

HCHA Tenant Survey Results 2019

HCHA carries out an annual survey to listen to whatever our tenants want to say, to check our performance and to help us to plan our work in 2020 and beyond. We welcome anonymous responses and every completed survey, whatever it says, is read by a member of the senior management team and new information is given to the right team to follow up. We wish to thank the 103 tenants who took part and helped with this important annual test.

1 What type of home do you live in?

Housing for Older People	53%
Extra Care	9%
Single room accommodation	3%
General Needs	35%

What is this question for? We ask this question so that we can check that a good mix of tenants are responding. It also helps us to spot trends in the answers that can help us to address problems that we weren't yet aware of.

2 What area do you live in?

Harrow	79%
Hillingdon	15%
Hounslow	5%
Bicester	1%

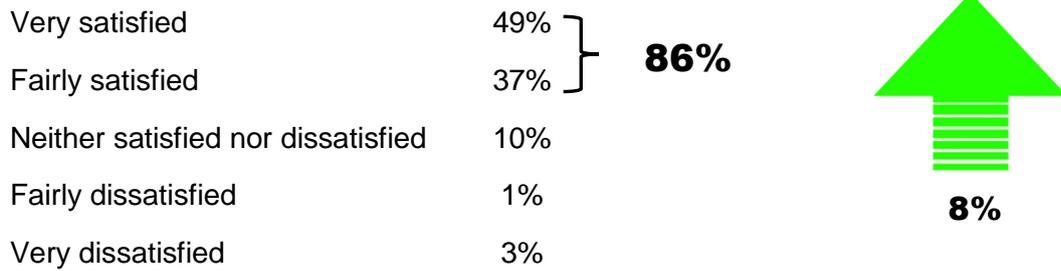
What is this question for? We want to check that the spread of responses are geographically broadly in line with the different areas that we serve.

3 Taking everything into account, generally how satisfied are you with the overall service that HCHA provides to you?

Very satisfied	44%	} 81%	
Fairly satisfied	37%		
Neither satisfied nor dissatisfied	13%		
Fairly dissatisfied	3%		
Very dissatisfied	3%	3%	

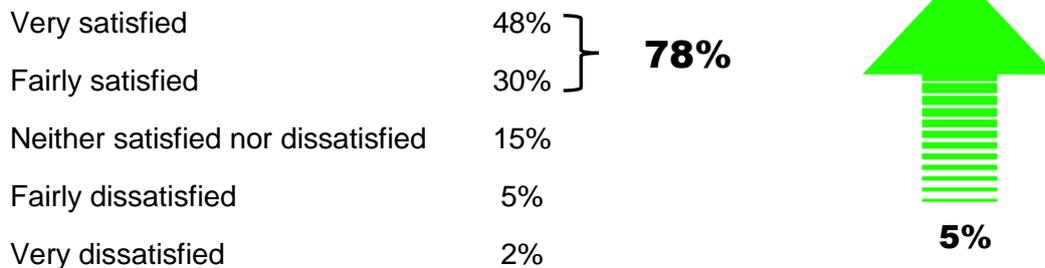
What is this question for? This question gives us an idea of how our tenants feel overall about our services across all of HCHA's varied types of housing that we provide.

4 Generally how satisfied are you with the quality of your home?



What is this question for? We use this to look at the trends, test how we are doing now and compare it to selected national data. The Head of Asset Management and Development uses this to help planning for current homes and those we are yet to build.

5 Thinking about the last repair that HCHA completed for you, how satisfied were you with that repair?



What is this question for? A few years ago tenants told us that our service was not good enough. Last year the maintenance team worked hard to turn that around and we are pleased with the results but it was important that we check that we were still improving.

Over the last two years satisfaction has risen by 24% and is now about the same as other social housing providers who report to a national survey.

6 If you have lived in an HCHA property for more than one year and you have had a repair completed, compared to previous years, do you think that our maintenance service has been?

Better	25%
Worse	7%
About the same	52%
Don't know	16%

What is this question for? We asked this for the first time last year to help us test if we were beginning to improve the service. This year's answers are broadly the same but pleased that the percentage that thought our repairs service had got worse has halved when compared to last year's results.

7 To what extent do you think that your rent represents good value for money?

Very good	27%	}	79%
Good	52%		
Neither good nor poor	15%		
Fairly poor	4%		
Poor	2		



What is this question for? We look for trends in this answer over time. Our rents are regulated by Government but we set service charges to cover other costs. Some items cannot be included in the rent, such as communal lighting and heating. We want to know what our tenants think about value for money overall.

8 Please tell us how safe and secure you feel in your own home?

Very safe	45%	}	85%
Safe	40%		
Neither safe nor unsafe	9%		
Unsafe	4%		
Very unsafe	2%		



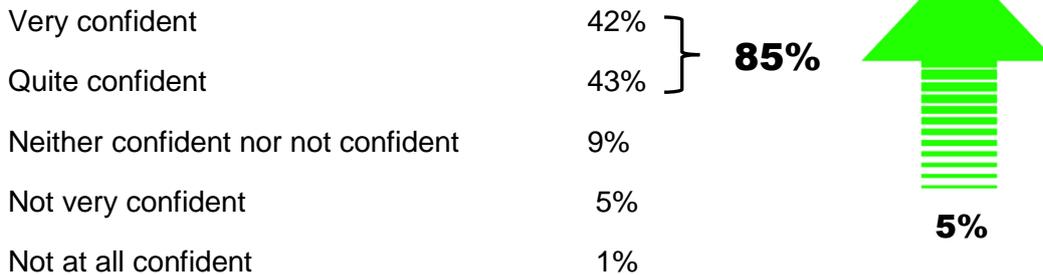
What is this question for? We want to check if we are getting this about right and test how safe our tenants feel at home. Feeling safe and secure at home is important to everyone. However, we know that our housing and services are only a part of feeling safe and secure and we house many people who need care or additional support and so this question is especially important to them and so, to us.

9 Have you reported any anti-social behaviour to us in the last year?

Very satisfied	27%
Fairly satisfied	5%
Neither satisfied nor dissatisfied	26%
Fairly dissatisfied	21%
Very dissatisfied	21%

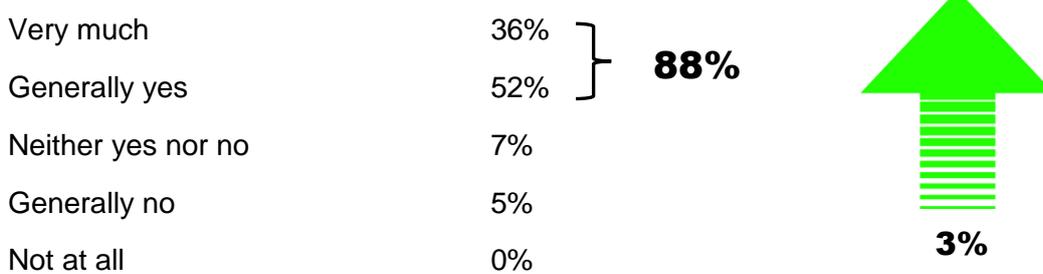
What is this question for? Serious anti-social behaviour can have a profound impact on the quality of our tenants lives. We are therefore very keen to know the views of tenants who have been affected. For this reason, although only 19 tenants answered, their views remain very important to us. We were pleased to note that dissatisfaction rates were markedly lower this year and that satisfaction rates were higher. The Head of Operations reviews the results and actively uses them to work towards future improvements.

10 Would you feel confident talking to us about abuse against yourself or others (even if they do not live in one of our properties)?



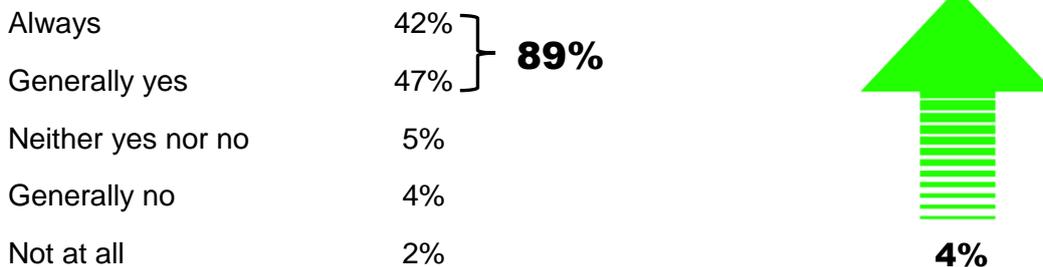
What is this question for? HCHA invests in training and supporting staff to listen to any concerns about a range of different types of abuse. HCHA believes that a vital part of helping people affected by abuse is to encourage anyone to tell us when they are concerned. This question is extremely important to us so that we can test if you think that we are generally getting that vital part right.

11 Overall how much do you trust HCHA to manage your housing?



What is this question for? The only way that all of us at HCHA can test if our tenants generally trust us to manage their housing is by asking them. We are proud that the positive response to this survey question has changed very little since we first asked it in 2015.

12 Do you think that we treat you with fairness and respect?



What is this question for? Treating our tenants with fairness and respect is a priority for all HCHA staff. Asking our tenants if they agree is an annual test that not only helps us to check our performance but also helps us to not lose sight of this vital goal, day in and day out.

13 How well do we listen to your views and act on them?

Always	32%	} 75%
Usually	43%	
Sometimes	15%	
Rarely	8%	
Never	2%	



What is this question for? This new question is not just about formal meetings or this survey. It is also about how well we listen and act when you get in touch with us during the year. We can compare these results with social housing providers who take part in a national survey. This year our survey results compare well but we still hope to improve in the future.

14 How satisfied are you that HCHA gives you enough opportunities to make your views known?

Very satisfied	33%	} 78%
Fairly satisfied	45%	
Neither satisfied nor dissatisfied	13%	
Fairly dissatisfied	8%	
Very dissatisfied	1%	



What is this question for? This is the first time we have asked this question. Not only does it help us to test our performance now but also to plan for the future. We will keep looking for different ways to listen to your views and opinions.

Quotes from the Survey returns: 'If I don't get the opportunity to talk about my problems I can always leave a note and I always get an answer quite quickly, which is lovely.'

'Our managers are efficient and helpful, while dealing with all manner of complaints and concerns, personal worries and practical problems.'

15 Have you made any kind of complaint in the last year, if so were you?

Very satisfied	26%	} 49%
Fairly satisfied	23%	
Neither satisfied nor dissatisfied	19%	
Fairly dissatisfied	16%	} 34%
Very dissatisfied	16%	

What is this question for? This question is always very important to test our response to complaints. We look for trends in what you have told us and although only answered by a small number of tenants it really helps us think about how to get it right first time more often.