within the STAR guidelines. On 8th January 2016 Snap Surveys sent STAR questionnaires to 2,002 of NCHA tenants. A reminder full reminder pack containing a new copy of the questionnaire was sent to non respondents on 2nd February. The survey was closed on 19th February; having achieved an overall response rate of 33% (657 completed questionnaires).

The breakdown of response rate by mailing is shown in the table below.

OVERALL RESPONSE BY MAILING	Number of questionnaires returned
After first mailing	483
After second mailing	174
Total	657

1.6. Incentives

A prize draw incentive was offered, giving respondents the chance to win one of five prizes of £100 in shopping vouchers.

1.7. Analysis of Results

Throughout this report figures are generally calculated as a proportion of respondents who answered each question – that is, excluding No Reply. Not all figures add to 100%, this may be due to rounding, or because each respondent was allowed to give more than one answer to the question.

Furthermore, this analysis often reports on a combination of scores, for example the percentage of respondents who are satisfied with a given element. This involves adding together the number of people who were ‘very satisfied’ and ‘fairly satisfied’ and calculating the figure as a percentage of the number of respondents to that question. For this reason, the overall ‘% satisfied’ score can be slightly different to the score obtained when adding together the ‘% very satisfied’ and ‘% fairly satisfied’ as displayed on the chart.

1.8. Structure of this Report

The main body of the report is divided into the following sections, which look at the survey results in detail:

- Satisfaction with NCHA
- The repairs service
- Listening to tenant's views
- Energy
- The internet and website usage
- Further analysis
- Conclusions

The appendix contains a copy of the questionnaire and a set of data tabulations.

1.9. Principle contacts

The principal contacts for the survey were Louise Wheatley at NCHA and Harriet Withall at Snap Surveys.

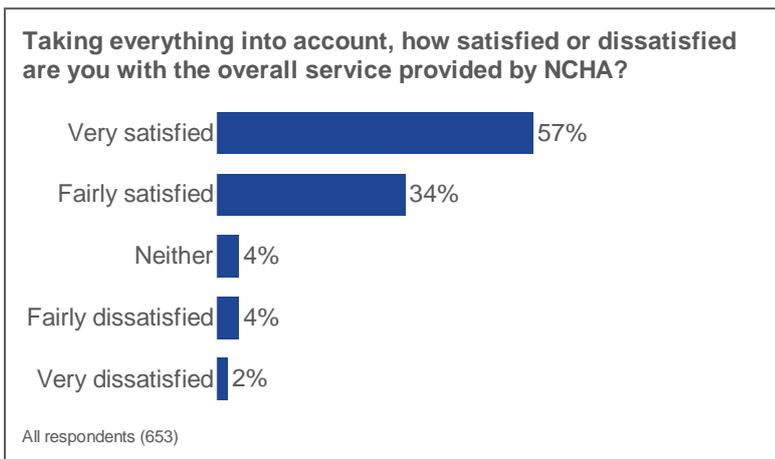
2. SATISFACTION WITH NCHA

2.1. Introduction

This section looks at satisfaction with the service provided by NCHA, satisfaction with respondents' home and their rent as value for money.

2.2. Satisfaction with the services provided by NCHA

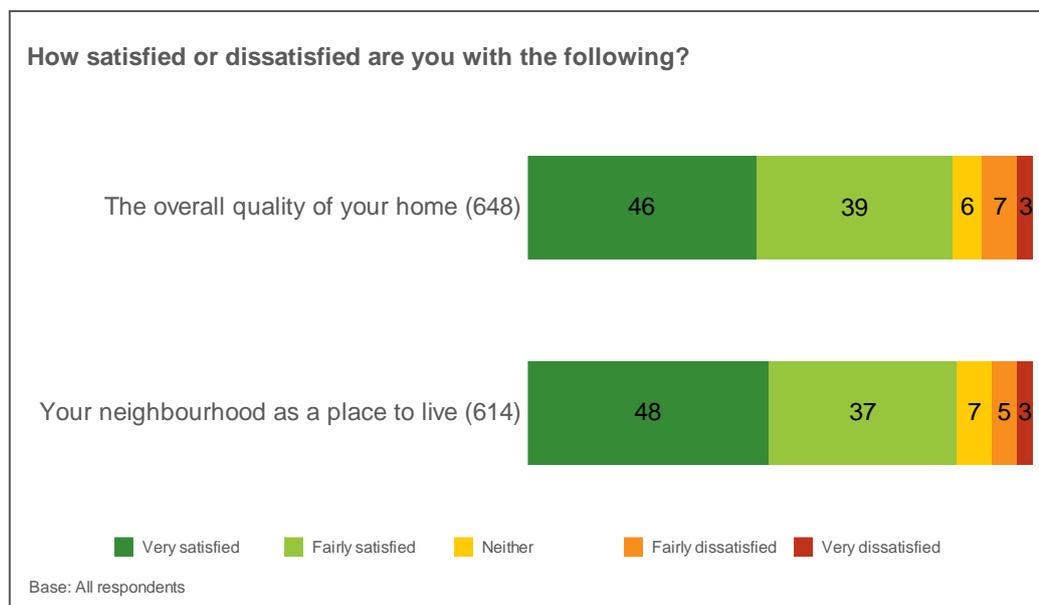
91% of respondents were very satisfied or fairly satisfied with the overall service provided by NCHA. Only around one in twenty residents (5%) were dissatisfied.



2.3. Satisfaction with Housing

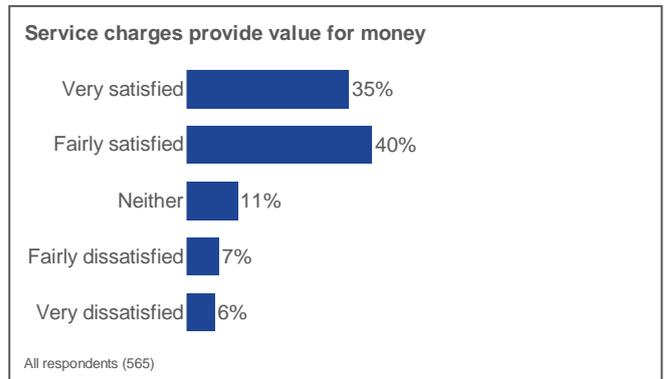
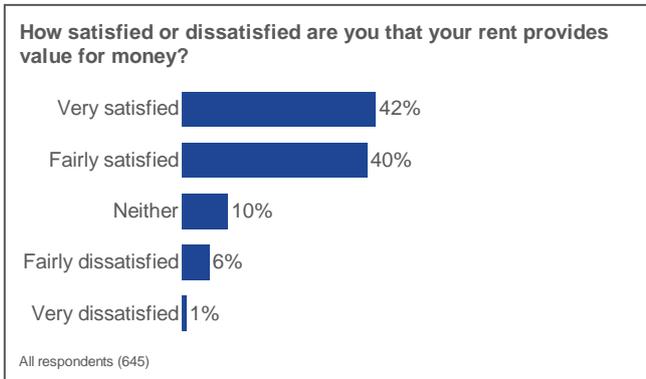
Respondents were asked how satisfied they are with the overall quality of their home and their neighbourhood as a place to live. Generally the findings were positive:

- 85% were satisfied with the overall quality of their home (9% dissatisfied)
- 85% were satisfied with their neighbourhood as a place to live (8% dissatisfied)



2.4. Satisfaction with rent and service charges

NCHA residents were then asked how satisfied they are that their rent provides value for money; the majority of respondents (82%) were satisfied, while only 8% were dissatisfied.



Results were similar when respondents were asked whether their service charges represented value for money; with around three quarters of respondents (76%) saying they were satisfied, and 13% saying they were dissatisfied.

3. THE REPAIRS SERVICE

3.1. Introduction

This section briefly looks at residents' satisfaction with NCHA's repairs and maintenance service and interest in evening and Saturday appointments.

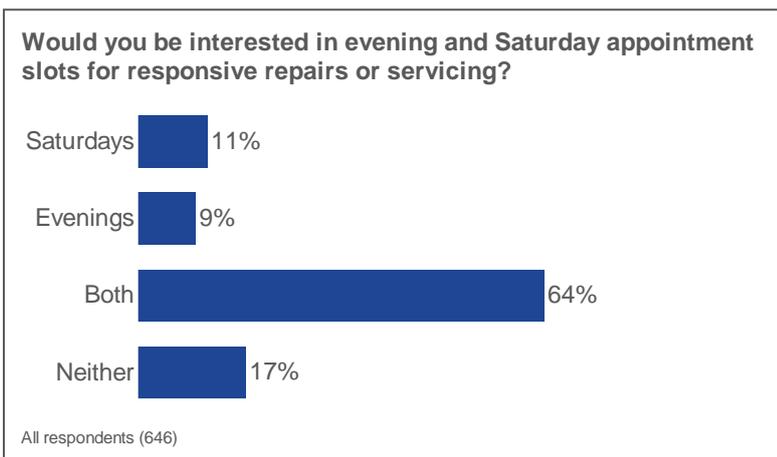
3.2. Overall Satisfaction with the Repairs and Maintenance Service

84% of respondents were satisfied with the way NCHA deals with repairs and maintenance. 11% said they were dissatisfied and 5% were neither satisfied nor dissatisfied.



3.3. Evening and Saturday appointment slots

64% of respondents said they would be interested in evening and Saturday appointment slots for responsive repairs or servicing.



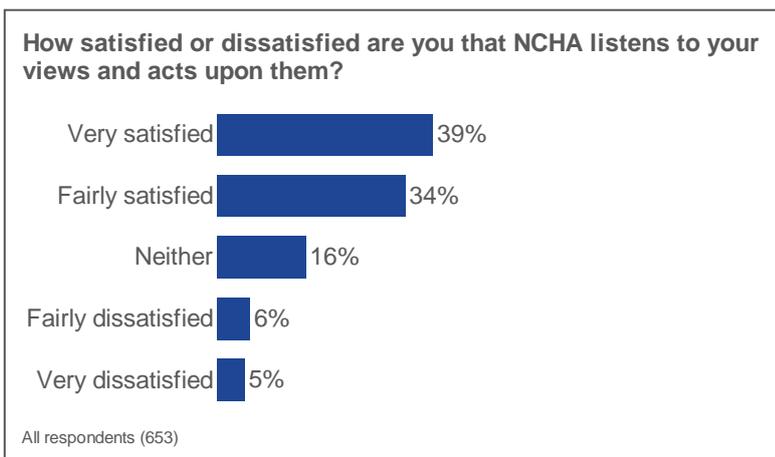
4. LISTENING TO TENANT'S VIEWS

4.1. Introduction

This section looks at whether NCHA listens to residents views and acts upon them.

4.2. Listing to views and acting upon them

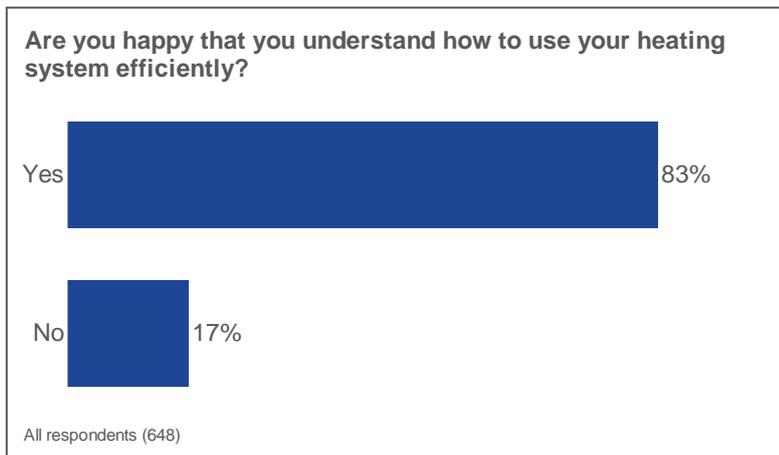
Around three quarters of respondents (73%) said that they were satisfied that NCHA listens to their views and acts upon them, while 11% were dissatisfied and 16% were neither satisfied nor dissatisfied.



5. ENERGY

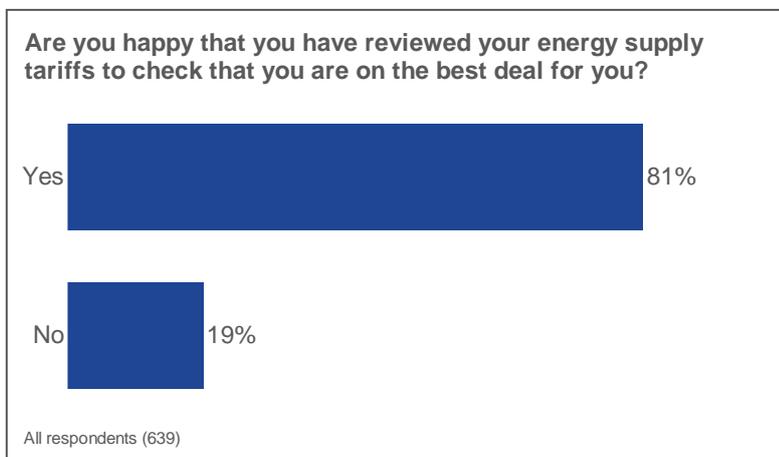
5.1. Efficient use of heating system

Respondents were asked if they are happy that they understand how to use their heating system efficiently, 83% said they were.



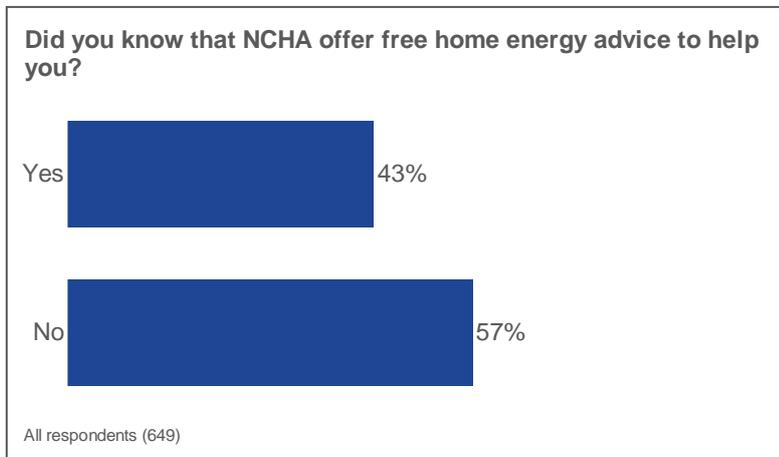
5.2. Review of energy supply tariff

81% of respondents said they are happy that they have reviewed their energy supply tariffs to check they are on the best deal.



5.3. Energy Advice

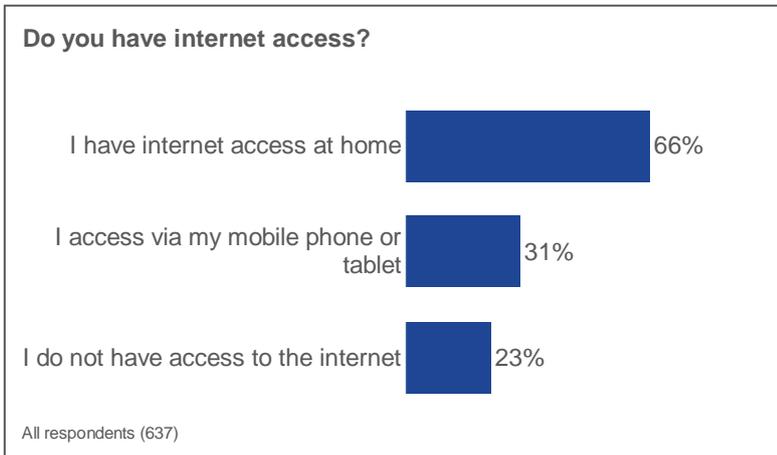
Respondents were asked whether they are aware that NCHA offer free Home Energy advice, 43% were aware, while the majority (57%) were unaware.



6. INTERNET ACCESS AND WEBISTE USAGE

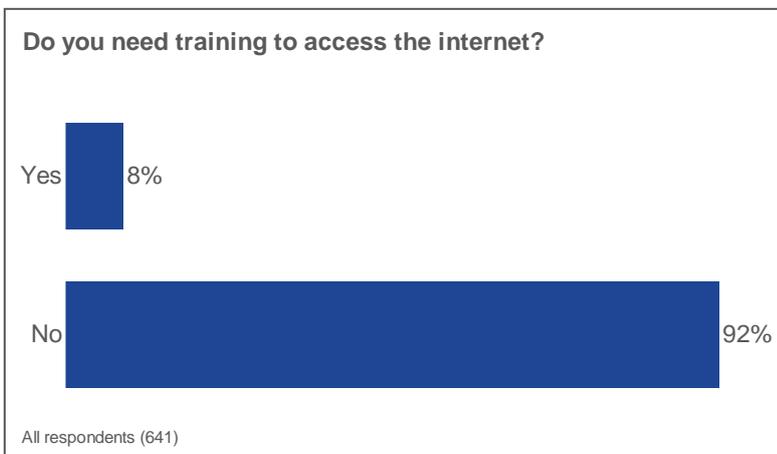
6.1. Internet access

When asked about internet access, 66% said they have internet access at home and 31% have access via their mobile phone or tablet. 23% of respondents said they didn't have internet access.



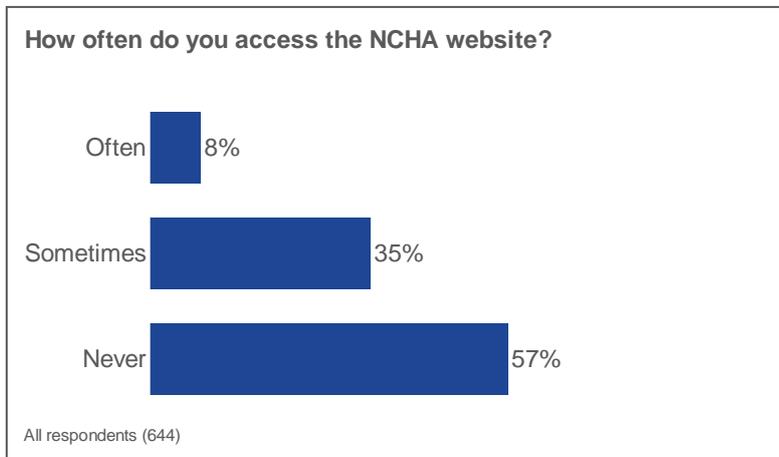
6.2. Training needs

8% of respondents said they need training to access the internet.

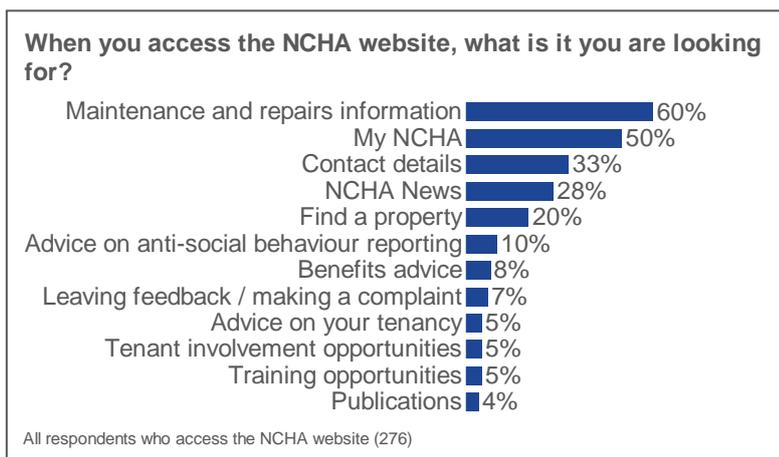


6.3. NCHA website

Respondents were asked how often their access the NCHA website, 8% said often, 35% Said sometimes and 57% said never.

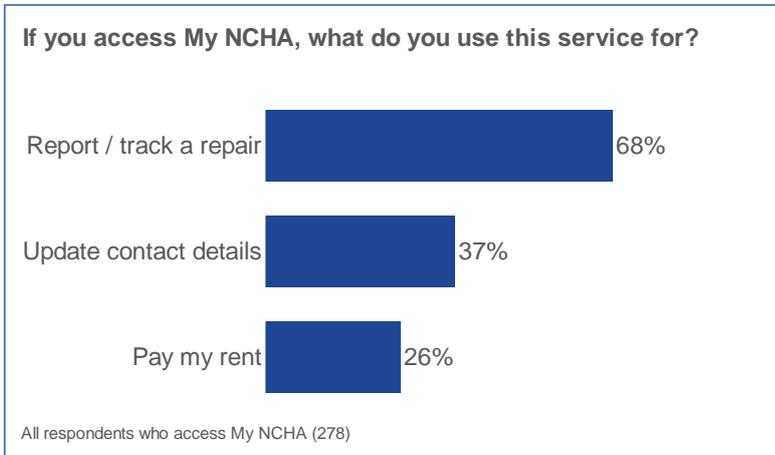


Respondents who access the NCHA website were asked what they look for. 60% said maintenance and repairs information and 50% 'My NCHA'



6.4. My NCHA

Respondents who access 'My NCHA' were asked what they use the service for. 68% said used it to report / track a repair, 37% to update contact details and 26% to pay rent.



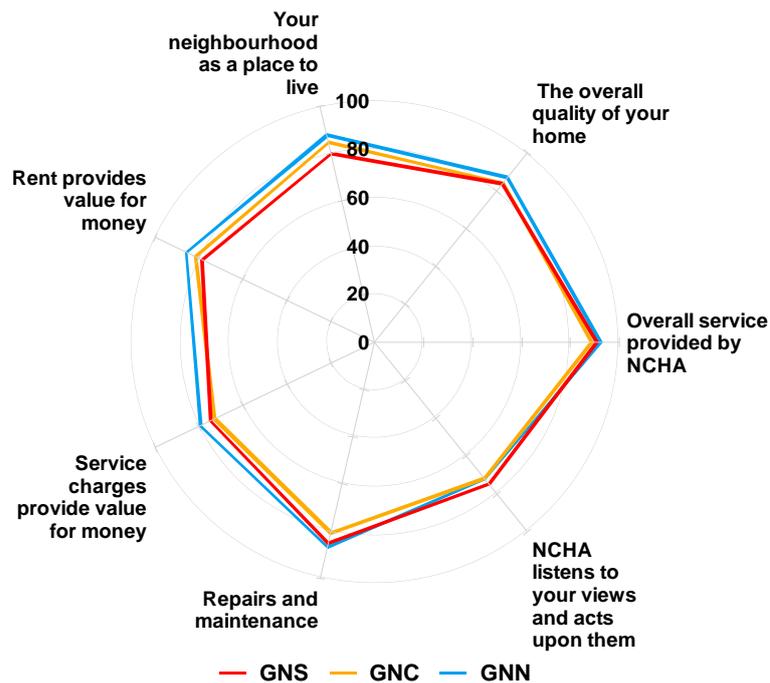
7. FURTHER ANALYSIS

7.1. Introduction

Management area and location data contained in the database has been merged with the survey data. The analysis below looks at how different groups have responded to the survey.

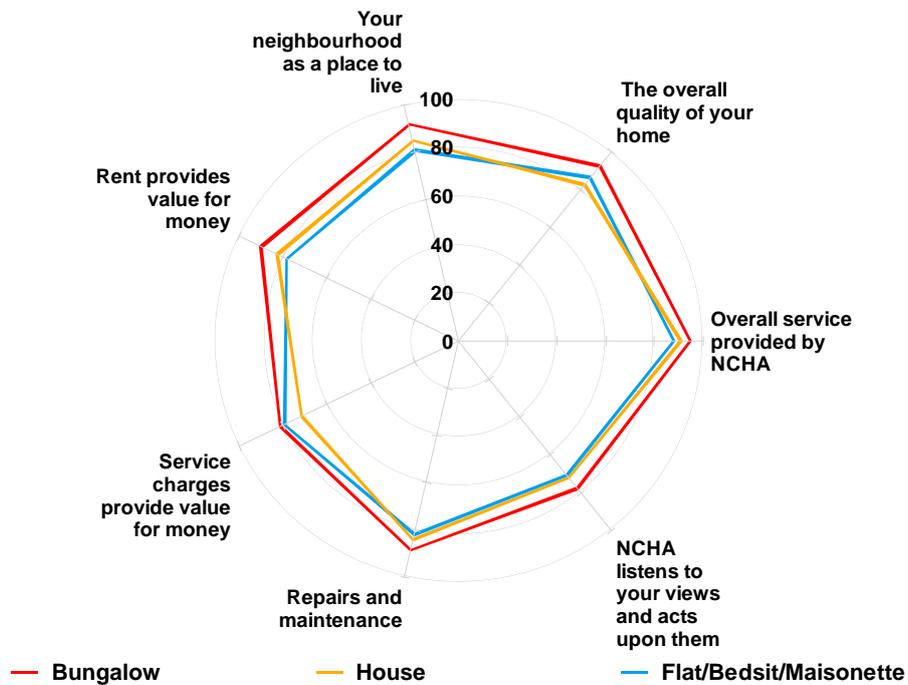
7.2. Management area

The chart below summarises the responses to these questions when looking at different management areas.



7.3. Property type

The analysis has been repeated for property type. Those living in a Bungalow appear to be more positive than those living in other accommodation, this may be linked to the fact that older residents are more likely to live in a Bungalow, and older respondents consistently give more positive responses.



8. CONCLUSIONS

8.1. Introduction

This section looks at the most positive and most negative scores achieved by NCHA throughout the survey.

8.2. Most positive scores

The table below summarises the areas in which NCHA achieved their most positive scores:

Statement	% Satisfied
Overall satisfaction	91%
Quality of home	85%
Neighbourhood as a place to live	85%
Repairs and maintenance	84%

8.3. Most negative scores

The table below summarises the areas in which NCHA achieved their most negative scores:

Statement	% Dissatisfied
Service charges provide value for money	13%
Repairs and maintenance	11%
NCHA listens to your views and acts upon them	11%

8.4. Historical comparisons

The table below shows the scores achieved by NCHA in their 2009 STATUS survey, next to the comparable 2011, 2013 and 2016 scores.

6 questions were comparable with previous data, these are shown below. 3 of the 6 measures have achieved lower levels of satisfaction compared with 2013, with the greatest decrease being with satisfaction that NCHA listens to tenant's views and acts upon them (-3%). Satisfaction with overall services provided and satisfaction that service charges provide value for money have both seen a slight increase (+2%).

	2009 STATUS	2011 STAR	2013 STAR	2016 STAR	% change
Satisfied that rent provides value for money	78%	86%	83%	82%	-1%
Satisfied with the overall service	89%	91%	89%	91%	+2%
Satisfied with the overall quality of their home	87%	89%	87%	85%	-2%
Satisfied with their neighbourhood as a place to live	82%	82%	85%	85%	-
Satisfied that service charges provide value for money	-	76%	74%	76%	+2%
Satisfied with the way NCHA deals with repairs and maintenance	-	87%	83%	84%	+1%
Satisfied that NCHA listens to your views and acts upon them	-	77%	76%	73%	-3%