

ELDONIAN **TENANT SATISFACTION SURVEY** **2024**

by Claire Ruck & Jasmine Howell



KEY TAKEOUTS



OVERALL



Overall Satisfaction 79.7%

Assured customers score higher than Fair Rent at 80.4% compared with 75%. Highest scoring TPs include Landlord provide a home that is safe (94.4%), a home that is well maintained (87.1%) and overall repairs service (86.6%). Surveys collected via post have the highest satisfaction levels at 84.8%

DRIVERS



Drivers of Satisfaction are listen and act and keeps you informed

Strongest correlations with overall satisfaction are 'Landlord listens and acts' 'keeps you informed about things that matter' and 'the overall repairs service'. Most comments explaining reason given for their overall satisfaction score relate back to speed of repairs

REPAIRS



High levels of uncompleted Repairs lead to high levels of dissatisfaction

Over ¾ of customers have had a repair over the last 12 months (77.6%). Customers who have had a repair are overall slightly less satisfied at 77.9%. High levels of overall satisfaction with the repair are found at 86.6%, with the speed of repairs scoring lower at 82.5%

COMPLAINTS



A quarter of Customers have complained

A quarter (25.2%) of participants have made a complaint and their overall satisfaction is much lower at 56.7% compared to those that have never complained 86.8%. Satisfaction with handling complaints is the lowest TP at 45.2%. Good complaint handling will boost scores to above average satisfaction.

% VERY & FAIRLY SATISFIED



Section	TSM code	TSM measure	Overall
Overall satisfaction	TP01	Overall satisfaction	79.7%
Keeping properties in good repair	TP02	Satisfaction with repairs	86.6%
	TP03	Satisfaction with time taken to complete most recent repair	82.5%
	TP04	Satisfaction that the home is well maintained	87.1%
Maintaining building safety	TP05	Satisfaction that the home is safe	94.4%
Respectful and helpful engagement	TP06	Satisfaction that the landlord listens to tenant views and acts upon them	79.5%
	TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	82.4%
	TP08	Agreement that the landlord treats tenants fairly and with respect	83.3%
Effective handling of complaints	TP09	Satisfaction with the landlord's approach to handling complaints	45.2%
Responsible neighbourhood management	TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	69.2%
	TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	74.4%
	TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	80.6%

SAMPLE OVERVIEW



KEY SURVEY INFORMATION



SAMPLING

- Total tenant population: **382**
- **0** Tenants were excluded due to exceptional circumstances from the database provided by Eldonian
- A **census** sampling approach was used
- Total sample size achieved: **125**
- **90** by telephone **35** by post



QUESTIONNAIRE

- Respondents were fully informed
- TSM questions and routing correct
- TSM scales used correctly
- Followed MRS guidelines
- Questionnaire can be found in the Appendix



DATA COLLECTION

- Data collected **annually**
- Data collected between **March 2024 – May 2024**
- TLF Research used as the external contractor
- Incentives were **not** used



WEIGHTING

- Weighting was not used, TSM guidance states that for a stock size in line with Eldonian's conducting a census is sufficient to meet the requirements. Younger customers are slightly under-represented, applying weighting by age does not change the overall % satisfied.



RELIABILITY

- With a total population of **382** the confidence level must achieve within at least **+/-5%**
- We are **95%** confident that the overall % satisfied is within **+/-7.1%**



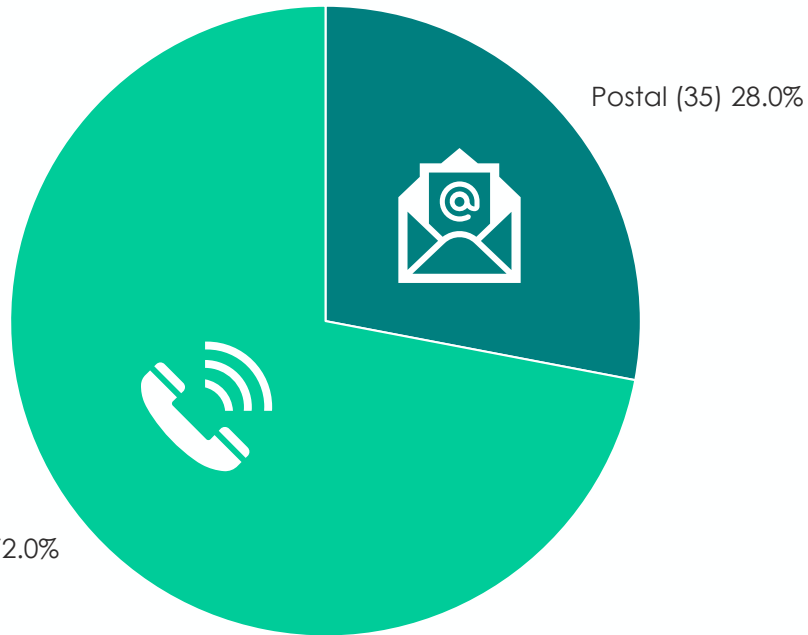
ANALYSIS

- All partial completes that have answered overall satisfaction have been included.
- % satisfied has been calculated excluding Don't know and Not answered.
- All bases have been reported throughout

SAMPLING, BROKEN DOWN BY METHODOLOGY



Number of interviews by method



Telephone (90) 72.0%

Postal (35) 28.0%

Number of interviews overall

	Complete	Partial complete	Total
Overall	125	0	125

Response rates by method

	Complete	Partial complete	Total	Response rate
Telephone	90	0	90	27.0%
Postal	35	0	35	17.4%

Sample size shown in ().

WHO WE INTERVIEWED V DATABASE



Based on information provided on the database.



The survey was open from 22nd March to 12th May

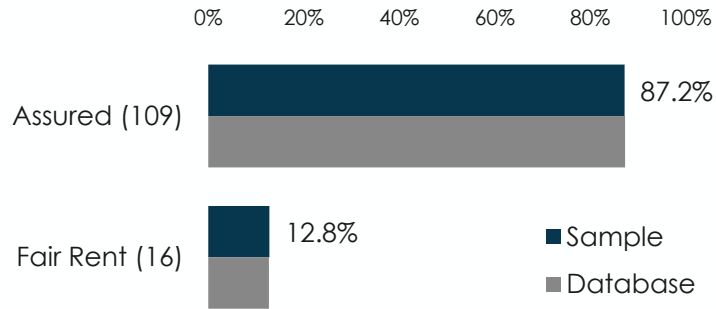


90 Tenants were interviewed by phone and 35 completed a postal survey. All phone surveys were completed in full.

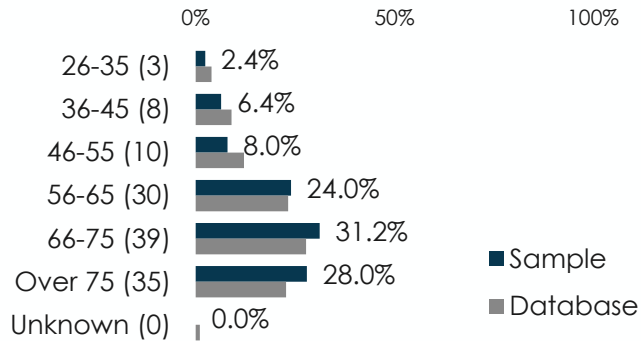


All respondents are General Needs.

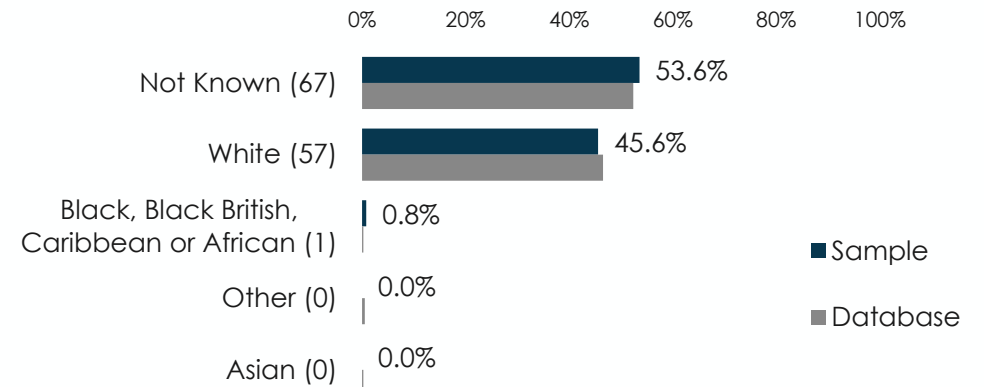
Tenure Type



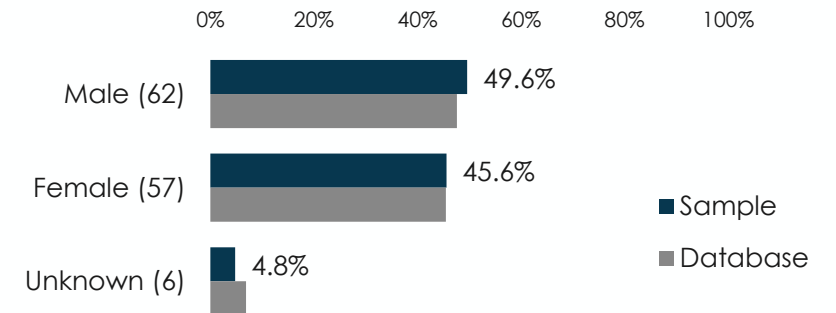
Age Group



Ethnicity



Gender

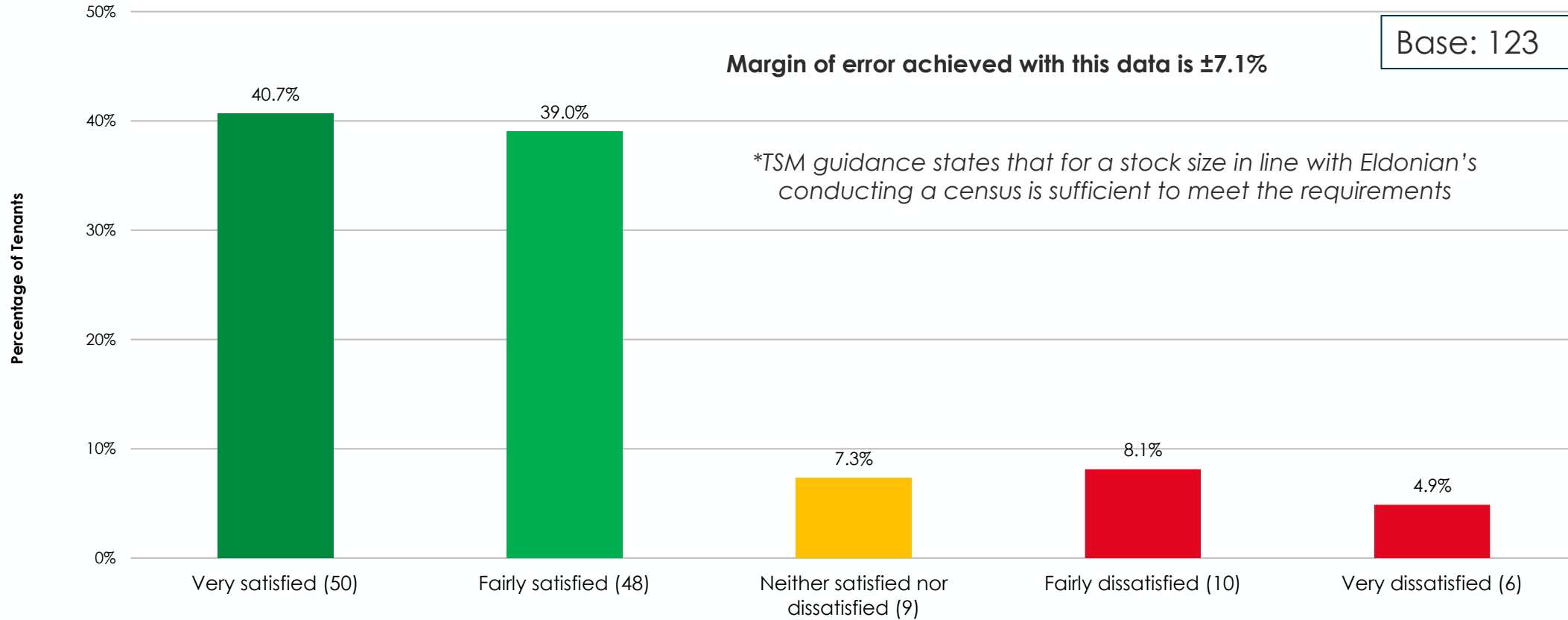


Sample size shown in ().

OVERALL SATISFACTION: 79.7% (VERY & FAIRLY SATISFIED)



Taking everything into account, how satisfied or dissatisfied are you with the service provided by Eldonian?



Sample size shown in (). Does not include 2 tenants that didn't answer.

WHY WOULD YOU SAY YOU ARE VERY SATISFIED?



Comments from tenants that scored 'Very Satisfied' on Taking everything into account, how satisfied or dissatisfied are you with the service provided by Eldonian?



Almost 40% of customers that are satisfied overall state speed of repairs / handling queries as the reason why.

"When you want them, they come out right away especially with repairs."

"They have always been so pleasant if I have a problem they sort it out straight away! They are very good with everything. I have an outstanding job and I know they will do it for me."

"You only have to call them and repairs are done and any problems are sorted, they are good Landlords."

"I am very satisfied with the service provided by Eldonian, because everything I've asked for has been done. If things are broken, they've come out and fixed things."

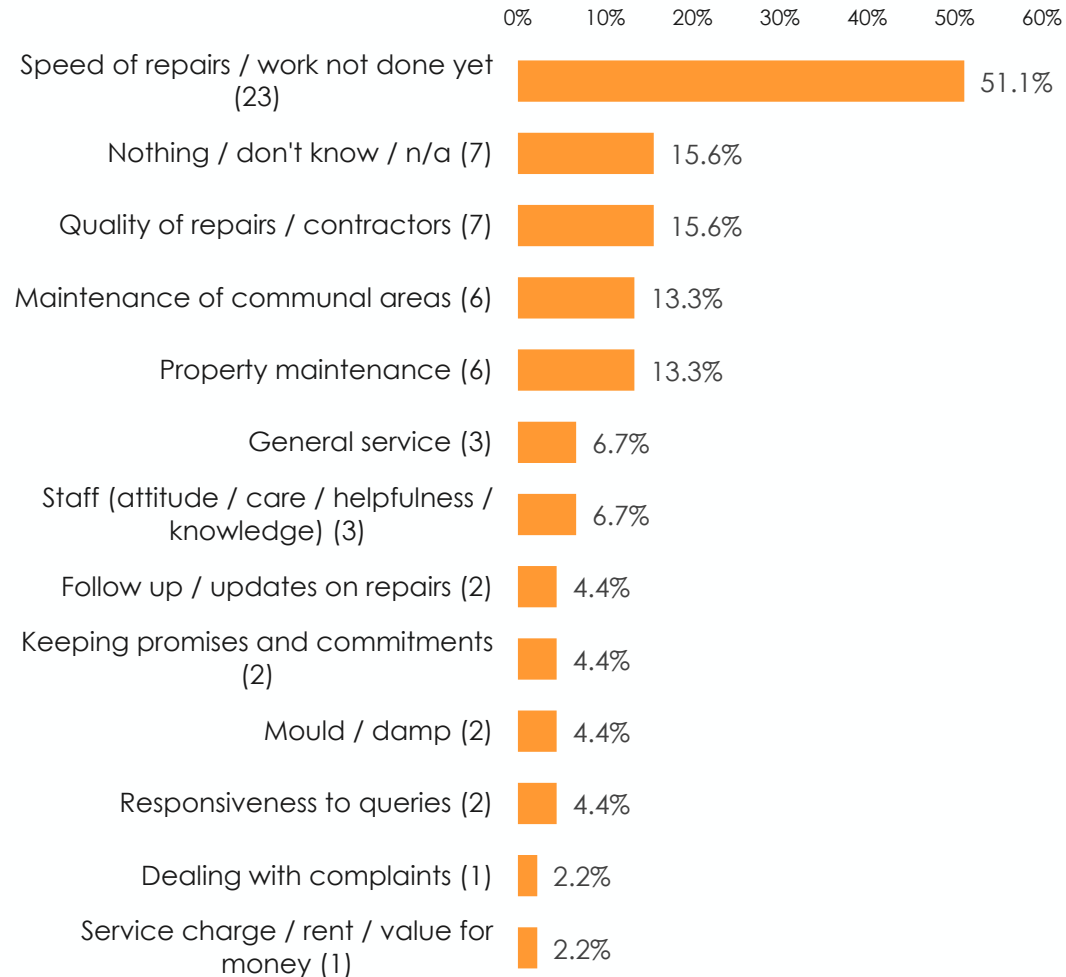
"I am very satisfied with the service provided by Eldonian, because we haven't really had any problems, but when we have they've been rectified right away."

Sample size shown in (). % calculated out of the 41 Tenants who said very satisfied and gave a comment. Some comments could be coded into more than one category. 9 respondents didn't comment

WHAT COULD BE DONE TO MAKE YOU SATISFIED?



Comments from tenants that scored 'Fairly satisfied' or 'Neither satisfied nor dissatisfied' on Taking everything into account, how satisfied or dissatisfied are you with the service provided by Eldonian?



"We had blocked gutters it took us months to get it sorted. The repairs need to be faster, it is to their benefit as blocked gutters will make the brickwork damp. We have solar panels on our roof and pigeons are living underneath them. I've complained but nothing has been done about it. We need spikes on the roof to get rid of them. All the paint work needs doing to the houses and there's rubbish everywhere. The estate is dirty. All that needs looking at and getting done. You complain and nothing gets done."

"We have had two lights out in the lift for over a year. It has been reported to office and they took pictures, lights still out!!"

"I would like them to clean up the grass and other communal areas."

"In the past we had excellent service, right from the beginning everything was tip-top. The outside was kept clean and everything was maintained, but this standard has dropped. We used to have a maintenance person constantly on the estate, but things are not as good as they used to be."

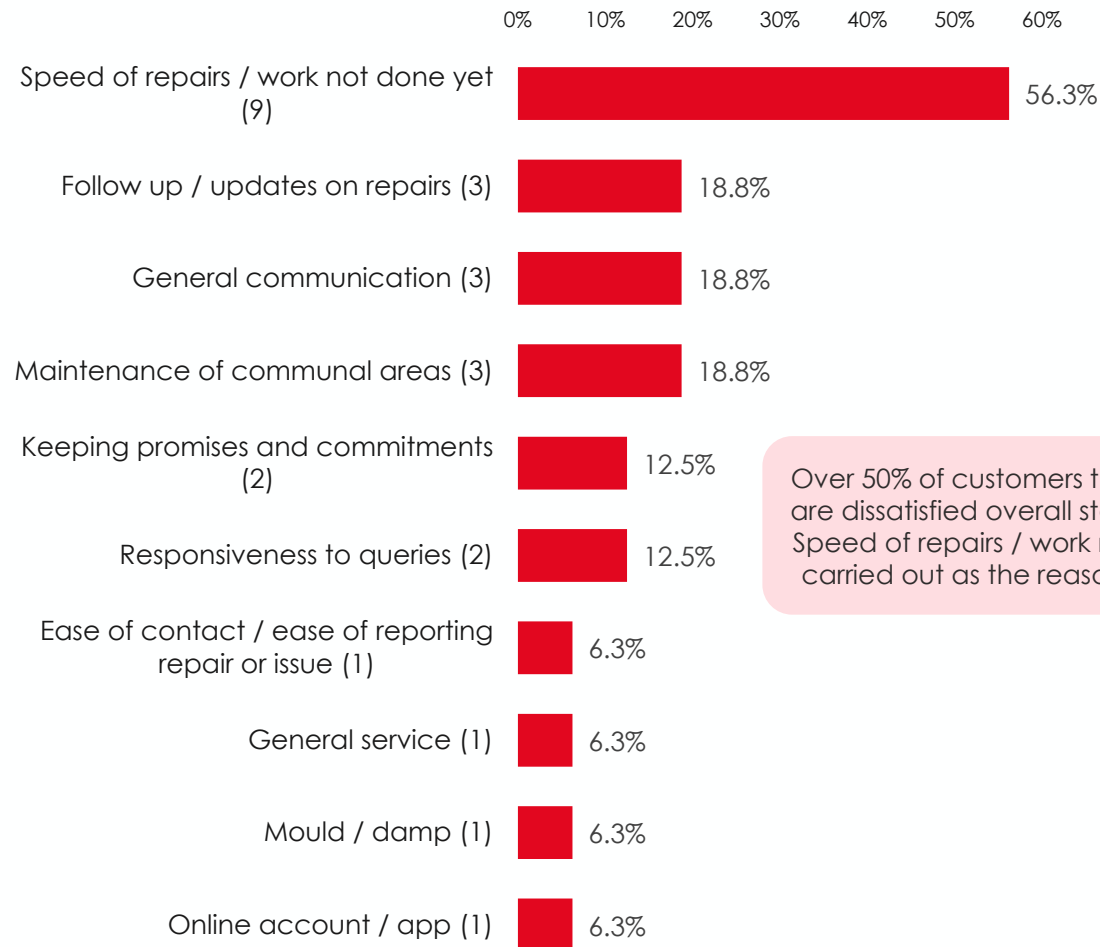
"If they could be quicker with repairs that would be great because they say they'll get it done by a certain date and then they don't, so they need to take notice of the notes about repairs and the dates set but they don't, it just makes you feel like they're not listening to you."

Sample size shown in (). % calculated out of the 45 tenants who said 'Fairly satisfied' or 'Neither satisfied nor dissatisfied'. Some comments could be coded into more than one category. 12 respondents didn't comment

WHY WOULD YOU SAY YOU ARE DISSATISFIED?



Comments from tenants that scored 'Fairly dissatisfied' or 'Very dissatisfied' on Taking everything into account, how satisfied or dissatisfied are you with the service provided by Eldonian?



Over 50% of customers that are dissatisfied overall state Speed of repairs / work not carried out as the reason.

"It is because they don't come through with things that have been promised. A while ago, we were told we would get kitchens and bathrooms. I ended up getting my own bathroom done. I am still waiting for the kitchen. Some people have had them but there's been no mention since."

"When I moved into this bungalow they promised me radiators, new boilers and a new shower room and they haven't done anything. I moved in five years ago."

"In the last few years it's gone to pot, I've been waiting for a fence since January but it's more of the repairs side if it all, it's not good at all."

"In general there seems to be a lack of communication and a lack of response to repairs as nothing they say seems to get followed through."

"In the last two and a half months the lift has broken down, we have no heating and the light outside my flat has broken. This has all been reported but nothing has been done."

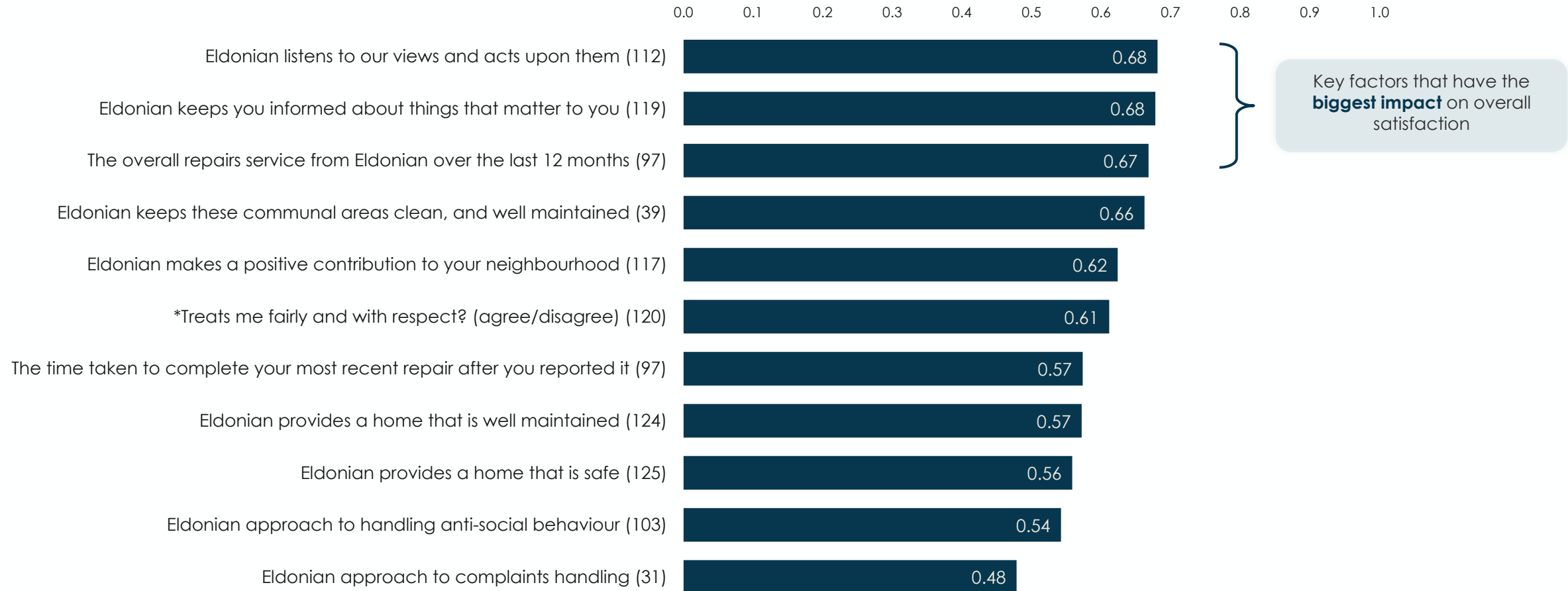
Sample size shown in (). % calculated out of the 16 tenants who said 'Fairly dissatisfied' or 'Very dissatisfied'. Some comments could be coded into more than one category.

IMPACT ON OVERALL SATISFACTION



Satisfaction questions correlated with the question:

'Taking everything into account, how satisfied or dissatisfied are you with the service provided by Eldonian?'

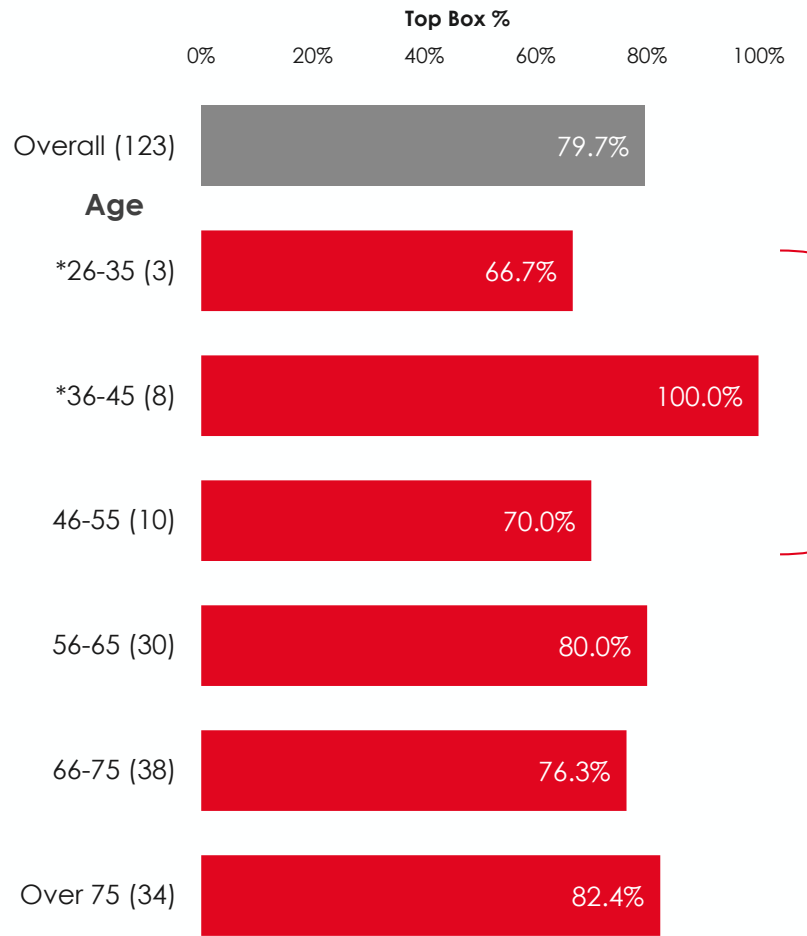


*Agree scale rather than satisfied.

OVERALL SATISFACTION BY TENANT TYPE

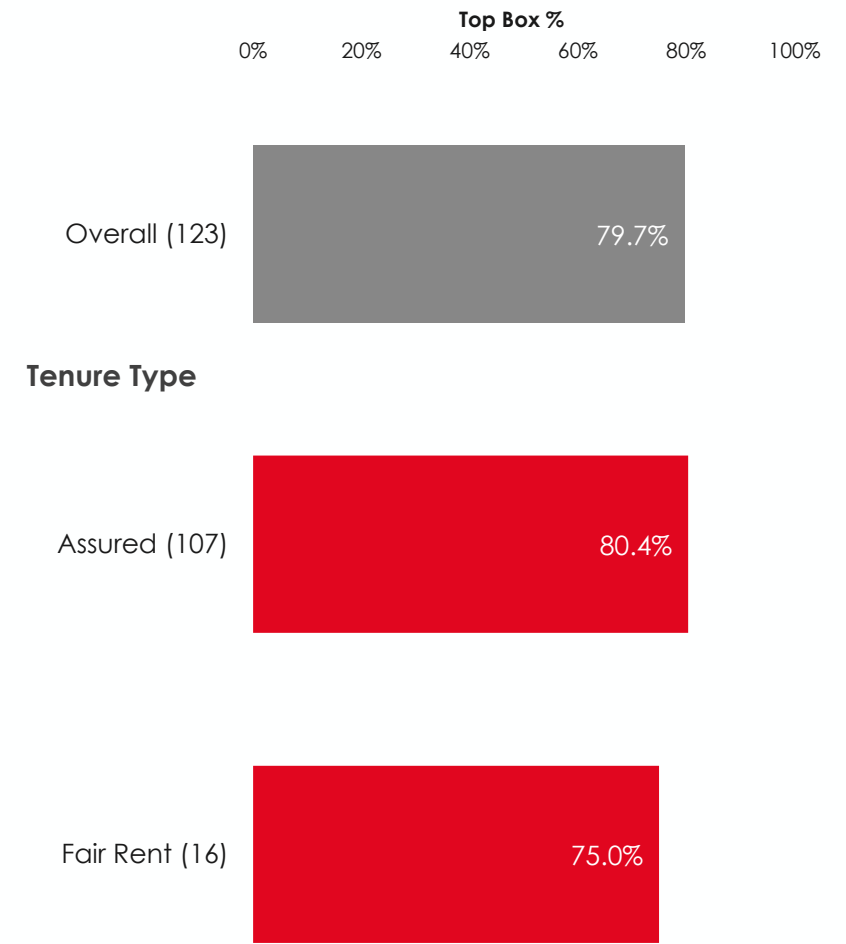


OVERALL SATISFACTION (% VERY & FAIRLY SAT.) BY DEMOGRAPHIC



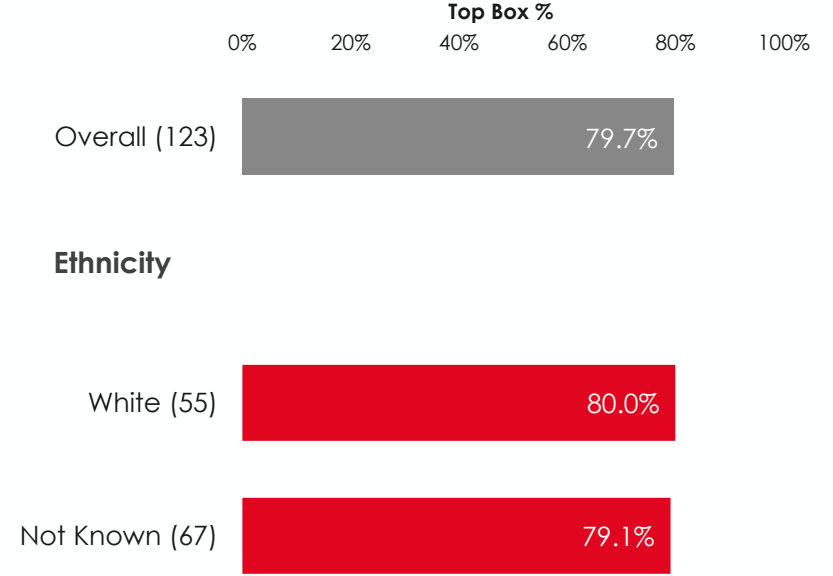
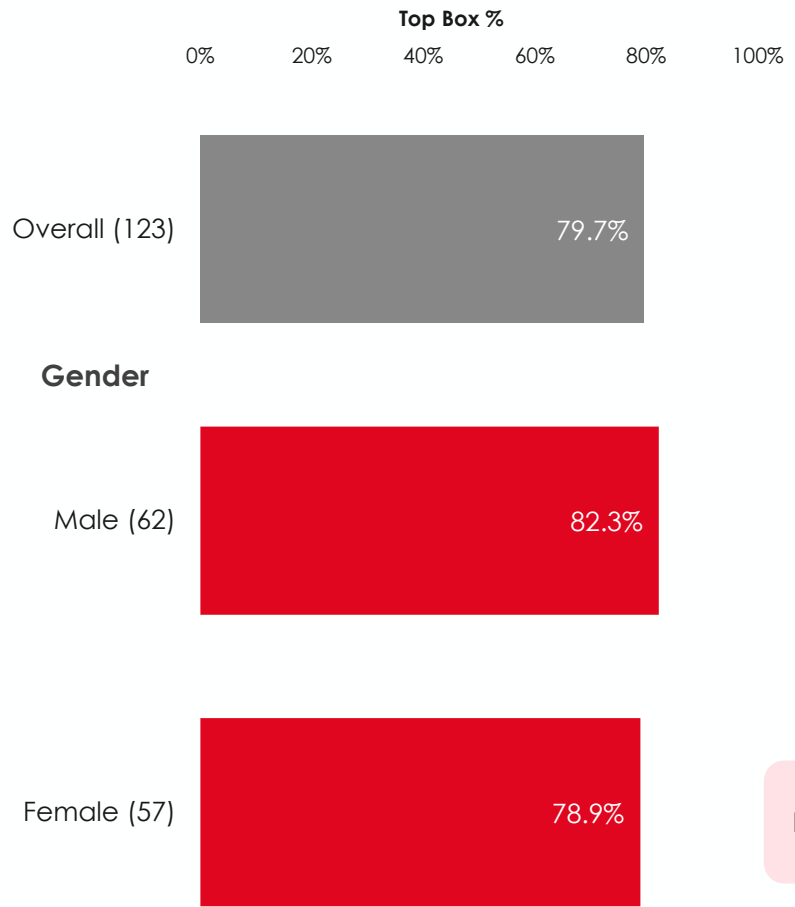
Satisfaction levels vary across age groups. Although, please treat younger age groups with caution due to low sample sizes.

Ages 26-55 have a combined overall satisfaction score of **81.0%**



Sample size shown in (). * indicates low base

OVERALL SATISFACTION (% VERY & FAIRLY SAT.) BY DEMOGRAPHIC



Data collection method

Postal surveys responses have a higher overall satisfaction that then telephone responses.

There are no participants aged 26-35 in the postal sample– the majority of these respondents are aged 66+



Sample size shown in (). 'Unknown' not shown for gender as base =4. 'Black, Black British, Caribbean or African' not shown for ethnicity as base =1

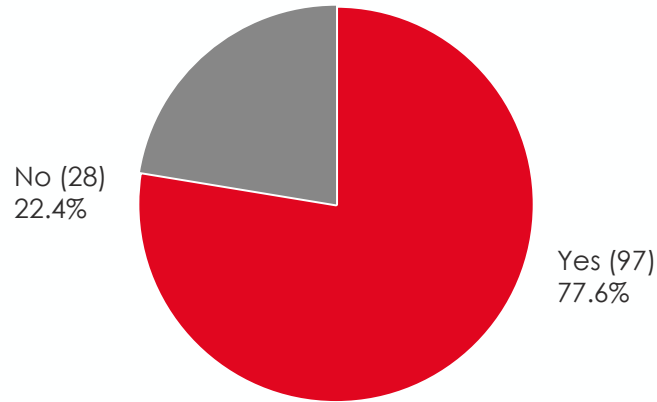
TSM REQUIREMENTS



REPAIRS



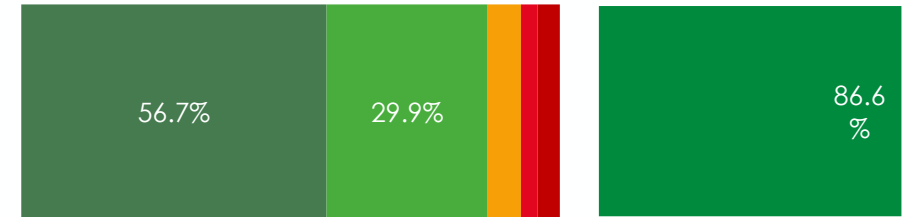
Has Eldonian carried out a repair to your home in the last 12 months?



If yes, how satisfied or dissatisfied are you with..

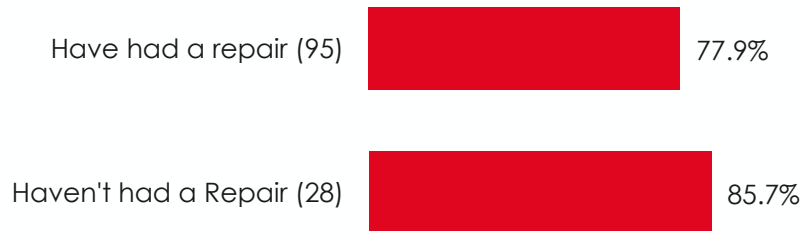
■ Very Satisfied
 ■ Fairly Satisfied
 ■ Neither nor
 ■ Fairly dissatisfied
 ■ Very dissatisfied
 % Fairly & Very satisfied

The overall repairs service from Eldonian over the last 12 months (97)

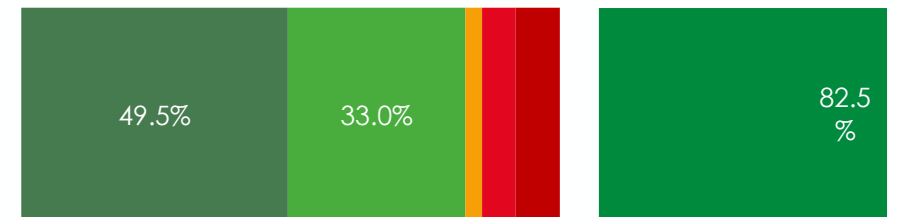


Taking everything into account, how satisfied or dissatisfied are you with the service provided by Eldonian?

0% 20% 40% 60% 80% 100%



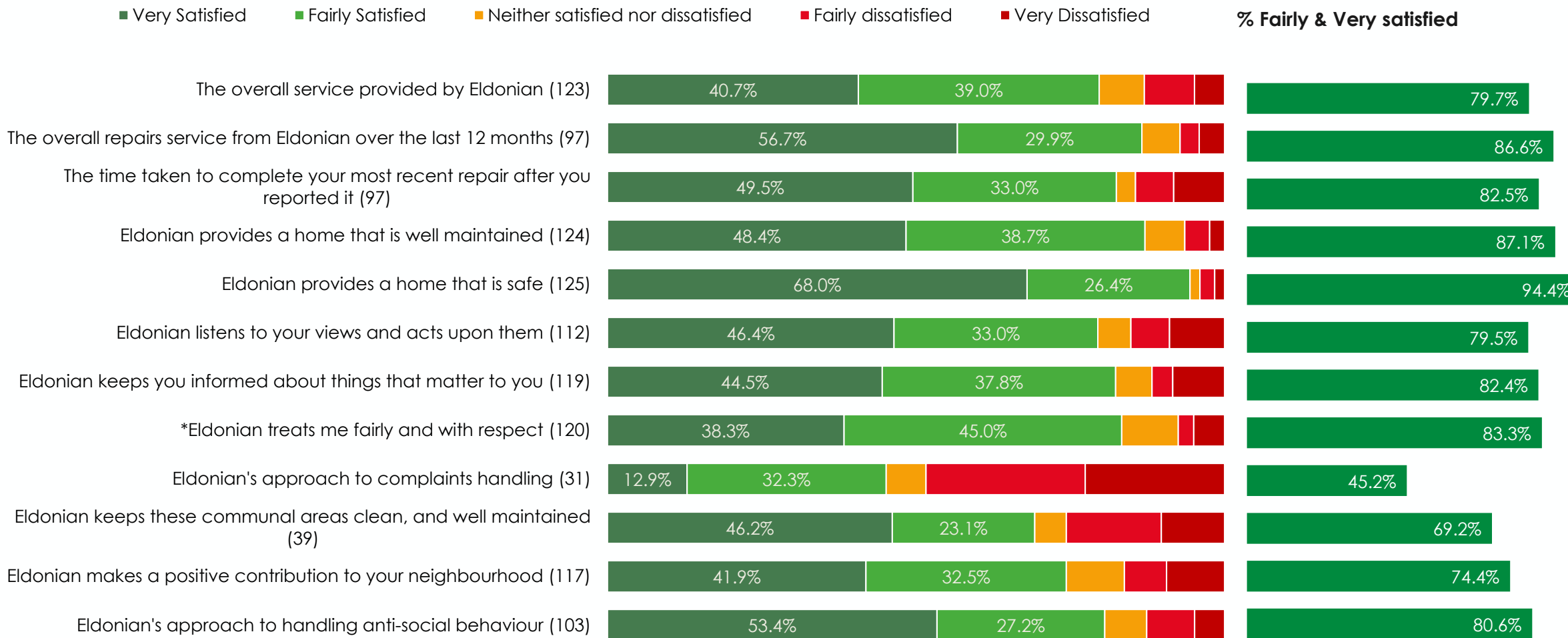
The time taken to complete your most recent repair after you reported it (97)



Over **7 in 10** people have reported a repair in the last 12 months. Overall satisfaction is **slightly lower** for those who have **had a recent repair** than those who **haven't**. For those who have had a repair, satisfaction with the repairs service overall and the time taken to complete are both high scoring and above average when compared on TLF benchmarking database

Sample size shown in ()

HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING:



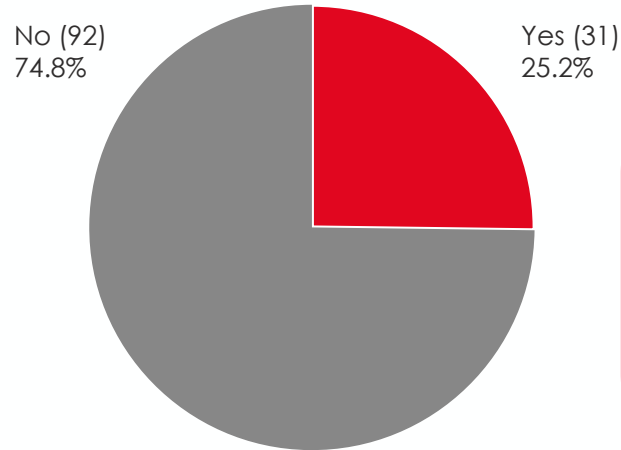
Eldonian score above average on our benchmarking database for all TP questions and record one of the highest scores seen for 'Eldonian provides a home that is safe', and 'Eldonian's approach to handling anti-social behaviour'.

Sample size shown in () *Agree scale rather than satisfied. Sorted in questionnaire order.

QUALIFYING QUESTIONS

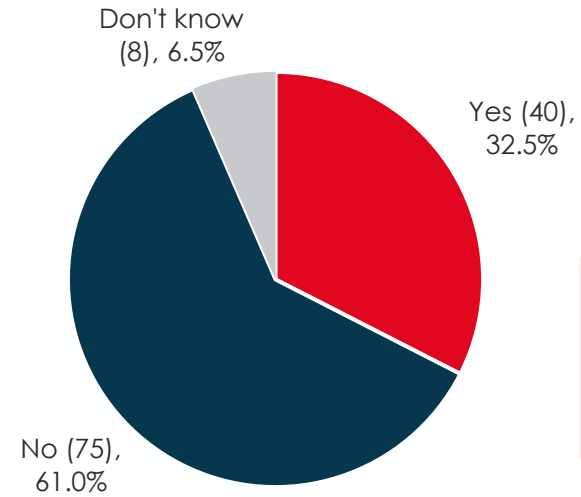


Have you made a complaint to Eldonian in the last 12 months?



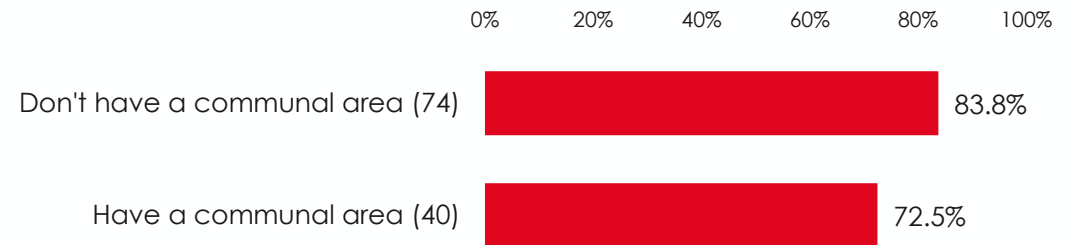
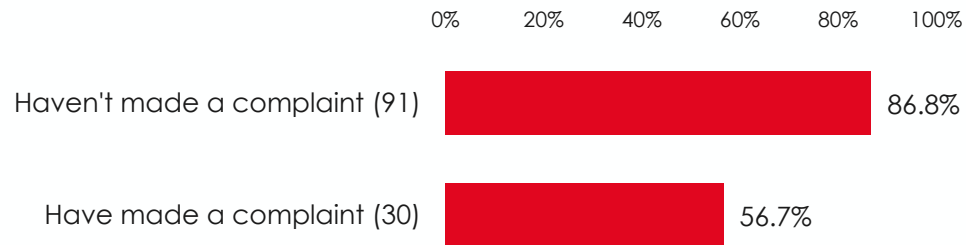
The 25% of customers that have had a complaint are **less satisfied overall** with Teign Housing than those who have not, with over 30% difference in overall satisfaction

Do you live in a building with communal areas, either inside or outside, that Eldonian is responsible for maintaining?



The 30% of customers that live in a building with a communal area are **less satisfied overall** than those that don't, with over 10% difference in overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Eldonian?



Sample size shown in ()

TSM BENCHMARKING (H1)



LCRA GENERAL OBSERVATIONS



- 52 Registered Providers have supplied their Tenant Perception scores captured during the first 6 months of the data collection window. The **average stock size is 19,000** and **the average sample size is 850**, with results based on a total of 44,246 surveys.
- 38% of Registered Providers used telephone only and 62% mixed methodology
- The average score of **TP01 Overall satisfaction** is **69.0%**
- Scores are wide-ranging with 40 percentage points between the highest and lowest-scoring landlords just on TP01 Overall Satisfaction.
- Registered Providers scoring 10% above average on overall satisfaction have a lower percentage of tenants making a complaint and score higher on the basics; satisfaction with repairs service, time taken to complete repairs and having a well-maintained home.
- Overall satisfaction varies based on stock size:
 - Under 4000: **73.8%**
 - 4001 to 7500: **72.2%**
 - 7501 to 20000: **66.6%**
 - Above 20000: **65.2%**
- Largest differences in satisfaction between size of stock can be found for 'Your Landlord keeps your communal areas clean and well maintained', 'Your landlord makes a positive contribution to your neighbourhood' and 'The time taken to complete your most recent repair'.
- Highest **drivers of overall satisfaction** are '**Well maintained home**', '**Satisfaction with repairs service**' and '**Listens to your views and acts upon them**'
- On average **67% of residents have had a repair** in the last 12 months, **32% have made a complaint** and **51% live in a building with communal areas.**

Highest scoring measures:



- Your landlord provides a home that is safe
- Your landlord treats you fairly and with respect
- Overall repairs service

LOWEST scoring measures:

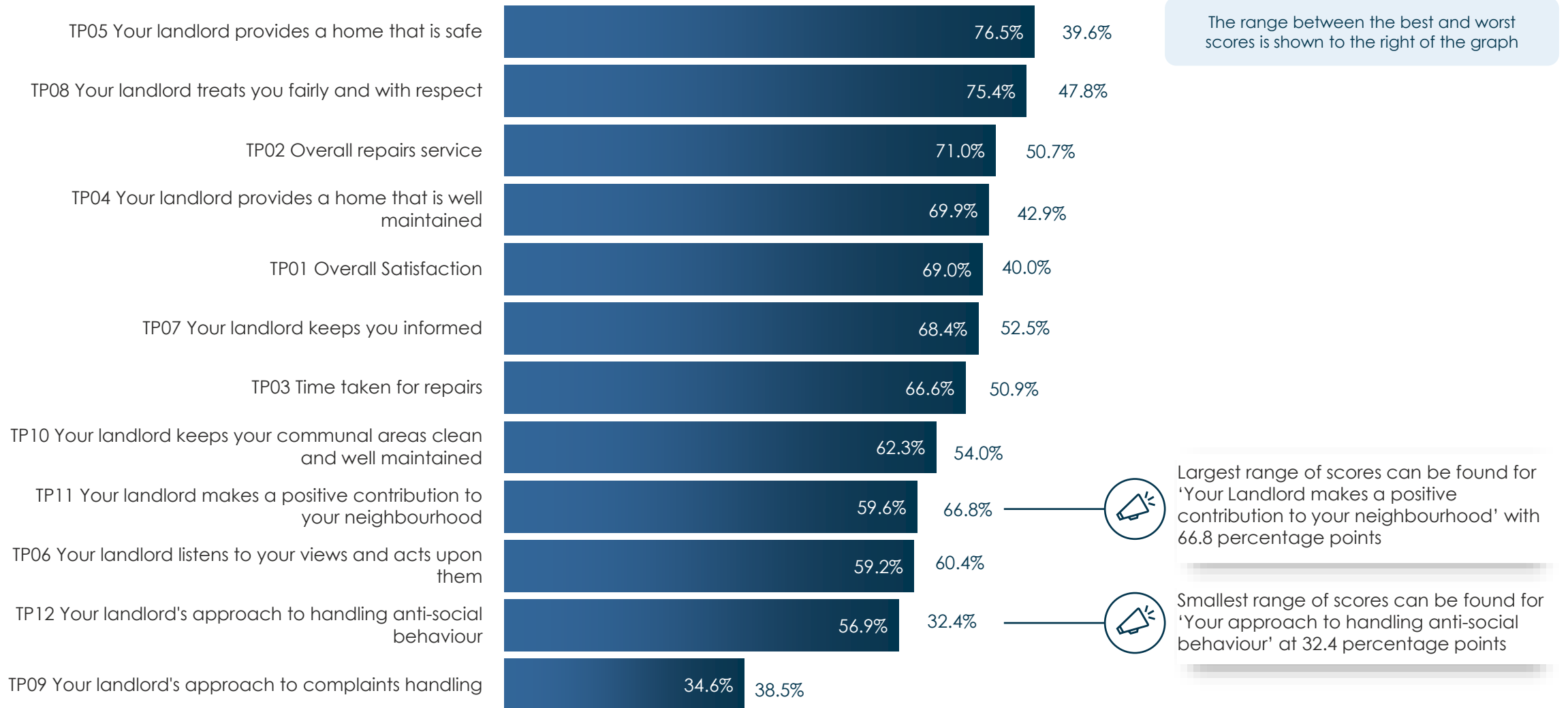


- Your landlord approach to complaints handling
- Your landlord's approach to handling anti-social behaviour
- Your landlord listens to your views and acts upon them

LCRA SUMMARY



The chart shows the average percentage of people who answered 'Very Satisfied' or 'Fairly Satisfied' to all requirements, sorted in descending satisfaction order



Based on 52 Registered Providers who submitted details to TLF by 24th November. Any submitted after this date have been benchmarked but not included in the average scores.

LCRA SATISFACTION LEAGUE TABLE – OVERALL SATISFACTION



0% 25% 50% 75% 100%



ELDONIAN: 79.7%

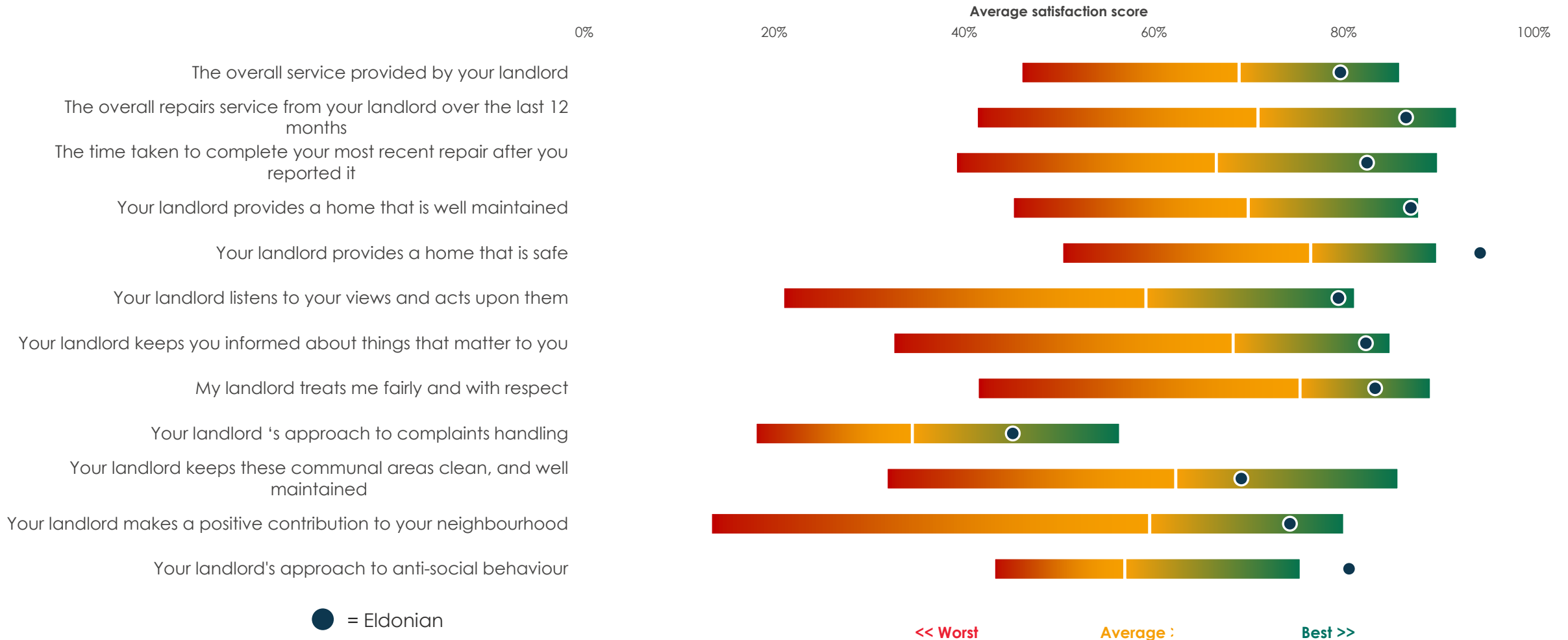
**AVERAGE SCORE:
69.0%**

Colours represent the boundaries on the overall satisfaction league table

COMPARISON TO OTHER REGISTERED PROVIDERS - LCRA



The blue dot shows your satisfaction scores compared to the best, average and worst on TLF's results database. The chart is sorted in questionnaire order.



Based on 52 Registered Providers who submitted details to TLF by 24th November. Any submitted after this date have been benchmarked but not included in the average scores.

TSM REQUIREMENTS BY TENANT TYPE



OVERALL SATISFACTION (% VERY & FAIRLY SAT) BY GENDER



	Female (57)	Male (62)
The overall service provided by Eldonian	78.9%	82.3%
The overall repairs service from Eldonian over the last 12 months	86.0%	85.7%
The time taken to complete your most recent repair after you reported it	86.0%	79.6%
Eldonian provides a home that is well maintained	87.5%	88.7%
Eldonian provides a home that is safe	94.7%	93.5%
Eldonian listens to our views and acts upon them?	79.2%	80.0%
Eldonian keeps you informed about things that matter to you	80.0%	84.7%
*Treats me fairly and with respect? (agree/disagree)	87.3%	81.7%
Eldonian approach to complaints handling	40.0%	50.0%
Eldonian keeps these communal areas clean, and well maintained	62.5%	73.9%
Eldonian makes a positive contribution to your neighbourhood	72.2%	78.9%
Eldonian's approach to handling anti-social behaviour	83.7%	77.1%

Sample size shown in (). Results not reported where gender is unknown. **Highest/lowest** scores in **green/red**.

OVERALL SATISFACTION (% VERY & FAIRLY SAT) BY AGE



	36-45 (8)	46-55 (10)	56-65 (30)	66-75 (39)	Over 75 (35)
The overall service provided by Eldonian	100.0%	70.0%	80.0%	76.3%	82.4%
The overall repairs service from Eldonian over the last 12 months	100.0%	100.0%	78.3%	87.1%	87.5%
The time taken to complete your most recent repair after you reported it	87.5%	87.5%	87.0%	80.6%	83.3%
Eldonian provides a home that is well maintained	87.5%	90.0%	86.7%	84.6%	88.2%
Eldonian provides a home that is safe	100.0%	100.0%	96.7%	92.3%	91.4%
Eldonian listens to our views and acts upon them?	100.0%	77.8%	81.5%	79.4%	71.0%
Eldonian keeps you informed about things that matter to you	87.5%	70.0%	79.3%	86.8%	80.6%
*Treats me fairly and with respect? (agree/disagree)	87.5%	80.0%	86.2%	81.6%	81.3%
Eldonian approach to complaints handling	-	-	20.0%	58.3%	45.5%
Eldonian keeps these communal areas clean, and well maintained	-	-	57.1%	72.7%	70.6%
Eldonian makes a positive contribution to your neighbourhood	87.5%	55.6%	73.3%	80.6%	67.7%
Eldonian's approach to handling anti-social behaviour	87.5%	77.8%	78.3%	82.9%	76.0%

Sample size shown in (). Results not reported where fewer than 5 people have answered the question. '26-35' not shown due to low base. Highest/lowest scores in green/red.

OVERALL SATISFACTION (% VERY & FAIRLY SAT) BY TENURE TYPE



	Assured (109)	Fair Rent (16)
The overall service provided by Eldonian	80.4%	75.0%
The overall repairs service from Eldonian over the last 12 months	84.5%	100.0%
The time taken to complete your most recent repair after you reported it	82.1%	84.6%
Eldonian provides a home that is well maintained	87.0%	87.5%
Eldonian provides a home that is safe	94.5%	93.8%
Eldonian listens to our views and acts upon them?	78.0%	91.7%
Eldonian keeps you informed about things that matter to you	80.8%	93.3%
*Treats me fairly and with respect? (agree/disagree)	82.9%	86.7%
Eldonian approach to complaints handling	46.4%	-
Eldonian keeps these communal areas clean, and well maintained	65.6%	85.7%
Eldonian makes a positive contribution to your neighbourhood	74.5%	73.3%
Eldonian's approach to handling anti-social behaviour	80.0%	84.6%

Sample size shown in (). Results not reported where fewer than 5 people have answered the question. Highest scores in green.

OVERALL SATISFACTION (% VERY & FAIRLY SAT) BY ETHNICITY



	White (57)	Not Known (67)
The overall service provided by Eldonian	80.0%	79.1%
The overall repairs service from Eldonian over the last 12 months	88.4%	85.2%
The time taken to complete your most recent repair after you reported it	86.0%	79.6%
Eldonian provides a home that is well maintained	89.5%	84.8%
Eldonian provides a home that is safe	96.5%	92.5%
Eldonian listens to our views and acts upon them?	82.0%	77.0%
Eldonian keeps you informed about things that matter to you	83.6%	81.0%
*Treats me fairly and with respect? (agree/disagree)	87.0%	80.0%
Eldonian approach to complaints handling	27.3%	55.0%
Eldonian keeps these communal areas clean, and well maintained	73.3%	66.7%
Eldonian makes a positive contribution to your neighbourhood	72.2%	75.8%
Eldonian's approach to handling anti-social behaviour	79.2%	81.8%

Sample size shown in (). Higher score in green

OVERALL SATISFACTION (% VERY & FAIRLY SAT) BY METHODOLOGY



	Phone (90)	Post (35)
The overall service provided by Eldonian	77.8%	84.8%
The overall repairs service from Eldonian over the last 12 months	85.3%	89.7%
The time taken to complete your most recent repair after you reported it	80.9%	86.2%
Eldonian provides a home that is well maintained	86.5%	88.6%
Eldonian provides a home that is safe	94.4%	94.3%
Eldonian listens to our views and acts upon them?	79.0%	80.6%
Eldonian keeps you informed about things that matter to you	82.6%	81.8%
*Treats me fairly and with respect? (agree/disagree)	82.8%	84.8%
Eldonian approach to complaints handling	41.7%	57.1%
Eldonian keeps these communal areas clean, and well maintained	65.5%	80.0%
Eldonian makes a positive contribution to your neighbourhood	74.7%	73.5%
Eldonian's approach to handling anti-social behaviour	84.7%	71.0%

Sample size shown in (). Results not reported where gender is unknown. **Highest** scores in **green**.

TSM SUBMISSION TABLES



TSM MEASURES (LCRA) – Figures needed for TSM submission



Questions	Response
Survey approach used to generate reported perception TSMs	Single point in time
Collection date of earliest survey response	22/04/2024
Collection date of latest survey response	21/05/2024
Did you use a census or a sample to collect survey responses?	Census
Please confirm the total number of responses to your survey for each of the following survey methods	
Telephone	90
Postal	35
Total sample size achieved	125
Please confirm whether the average satisfaction by survey method reported below has been calculated using weighted or unweighted responses	Unweighted
Proportion of respondents who report that they are satisfied with the overall service from their landlord (TP01) for each survey method:	
Telephone	77.8%
Postal	84.8%

TSM MEASURES (LCRA) – Figures needed for TSM submission



	TP01 Overall satisfaction	TP02 Overall repairs	TP03 Time taken repairs	TP04 Well maintained	TP05 Safe	TP06 Listens & acts	TP07 Informed	TP08 Fairly and respect	TP09 Complaints	TP10 Communal areas	TP11 Contribution Neighbourhood	TP12 ASB
Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.	-	97	97	-	-	-	-	-	31	40	-	-
Number of respondents who responded 'No' to the filter question relevant to the perception measure.	-	28	28	-	-	-	-	-	92	75	-	-
Very satisfied	50	55	48	60	85	52	53	46	4	18	49	55
Fairly satisfied	48	29	32	48	33	37	45	54	10	9	38	28
Neither satisfied nor dissatisfied	9	6	3	8	2	6	7	11	2	2	11	7
Fairly dissatisfied	10	3	6	5	3	7	4	3	8	6	8	8
Very dissatisfied	6	4	8	3	2	10	10	6	7	4	11	5
Total base used to calculate % satisfied	123	97	97	124	125	112	119	120	31	39	117	103
Not applicable / Don't know	-	-	-	-	0	13	6	5	-	-	8	22

The option 'Not applicable/ don't know' is only a specified response to TP05, TP06, TP07, TP08, TP11 and TP12. The submission return requires responses for N/A to be shown.

APPENDIX



NEXT STEPS



REMEASURE:

Re-run the survey to check progress

REMEASURE:

Update the questionnaire | Review the target population | Decide on the most appropriate channels

REVIEW SURVEY PROCESS:

Review the questionnaire, data collection method | What information was used or not used? | What would have been useful? | Consult with stakeholders

MONITOR ACTION PLAN IMPLEMENTATION:

Check progress is on schedule | Check with all stakeholders | Meet & make use of key metrics | Review & revise if needed



ACTION PLANS & TARGETS:

Implementation | Putting plans in place and taking action | Ownership?

FEEDBACK: SHARE RESULTS WITH EMPLOYEES

Reports | Presentations | Posters | Storytelling

FEEDBACK: SHARE RESULTS WITH CUSTOMERS

Thank you letters | Feedback leaflets | Animations
Website coverage | Social media

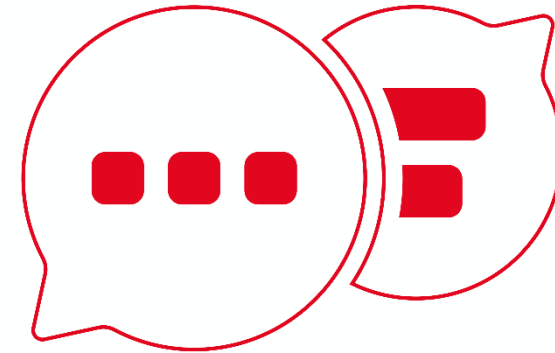
ACTION PLANS & TARGETS:

Short term | Long term | Action planning sessions with employees | TLF can set targets | Key metrics?

TENANT FEEDBACK



- It is important to provide feedback to Tenants; the most common complaint voiced by Tenants about Tenant surveys being the lack of feedback. As well as being courteous to those who took part, providing feedback is an excellent way of demonstrating to all Tenants that survey results are being taken seriously and, more importantly, that action is going to be taken as a result of Tenant feedback
 - What should Tenants be told?
 - There are three things that Tenants will be interested in:
 - The results
 - The key issues that arose from the survey
 - The actions being taken to address those issues
- How to feed back the results to Tenants also has a number of options. Mass media (such as newsletters) are an efficient way, but rather impersonal for Tenants who have given their time and ideas to the survey. A personal letter with a short feedback report is more acceptable; better still is a personal presentation
- Ongoing feedback with Tenants, both written and verbal, must not be overlooked. It is particularly important to communicate good news and successes since Tenants will often fail to notice suppliers' improvements unless they are pointed out



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