

Your Views



Tenant Satisfaction Survey 2023

About the Survey

In May and June 2023, many of you took part in an important survey.

The survey was carried out by post. It focused on how happy you are with the way Franklands Village Housing Association (FVHA) maintains your homes and delivers key services. The survey was anonymous and carried out by an independent market research company – Acuity Research and Practice.

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

This report contains key survey results regarding tenants' opinions about their homes and the services received.

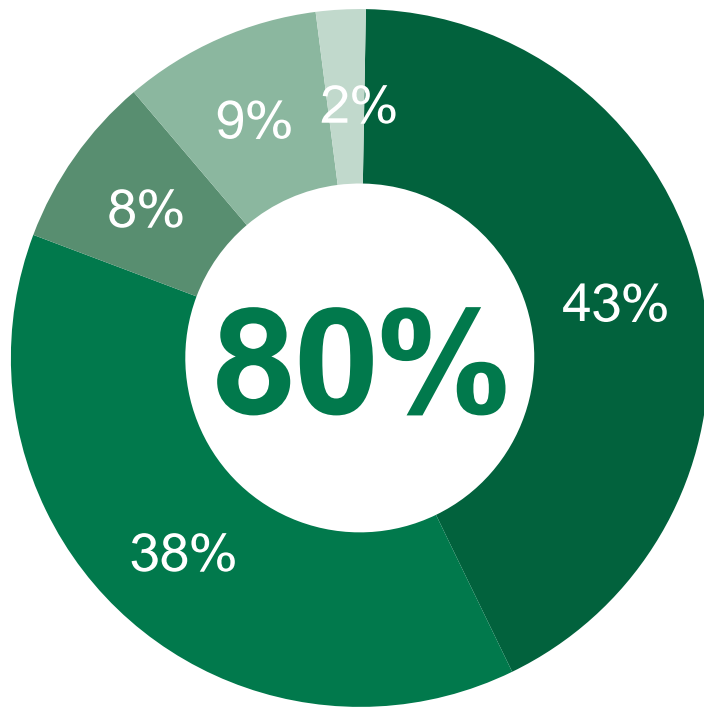


A big thank you to everyone who took part!

Overall Service



Eight out of ten tenants are satisfied with the overall service provided by Franklands Village Housing Association (**80%**).



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



The Home and Communal Areas



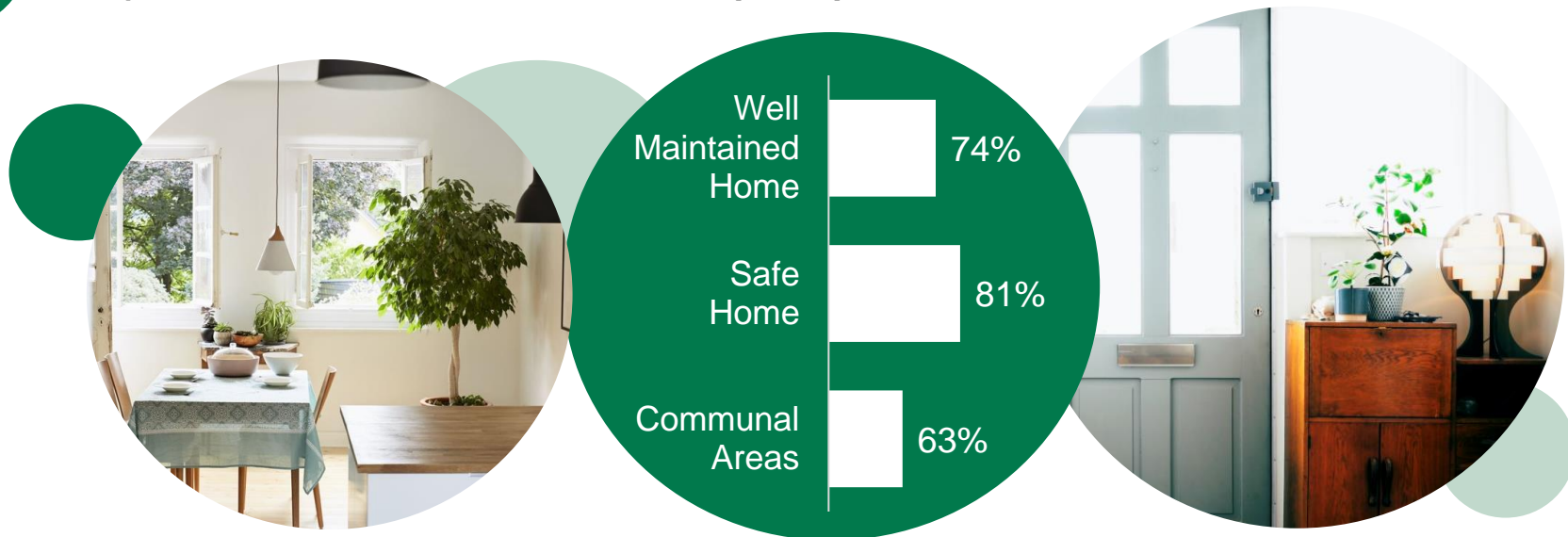
Three-quarters of tenants are satisfied that their homes are well maintained **(74%)**.



Eight out of ten tenants are satisfied that Franklands Village Housing Association provides a home that is safe **(81%)**.



Just over six out of ten tenants are satisfied that their communal areas are kept clean and well maintained **(63%)**.



Repairs and Maintenance



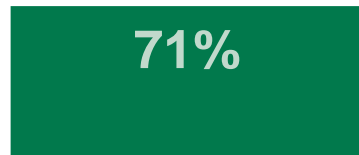
Seven out of ten tenants are satisfied with the way Franklands Village Housing Association deals with repairs and maintenance generally **(71%)**.



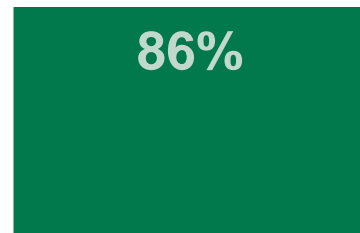
More tenants are satisfied with the overall repairs service over the last 12 months **(86%)**.



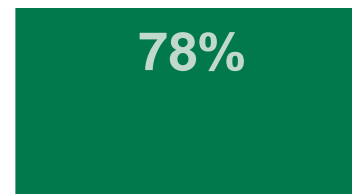
Over three-quarters of tenants are satisfied with the time taken to complete their most recent repair after they reported it **(78%)**.



Repairs & Maintenance



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Last Repair

59%

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

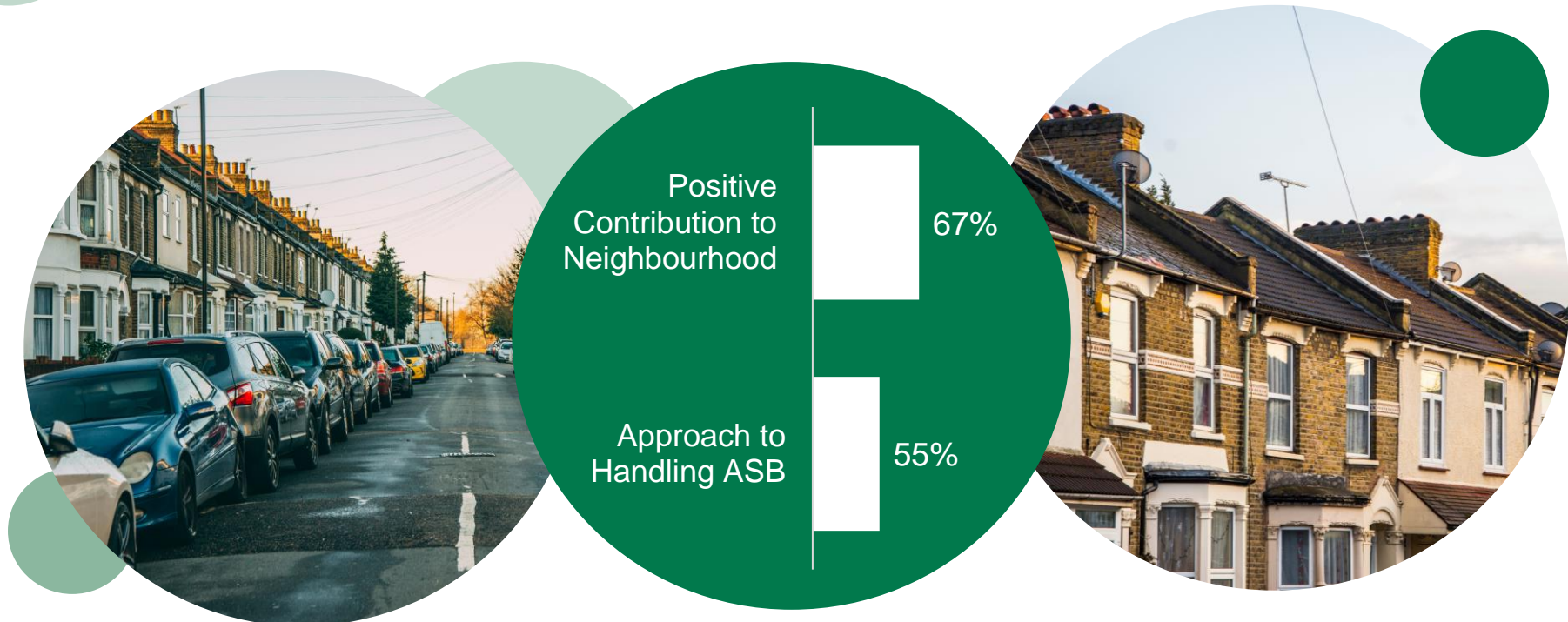
The Neighbourhood



Two out of three tenants are satisfied that Franklands Village Housing Association makes a positive contribution to their neighbourhood **(67%)**.



Over half of tenants are satisfied with Frankland Village's approach to handling anti-social behaviour **(55%)**.



Communications and Tenant Engagement



Six out of ten tenants are satisfied with how their views are listened to and acted upon **(60%)**.



Three out of five tenants are satisfied that they are kept informed about things that matter to them **(61%)**.



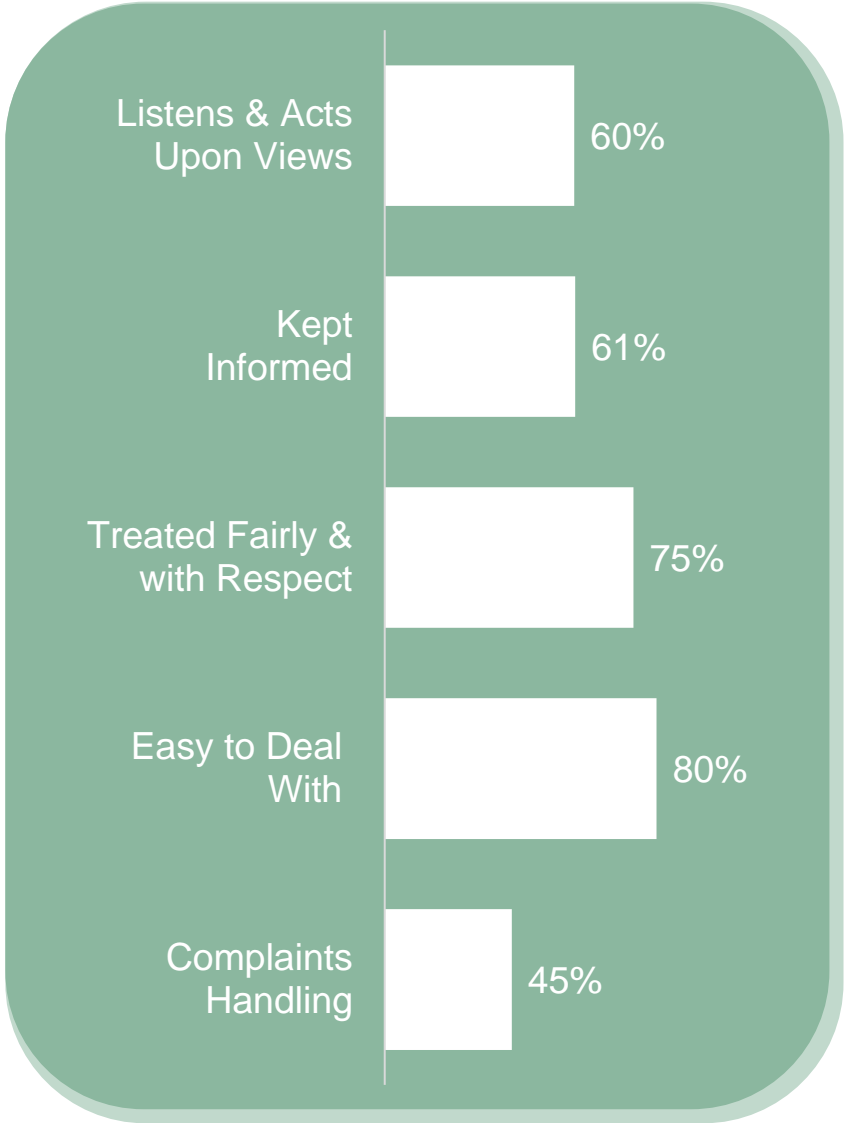
Three-quarters of tenants agree that Franklands Village Housing Association treats them fairly and with respect **(75%)**.



Eight out of ten tenants are satisfied that Franklands Village Housing Association is easy to deal with **(80%)**.



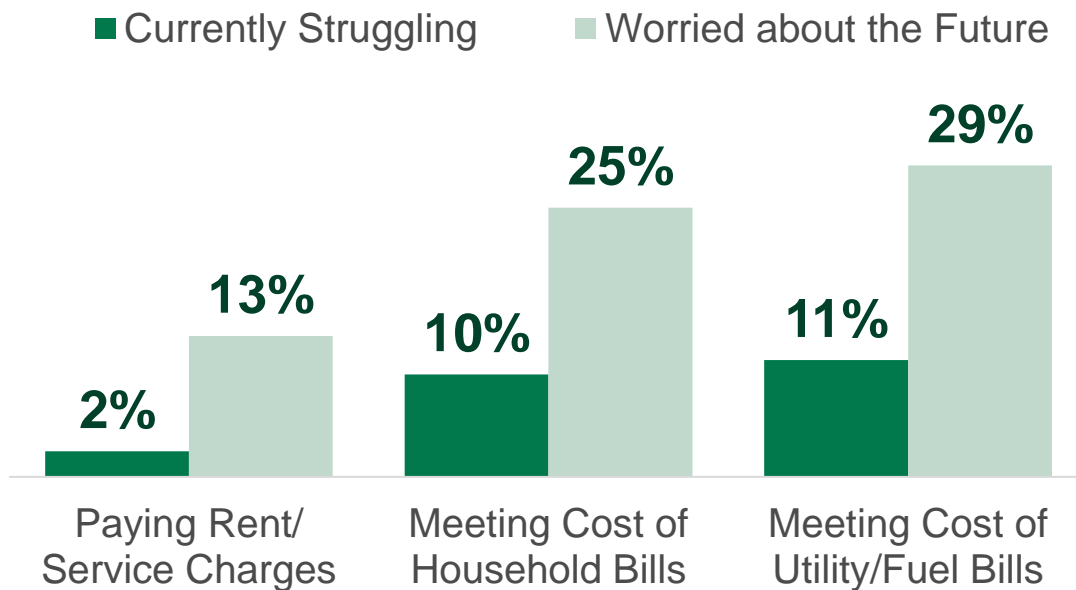
Less than half of tenants are satisfied with how complaints are handled **(45%)**.



Wellbeing



Just **2%** of tenants are currently struggling to pay their rent or service charges, with more struggling to meet the cost of household bills (**10%**) and utility/fuel bills (**11%**).



More tenants are worried about paying their rent or service charges in the future (**13%**), as well as meeting the cost of household bills (**25%**) and utility/fuel bills (**29%**).

33%
of tenants
currently have
damp or mould
issues in their
homes

Recommending Franklands Village HA



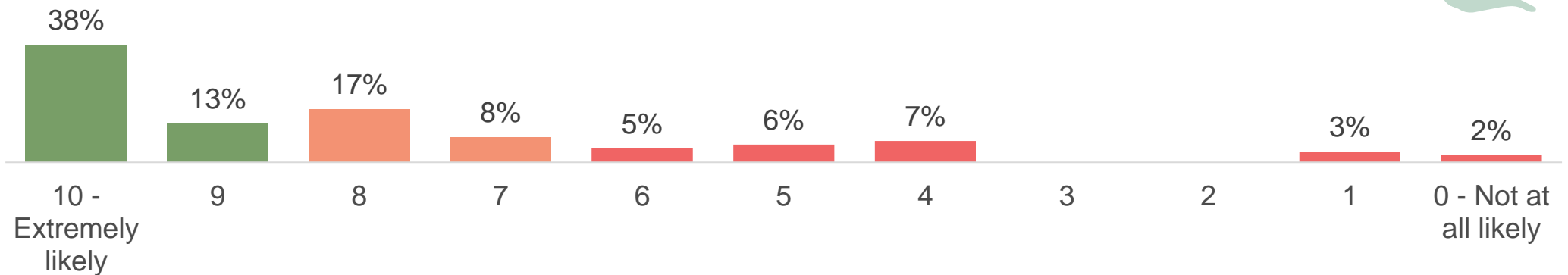
Tenants were also asked how likely they would be to recommend Franklands Village to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Half of tenants are very loyal and happy to recommend Franklands Village to other people (**51%**). However, **25%** of residents are unsure and **23%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for Franklands Village Housing Association (the percentage of those who would recommend Franklands Village minus the percentage of those who would not) is **+28**.



Improving Services

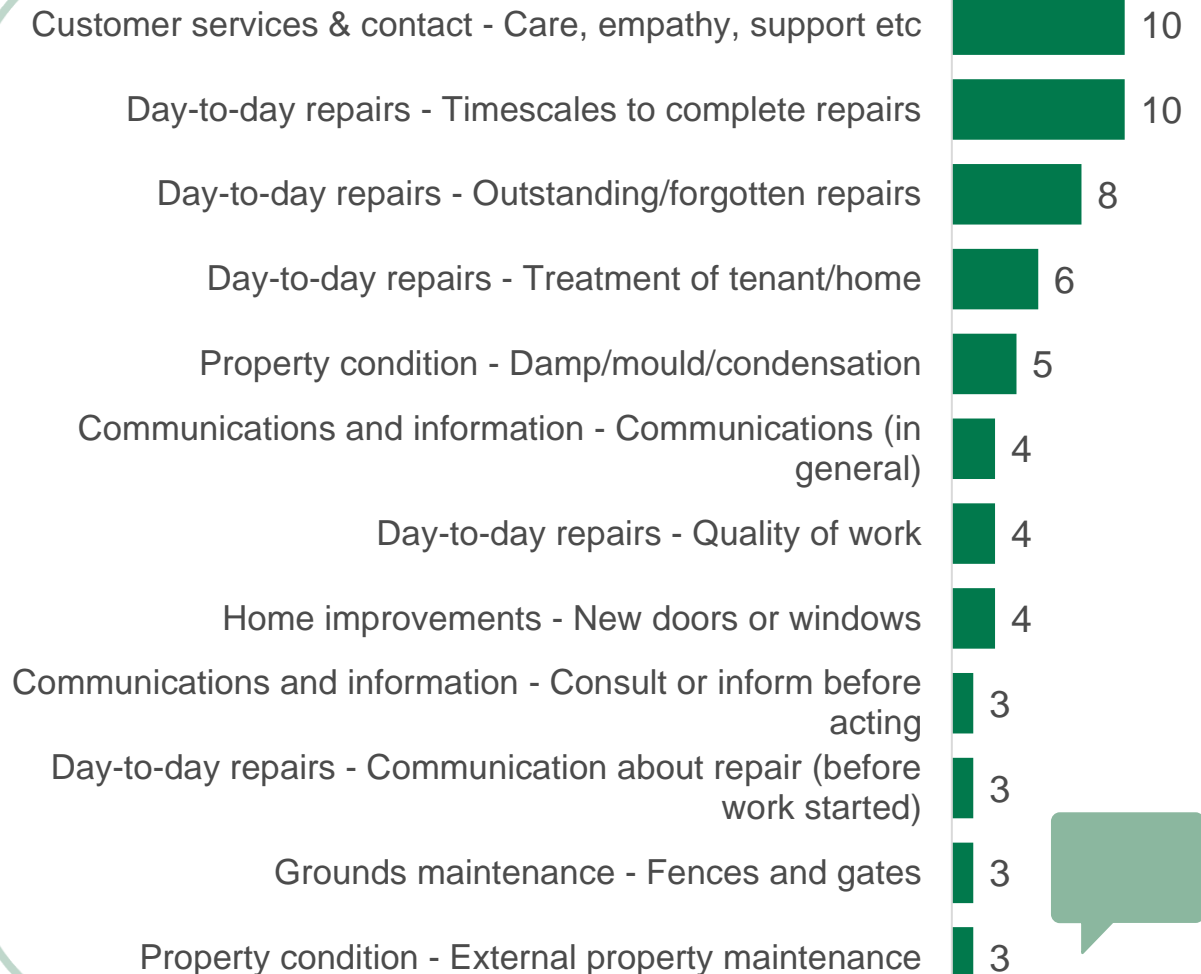
Tenants not satisfied with the services they receive were asked to expand on their answers and give improvement suggestions.

Tenants most frequently referred to the repairs service, including the timescales to complete repairs and dealing with outstanding or forgotten repairs, as well as the treatment of tenants' homes by contractors.

Tenants also commented upon customer services, particularly the care, empathy and support received from staff.

While some tenants mentioned the communications they receive, issues with damp or mould and home improvements they would like.

Top comments



Your Views

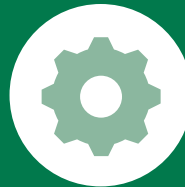


Franklands Village Housing Association appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we might contact you to discuss an issue you have raised, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Franklands Village Housing Association does to involve you in developing services. As well as publishing the results of the survey, Franklands Village plans to put the findings to good use by working with tenants to further improve the services they provide.



Publish findings for tenants



Use findings to plan and improve services, e.g., repairs, property condition and communications



Involve tenants in shaping service improvements

