



Tenant Satisfaction Measures Report 2023/24

viewpoint

Contents

Executive Summary.....	3
Summary of Approach	5
Methodology.....	5
Representation.....	6
TP01 – Overall Satisfaction	7
TP02 – Overall Repairs Service.....	8
TP03 – Repairs: Time Taken	9
TP05 – Home is safe.....	11
TP06 – Listens to views & acts upon them	12
TP07 – Keeps you informed	13
TP08 – Treated Fairly & with Respect.....	14
TP09 – Approach to Complaints	15
TP10 – Communal Areas.....	16
TP11 – Contribution to Neighbourhood	17
TP12 – Approach to Anti-social Behaviour	18
Further analysis.....	19
Key Driver Analysis	19
Comments	20
Annex 1 - copy of questionnaire	211

Executive Summary

This report details the results of the 2023/24 Pickering & Ferens Tenant Satisfaction Measures (TSM) survey.

2023/24 is the first year the survey has been required by the Regulator of Social Housing to generate annual tenant perception measures. Pickering & Ferens commissioned Viewpoint Research CIC to complete the survey through a telephone methodology. A total of 307 surveys were completed.

The report presents results for all questions showing counts (actual number of responses) and percentages to one decimal place. Commentary to the results will typically group answers to give a combined satisfaction score (fairly satisfied and very satisfied answers added together) and differences are highlighted between demographics where they are notable.

Further analysis is provided with a summary of the open text comments received and a key driver analysis to investigate how questions TP02-12 questions have been influencers on overall satisfaction.

Results summary

- Overall satisfaction (TP01): This measure is often used as the headline measure of service performance. The 2023/24 score for Pickering & Ferens is 89.9%.
- Highest scoring TSMs: The top scoring Tenant Satisfaction Measures were as follows:
 - TP04 96.3% - Proportion of respondents who are satisfied that Pickering & Ferens Homes provides a home that is well maintained.
 - TP02: 95.6% - Proportion of respondents who are satisfied with the overall repairs service from Pickering & Ferens Homes over the last 12 months.
 - TP05: 94.4% - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report they are satisfied their home is safe.
- Lowest scoring TSMs / high dissatisfaction:
 - TP09 47.5% - Pickering & Ferens Homes approach to complaints handling. Based on those who stated they had experienced the service in the last 12 months.
 - TP10 75.7% - Proportion of respondents who are satisfied that Pickering & Ferens Homes keeps communal areas clean and well maintained.
 - TP11 83.6% - Proportion of respondents who are satisfied that Pickering & Ferens Homes make a positive contribution to their neighbourhood?
- Identifying what drives overall satisfaction: Based on the key driver analysis (P19), the top service areas driving satisfaction are: Listens to tenant views and acts upon them (TP06), approach to complaints handling (TP09) and being kept informed about things that matter to them (TP07).

- The comments collected after TP01 are overwhelmingly positive with tenants generally praising the service provided by Pickering & Ferens and specifically the quality of their communication, responsiveness and the repairs service.
- There were a minority of comments that were negative, or offered suggestions for improvement, including from customers who were satisfied overall. These focussed on a range of areas including repairs, communication, anti-social behaviour and gardening/communal areas - which reflect the lower score received for that aspect.

Results Table

A summary of all the TSM results is below:

	Result
TSM01 Overall satisfaction	89.9%
TSM02 Overall repairs service	95.6%
TSM03 Repairs: Time taken	92.0%
TSM04 Home is well maintained	96.3%
TSM05 Home is safe	94.4%
TSM06 Listens to views & acts upon them	87.8%
TSM07 Keeps informed	91.3%
TSM08 Treated Fairly & with Respect	92.7%
TSM09 Approach to complaints	47.5%
TSM10 Communal areas	75.7%
TSM11 Contribution to Neighbourhood	83.6%
TSM12 Approach to Anti-social behaviour	89.6%

Summary of Approach

Methodology

A summary of the methodology used to complete the Tenant Satisfaction Measures' survey for Pickering & Ferens Homes is below.

Feedback services provider (collecting, generating, and validating the reported perception measures)	Independent research company – Viewpoint Research CIC
Survey fieldwork dates	April 2023 to March 2024
Total surveyable population	1503
Statistical confidence required and achieved	Required: $\pm 5\%$ margin of error at 95% confidence level (i.e. requiring a minimum of 307 responses).
Total sample size achieved (total number of responses)	307
Reasons for any failure to meet the required sample size	N/A
Collection method	Telephone survey (307)
Sampling method	Telephone - Stratified sampling
Type and amount of any incentives offered	None
Number of tenant households within the relevant population that have not been included in the sample	None
Summary of representativeness of the sample against the relevant tenant population	The sample achieved is highly representative of the tenant population, in regard to area, property type, number of bedrooms, age and ethnicity.
Any weighting applied	N/A
Questions asked	12 x regulatory TSM questions. 1 x open comment question after overall satisfaction
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None

Representation

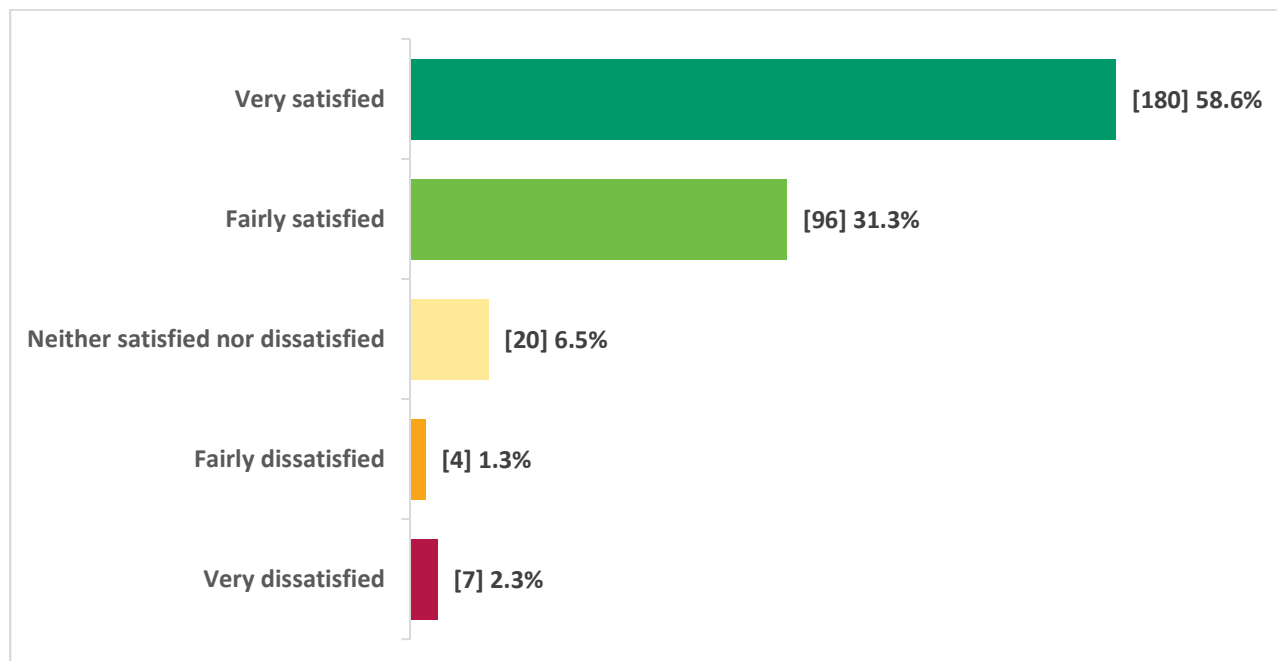
The table below shows that the survey sample achieved is almost exactly representative of the relevant tenant population.

	Population %	Responses % (and actual)
Area		
East	46%	46% (140)
North	19%	19% (57)
Central	5%	5% (16)
West	29%	29% (88)
East Riding	2%	2% (6)
Property type		
Bungalow	78%	78% (238)
Flat	21%	21% (66)
House	1%	1% (3)
Bedsit	0%	0% (0)
Number of rooms		
1	29%	28% (86)
2	71%	71% (219)
3	1%	1% (2)
Age		
Under 64	7%	7% (20)
65-74	35%	34% (105)
75-84	40%	39% (121)
85+	19%	20% (61)
Ethnicity		
White British	97%	97% (297)
Other	2%	2% (5)
Unknown	2%	2% (5)

TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pickering & Ferens Homes?

89.9%



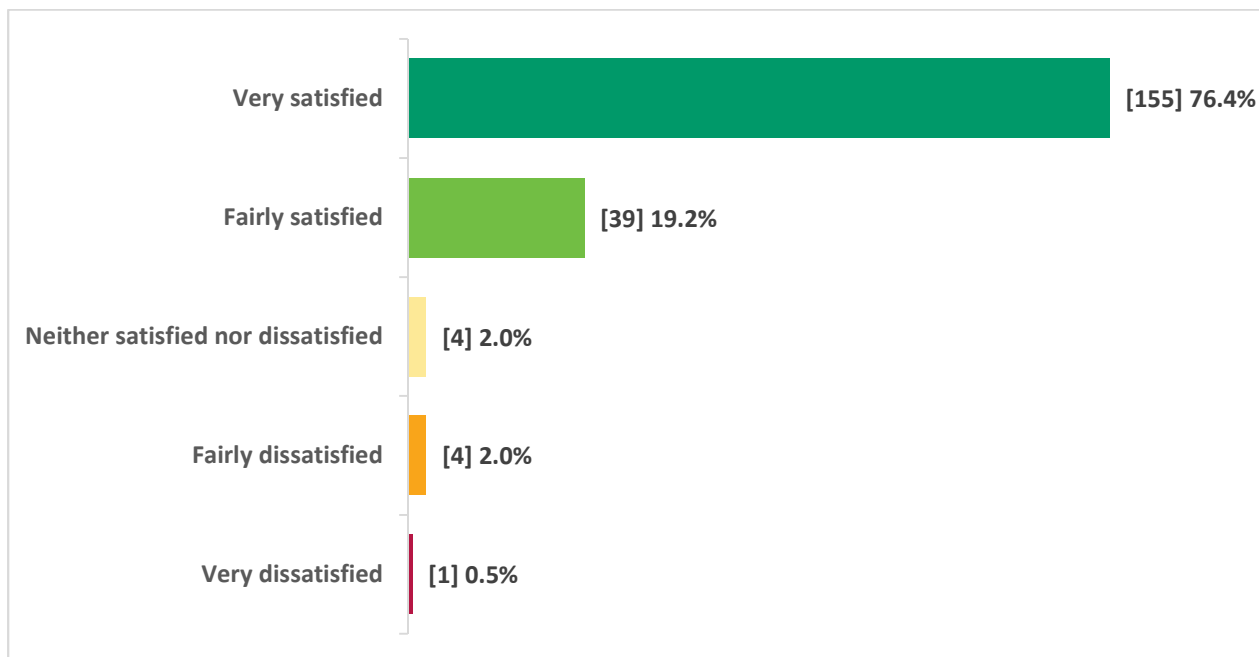
Analysis

- Overall satisfaction is 89.9% (276 respondents).
- ‘Neither satisfied nor dissatisfied’ accounted for 6.5% of responses meaning only 3.6% (11 responses) were actively dissatisfied.
- Satisfaction among tenants living in Flats (92%) was slightly higher than of those in bungalows (89%).
- Satisfaction between management areas showed East area scoring the lowest overall (86%) with all other areas scoring above 90% - West (92%), Central (94%), North (95%) and East Riding (100%).

TP02 – Overall Repairs Service

How satisfied or dissatisfied are you with the overall repairs service from Pickering & Ferens Homes over the last 12 months?

95.6%



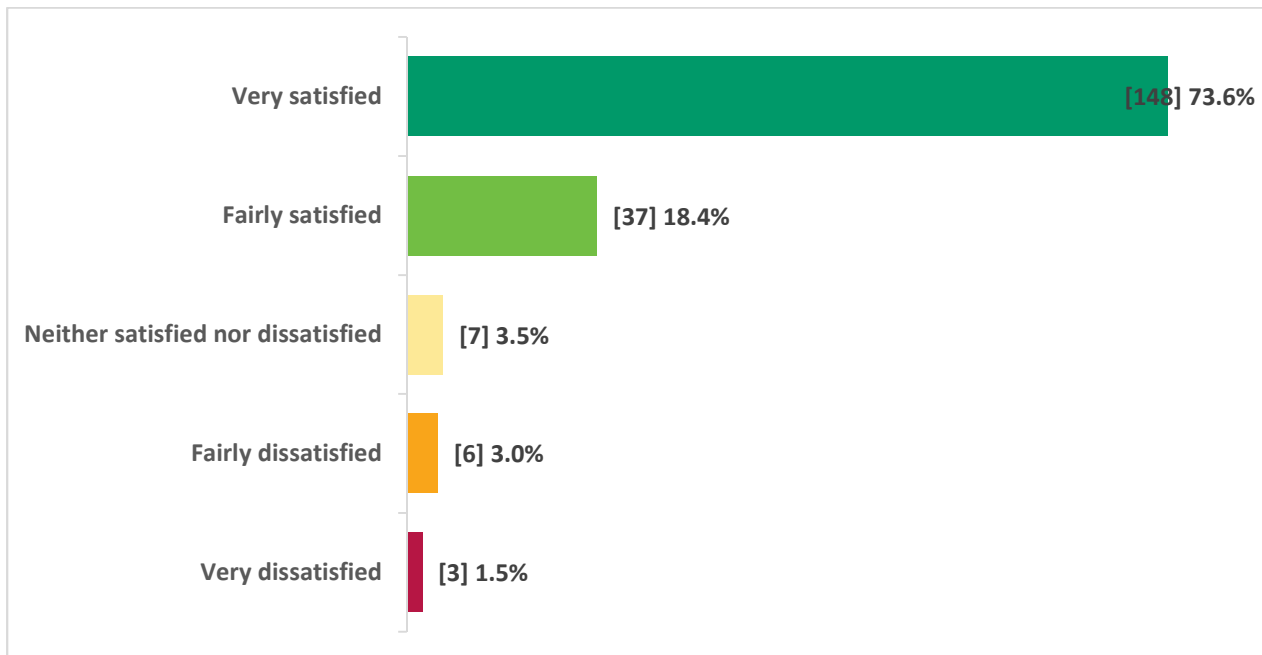
Analysis

- Residents were asked, “Has Pickering & Ferens carried out a repair to your home in the last 12 months?”. A total of 66.1% (203 respondents) stated ‘Yes’.
- Those who stated ‘Yes’ were then asked TP02 above, where 95.6% (194 respondents) were fairly or very satisfied.
- Respondents in Flats (97%) returned slightly higher satisfaction than Bungalows (95%).
- Satisfaction by area showed satisfaction was lowest in North area (93%) with Central and East Riding both scoring 100%.
- This was the second highest scoring question on the survey and a high proportion of the positive comments received after TP01 related to the repairs service (see P20).

TP03 – Repairs: Time Taken

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

92.0%



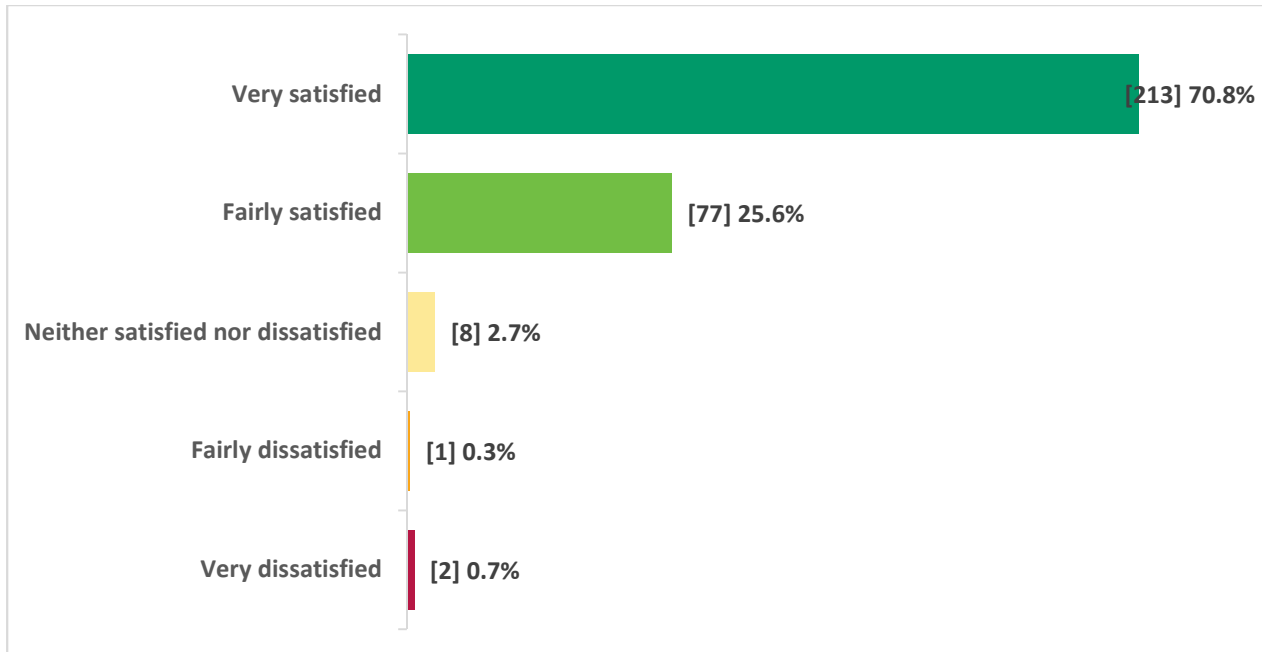
Analysis

- Of those residents who previously stated Pickering & Ferens Homes had carried out a repair to their home in the last 12 months, residents were then asked TP03, above.
- A total of 92.0% (185 respondents) were fairly or very satisfied.
- West management area (89%) was the only area that scored under 90% satisfaction.
- In a reversal of TP02, customers in Flats (86%) were less satisfied than Bungalows (93%).
- Comments received from tenants (see P20) showed that a quick, responsive service (not just repairs) is very important to tenants.

TP04 – Home is well maintained

How satisfied or dissatisfied are you that Pickering & Ferens Homes provides a home that is well maintained?

96.3%



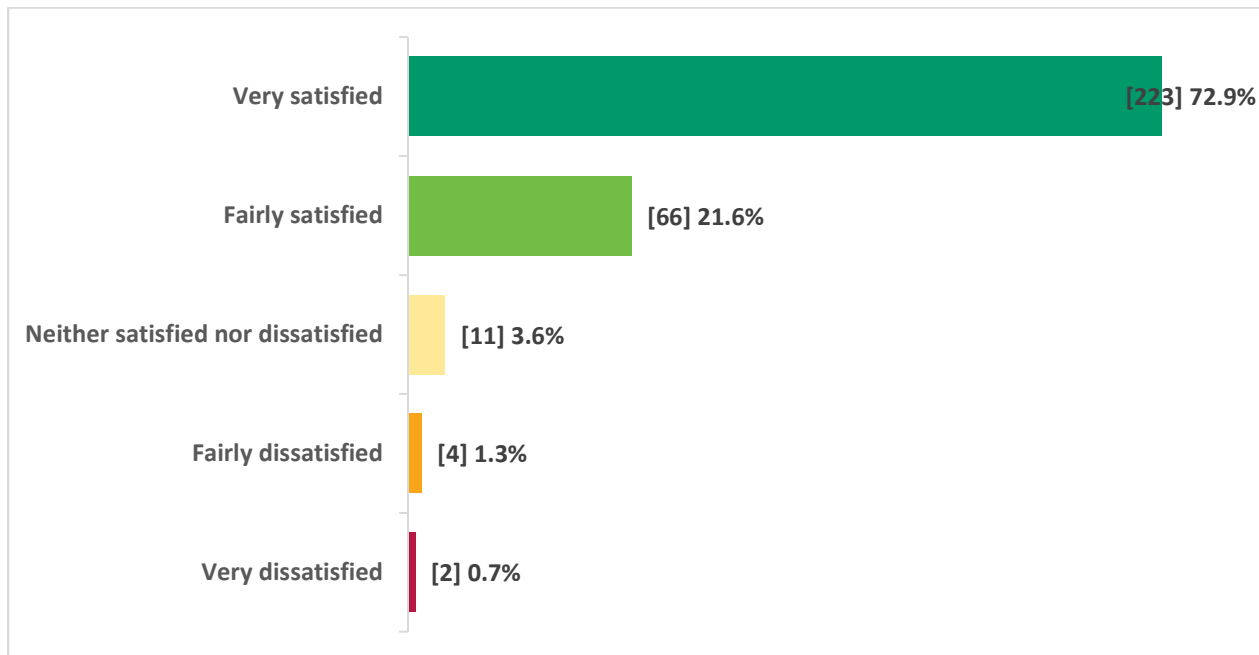
Analysis

- 96.3% (290 respondents) were fairly or very satisfied.
- This is the highest scoring question on the survey with only three tenants actively dissatisfied.
- Differences across all demographics are marginal with satisfaction so high.
- Tenants living in Flats (97%) were marginally more satisfied than those in bungalows (95%).

TP05 – Home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Pickering & Ferens Homes provides a home that is safe?

94.4%



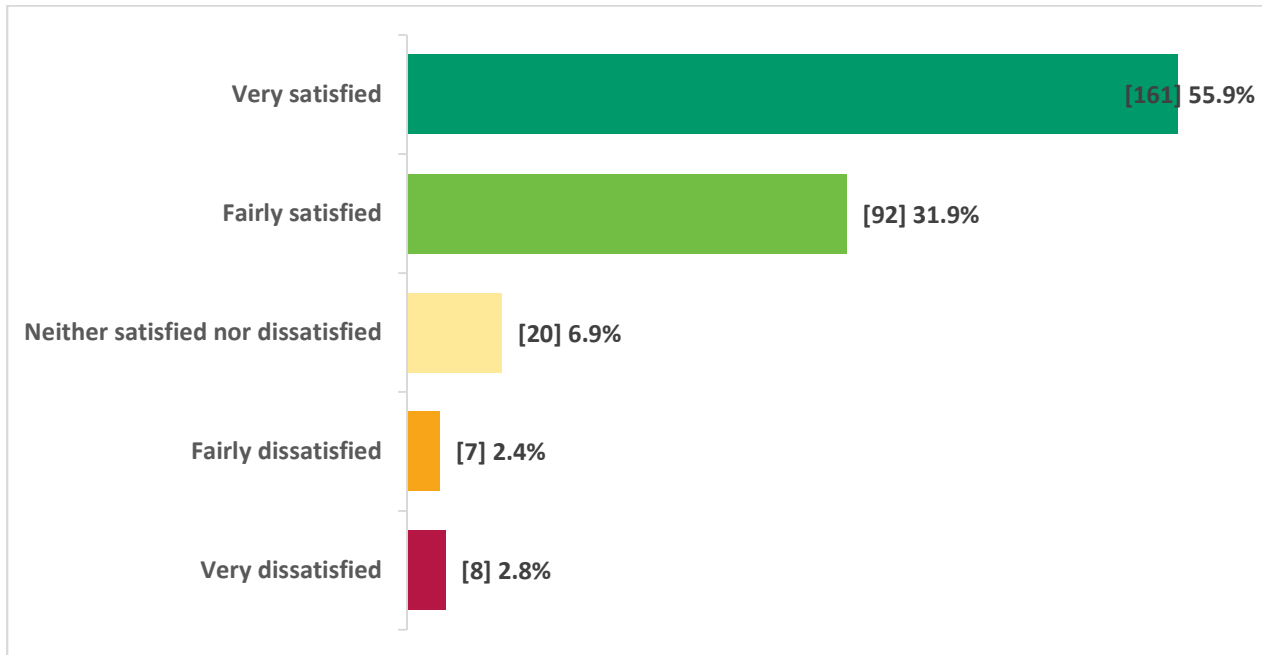
Analysis

- 94.4% (289 respondents) were fairly or very satisfied and this is the third highest scoring question on the survey.
- Differences between groupings are slight, but there is some variance in management area with East (91%) returning lower satisfaction scores than North (95%), West (99%) and Central and East Riding (100%)
- Scores are virtually identical between property types (Flats 94%, Bungalows 95%)

TP06 – Listens to views & acts upon them

How satisfied or dissatisfied are you that Pickering & Ferens Homes listens to your views and acts upon them?

87.8%



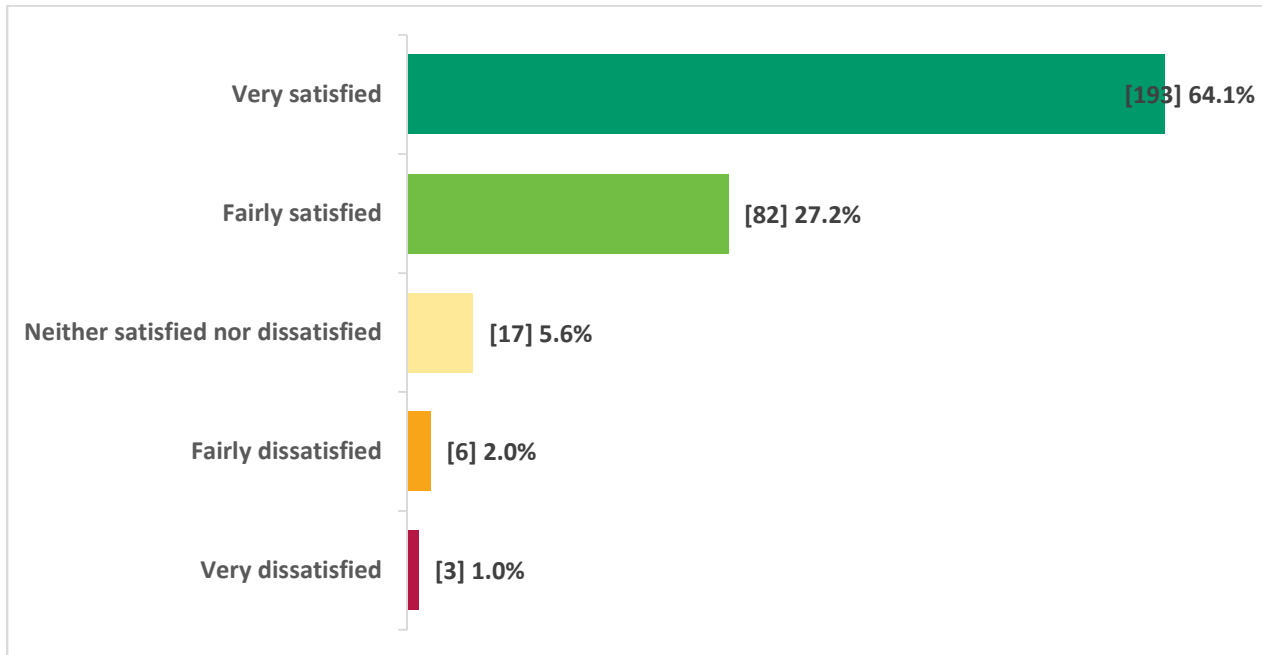
Analysis

- 87.8% (253 respondents) were fairly or very satisfied.
- 88% is the score returned by both Flats and Bungalows
- The breakdown by management area shows some notable differences, as follows: East Riding (80%), East (84%), North (87%), Central (88%) and West (95%).
- The question is the highest key driver to satisfaction indicating that it has the biggest influence on overall satisfaction. Certainly many of the open text comments mentioned the importance of quality communication and being responsive.

TP07 – Keeps you informed

How satisfied or dissatisfied are you that Pickering & Ferens Homes keeps you informed about things that matter to you?

91.3%



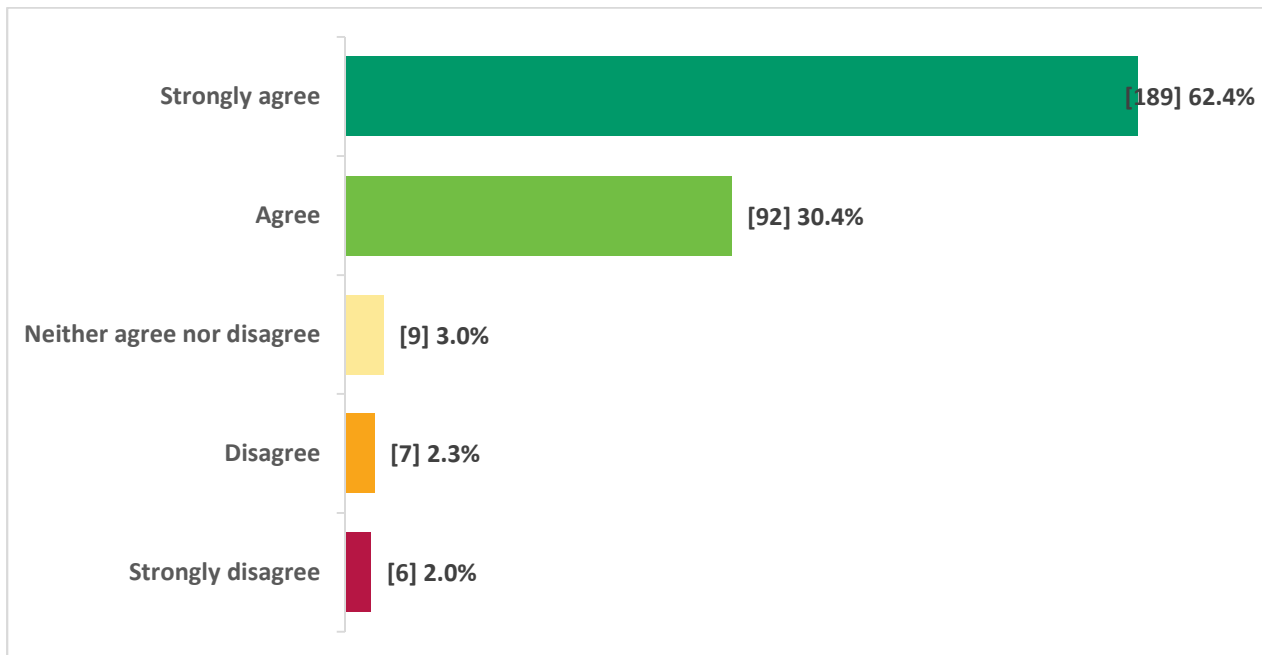
Analysis

- 91.3% (275 respondents) were fairly or very satisfied.
- Tenants living in Flats (95%) were more satisfied than those in bungalows (91%)
- Satisfaction was lowest in East area (89%), compared with West (90%), North (94%), Central and East Riding (100%)
- This question is the third ranking key driver to overall satisfaction.

TP08 – Treated Fairly & with Respect

To what extent do you agree or disagree with the following: "Pickering & Ferens Homes treats me fairly and with respect"?

92.7%



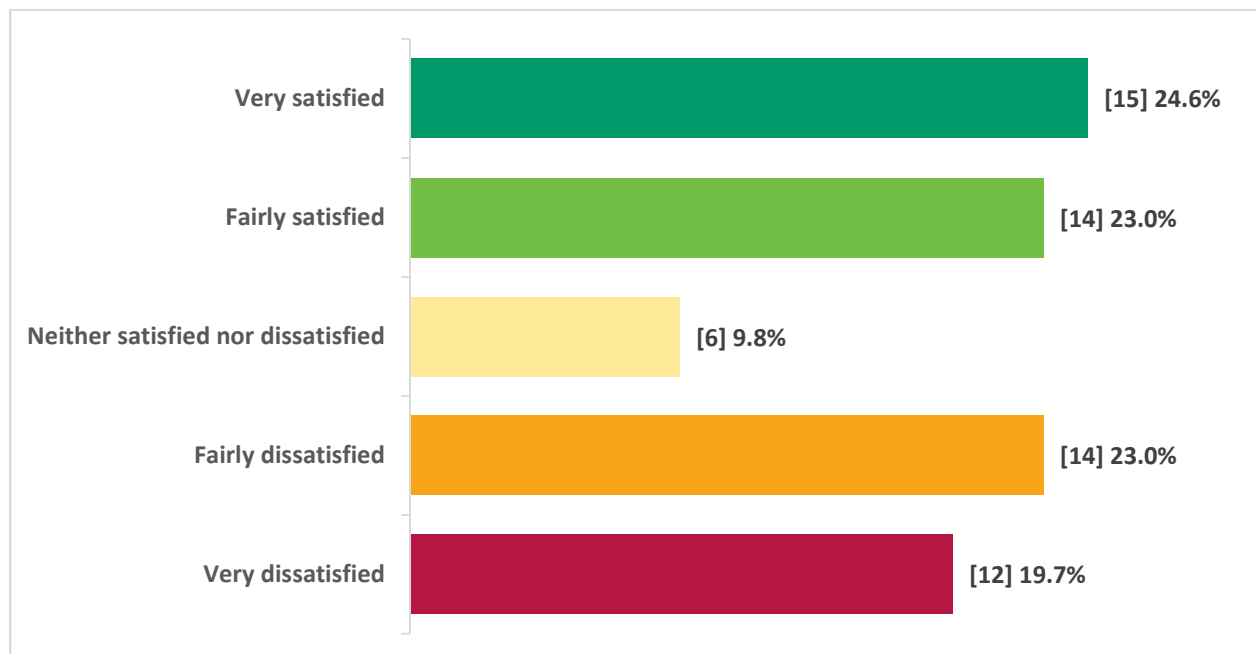
Analysis

- 92.7% (281 respondents) agreed or strongly agreed that they are treated fairly and with respect.
- Differences between property type showed satisfaction was higher among tenants living in bungalows (94%) compared with Flats (89%)
- There were some geographic differences with tenants in Central area scoring lowest at 81% compared with East (91%), West (95%) and North (96%).

TP09 – Approach to Complaints

How satisfied or dissatisfied are you with Pickering & Ferens Homes approach to complaints handling?

47.5%



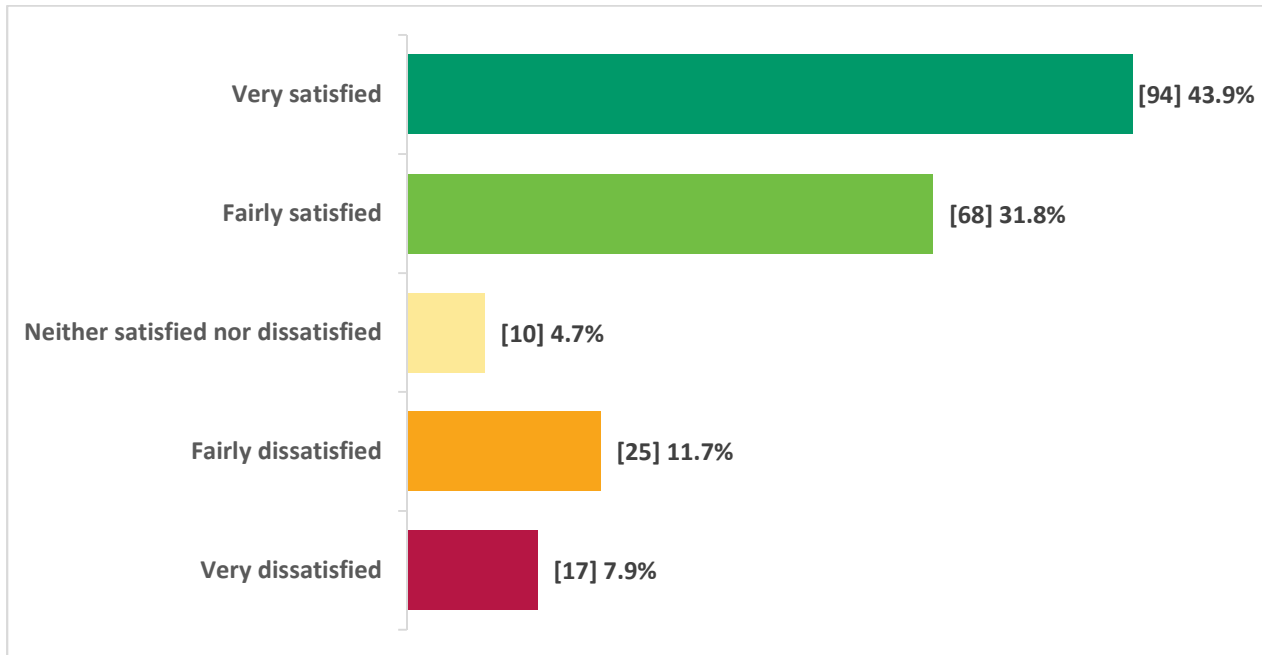
Analysis

- Residents were asked, “Have you made a complaint to Pickering & Ferens Homes in the last 12 months?”. A total of 20.2% (62 respondents) stated ‘Yes’.
- Those who stated ‘Yes’ were then asked TP09 above, where 47.5% (29 respondents) were fairly or very satisfied.
- This is the lowest scoring question on the survey by some distance. The question wording does not differentiate between official, logged complaints and perceived complaints so the score must be considered with that in mind. In the latter quarter of the year Pickering & Ferens added a clarification question to identify the reason for the complaint which will help make best sense of this data moving into next year’s survey.
- Customers who made complaints living in Flats (31%) were less satisfied than those in bungalows (51%)
- There were also some differences between areas as follows: Central (25%), East (43%), North (56%) and West (62%).

TP10 – Communal Areas

How satisfied or dissatisfied are you that Pickering & Ferens Homes keeps these communal areas clean and well maintained?

75.7%



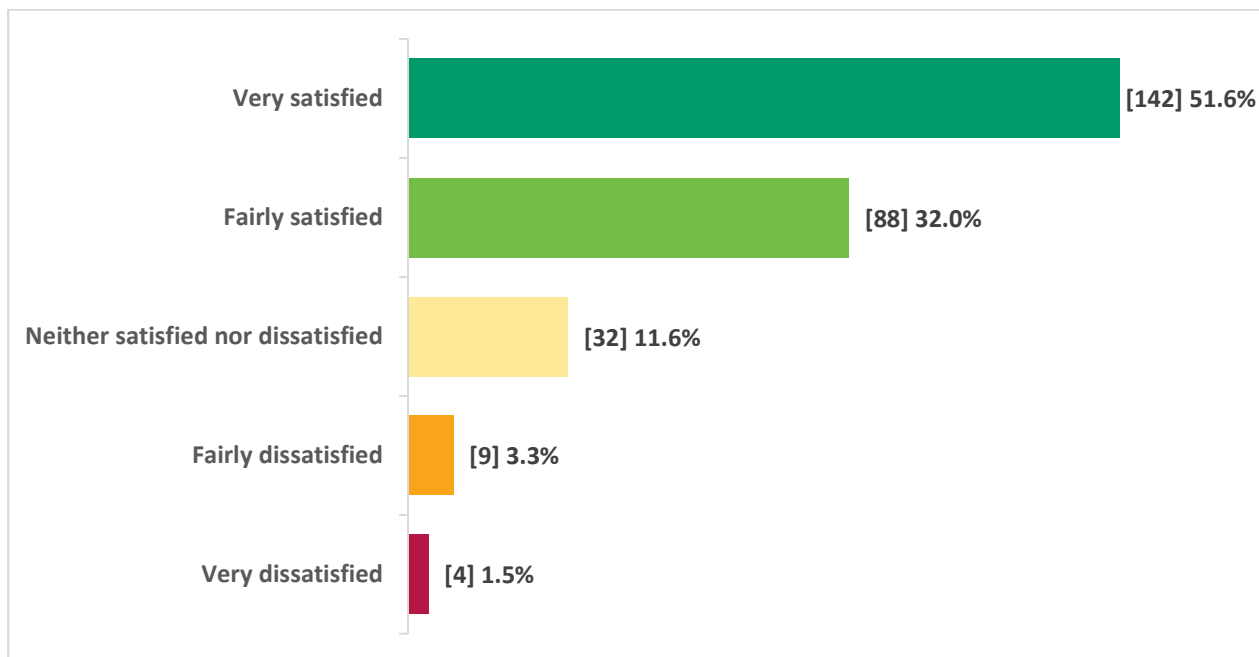
Analysis

- Residents were asked, “Do you live in a building with communal areas, either inside or outside, that Pickering & Ferens Homes are responsible for maintaining?”. A total of 69.7% (214 respondents) stated ‘Yes’. A further 1.6% (5 respondents) stated that they did not know.
- Those who stated ‘Yes’ were then asked TP10 above, where 75.7% (162 respondents) were fairly or very satisfied.
- Communal areas were certainly an area that featured among the negative open comments, with pathways, trees, gardens and other green areas all mentioned.
- Tenants living in Flats were the most satisfied at 84% compared with 73% for Bungalows.
- Satisfaction was lowest in East area (68%), compared with West (79%), Central (88%) and North (88%).

TP11 – Contribution to Neighbourhood

How satisfied or dissatisfied are you that Pickering & Ferens Homes makes a positive contribution to your neighbourhood?

83.6%



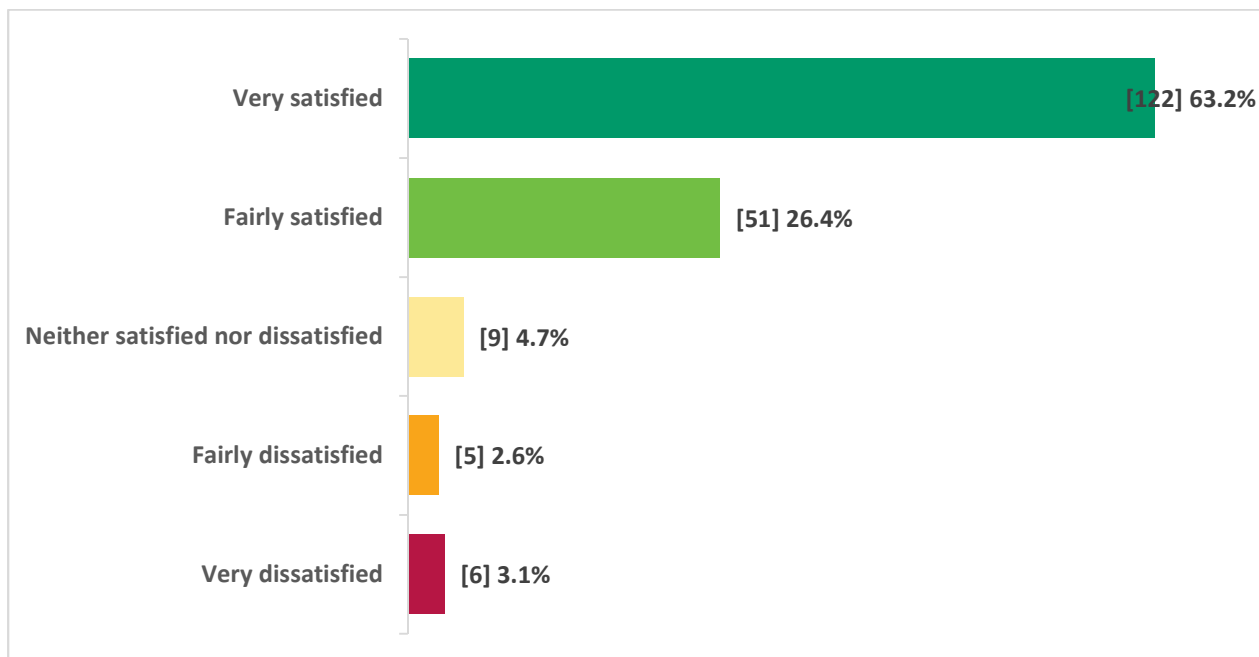
Analysis

- 83.6% (230 respondents) were fairly or very satisfied.
- A relatively large number of respondents – 31 – were unable to answer this question, replying 'don't know / non applicable'. Many said that were not aware of how Pickering & Ferens contributed to their neighbourhood, regardless of whether they were generally happy with the neighbourhood or not.
- Tenants in Flats were 5 points more satisfied than Bungalows (88% to 83%).
- Tenants in North and West areas (89%) were most satisfied, compared with East (79%), Central (77%) and East Riding (75%).

TP12 – Approach to Anti-social Behaviour

How satisfied or dissatisfied are you with Pickering & Ferens Homes' approach to handling anti-social behaviour?

89.6%



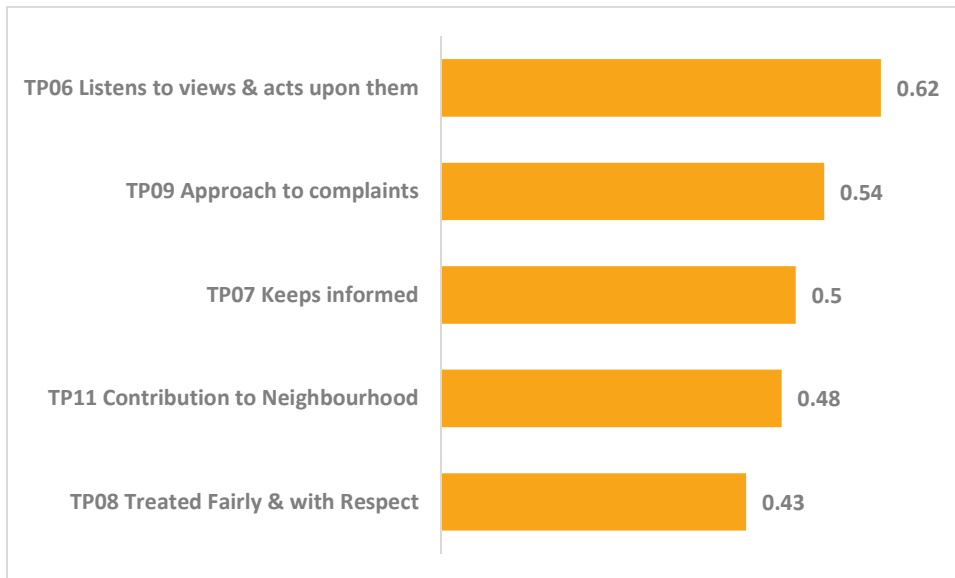
Analysis

- 89.6% (173 respondents) were fairly or very satisfied.
- A large number of respondents – 113 – were unable to answer this question, replying 'don't know / non applicable'. Many said they were not aware of what Pickering & Ferens did in this regard, including many who were pleased that they had not experienced anti-social behaviour but were still unable to judge Pickering & Ferens' contribution.
- There was only a small difference between Flats (91%) and Bungalows (89%).
- Satisfaction was lowest in Central area (80%) compared to North (84%), East (91%), West (92%) and East Riding (100%).

Further analysis

Key Driver Analysis

A Key driver analysis was carried out to learn more about the overall satisfaction score, specifically which of the other questions were most related to the overall satisfaction score.



Note - The analysis produces a correlation coefficient (or r value for short) with can range from -1.0 to +1.0. This rating can be interpreted using the following guide:

- An r value close to 1 indicates that there is a strong relationship between the two variables
- A positive r value means that as one variable increases in value, the other variable will increase in value.

As overall satisfaction was relatively high at 89.9%, relationships to this are not likely to be that strong and differences between different questions not very stark.

That Pickering & Ferens listens to views and acts upon them emerged as the most important driver to overall satisfaction, followed by approach to complaints and keeping tenants informed.

The analysis suggests that improving these aspects in the future would have the biggest impact on the overall satisfaction score.

Comments

Comments were collected after TP01 – Overall satisfaction - to explain reasons for satisfaction or dissatisfaction, or to offer suggestions for improvement. A summary of the main themes arising from the comments, with some examples, is below.

Positive comments:

Theme	Number of responses
Generally positive experience	54
Repairs & maintenance	15
Good communication	13
Quick response	7

“We love living here. I wish we had moved here 10 years ago.”

“Always dealt with repairs very quickly. Anything happening you can count on them quickly.”

“I think for me personally it is not just a home to live in, it is like an extended family, I know there is always someone there for me.”

Negative comments:

Theme	Number of responses
Repairs & maintenance	92
Communication issues	69
Groundskeeping / Area management	54
Neighbours / ASB	26
Service charges	14

“My issues relate completely to the gardens and how we have been treated with them. They have been neglected for five years, repairs to the path haven't been carried out and they have removed the bowling green. My home is well maintained but the outside communal area is a real issue.”

“They don't seem to do a lot in the area for us, like the gardening.”

“I am very satisfied with repairs etc, but I have lived here 20 years and the gardens have never looked as tatty as they do now.”

Annex 1 - copy of questionnaire

Tenant Satisfaction Measures Survey

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pickering & Ferens Homes?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q1a Please can you explain the reason for your answer?

(Open ended)

Q2 Has Pickering & Ferens Homes carried out a repair to your home in the last 12 months?

- Yes
- No

Q2a How satisfied or dissatisfied are you with the overall repairs service from Pickering & Ferens Homes over the last 12 months?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q2b How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q3 How satisfied or dissatisfied are you that Pickering & Ferens Homes provides a home that is well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Pickering & Ferens Homes provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q5 How satisfied or dissatisfied are you that Pickering & Ferens Homes listens to your views and acts upon them?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q6 How satisfied or dissatisfied are you that Pickering & Ferens Homes keeps you informed about things that matter to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q7 To what extent do you agree or disagree with the following: "Pickering & Ferens Homes treats me fairly and with respect"?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable / don't know

Q8 Have you made a complaint to Pickering & Ferens Homes in the last 12 months?

- Yes
- No

Q8a How satisfied or dissatisfied are you with Pickering & Ferens Homes' approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q8b Please could you tell us what the complaint was about and why you were satisfied/dissatisfied?

(Open ended)

Q9 Do you live in a building with communal areas, either inside or outside, that Pickering & Ferens Homes services is responsible for maintaining?

- Yes
- No
- Don't know

Q9a How satisfied or dissatisfied are you that Pickering & Ferens Homes keeps these communal areas clean and well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q10 How satisfied or dissatisfied are you that Pickering & Ferens Homes makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q11 How satisfied or dissatisfied are you with Pickering & Ferens Homes approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q12 Finally, are you happy for Pickering & Ferens Homes to contact you, if needed, to discuss your responses to this survey?

- Yes
- No