

# Our Resident Priorities

In September 2014 ISHA and Lien Viet carried out a satisfaction survey of all our residents. The headlines from this survey were:

- ◆ **80% very satisfied or fairly satisfied with landlord services (3% decrease from the 2011 survey)**
- ◆ This is 3% higher than the London average and 2<sup>nd</sup> quartile.
- ◆ **66% very satisfied or fairly satisfied that resident views were taken into account (1% decrease)**
- ◆ **78% very satisfied or fairly satisfied with repairs and maintenance (3% decrease)**

ISHA maintained its top quartile satisfaction compared with other London Housing Associations for repairs and maintenance and improved its comparison on listening to views to top quartile.

The satisfaction of shared owners and leaseholders was significantly lower than our residents living in rented properties, and lower quartile in comparison to other housing associations

- ◆ **Overall satisfaction 12% lower than average - lower quartile**
- ◆ **Quality of home, listening to views and value for money below average**
- ◆ **Satisfaction with Neighbourhood above average in 2<sup>nd</sup> quartile**

These results call for radical change to the way we provide our services, and the results demonstrate different drivers to satisfaction between our homeowners (shared owners and leaseholders) and General Needs rented customers. The top 4 priorities, in order of importance by tenure are:

## Homeowner customers

1. Service charge management
2. Estate and grounds maintenance
3. Neighbourhood
4. Communication

## General Needs rent customers

1. Improvement works to the home
2. Repairs
3. Neighbourhood
4. Estate and grounds maintenance



The Board's priorities for radical change in customer service, communications and first class service delivery have been embodied within the aims of "to be a great landlord" and "to value our customers and meet their housing needs". The actions flowing from the strategic aims and objectives for 2015 - 2020 have put the priorities identified by our residents at the centre of our improvement plans. These are described separately in terms of general needs and shared owners because we want to differentiate our actions.

Our general needs resident's priorities of improvement works to their home, repairs, estate and grounds maintenance, and neighbourhood are captured under the strategic aim "to provide and maintain good quality and affordable homes".

The priority improvements for our shared owners of service charge management and estate and grounds maintenance, neighbourhood and communication are captured under the strategic aim of "to be a great landlord" and "to value our customers and meet their housing needs".



### The priorities in our action plan to address all areas of dissatisfaction from the survey are:

#### Key data from our resident survey

Overall Shared Owner satisfaction 51%

Internal communal areas 63% Shared Owners

Listen to resident views 20% Shared Owners

Value for Money in service charges 27% Shared Owners

General Needs Satisfaction of overall repairs service (78%) declining satisfaction

General Needs overall satisfaction (80%) declining satisfaction

#### Action

Change the way services are delivered to shared owners and leaseholders so they are able to access their services online, and conduct their business with their landlord when ISHA's offices are closed.

Improve the performance of our cleaning and gardening contractors and make sure that a consistent standard is achieved in line with resident expectations and agreed costs.

Improve how we respond to our residents by changing the way our services are delivered, and keeping costs to a minimum. A key change over this period is that we will provide a differentiated service & tailor our communication to our different customers.

Review with share owners and leaseholders the management charge to ensure it represents Value for Money and is transparent. Implement full review of service charges

Prioritise improving the speed of repairs, getting things fixed on the first visit and customer standard for communal repairs.

Introduce and use new technologies to ensure an excellent customer relationship management system is in place with all ISHA able to provide a seamless service and relevant information to residents, and residents able to access key information relating to their tenure 24/7. ( see appendix 5)