

Respondent Demographics and Sampling Method

We gathered the survey responses using CX Feedback. We chose to use this tool as it allowed us to efficiently send out large quantities of surveys and analyse the responses quickly.

The Supported Housing team identified the respondents and provided a list of SH tenants.

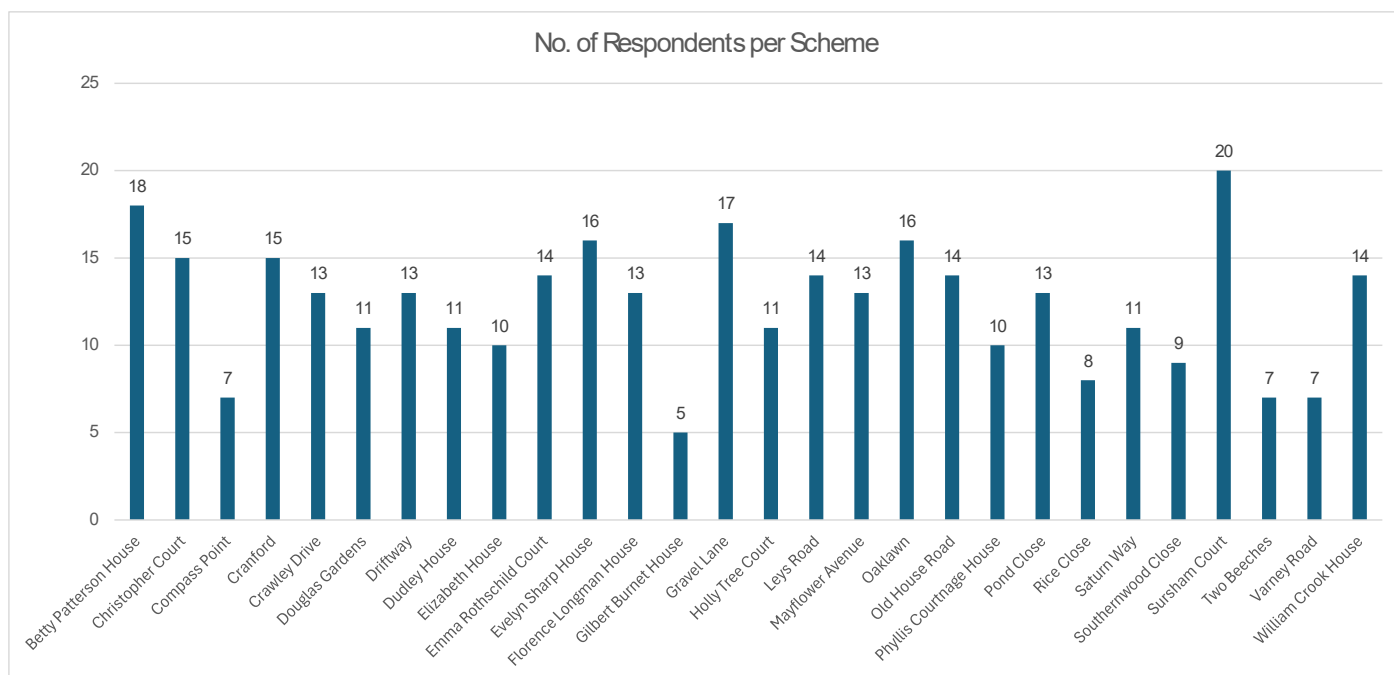
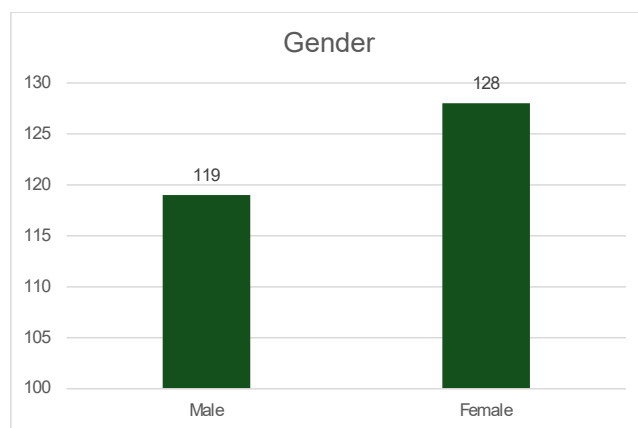
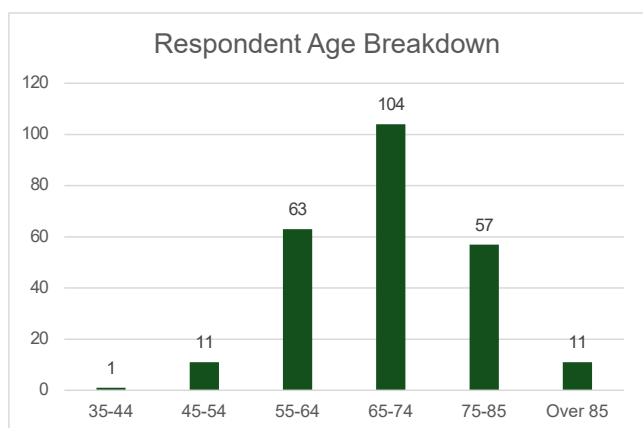
The next step was to combine two contact lists; the list supplied by SH and data from Orchard. Doing this meant EDI data could be considered when reviewing the survey results.

We certified that the data from both lists corresponded by performing quality checks. To do this we cross referenced from both lists using the mobile number to verify their identity.

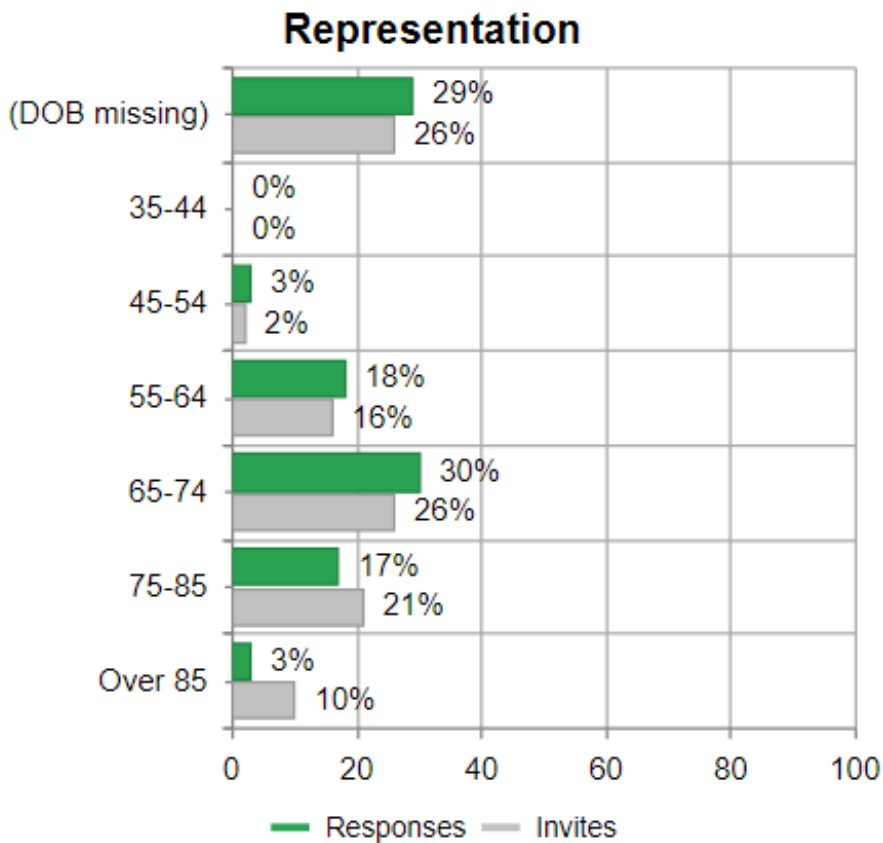
If it matched, we could add the UPRN number was added to a survey invite. If it did not match or could be verified, then it was not added.

These checks allowed us to successfully match approximately 1500 of the 2000 tenants. However, the lack of available and/or accurate data shared between systems (in this case Inform and Orchard) made it more difficult and time consuming to verify tenant data between the two systems.

This data allowed us to analyse general demographics of the respondents, as seen below.



Demographic Representation



This graphs shows the representation of the respondents compared to the represnetation of all invited tenants.

Good representation will look like the green bar matching same % (or length) as the grey bar.

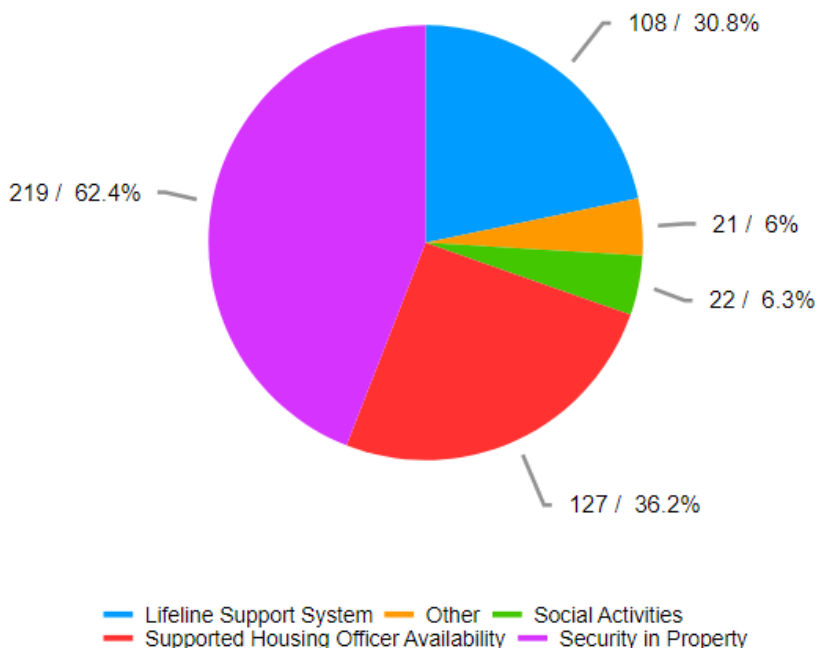
This shows a fairly decent show of representation of SH tenants by age.

Next time, would aim to get more responses from the 'Over 85s'. This could be tailoring communication methods for those who are older and may not use technology.

Please note there DOB missing shows that the data is either not available in Orchard or we could not match Inform records to Orachard records.

Important Factors for Tenants

Q: When thinking about supported housing, what is most important to you?

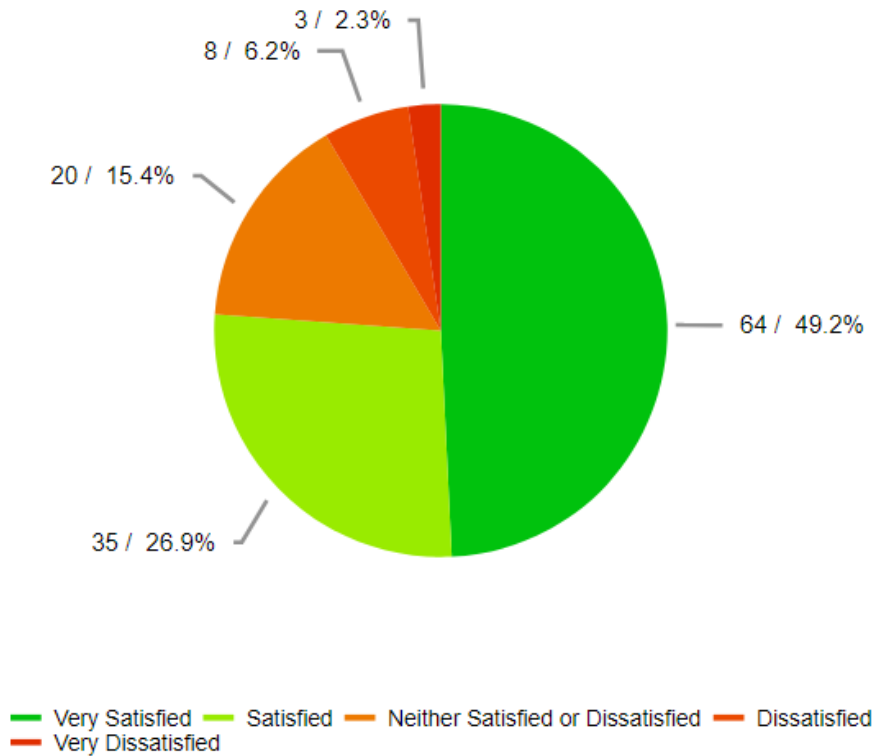


This question gave the respondents a multiple choice to select the factors they thought were most improtant about living in Supported Housing.

This shows that tenants value feeling secure in their property, having a supported housing officer available and the lifeline support system.

Supported Housing Officer Tenant Feedback

Q: How satisfied are you with the service your supported housing officer provides?



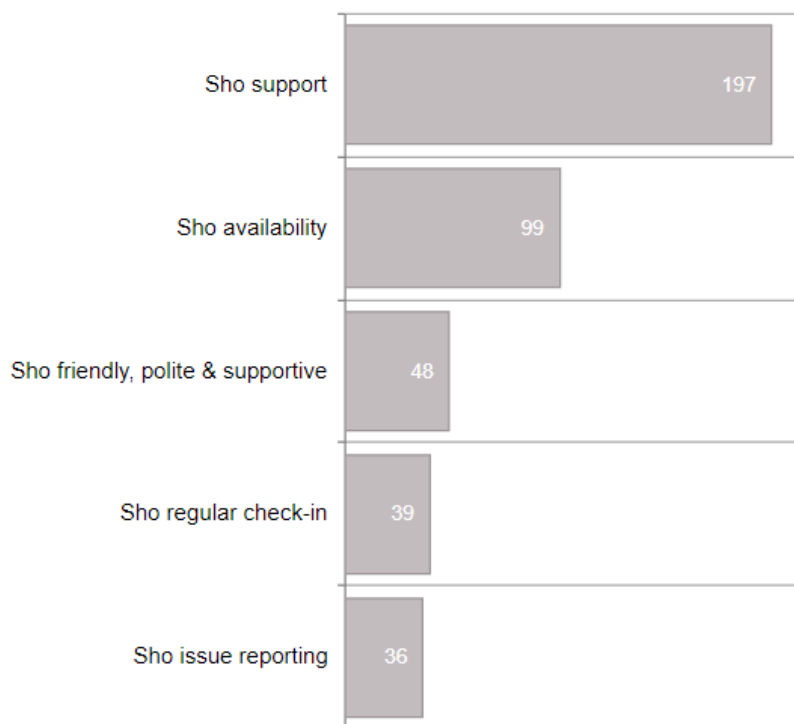
This question gave the respondents the choice to select their satisfaction levels. This ranged from 'Very Dissatisfied' to 'Very Satisfied'.

We can see that of the people who responded, 76.1% of tenants were happy with their Supported Housing Officer.

Further analysis may be able to hint at or highlight reasons for tenants dissatisfaction.

Q: What do you expect from your Supported Housing Officer?

Comment: SHO Requirements



This question was open ended for tenants to give a their thoughts without any prompts of a multiple selection.

All comments were reviewed and a relevant tag was assigned to easily show the comments content.

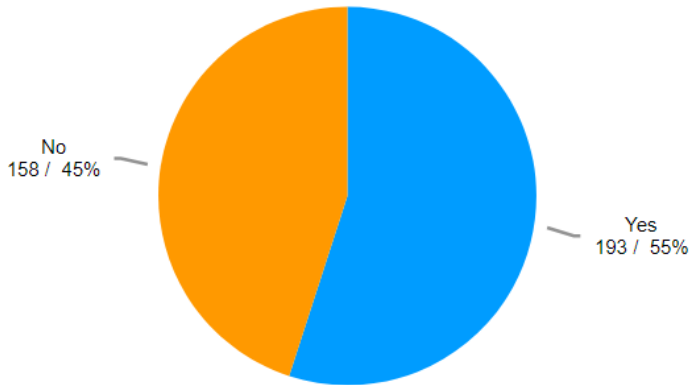
The to the right shows the total number of comments per tag and therefore shows the top 5 things that people want from their SHO.

Preferred Activities

Q: Are there enough social activities in your scheme

All to date

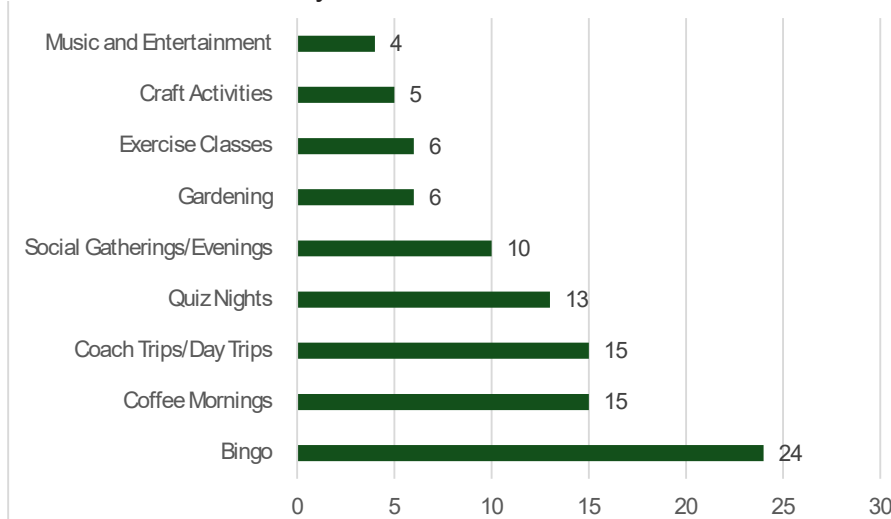
Are there enough social activities in your scheme?



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What activities would you like to see?



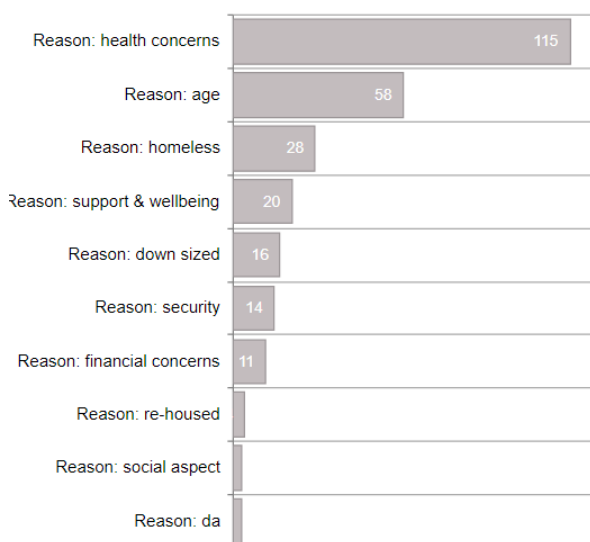
This question was open ended for tenants to give a their thoughts without any prompts of a multiple selection.

All comments were reviewed using AI to quickly group and count how many times each activity was mentioned. If more than one activity was mentioned in a comment it would count each activity individually providing more accurate data.

What brought Tenants to Supported Housing?

Q: What do you expect from your Supported Housing Officer?

10 Most Mentioned Reasons for Being in SH



This question was open ended for tenants to give a their thoughts without any prompts of a multiple selection.

All comments were reviewed and a relevant tag was assigned to easily show the comments content.

Property Satisfaction

Overview

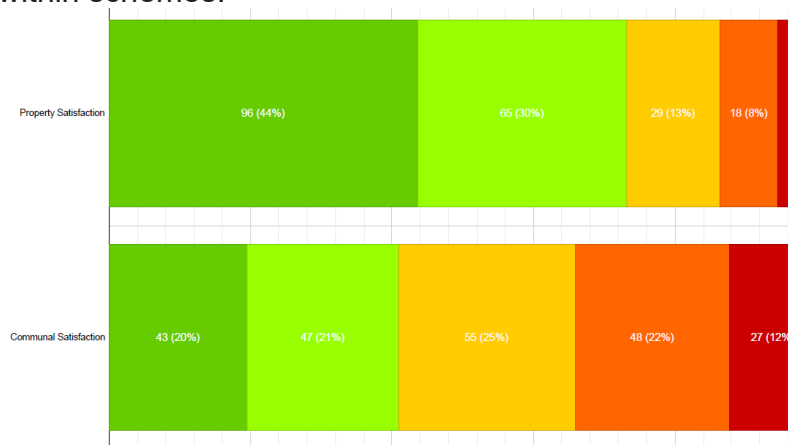
For this question the responses were tagged either positively or negatively. Adding these tags created smaller, accurate segments for the data to be analysed.

Please note there is a difference with the level of detail for each section below. Reviewing the positive comments reveal they are simply more generic and therefore easier to group together in a single theme. Whereas, in the negative comments people specified their own unique issue or problem, leading to a wider variety of issues under a broad theme.

Out of the 146 responses, 94 were positive and 52 were negative.

So, despite tenants providing more detail around subject matter they found negative, two thirds of the responses say they are satisfied with their property.

We can see from the preliminary results that tenant satisfaction is higher with their properties than the communal areas within schemes.



The graph below shows the levels of tenant satisfaction for the properties they live in. This information can be used as a rough estimate for satisfaction levels due to the amount of respondents per scheme. We would require more data from each scheme to give a more accurate view. However, this is an interesting start. Preliminary results show a good level of satisfaction in schemes.



The Findings

The Positive Property Comments

Property satisfaction is currently quite high. Three quarters of tenants in SH are satisfied with their property.

Looking through the comments we can see the most mentioned factor is due to the quality of their living conditions. The most common theme of these comments revolves around happiness with their properties being accessible, the right size and good communal areas.

Other key aspects of satisfaction are around easy access to local amenities with shops, doctors and transport links all mentioned regularly by tenants. Having a sense of community and support is also an important factor for residents. This can come in the form of tenants helping each other, the SHO being available to help tenants where they can and tenants generally getting along well with each other. Tenants feeling safe and secure has been a general statement people have given. When a reason has been supplied, this has been relating to an alarm system or lifeline system in place as they feel someone is there for them when they require it.

The Negative Property Comments

Tenants who showed dissatisfaction with their comments focused on three main areas of repairs and maintenance, community and social issues and property issues.

Repairs and Maintenance

Tenants have an issue with how quick the repairs process is. Some tenants have said repairs can take months or even years in one case mentioned. Damp and mould and heating and insulation within their properties were mentioned 5 times each.

Community and Social Issues

These issues are varied but include soundproofing/noisy neighbour issues, the feeling of cliques within communities at social events and younger people in the community. These are not prevalent but they are clearly certain issues for some people.

Positive Comments

Positive Comment Themes

Quality of Living Space (Number of Comments: 47)

- Comfortable and Suitable for Needs

Location & Accessibility (Number of Comments: 31)

- Good proximity to Amenities, Shops and Public Transport

Community & Support (Number of Comments: 14)

- Friendly & Supportive Neighbors
- Supportive Housing Officers

Security and Safety (Number of Comments: 13)

- Feeling Safe and Secure

General Quality of Living Conditions

- Comfortable and Suitable for Needs

"A warm clean flat. Communal areas inside OK outside could be better."

"Nice secure community and not too far from shops and doctor."

"It's an affordable place that I can call home and have the security of knowing that it will be kept in good condition."

"Clean, well maintained and maintenance issues dealt with. Excellent communal areas that are very underutilized due to lack of social activities."

Location & Accessibility

- Proximity to Amenities, Shops and Public Transport

Good location to shops, bus and rail service. Also good location for canal walks and green spaces

"Love location access to shop and near bus stop."

"Near to shops, doctors, and buses."

Pretty satisfied as noted all amenities are all easily within reach

"Access to shops and public transport is reasonable. The property is a good size though the kitchen is rather small."

Community & Support

- Friendly & Supportive Neighbors
- Supportive Housing Staff

"Support and advice very good. All Dacorum departments very helpful and friendly and work to a good standard."

"Great support officer and shops locally."

"Great service by our regular warden."

"We have a very accessible warden and lots of activities arranged by our community hall."

"Tumie is proving to be excellent in her duties, providing confident, understandable explanations, when needed, and always happy to help with a smile and empathy."

Security and Safety

- Feeling Safe and Secure

"I feel safe, if I have ever had any issues such as repairs everything is resolved very quickly."

"It's comfy and suitable for my disablement needs. Should anything need repair it's usually pretty prompt."

"I feel secure with the alarm system."

"Very pleased with size and security."

"Feel safe and secure. It's quiet and well maintained."

"Feel safe. Repairs carried out in a reasonable time."

Negative Comments

Negative Comment Themes

Repairs and Maintenance

- There is a sense of dissatisfaction with the timeliness and completeness of repairs. This includes a few persistent issues with damp and mould. (Number of Comments: 21)
- Requests for better thermal and sound insulation. (Number of Comments: 5)

Community and Social Issues

- Feelings of unwelcomeness at communal activities. (Number of Comments: 5)
- Issues with noise due to poor soundproofing. (Number of Comments: 5)
- Communication Issues (Number of Comments: 4)
- Young people moving in alters the social dynamics within the scheme. (Number of Comments: 2)

General Property Issues

- Properties are small with kitchens and storage space frequently mentioned. (Number of Comments: 10)

Repairs and Maintenance

"Waiting for jobs to be done like mould in the shower room/toilet area"

"Waiting two years to get my flat repaired [mould]"

"Lack of urgency [sic] of doing repairs"

"Few problems with my ceilings, nothing being done. Also been waiting for new bathroom all checks have been done and still no date."

"Lived here 16 years had a problem with damp. Work has been done over the years but it always comes back. Reported a leak in the roof February still not been fixed"

"My bathroom refurb is incomplete. We need better insulation and windows."

"My kitchen is falling apart it's about 25 years old and it's not fit for purpose but can't get it replaced."

"I had a new light fitted an it was smaller than the previous one, they were supposed to come back and paint the ceiling this never happened & it has looked a mess since."

"I am reasonably happy with my property get frustrated about repairs that get ignored although I kept ringing to chase them up. For example shed roof repair that needs asbestos removal before repair been waiting one year, cracks on kitchen wall needs a surveyor to see"

"Lots of damp on outside walls."

"Damp all the time my carpet gets wet"

Housing Facilities and Renovations

"Due to poor sound proofing, and neighbours inconsiderate behaviour I experience constant intrusive noise from surrounding flats"

"We are not allowed to have a mobile scooter (which i have) we are unable to charge it."

"Property is too small for a disabled person. Very cold in winter, poorly insulated. Kitchen layout poor."

"I was told before COVID that I was going to get a new kitchen,so I went out and bought new white appliances ready for when this was going to happen,after Covid another man came round and said yes you will get a new kitchen and also a new bathroom that's been a few years ago now"

Community and Social Issues

"I live next to a family of 5 and a dog I only have front windows which look over there property & the noise is sometimes unbearable"

"Things could be better rats people keeping ferrits and selling as business also some gardens look like rubbish tip"

"Nothing ever going on and seems very clicky also housing officer not about much"

"To much gossiping going on in them, making people feel very uncomfortable when they have to walk passed,I try and walk around so I don't have to go near any communal areas."

Communal Area Satisfaction

Overview

In our survey to tenants we asked them how satisfied they felt with their communal area specifically.

Once these results came in, it was clear that there was a clear distinction between communal areas indoors and outdoors. For more precise feedback comments were tagged in CX Feedback to create smaller segments.

It's very dated and could do with a fresh coat of paint and flooring - kitchen equipment is on its last legsv
INSIDE COMMUNAL AREAS ✕

Like the lounge, washing room
INSIDE COMMUNAL AREAS ✕

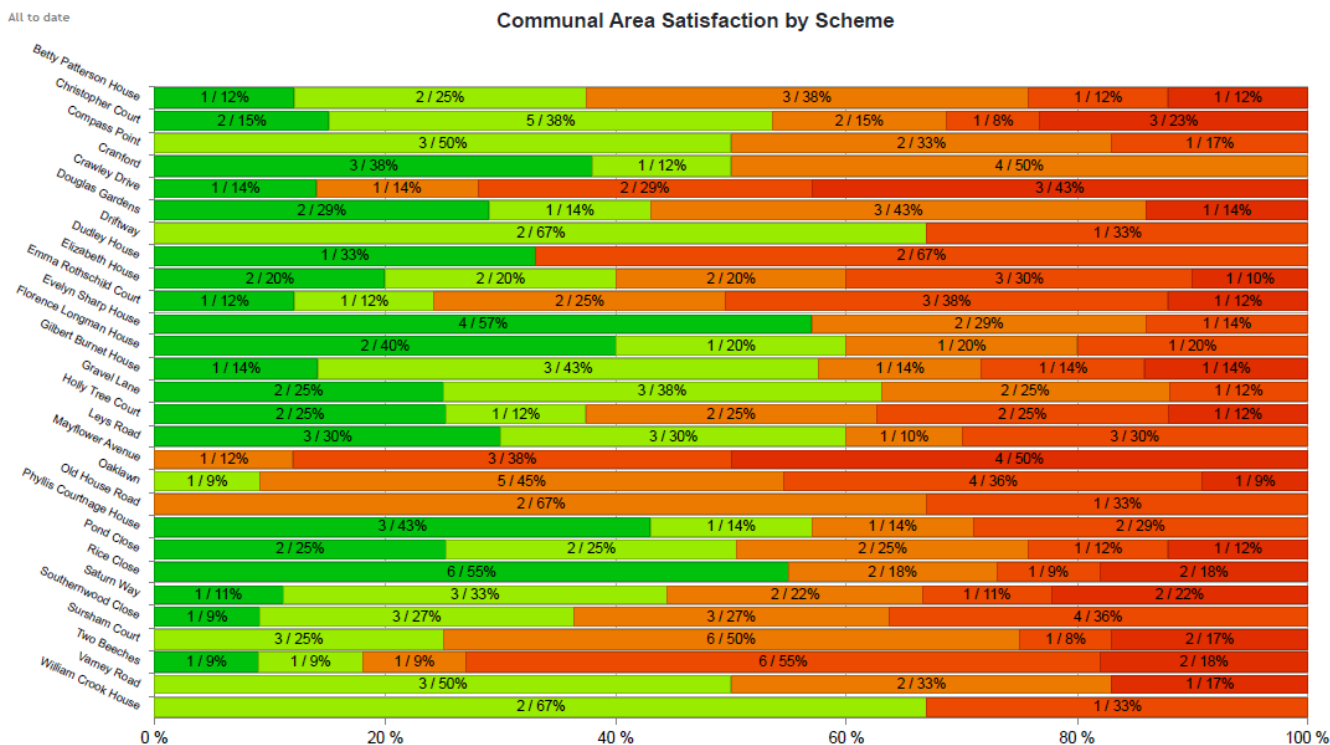
Overgrown hedges making it difficult for wheelchair users
OUTSIDE COMMUNAL AREAS ✕

Nice area if you want to sit out and chill
OUTSIDE COMMUNAL AREAS ✕

Comments were then grouped by tag. The groups of comments were input in to ChatGPT (anonymously) to give an overview of the themes.

The following informationn is based on the AI analysis. But required a human who knew the data to verify its accuracy.

The graph below shows the overall satisfaction for communal areas seperated by scheme. This can be used as just a rough estimate. There is not enough data yet for a true representation of a communities satisfaction level.



The Findings

Internal Communal Areas

At this moment in time, satisfaction looks like people who are happy with the quality of their facilities.

Whether this be the lounge or laundry rooms, however, there are still a few people who want to see upgrades to laundry rooms, kitchens and general decorating level.

Dissatisfaction relates to the cleanliness of schemes and specific items requiring an upgrade. In short tenants are saying cleaning falls short of their expectations and some washing machines and kitchen equipment require an upgrade.

Satisfaction of internal areas could potentially be improved overall by:

- Improving cleanliness in communal areas of certain schemes
- Upgrading/adding more equipment within the laundry rooms and kitchens of certain schemes

External Communal Areas

A third of the respondents gave a dissatisfied comment about window cleaning and/or grass cutting services.

Tenants dissatisfaction lies with the irregularity of both services exacerbated by the fact rents and service costs have increased. Tenants feel like they have not seen an improvement or good enough level of service

Satisfaction of external communal areas could be improved by:

- Increasing comms to scheme residents when these services are taking place (IF they re taking place regularly)
- Providing a schedule of when the services are due to visit.
- Explain why the frequency is what it is

Internal Communal Areas Comments

Internal Communal Areas - Number of Comments: 20

- **Friendly, Safe Community** - It has been mentioned that people feel safe within their scheme
- **Practical Facilities** - Tenants are satisfied with the practical aspects of the facilities (i.e. lounges and laundry rooms) but the decor could be updated or improved.
- **Cleanliness of Communal Areas** - Very simple responses stating it's clean and tidy.

Internal Communal Areas - Number of Comments 25

- **Cleanliness** - The lounges and corridors are specified as areas requiring attention.
- **Facility Upgrades and Maintenance** - Multiple requests for new/more washing machines and tumble dryers within certain scheme

Internal Communal Area - A Friendly, Safe Community

| | | | |
|---------------------------------------|----------------------------|-----------------------------------------------------------------------------------------------|-----------------------------------------------|
| "Everyone around here very friendly." | "I feel safe living here." | "Community hall that we've got is there quite pleasant it's open to everybody on the scheme." | "There is a lot of interaction with tenants." |
| | "Clean spacious friendly." | | |

Internal Communal Area - Practical Facilities

| | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------|--------------------------------------------------------------------------------------|
| "I have nothing but praise for the practical services: laundry room, window cleaning, COUNCIL grass cutting, too much of tenants' own gardening and grass cutting." | "Like the lounge, washing room." | "Good lounge" | "It's a clean building and very good facilities for washing and drying." |
| | "It's nice to have the hall available to visit on coffee mornings etc." | | |
| | "It's nice to have the lounge, I'm very pleased to have a laundry room on site" | | "They are ok but a little dark but I like the drying areas at the end of the floors" |
| | "Good facilities although the decor could be more thought out." | | |

Internal Communal Area - Cleanliness and Facility Upgrades

| | | | |
|---------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| "Not cleaned enough, & all windows & sliding doors in downstairs lounge are Blown, & blinds are broken they look a mess." | "The main issues revolve around the cleaning services. The armchairs in the lounge are in dire need of cleaning" | Communal lounge is suitable but toilets ,kitchen and laundry need updating. | "It's very dated and could do with a fresh coat of paint and flooring - kitchen equipment is on its last legs" |
| "Ok, but need tumble dryer as 30 flats and 2 washing machines and one tumble dryer." | "Some areas need updating, new carpets on corridors, lift seems old, guest room needs new carpet and new bedding, and a TV." | "Electric doors are needed on the laundry room and bin areas, as people with walking aids and wheelchairs have difficulties accessing these areas." | "Could do with new up-to-date laundry machines." |

External Communal Area Comments

Outside Communal Areas - Number of Comments: 35

- **Community Gardens and Spaces** - Around half of the 35 responses state that it is an enjoyable place to spend time either by themselves or with other residents.
- **Cleaning and Maintenance** - There is a small sense of positive satisfaction with the maintenance of outside communal areas. However, this seems to be tenant-led

Outside Communal Areas - Number of Comments: 101

- **Gardening and Window Cleaning Services** - Tenants have expressed dissatisfaction towards grass cutting and window cleaning services. They state payments/rent have increased but there is a lack of service.
- **General Repairs and Maintenance** - A very small amount of tenants have specified that paths or surfaces are uneven causing a trip hazard.

Outside Communal Area - Community Gardens and Spaces

"Lovely gardens. Good-sized community hall."

"Nice area if you want to sit out and chill."

"The grounds are well maintained and provided a life during Covid lockdowns where, weather permitting, we held distance coffee mornings."

"There is a lot of space to relax and have peace and quietness."

Outside Communal Area - Cleaning and Maintenance

"I'm satisfied they are clean. I'm satisfied they are maintained."

"Always clean and in good repair."

"Clean and tidy."

"Communal areas in my block are well kept."

"Very clean."

"Very clean due to the tenants."

Outside Communal Area - Window Cleaning and Grass Cutting

"Not happy with the frequency of grass cutting and yet to see a window cleaner."

"Not had my windows cleaned this year yet. Nor grass cut."

"Think maybe with the grass cutting, it could be done more often than every 6 weeks in summer months."

"Grass uncut. Leaves and debris everywhere. Plants overgrown."

"Window cleaning isn't regular enough and only does the front windows and not the back. It's assumed that I am able to clean the inside but because I am disabled this is not possible."

"All ok apart from the window cleaning could do better"

"The grass needs cutting more often. The weed that grow between the paving slabs need removing as they get very slippery when wet."

"Grass uncut. Leaves and debris everywhere. Plants overgrown. It is a disgrace and embarrassment."

"Windows only cleaned outside once in 3 years. Tenants cut grass but are becoming unable to carry on."

The grass needs to be cut more in the warmer months and the grass cuttings need to be picked up and disposed of.

"We are charged every week for window cleaning but this has never been done in the 10 months I've been here and neighbours said its never done."

"Garden work not done (sic) grass not cut only two times a year"

"Communal grass needs to be cut more than once every 5 weeks"