

# Tenant Engagement Satisfaction Survey

May 2024





# Tenant Engagement Satisfaction Survey

In April 2024, for the first time it was agreed to send out a satisfaction survey to tenants on Tenant Engagement's Tenant Sounding Board. This would achieve:

- A sense of tenants' satisfaction with the Tenant Engagement Service
- Discover tenants' training preferences
- Give tenants the chance to be removed off the mailing list if they no longer wanted to be involved
- Enable us to compare results in future years

# Methodology and Results

- The survey went out to approximately 420 tenants
- It was initially sent out via Text, followed by email and a post on the Tenant Engagement Facebook Group, then finally via the post.
- There was no incentive used to encourage a higher response rate.
- We received 88 responses back, a response rate of 21%

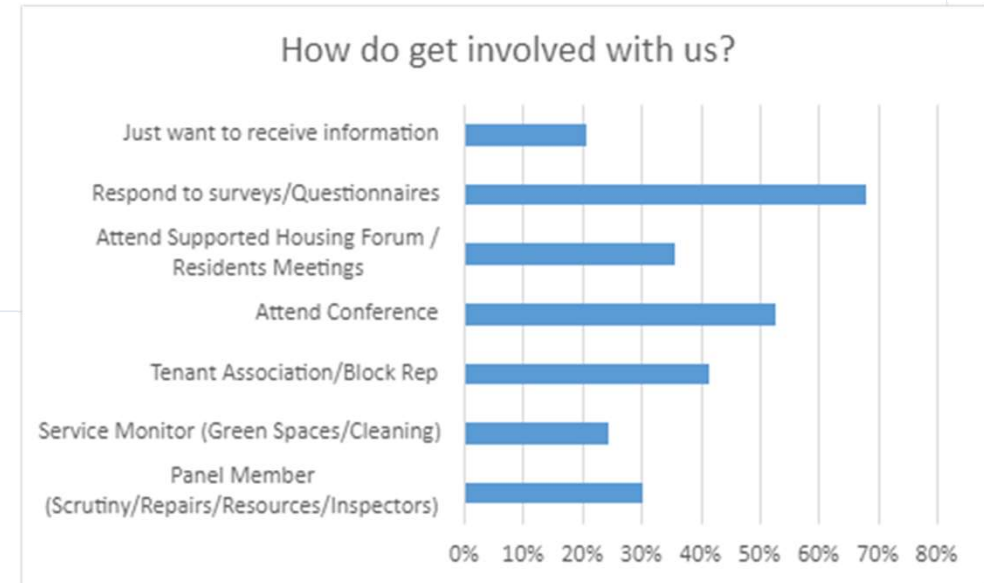
# Headline Figures

- Tenant Engagement received a **satisfaction rating of 88%**
- **79%** of involved respondents felt their involvement **led to improvements** in the Housing Service
- **85% of respondents** felt they were treated with **fairness and respect** by the Tenant Engagement Team compared with 58%\* by the Housing Service as a whole
- **76% of respondents** felt they were **listened to** by the Tenant Engagement Team compared with 45% by the Housing Service as a whole
- **98% of respondents** who had **attended training** sessions by the TET found it **useful**.
- 16 respondents (18%) asked to come off the tenant engagement mailing list

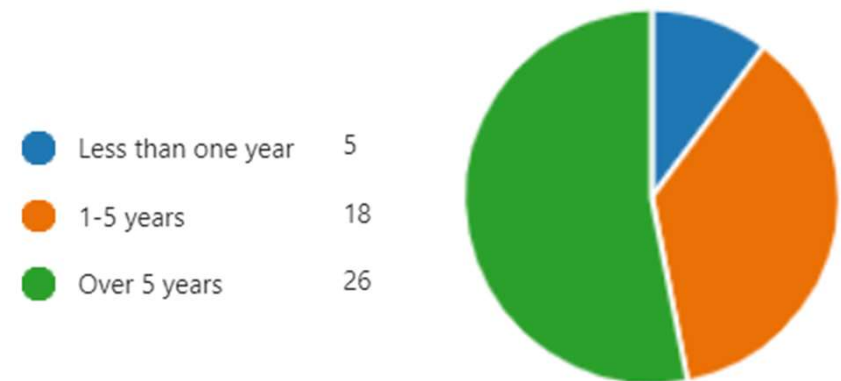
*\* This is lower than the 70% scored when surveyed across all tenants from the Tenant Satisfaction Measures April 2024*

# Results

- Only 61% of respondents said they were currently involved with Tenant Engagement.
- Majority of respondents respond to questionnaires and attend conferences
- Over half (53%) have been involved for over 5 years



How long have you been volunteering with us?

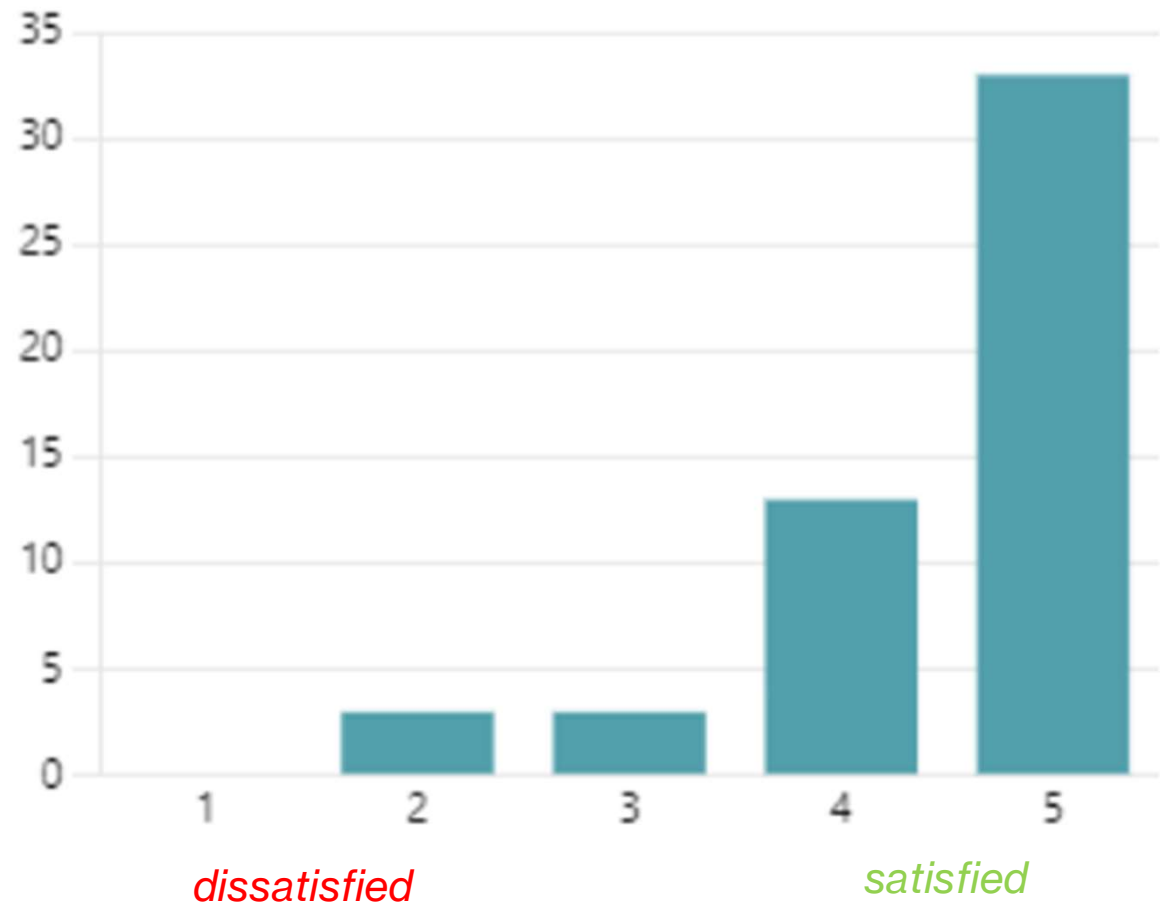


# Overall Satisfaction

We asked people to rate their satisfaction with the team out of 5.

Average (mean) score was 4.46.

Overall satisfaction was 88%



# Overall satisfaction comments

Highlighted comments from those scoring the team '5'

I have found the experience rewarding and the staff extremely helpful and friendly.

The staff are consistently polite & helpful. They go the extra mile often in aiding tenants, including myself. They never show impatience or stress, therefore are always approachable.

They listen and make me feel like part of a large caring family. Loads of support.

Every interaction I have had with tenant engagement has been positive

Enjoy the role as block rep. Really enjoy the block rep meetings and conferences. I am gaining new information from each meeting.

The staff are friendly and will help you no matter what the questions are. they spend time explaining things or point[ing] you in the right direction. we couldn't be without them as tenants

Think you offer great support to us as group Michael Farleigh especially has been brilliant help guiding us in our association and meetings he has been great support to us

The team use the media well to keep members of different groups informed.

Lepsa is an excellent co-ordinator and keeps us well informed.

Everyone is nice and we all participate in any subject we do together.

You all do a fab job and wonderful support to us all.

Brilliant staff always happy to help and care about us

All the Tenant Engagement Team are kind helpful and friendly. I enjoy coming to all the meetings. Everything is taken seriously and it's very important to have a voice for our tenants.

You give every resident the opportunity to have a say, in which ever way they choose.

# Overall satisfaction comments

## Highlighted comments

### *from those scoring the team '4'*

As not everything gets done

They're not quite perfect

I don't know why - possibly because all the team members have proved over the years to be friendly & helpful. Not sure either why it isn't a 5!

You get a variety of issues and plenty of feedback

### *from those scoring the team '3'*

Because you asked for it, and nothing is perfect. Plus the ridiculously long wait for someone to answer the phone always in a queue. And no regard for the elderly who are not computer literate

The team do a good job, but the team is small. I get the impression that the volunteer tenants are retired/elderly due to the fact that most of the meetings or participation happens during week days. I would think recruitment of new or younger tenants is problematic.

Because I haven't seen much from the team in the local community





# Overall satisfaction comments

Comments from those dissatisfied (scoring the team '2')

I'm not much involved with Tenant Engagement Team.

Not a lot of confidence sadly. We bring issues to the table and not a lot gets eaten

Because you did not act upon the cleaning issues sent to you.

# What do tenants like about being involved

## Selected comments

I like to feel useful, and it's good to meet other residents and share experiences. I also monitor the garden and fill out the garden survey.

Getting involved and finding out first hand some of the problems other people have encountered and to be able to discuss them, meeting the councillors face to face or being in contact with them directly

Getting involved brings us closer as neighbours and learn new things about working with the council and enjoyed last year conference where we showed our video that Michael help make for us to explain what our group is about.

Using my knowledge (as an engineer) and experience (as a tenant).

Keeps me updated with the council service

Meeting people kept me going through the pandemic

I personally enjoy meeting my friends at all groups and making a difference to my community.

I get great satisfaction knowing that along the way of any project we get involved in anything that involves our tenants. I think it's important to have a voice. All the people that come to the meetings are very friendly.

# What they felt went well

## Selected comments

So many things, garden makeover, lottery applications, finding out about lots of things, being front page of annual housing report and advice at committee meetings

Visit to the concierge control room to see how the team works

The best thing many years ago with the help of Ali we managed to get all the balcony windows replaced and all the outdoor painting done.

The Stigma report and the fact that managers listened to our presentation. It's nice that they listen to us as a group. Also the litter campaign we did going around different areas within the city. We had the opportunity to speak to tenants their opinion about fly tipping.

Having a wall in the carpark repaired. Having bushes cutback in the carpark .

I got a club up and running for Bisley Court & Bowman Court. Plus got a small clubhouse erected for the residents. Reducing antisocial behaviour.

For me my achievement is getting a better security gate installed.

The energy costs survey.

So much has gone well we are getting there with the support of Michael. We are very proud of the video Michael done of us to explain about what we have been going through and what we want to do moving forward especially in our communal garden .

Because of being involved I felt able to be chair of the residents committee and the meetings were helpful to our residents. I think the best part was when we decided to do a news letter and we did them in English Polish and Slovakian. With the garden survey I feel on occasion it's not worth doing.

# What they felt did not go well / done differently

## Selected comments

No action taken regarding the problems relaid, ignored.

Get vouchers for filing out surveys and questionnaires

Taking action!! What's the point of having tenancy agreements when tenants actually don't abide by rules and regs? Taking positive action ( don't say report it and issuing a statement "we will get back to you" when you actually don't!!!

I still think we need more than a once a month for Tenant Resources as we need time to get all the feedback for our projects we do.

I would have liked more residents to attend meetings. The garden survey doesn't seem to have any real purpose as when I say jobs have not been done nobody has ever contacted me to discuss this.

Some of the courses have not been attended so well but I don't know the answer to the question of how to attract more tenants.

The only negative is the struggle with communication with the council and getting answers to question and just general feedback. But it's slowly improving

I feel that the summer & winter conferences are not meeting any potential & are only reaching a small fraction of tenants. An expensive event for a small audience.

# What could Tenant Engagement do better?

## Selected comments

We have been trying to get tenants on procurement but so far no luck

Gift vouchers

My personal opinion is we need to meet more than once a month as we only have 2 hours to meet with different managers to get feedback from them. I would like to see us being able to attend some manager meetings as I feel as a council tenant our opinions should matter as it affects all of us.

I had help all the way through my 1 year chairmanship which helped with my nerves. When the garden survey mentions the same jobs not being done then we need to know why.

We all go to the meetings with a catch up of previous meets ! Not a lot has been actioned which leaves me thinking “what’s the point?”( sadly)

Bearing in mind the cut backs and the huge changes, I think the team do an amazing job.

Management to reply to emails sent to them

# Why tenants felt they did not achieve as much as they would have like

Selected comments

Ill health

Everything moves very slowly, I need to adjust to the environment.

Lethargy on the council's side .Plenty of this that and the other from residents BUT alas ongoing for over a year in parts ( and being told it's all in hand by email ) not great !

Lack of time and sometimes we asked people from the different departments to attend our meetings but they didn't seem to have the time to do so.

Lack of communication with management

Not having enough information at the time

Burnout

Difficult to engage due to work commitments

Lack of support from other tenants

11. Do you feel your involvement leads to improvements in the Housing Service?

[More Details](#)

[Insights](#)



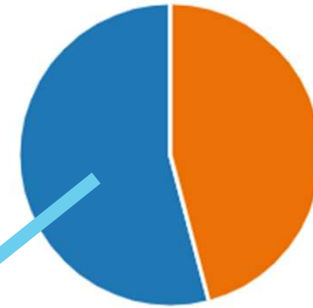
# Do tenants feel listened to and respected?

|   | By the Tenant Engagement Team |        |    | By the Housing Service as a whole |        |     |
|---|-------------------------------|--------|----|-----------------------------------|--------|-----|
|   | Yes                           | Unsure | No | Yes                               | Unsure | No  |
| Do you feel you are treated with fairness and respect | 45                            | 7      | 1  | 29                                | 13     | 8   |
|   | 85%                           | 13%    | 2% | 58%                               | 26%    | 16% |
| Do you feel you are listened to                       | 42                            | 8      | 3  | 24                                | 16     | 10  |
|   | 79%                           | 15%    | 6% | 48%                               | 32%    | 20% |

# Training

16. Have you attended any training sessions organised or supported by the Tenant Engagement Team?

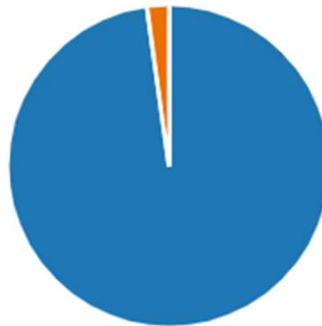
[More Details](#)



17. Did you find it useful?

[More Details](#)

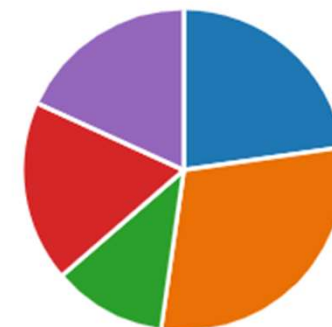
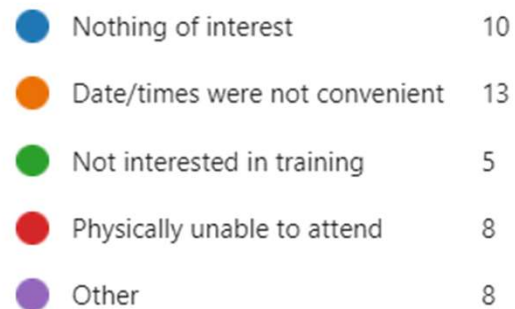
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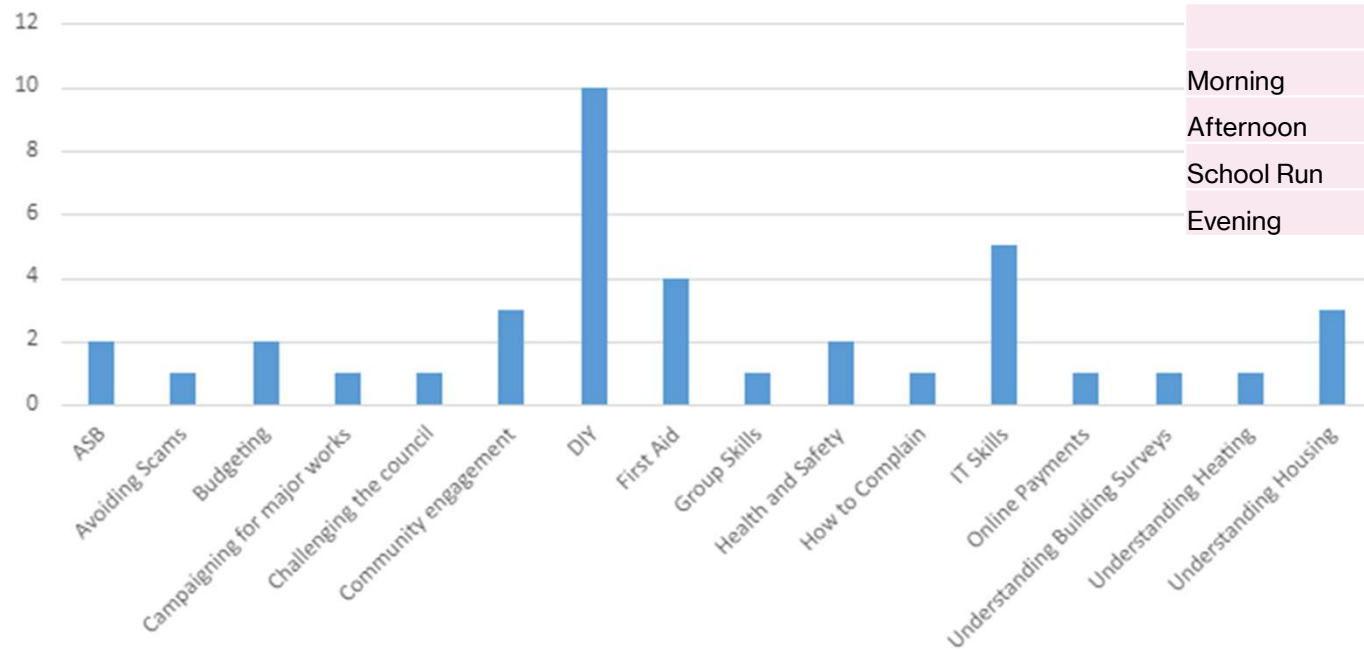


# Training (cont)

For those that didn't attend training, why not:



Suggestions for future training (grouped into themes)



|            | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|------------|--------|---------|-----------|----------|--------|----------|
| Morning    | 32     | 28      | 29        | 32       | 31     | 33       |
| Afternoon  | 32     | 28      | 29        | 31       | 30     | 33       |
| School Run | 1      | 1       | 1         | 1        | 1      |          |
| Evening    | 20     | 20      | 20        | 20       | 20     |          |

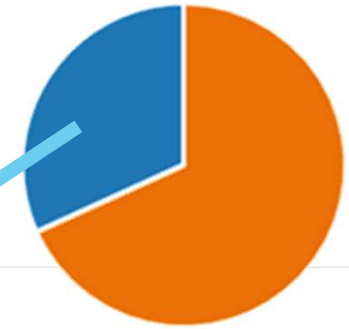
# Website and Social Media

How useful tenants find our various channels

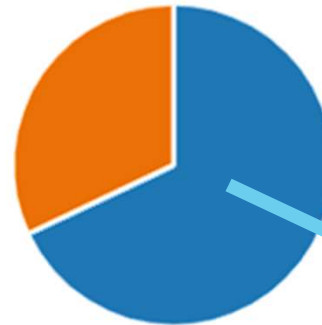
|                           | Very Useful | Somewhat useful | Neutral | Not very useful | Not useful at all | Unaware | Do not use |
|---------------------------|-------------|-----------------|---------|-----------------|-------------------|---------|------------|
| Tenant Engagement Website | 35          | 19              | 10      | 2               | 0                 | 6       | 7          |
| %                         | 44%         | 24%             | 13%     | 3%              | 0%                | 8%      | 9%         |
| % satisfied               | 82%         |                 | 15%     | 3%              |                   |         |            |
| Housing Facebook Page     | 16          | 16              | 11      | 7               | 3                 | 7       | 11         |
| %                         | 23%         | 23%             | 15%     | 10%             | 4%                | 10%     | 15%        |
| % satisfied               | 60%         |                 | 21%     | 19%             |                   |         |            |
| Housing X (twitter)       | 8           | 12              | 13      | 4               | 3                 | 11      | 21         |
| %                         | 11%         | 17%             | 18%     | 6%              | 4%                | 15%     | 29%        |
| % satisfied               | 50%         |                 | 33%     | 18%             |                   |         |            |
| TE Facebook Group         | 24          | 16              | 9       | 4               | 2                 | 5       | 16         |
| %                         | 32%         | 21%             | 12%     | 5%              | 3%                | 7%      | 21%        |
| % satisfied               | 73%         |                 | 16%     | 11%             |                   |         |            |

# TPAS

22. Are you aware that you are entitled to FREE membership to TPAS, a national tenant engagement organisation?



23. Have you ever made contact with TPAS / attended a training course or webinar with TPAS?



24. If yes, did you find it useful?



# More Info

- 57% of respondents (45) expressed an interest in getting more involved with Tenant Engagement

## Other (selected) Comments

I would like to Engage but time is not on my side because of work.

I would like to get involved, however, my disabilities prevent that

Just want to enjoy and make a difference to help Tenant Engagement get the ball rolling with lots of different issues. Being part of a team is fun and it makes me feel I am doing something to hopefully make a difference for everyone.

Another Faceless organisation that has given nothing to mine or my fellow tenants in sheltered housing in the pursuance of improving our own gardens and facilities. It's all rather insular and naive.

Keep up the good work especially with new Building Safety initiatives

Don't know how to access your FB

Nothing ever changes. Council like to take a pat on the back for the good but will never admit failings

Just to say thank you to a great team

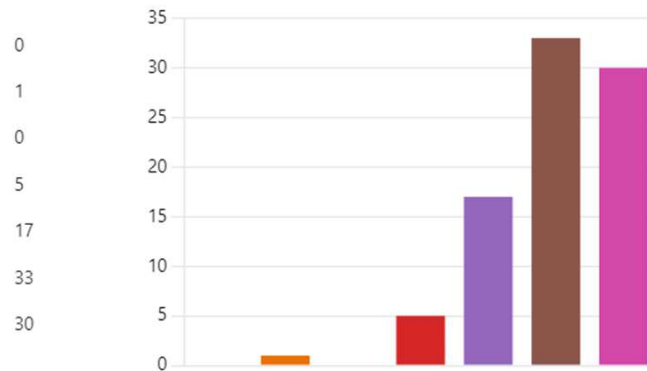
The operative word is engagement which residents provide but for what ? More positive actions and outcomes are needed. It's one sided for those of us that turn up for the meetings and it's got to the point where "Why do we bother"

# Demographics of respondents

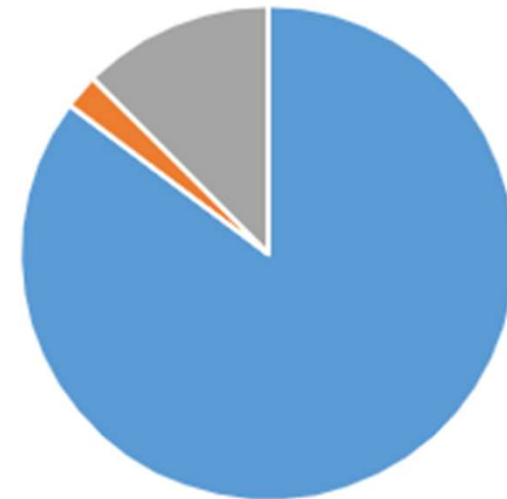
27. Which age group\* do you fall into?

[More Details](#)

- Under 18
- 18-30
- 31-40
- 41-50
- 51-60
- 61-70
- 71+



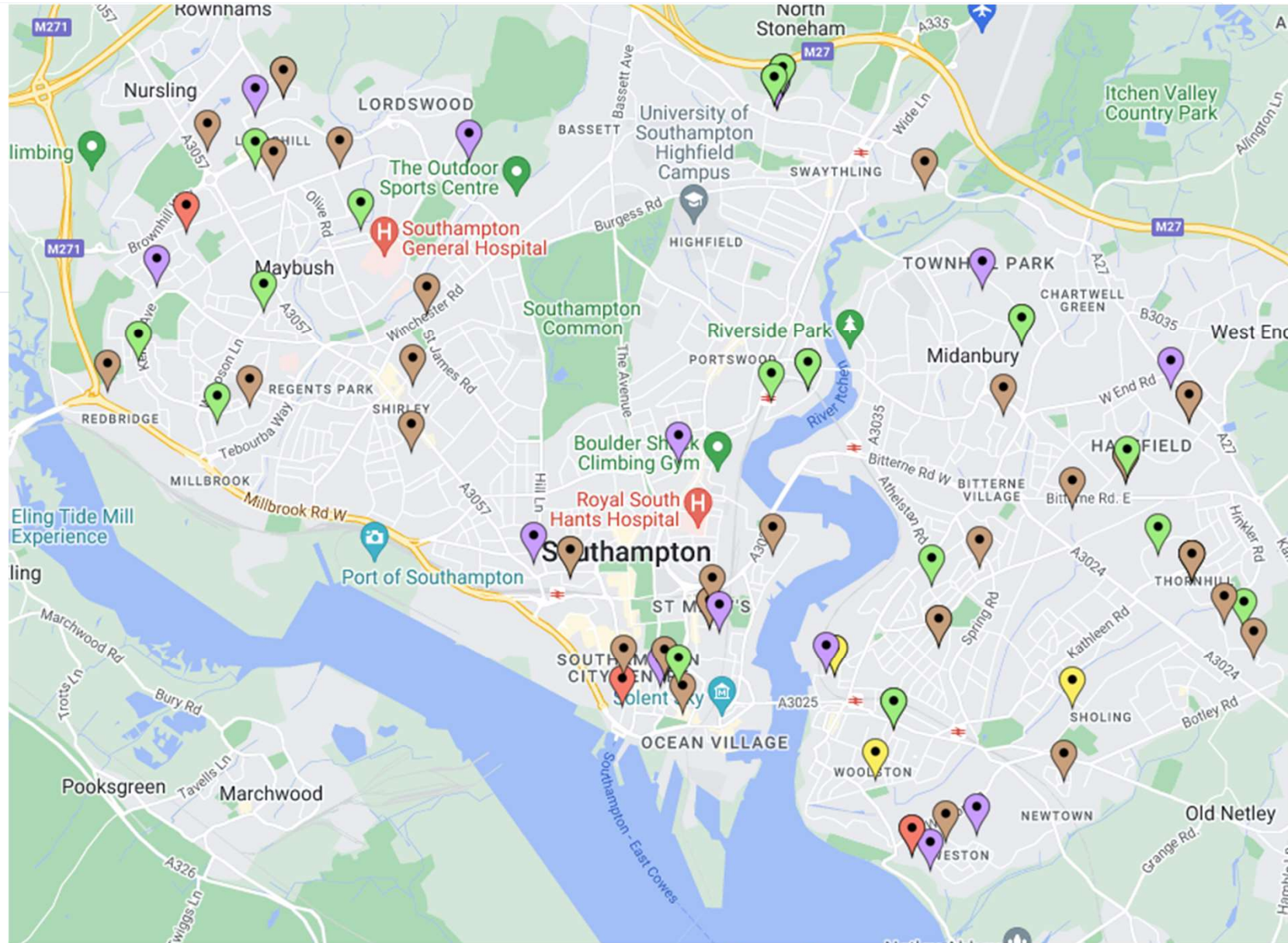
## Ethnicity of Respondents



■ White British ■ Black African ■ Not Declared

# Where responses came from

Coloured markers indicate the overall satisfaction score given.



Please rate out of 5 your overall satisfaction with the Tenant Engagement Team:  2  3  4  5  Not currently involved



# Next Steps

- Results will factor into the pending update of the Tenant Engagement Strategy
- Future surveys to have an incentive to encourage higher response.
- More feedback from Management required from tenant panels
- Plan training programme – check with Housing Operations whether a DIY course is viable.