

STAR survey report and action plan.

In 2015 SDRHA commissioned Acuity to carry out a tenants satisfaction survey similar to the survey carried out in 2013. 125 Tenants responded giving a 49% response rate.

The result from the 2015 STAR survey demonstrated the majority of tenants are highly satisfied with the association. Overall satisfaction with the services provided by SDRHA is high (86%) and reflects the high ratings awarded for the neighbourhood (93%), friendly and approachable staff (91%), quality of the home (89%) value for money of the rent (86%), customer service (84%) and the repairs and maintenance service (83%).

In comparison with the 2013 survey, SDRHA have made positive improvements. SDRHA has a reasonably strong performance when compared with the Small Providers Benchmarking Group Members (SPBM) and those in the South West benchmarking club for general needs tenants. Six out of seven ratings are equal to or above average for all SPBM members, with only satisfaction with listening to views below average.

Although there are a number of positives in this report which is encouraging, there are also areas where SDRHA need to investigate further and continue to make improvements.

Please see action plan below which details how SDRHA will aim to improve services further.

Service Area	Dissatisfaction Area	Action	Timescale/By whom
Value For Money	VFM for service Charges 74%	Consult on service charges, carry out independent survey/exercise	Housing Manager Nov 2016
Customer Services	Queries being dealt with in a reasonable time (77%) Final Outcome of query (80%)	Quality checks/calls, closer monitoring.	Housing Manager/Operations Director July 2016

Repairs	Speed of completion of work (78%) Being kept informed (76%) Time taken before repair work started (74%)	Revisit KPI's Drill down on contractor performance Increase quality checking	Housing Manager July 2016
Communication & Information	Not enough to involve in decision making (64%) Listen to Views and acts upon them (65%)	Increased promotion in newsletter/web, door knocking, scheme visits	Housing Manager/Operations Director Sep 2016

Service Area	Dissatisfaction Area	Action	Timescale/By whom
Repairs/Planned Works	Heating system provides Value For Money (58%)	Review heating types in properties, build in alternatives for planned works.	Operations Director Nov 2016
Housing Management	Advice on Rent & service Charges, (78%) dealing with neighbour disputes & anti social behaviour, (62%) & moving home, (65%)	Carry out survey in these areas, speaking to customers directly to identify dissatisfaction. Review previous cases	Housing Manager Sep 2016
Planned Works/Corporate	Improvements to tenants Home. (56%) Complaint Management (56%)	Review recent improvements, speak to tenants directly about issues dissatisfaction. Review complaint management.	Operations Director Oct 2016
Customer Service	Tenants feel SDRHA may not act on survey findings. (71%)	Publish action plan, in Newsletter and on web, keep tenants updated with progress of action plan.	Operations Director Apr 2016

Housing For Older People	Lower rating for overall services (83%) compared with General Needs. Mainly repairs, customer contact and communications.	Arrange schedule to personally visit each Older persons scheme and discuss in more detail to identify areas of dissatisfaction.	Housing Manager/Operations Director Oct 2016
Other: Leaseholders & Supported	Overall satisfaction, (63%) service charges, contact, repairs.	Carry out targeted analysis of areas of dissatisfaction, including scheme visits.	Housing Manager Sep 2016
Housing Management	Overall services for new tenants 1 – 3 years. (76%)	Revisit all allocations in last 3 years and speak to customers directly about their experiences, to identify areas of improvement.	Housing Manager Dec 2016