

Your Views



Tenant Satisfaction Survey 2023

About the Survey

Between August and October 2023, many of you took part in an important survey. All tenants were invited to participate in the survey via online, postal and telephone questionnaires.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Odu-Dua Housing Association (Odu-Dua) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Odu-Dua's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



94

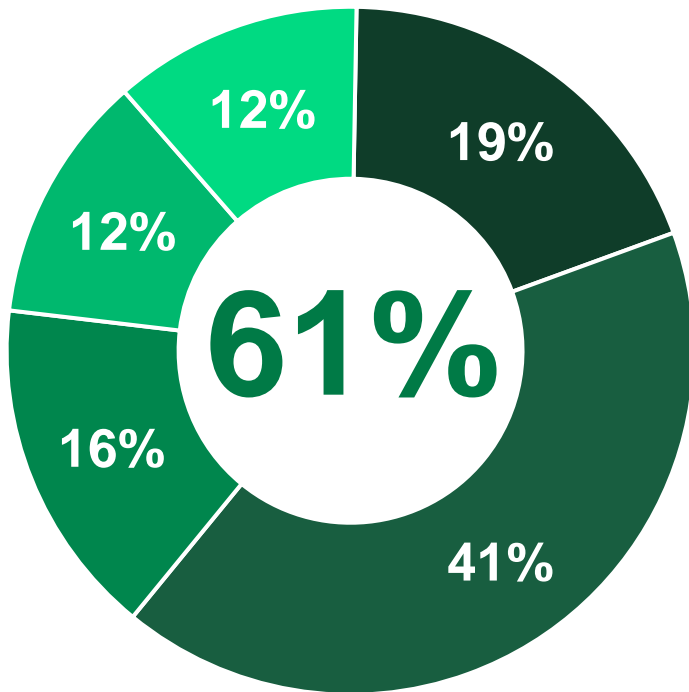
tenants took part out of a total of 170 (39 online, 30 by telephone and 25 by post)

A big thank you to everyone who took part!

Overall Service



Six out of ten tenants are satisfied with the overall service provided by Odu-Dua (**61%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



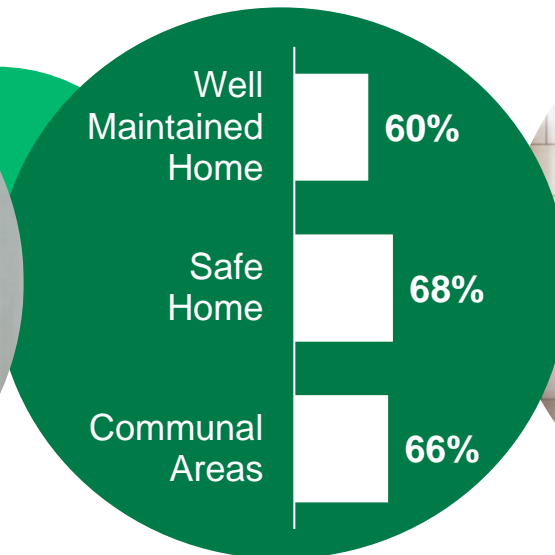
Three-fifths of tenants are satisfied that they are provided with a home that is well maintained (**60%**).



Around seven out of ten tenants are satisfied that Odu-Dua provides them with a home that is safe (**68%**).



Two-thirds of tenants with communal areas are satisfied that they are kept clean and well maintained (**66%**).



Repairs Service



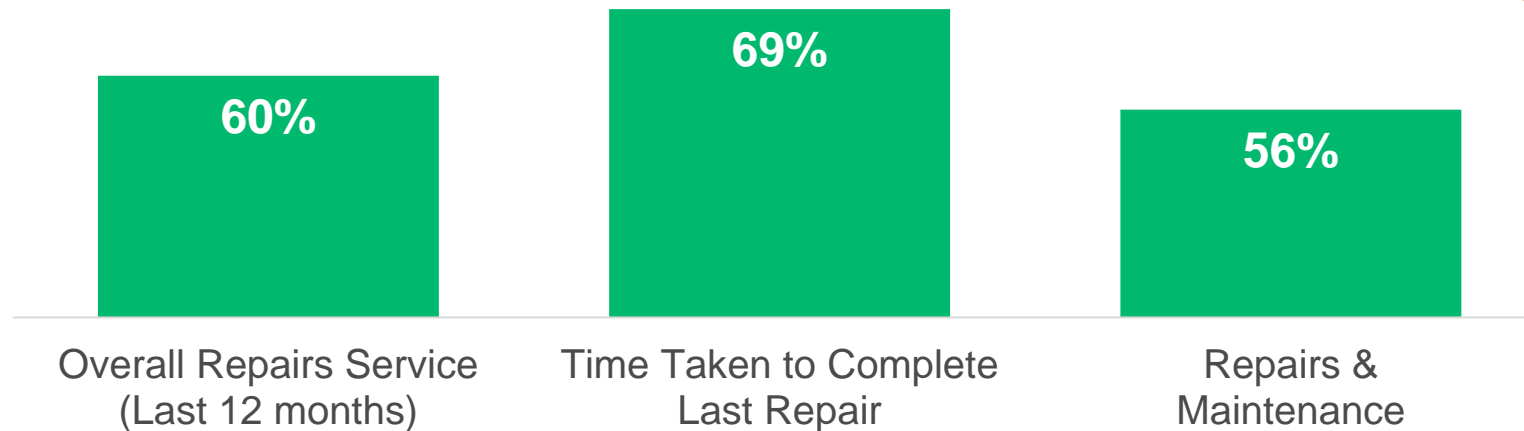
Three-fifths of tenants that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(60%)**.



Seven out of ten tenants are satisfied with the time taken to complete their most recent repair after they reported it **(69%)**.



Fewer tenants are satisfied with the way Odu-Dua deals with repairs and maintenance generally **(56%)**.



79%
of tenants had a repair carried out in the last 12 months

The Neighbourhood



Half of tenants are satisfied that Odu-Dua makes a positive contribution to their neighbourhood **(51%)**.



Fewer tenants are satisfied with Odu-Dua's approach to handling anti-social behaviour **(40%)**.



Communications and Tenant Engagement



Around half of tenants are satisfied that Odu-Dua listens to their views and acts upon them **(48%)**.



Just over two-thirds of tenants are satisfied that they are kept informed about things that matter to them **(68%)**.



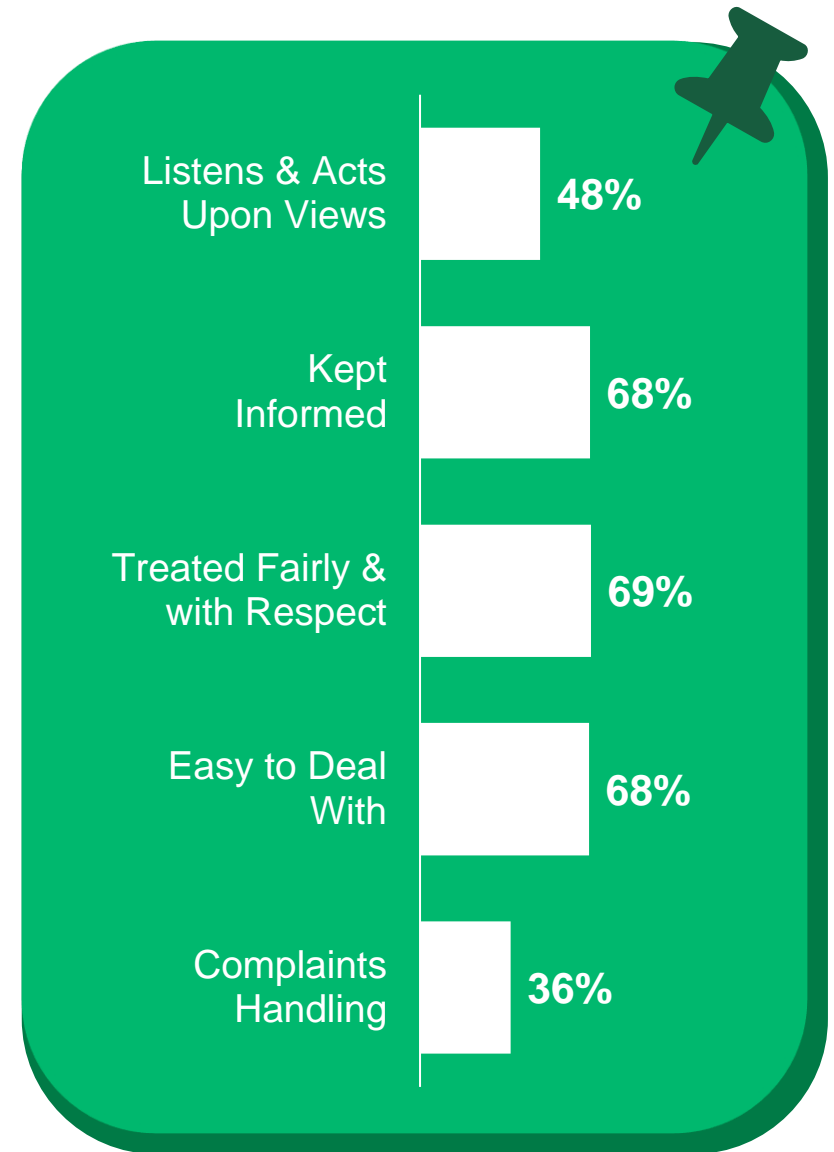
Seven out of ten tenants agree that Odu-Dua treats them fairly and with respect **(69%)**.



Tenants are similarly satisfied that Odu-Dua is easy to deal with **(68%)**.



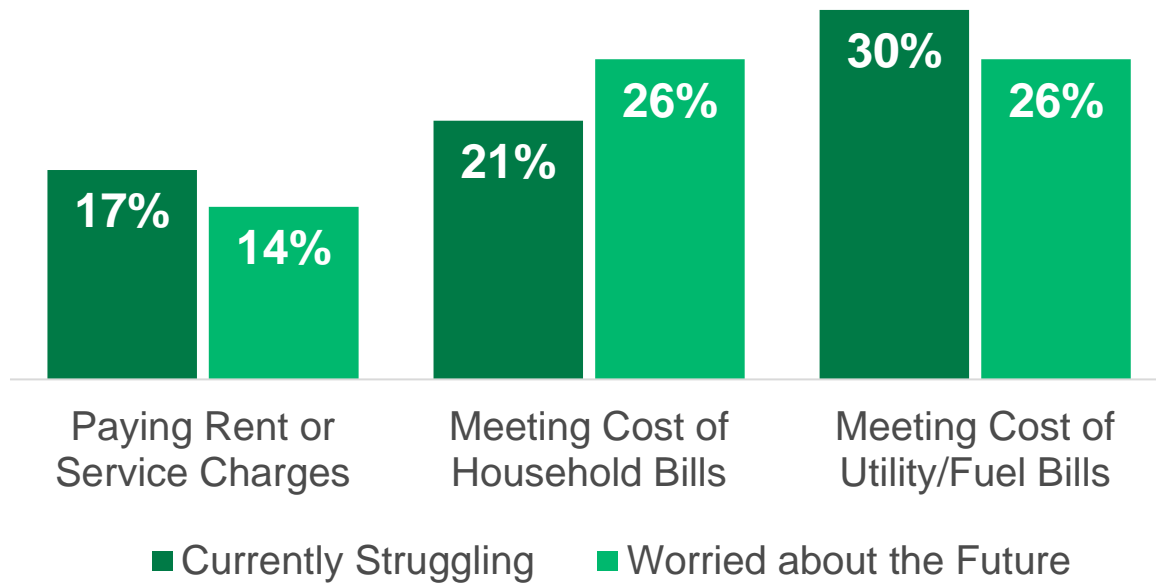
Over one-third of tenants who said they made a complaint in the last 12 months are satisfied with complaints handling **(36%)**.



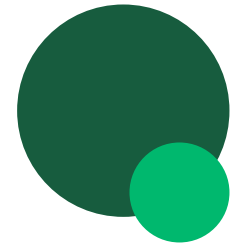
Wellbeing



Some tenants are currently struggling to pay their rent or service charges (**17%**), with more struggling to meet the costs of household bills (**21%**) and utility/fuel bills (**30%**). Other tenants are worried about these different payments in the future (between **14%** and **26%**).



Around four out of ten tenants said that they currently have damp or mould issues in their home (**38%**).



Recommending Odu-Dua



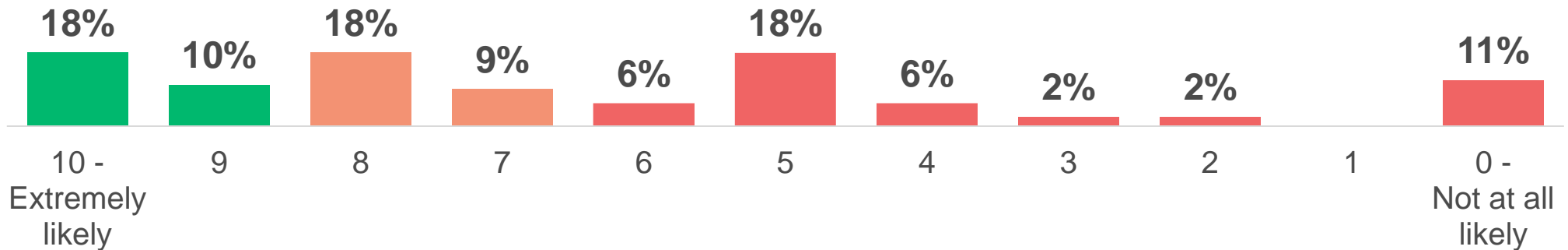
Tenants were also asked how likely they would be to recommend Odu-Dua to other people. This is a 0–10-point rating. Those who would recommend the association score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Around three out of ten tenants are happy to recommend Odu-Dua to other people (**28%**). However, **27%** of tenants are unsure and **45%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for Odu-Dua (the percentage of tenants who would recommend the association minus the percentage of those who would not) is **-17**.



Tenants' Comments

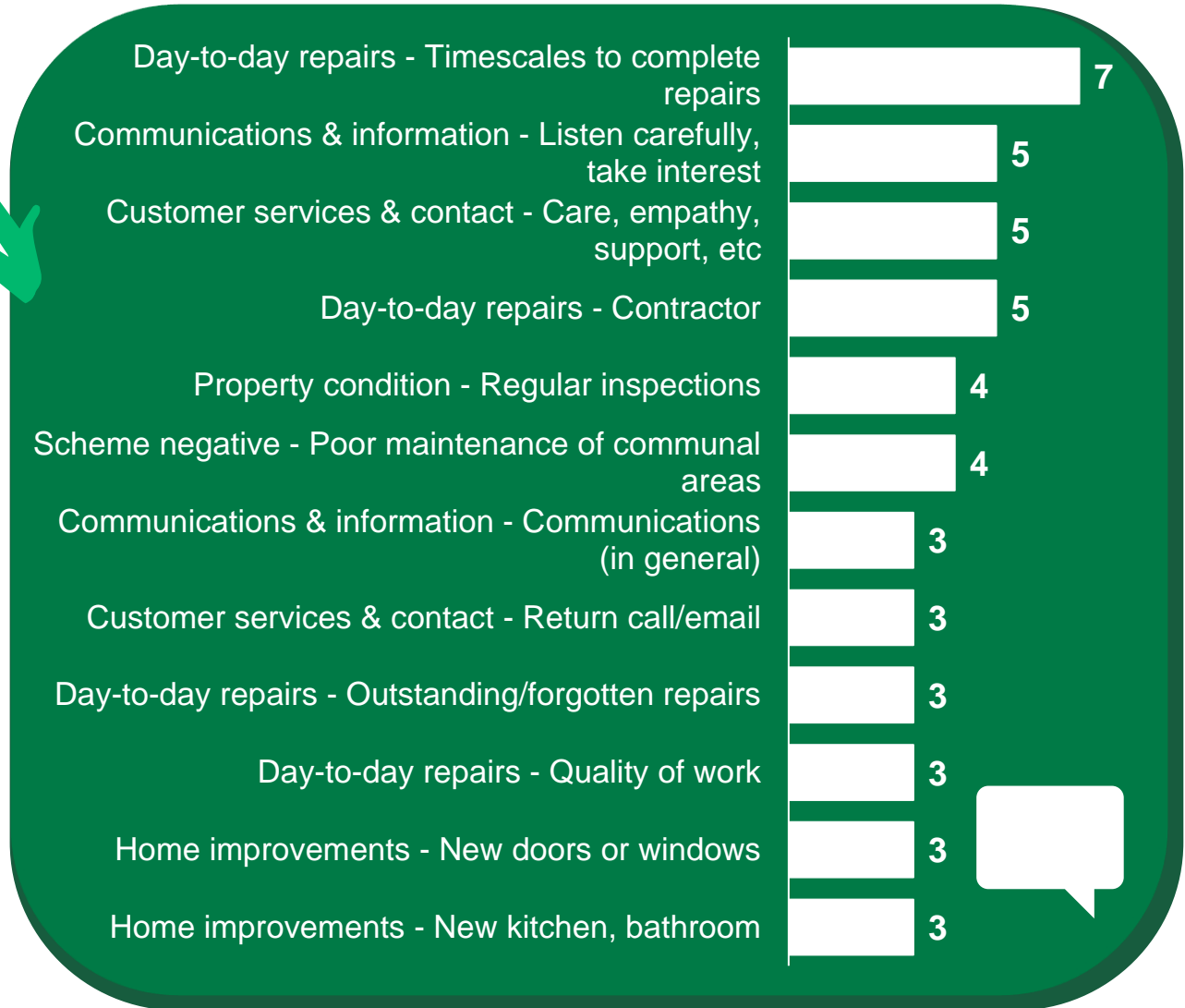
Finally, tenants were asked what one thing Odu-Dua could improve, and 70 tenants gave comments.

Tenants most frequently commented upon the repairs service, including the timescales to complete repairs and the contractors.

Tenants also mentioned customer service and communications, such as how they are listened to, the care and support provided by staff and the returning of calls and emails.

While some tenants would like improvements to condition of their properties and the maintenance of communal areas.

Top comments



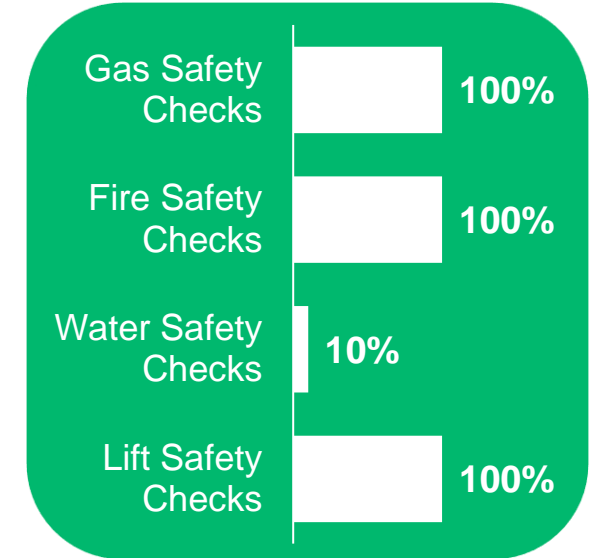
Summary of Tenant Satisfaction Measures (TSMs)

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	60.6%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	60.3%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	68.7%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	59.6%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	67.8%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	48.1%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	68.2%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	68.5%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	36.4%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	66.2%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	50.7%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	39.7%

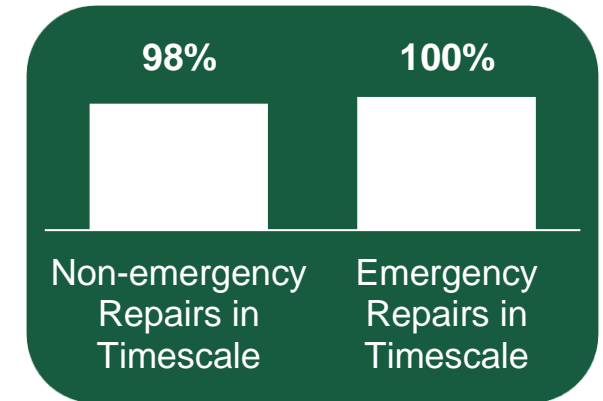
TSM Management Information: Safety and Repairs

The following two pages include a summary of the TSMs generated from Odu-Dua's management information. It is important to note that these measures were not questions asked in the survey but are taken from data available to Odu-Dua.

BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	N/A*
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	10%**
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%



RP01	Proportion of homes that do not meet the Decent Homes Standard.	0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	98%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	100%

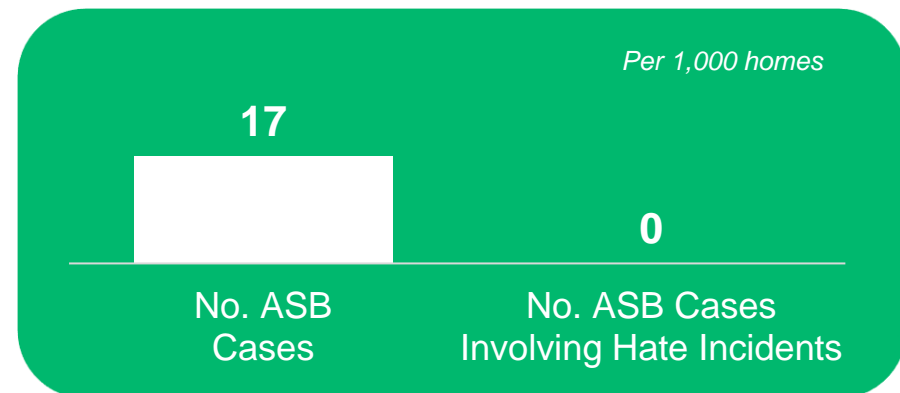
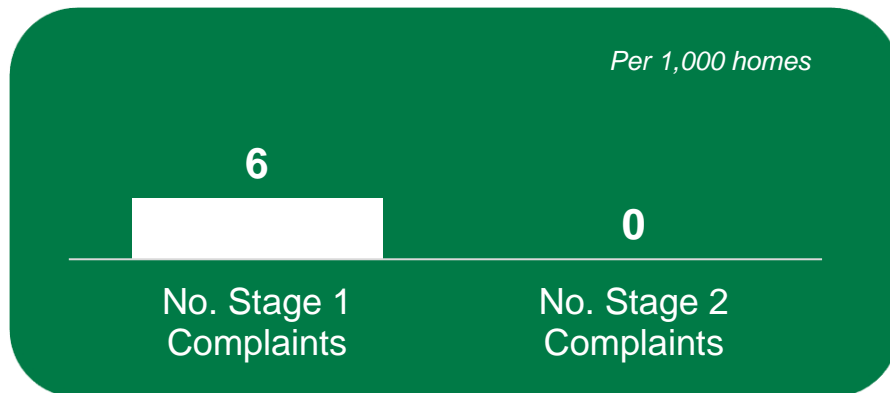


*As all housing stock is post 1988, there is no Asbestos in Odu-Dua properties **To date, Odu-Dua has carried out 10% of inspections. This inspection programme is scheduled to conclude in March 2025

TSM Management Information: Complaints and ASB

CH01 (1)	Number of stage one complaints received per 1,000 homes.	6
CH01 (2)	Number of stage two complaints received per 1,000 homes.	0
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	0%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	N/A

NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes.	17
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0



Your Views



Odu-Dua appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Odu-Dua does to involve you in developing services. As well as publishing the results of the survey, Odu-Dua plans to put the findings to good use by working with tenants to further improve the services provided.



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	94
B.	Timing of survey	04/09/2023 to 30/10/2023
C.	Collection method(s)	Telephone, postal and online surveys
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Representative checks carried out by age group
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of resident households within the relevant population that have not been included in the sample frame due to exceptional circumstances	N/A
I.	Reasons for any failure to meet the required sample size requirements	Required sample size of 118 was not met, but small population size and all residents were sent an online and postal survey, before attempted calls were made to non-respondents
J.	Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None