

## Leaseholder satisfaction survey 2021 summary – updated v08.11.21

### Executive summary

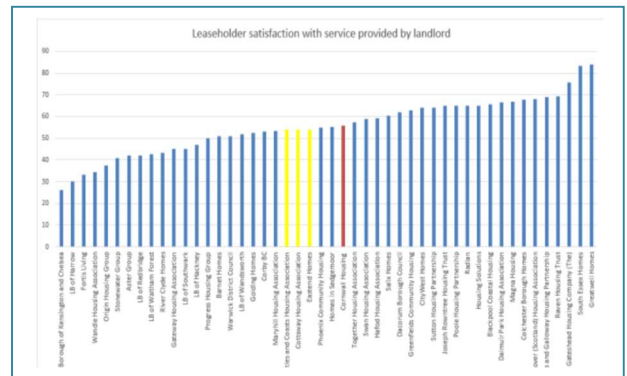
Results for the 2021 leaseholder satisfaction survey are mostly consistent with the previous years' surveys. There was significant change in: less respondents finding our staff helpful and able to deal with their request, and an increased dissatisfaction with our communal repair and maintenance service. Addressing the communal repair and maintenance performance, and the contact management system for leaseholders would help improve the key issues raised in the 2021 survey. Three recommendations for action are made for ELT in this report.

### Results summary

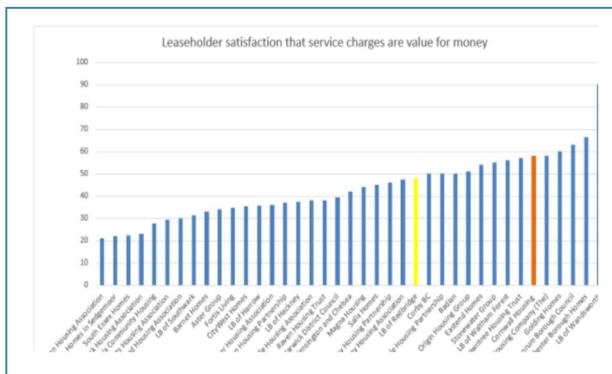
Overall satisfaction of 54%, and dissatisfaction of 28%, is consistent with the previous surveys in 2019 and 2016. In 2020, with 2019's 56% result, Housemark benchmarking put us in the middle of the broad spectrum for leaseholder satisfaction. However, our tenant satisfaction was 83% in 2019.

The main dissatisfaction themes are: length of time for repairs, outstanding communal repairs and poor maintenance of communal areas; and poor communication.

This year we asked the same question as our tenants' satisfaction survey to calculate the Net Promoter Score (NPS); 'would you recommend Cornwall Housing to friends and family?'. The NPS for leaseholders of -17 (minus 17) indicates that we need to make improvements for this customer group. This compares to a tenants' score in 2019 of 30, which was just below the HouseMark median of 33.



Data from HouseMark - 2020 Benchmarking - 2019 CH result of 56% in red. Our 2021 result indicated in yellow on the RPs with 54%



Date from HouseMark - 2020 Benchamrking – CHL 2019 result in orange, 2021 result of 48% highlighted in yellow

### Service Charges

Overall satisfaction that service charges are value for money dropped by 10% to 48% satisfaction, but the 31% dissatisfaction is not as large an increase as more leaseholders said that they are neither satisfied or dissatisfied. In benchmarking the result is above average in another broad field. The main issue for dissatisfied residents is the poor maintenance and condition of communal areas, with a few

people saying that they have been overcharged for services not received.

### **Contacting us**

How easy (45%) or difficult (39%) it is to get hold of the right person is consistent with previous years' results; however, there is a reduction by 10% of those who found our staff to be helpful, and a corresponding increase (8%) in those that found staff unhelpful. This may be explained by the similar drop (8%) in those that said we could deal with their request.

Just over a third have visited the website in the last 12 months – up from just over a quarter in 2019, and about 70% of those found it easy to find what they were looking for. 14% explain they don't have a computer or use the internet, and a small number mention that it is difficult to find what they want on the website, or don't get a response from emails.

### **Engaging them**

We are consistent in our results for keeping residents informed (Good 60%, poor 18%), and on consulting on major works. Satisfaction that we listen to views and act on them (40%) has also remained consistent, as has dissatisfaction (rising 4 to 30% inside the margin of error). Most of our leaseholders who responded like to be informed via letter (57%), or email (24%), and give their views this way too. The main theme of dissatisfaction is not getting a response to calls or emails when making requests for service or reporting issues.

### **Maintenance**

Satisfaction with the repairs and maintenance service is consistent with previous years (42%), but dissatisfaction has risen by a significant 20%. Satisfaction is marginally higher (at 52%) for those who have had some work done in the last 12 months, but dissatisfaction for this group has a similar size increase on the 2019 result. Results on satisfaction with maintenance workers is fairly consistent with 2016 results. The number of responses – based on those who have had work done in the last 12 months – is too low to have a good confidence level in these results.

Dissatisfaction themes include: the quality of work and untidiness; as well as, poor maintenance of communal areas. A few people have mentioned about poor communal door repair.

### **Managing communities**

38% (31) said they have experienced ASB in the last 12 months. And when asked who they reported to only 38% (13) of this group said that they reported it to CHL. Noise was the key theme. We asked the following new questions as part of our efforts to improve our compliance performance:

- The majority (54%) of leaseholders are satisfied with our efforts to keep communal areas clean and safe, but 22% are dissatisfied. Poor maintenance of the area – including grounds – is a key factor. (This question was worded in line with the recommendation in the social housing white paper.)
- This drops to 43% for those who are satisfied with the sharing of fire safety information for their block and home, with 18% dissatisfied.

**Anything else they'd like to tell us about their home or our services..**

27 residents made additional comments. These were mostly about repairs and maintenance and the tidiness of the communal area or neighbourhood, and some were about anti-social behaviour.

**Taking action as a result of leaseholder feedback**

In 2013, as a result of the first leaseholder survey, we created a leaseholder information booklet. This has been reviewed after each survey to ensure it is up to date. Following the 2019 survey, we designated a staff member in H&I and in R&M to handle leaseholder enquiries. To help cross-company working and improve customer service, these staff also meet every six months with other staff in P&P who engage with leaseholders.

Three proposed key actions for 2021 to improve our services for leaseholders:

Improvement area	Action	Lead	Target date
Customer service	Leaseholder files on Open Housing.	PJ	1/3/22
Managing communities	Include leaseholders and their occupiers in fire safety information and engagement	HF & PJ	1/4/22
Maintenance communication	Create and communicate to leaseholders the planned programme of works, including estate maintenance	HF	1/4/23

**Appendices – available on request**

Appendix 1 – CHL leaseholder satisfaction comparator table of results with results from previous years' surveys

Appendix 2 – Survey comments and other responses