

Tenant Satisfaction Survey 2023/24

About the Survey

Between April 2023 and February 2024, many of you took part in an important survey. A sample of tenants were invited to take part in a telephone interview, with the option of being sent an online survey.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Eastbourne Homes maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.

The findings will provide a view of the key drivers behind satisfaction levels and the issues tenants are most concerned about, informing Eastbourne Homes' future strategic and operational planning.

This report contains key results from the survey in respect of tenants' opinions about their homes and the services received.



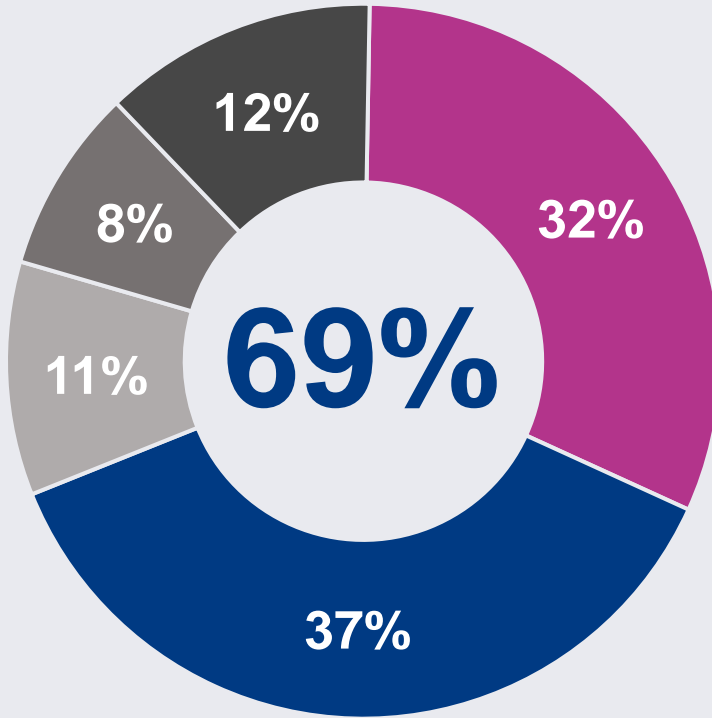
A big thank you to
everyone who took part!

541
tenants took
part out of a
total of
3,524

Overall Service



Seven out of ten tenants are satisfied with the overall service provided by Eastbourne Homes (69%).



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



The Home



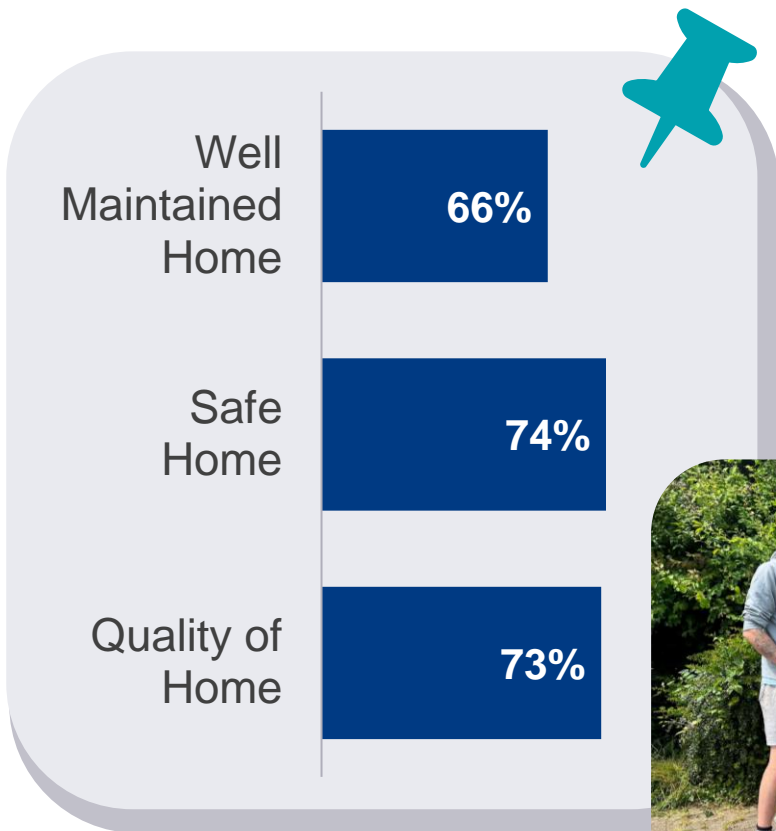
Two out of three tenants are satisfied they are provided with a home that is well maintained (**66%**).



Three-quarters of tenants are satisfied that Eastbourne Homes provides a home that is safe (**74%**).



Tenants are similarly satisfied with the overall quality of their homes (**73%**).



Repairs and Maintenance



Around six out of ten tenants had a repair carried out by Eastbourne Homes in the last 12 months (**62%**).



Around seven out of ten of these tenants are satisfied with the overall repairs service from Eastbourne Homes over the last 12 months (**72%**).



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it (**69%**).



Some **63%** of tenants are satisfied with the way Eastbourne Homes deals with repairs and maintenance generally.



Overall Repairs Service (Last 12 months)

72%

Time Taken to Complete Last Repair

69%

Repairs & Maintenance

63%

Neighbourhood Management



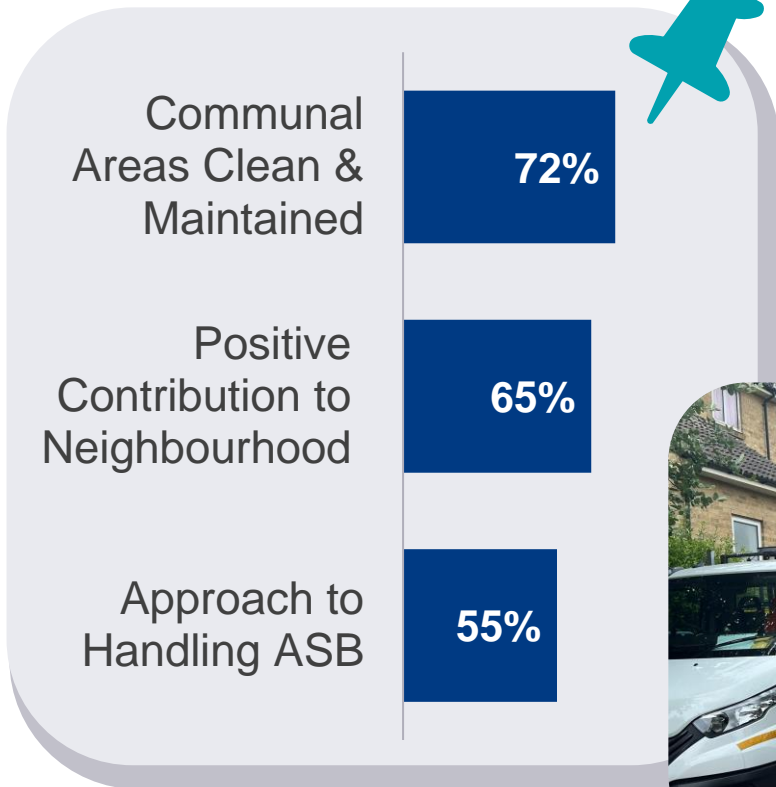
Around seven out of ten tenants with communal areas are satisfied that these areas are kept clean and well maintained (**72%**).



Over six out of ten tenants are satisfied that Eastbourne Homes makes a positive contribution to their neighbourhood (**65%**).



Slightly fewer tenants are satisfied with Eastbourne Homes' approach to handling anti-social behaviour (**55%**).



45% of tenants have communal areas that Eastbourne Homes is responsible for maintaining.



Communications and Engagement



Around seven out of ten tenants agree they are treated fairly and with respect by Eastbourne Homes (**72%**).



Tenants are similarly satisfied that they are kept informed about things that matter to them (**72%**).



Six out of ten tenants are satisfied Eastbourne Homes listens to their views and acts upon them (**59%**).

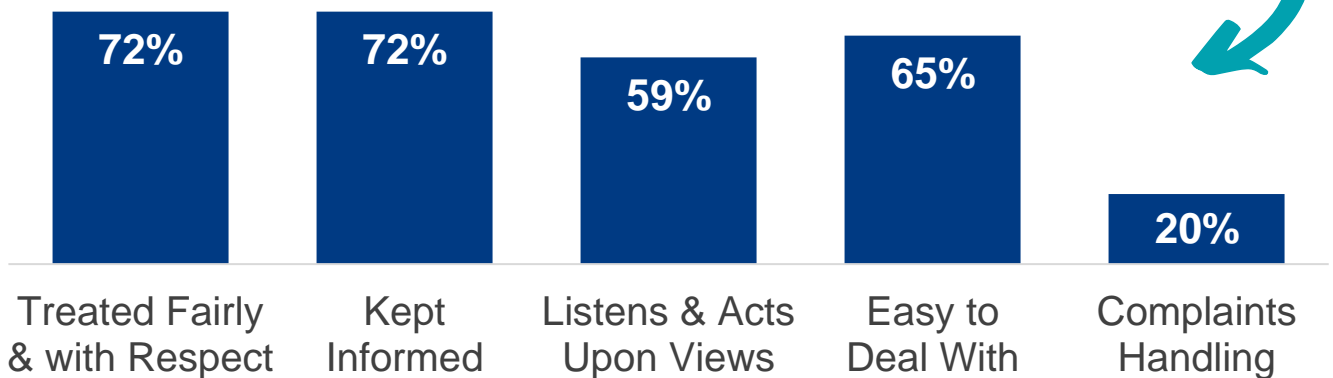


Around two out of three tenants are satisfied that Eastbourne Homes is easy to deal with (**65%**).



Fewer tenants are satisfied with Eastbourne Homes' approach to complaints handling (**20%**).

22% of tenants said they had made a complaint in the last 12 months.

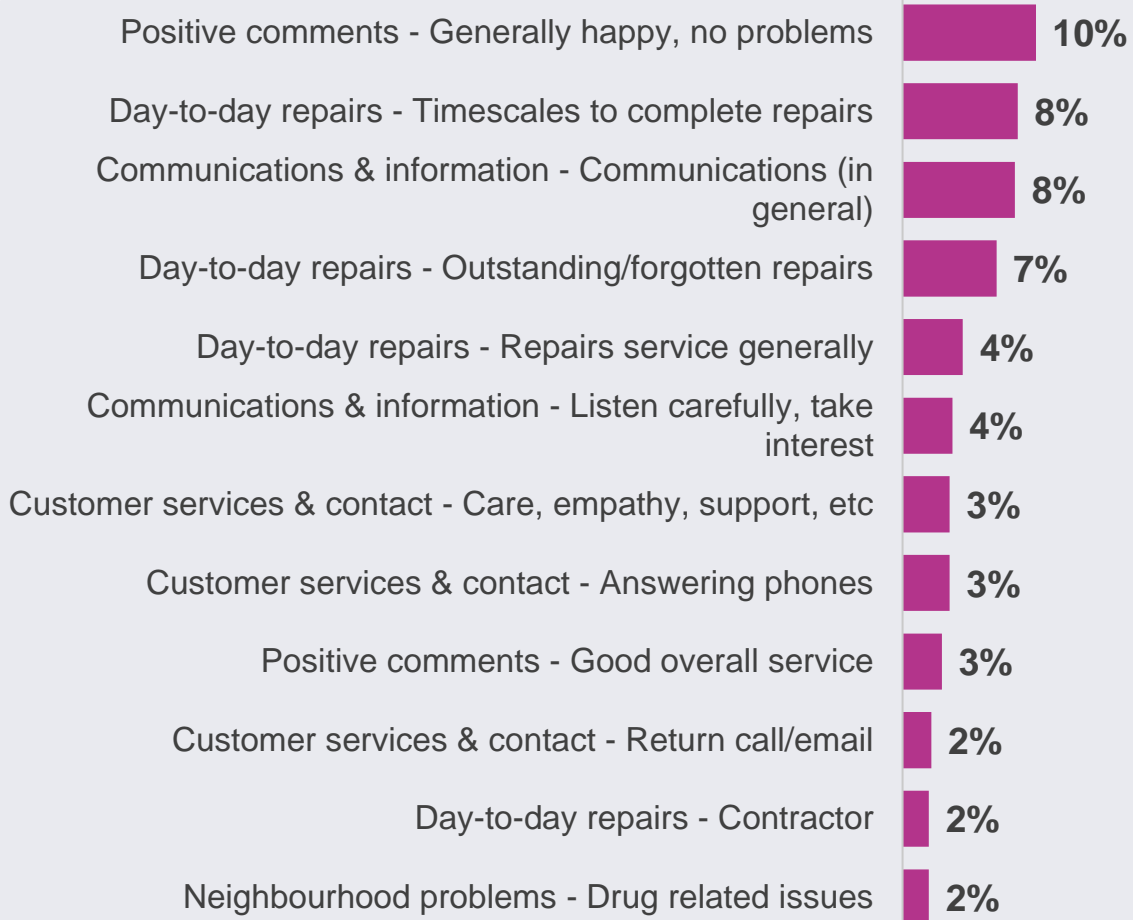


Tenants' Comments

Tenants were asked, "If Eastbourne Homes could do ONE thing to improve its services, what would you like it to be?" and 531 tenants gave comments. Although 77 of these tenants are positive about the current services provided.



Of the more negative comments, tenants most frequently referred to the repairs service, including the time taken to complete repairs and outstanding repairs that have not been dealt with. Some tenants also commented that they would like improvements to communications and customer service, such as how they are listened to and the answering of phones.



Your Views



Eastbourne Homes 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 Eastbourne Homes does to involve you in developing services. As well as publishing the results of the survey, Eastbourne Homes plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you once again to everyone who took part.



Publish findings for tenants



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



Involve tenants in shaping service improvements

If you would like more information about the survey, please get in touch by emailing STARQueries@lewes-eastbourne.gov.uk

TSM Summary of Results & Approach

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	69%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	72%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	69%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	66%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	74%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	59%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	72%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	72%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	20%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	72%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	65%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	55%

A.	Sample size	541
B.	Timing of survey	24/04/2023 to 01/02/2024
C.	Collection method(s)	Telephone, with the option of an online link sent via email
D.	Sample method	Random sample, with quotas set
E.	Representativeness of the sample	Quotas were set on tenure type, area and age group to ensure representativeness
F.	Details of any weighting applied to the results	No weighting applied
G.	Role of any external contractor(s) in collecting, generating, or validating the reported measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	Number of tenant households in the relevant population that have not been included due to exceptional circumstances	None
I.	Reasons for any failure to meet the required sample size	Required sample size has been met
J.	Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
K.	Any other methodological issues likely to have an impact on the reported tenant perception measures	None