

Your Views



Tenant Satisfaction Survey 2023/24

About the Survey

Between January and April 2024, many of you took part in an important survey. All tenants were invited to take part in the survey through either a telephone, postal or online questionnaire.

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 New Outlook maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing. Tenants who took part were entered into a prize draw, with one winner randomly selected to receive a £100 shopping voucher.



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

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

49

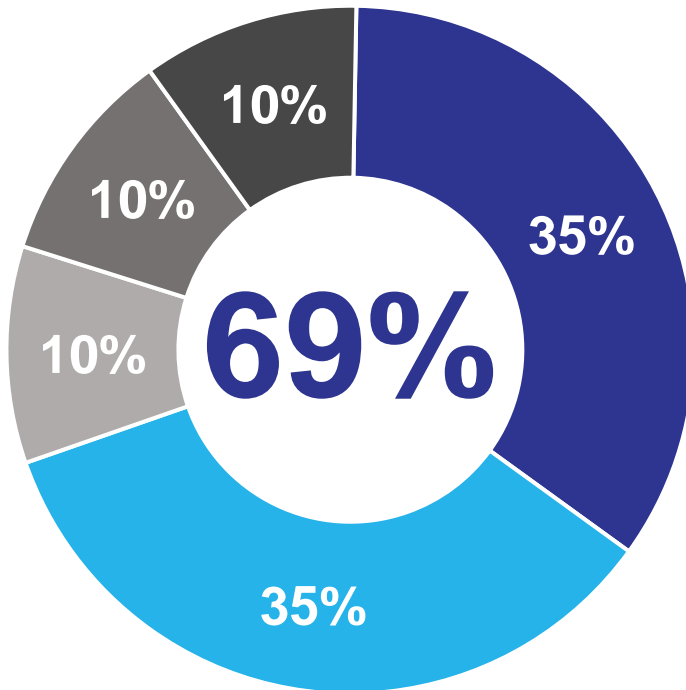
tenants took part out of a total of 105 (31 by post, 10 online & 8 by telephone)

A big thank you to everyone who took part!

Overall Service



Seven out of ten tenants are satisfied with the overall service provided by New Outlook (69%).



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



The Home and Communal Areas



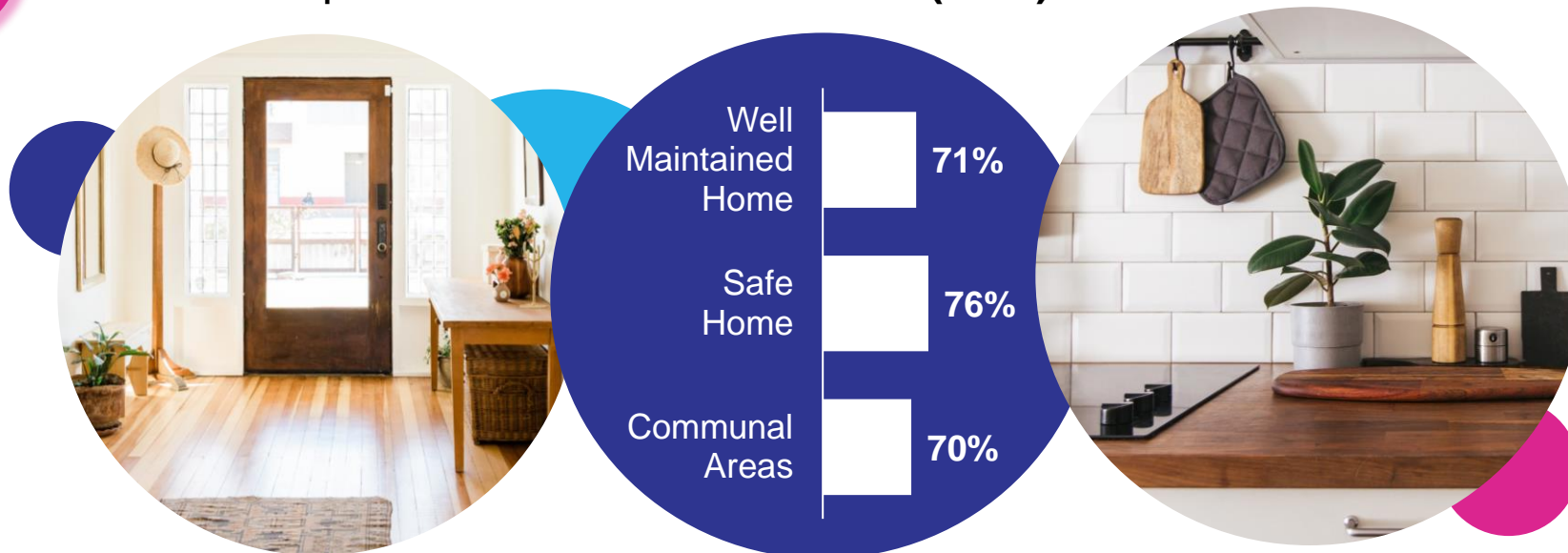
Seven out of ten tenants are satisfied that they are provided with a home that is well maintained (**71%**).



Three out of four tenants are satisfied that New Outlook provides them with a home that is safe (**76%**).



Seven out of ten tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**70%**).



Repairs Service



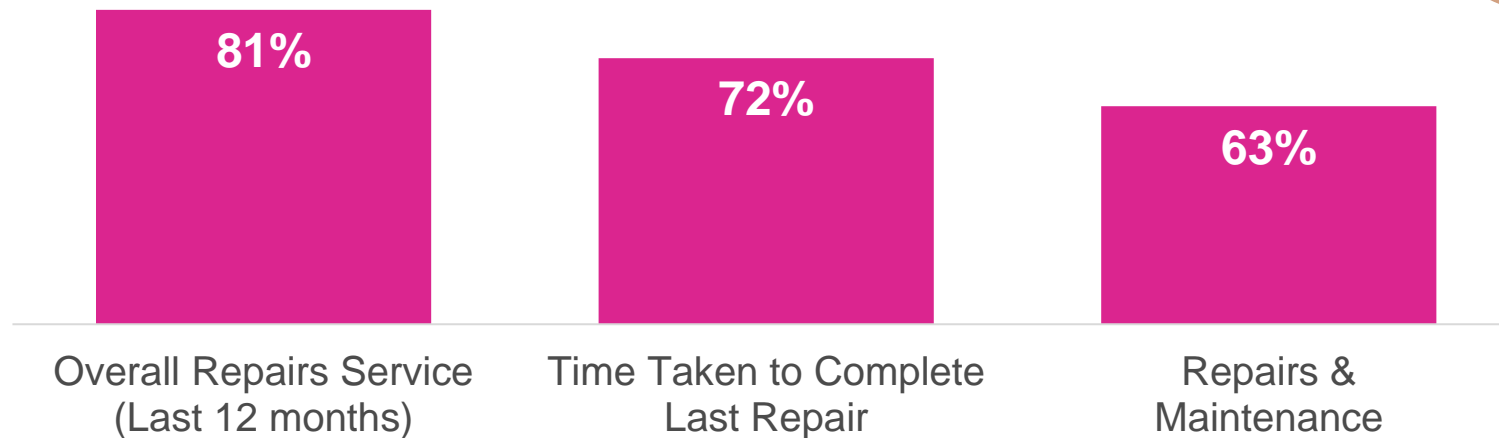
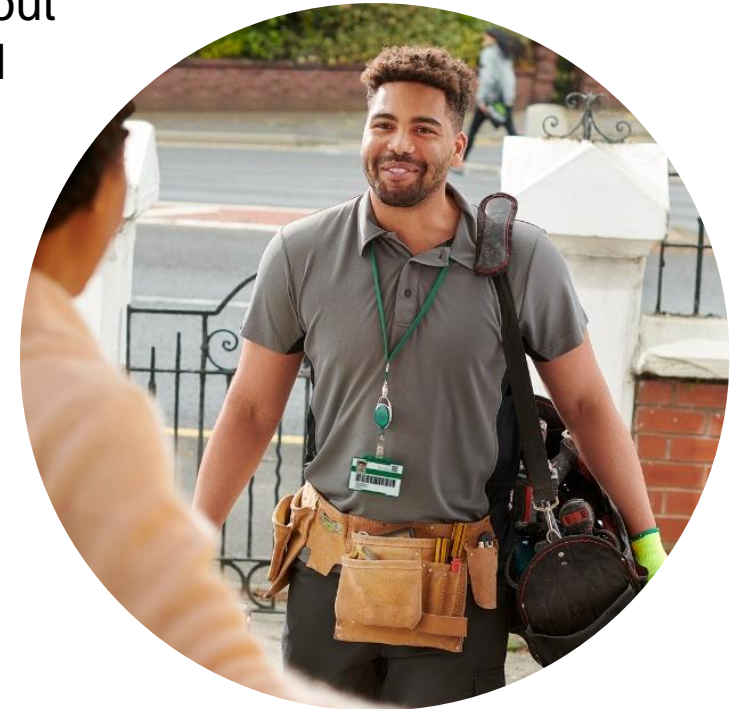
Eight out of ten tenants that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(81%)**.



Almost three-quarters of tenants are satisfied with the time taken to complete their most recent repair after they reported it **(72%)**.



Around six out of ten tenants are satisfied with the way New Outlook deals with repairs and maintenance generally **(63%)**.



65%
of tenants had a repair carried out in the last 12 months

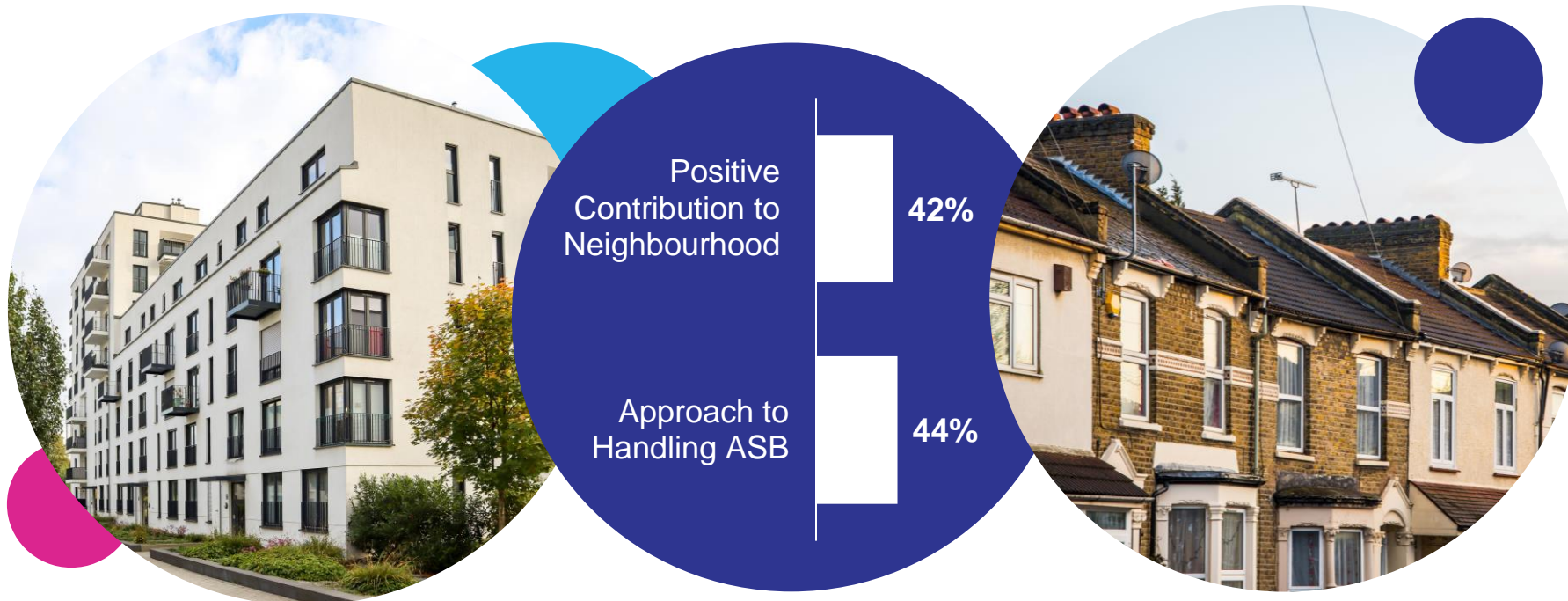
The Neighbourhood



Around four out of ten tenants are satisfied that New Outlook makes a positive contribution to their neighbourhood (**42%**).



Tenants are similarly satisfied with New Outlook's approach to handling anti-social behaviour (**44%**).



Communications and Tenant Engagement



Almost six out of ten tenants are satisfied that New Outlook listens to their views and acts upon them **(57%)**.



Around half of tenants are satisfied that they are kept informed about things that matter to them **(52%)**.



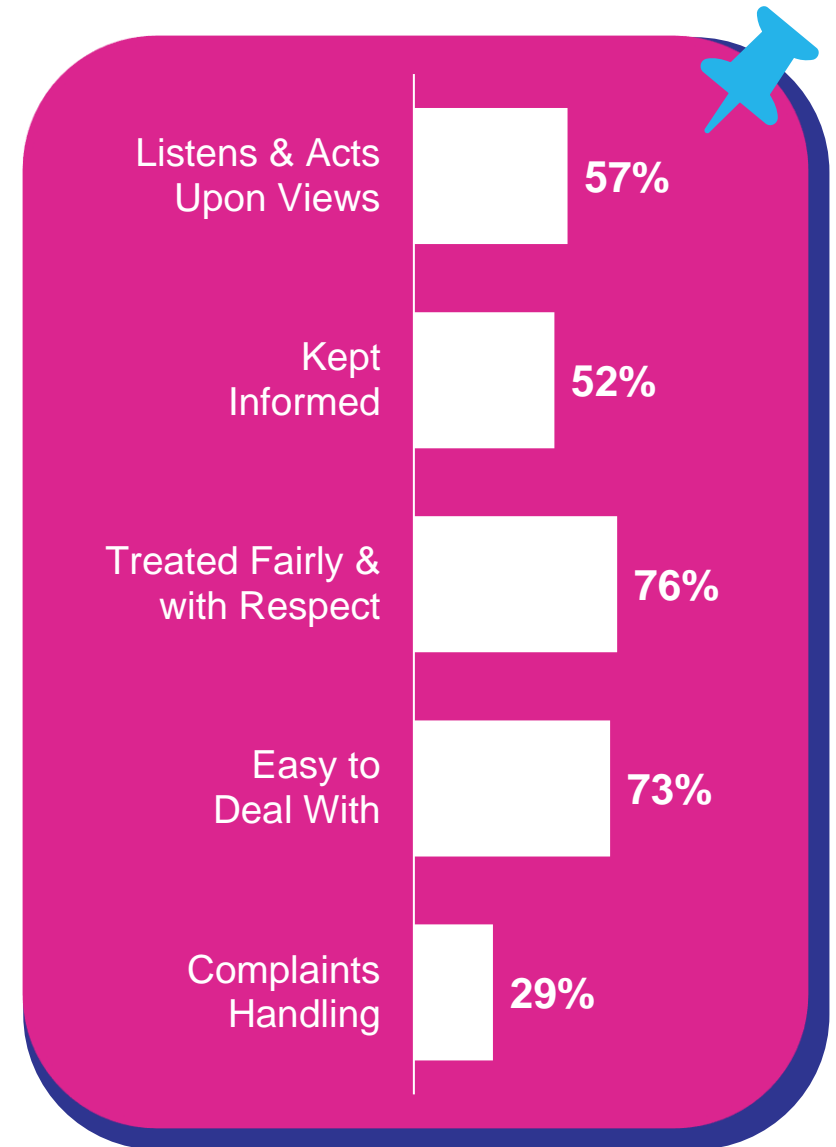
Three out of four tenants agree that they are treated fairly and with respect by New Outlook **(76%)**.



Over seven out of ten tenants are satisfied that New Outlook is easy to deal with **(73%)**.



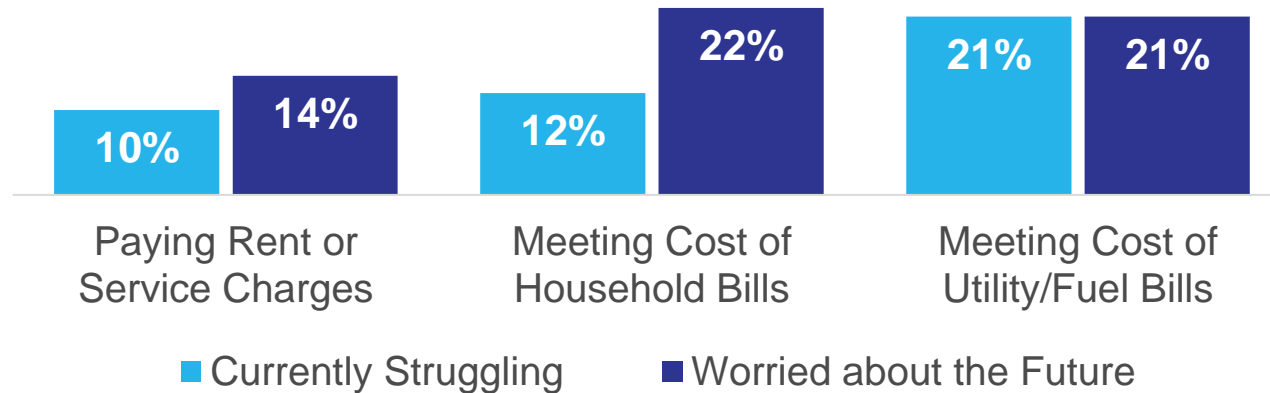
Three out of ten tenants who made a complaint in the last 12 months are satisfied with complaints handling **(29%)**.



Wellbeing



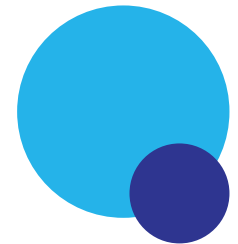
Some tenants reported that they are currently struggling to pay their rent or service charges (**10%**), with more struggling to meet the costs of household bills (**12%**) and utility/fuel bills (**21%**). Other tenants are worried about these different payments in the future (between **14%** and **22%**).



Over six out of ten tenants are satisfied with the energy efficiency of their home (**63%**).



Around three out of ten tenants said they currently have damp or mould in their home (**32%**). Of these tenants, **93%** have reported the problem to New Outlook.



Recommending New Outlook



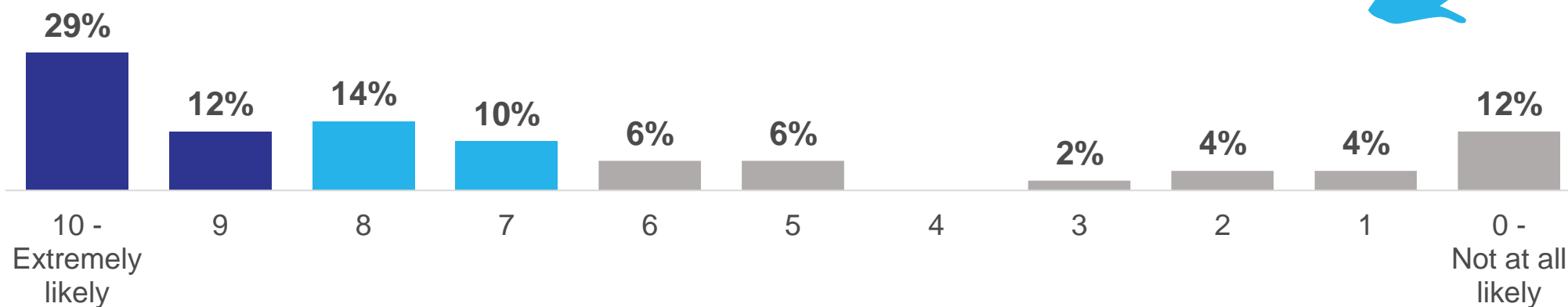
Tenants were also asked how likely they would be to recommend New Outlook to other people. This is a 0-10 point rating. Those who would recommend New Outlook score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them score 6 or below.



Four out of ten tenants are happy to recommend New Outlook to other people (**41%**). However, **24%** of tenants are unsure and **35%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for New Outlook (the percentage of those who would recommend New Outlook minus the percentage of those who would not) is **+6**.



Tenants' Comments

Finally, tenants were asked what one thing New Outlook could improve, and 38 tenants gave comments.

Tenants most frequently mentioned communications and information, including communications in general, the number of visits and how tenants are listened to.

Tenants also commented on customer services, such as the care and support received from staff and staff knowledge.

Some tenants mentioned concerns around the repairs service, as well as the cleaning and maintenance of communal areas.

Top comments



Summary of Tenant Satisfaction Measures

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	69%
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.	81%
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.	72%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	71%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	76%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	57%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	52%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	76%
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.	29%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	70%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	42%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	44%

New Housing Officers

New Outlook would also like to take this opportunity to introduce you to two new housing officers. Wendy Hope has joined as Senior Housing Manager and Emma Fox as a Tenancy Housing Officer.

Hello, Wendy here. I would like to introduce myself as the newly appointed Housing Manager for New Outlook Housing Association. At New Outlook, we're more than just a housing provider; we're a community-driven force. I proudly represent a friendly team committed to not just serving our tenants but involving them in shaping the future of our organisation.

We believe that the best ideas come from those we serve, which is why tenant engagement is at the heart of everything we do.

Our vision is clear: to move our Housing Association forward, driven by the insights and aspirations of our tenants. We're dedicated to creating safe, happy homes and a vibrant community where every voice matters.

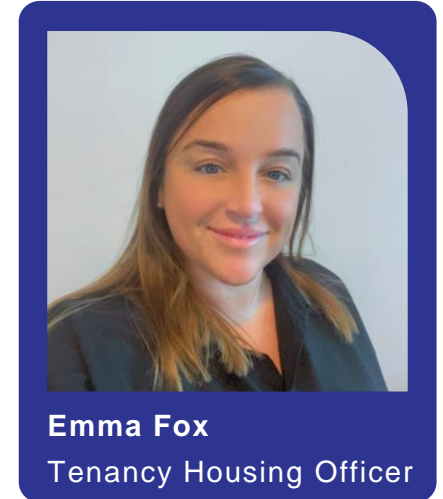


Wendy Hope
Senior Housing Manager

Meet Emma, our dedicated Housing Tenancy Officer at New Outlook Housing. Emma's role is pivotal in ensuring that our tenants receive a high standard of support and guidance.

Emma takes pride in meeting with tenants, understanding their needs, and providing the necessary support to help them live comfortably in their homes. Her commitment to tenant engagement means she's always eager to involve tenants in decision-making processes, ensuring their voices are heard and considered in shaping our organisation's future.

Emma's approachable nature and expertise make her a valued member of our team, as she works tirelessly to foster a community where everyone can live safely and happily.



Emma Fox
Tenancy Housing Officer

In other news, we're also excited to announce the launch of our quarterly newsletter! This will be your go-to source for all the latest updates from New Outlook. Inside, you'll find detailed information about our tenant engagement groups, upcoming events, and opportunities to get involved and help shape the future of our community.

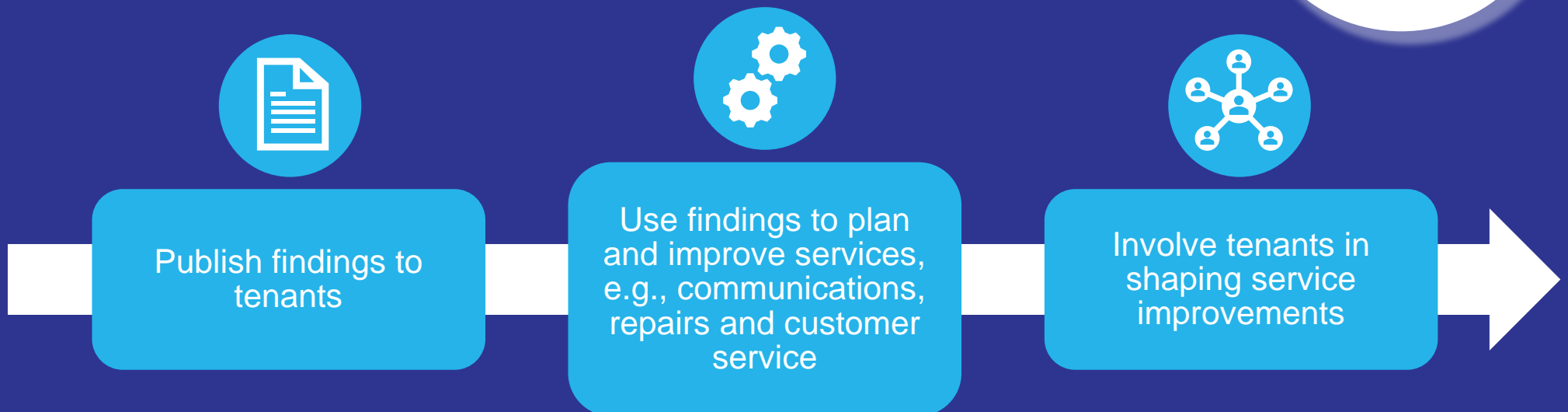
Additionally, the newsletter will feature updates on New Outlook Housing and our initiative to enhance living experiences across our properties. From maintenance schedules to rent updates, we've got you covered. Our goal is to keep you informed, involved, and inspired as we work together to create a safe and happy place to call home. Keep an eye on your post box in July for the first issue, and let's stay connected!

Your Views



New Outlook 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 New Outlook does to involve you in developing services. As well as publishing the results of the survey, New Outlook 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)	49
B.	Timing of survey	30 January to 15 April 2024
C.	Collection method(s)	Postal, online and telephone surveys
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Representativeness checks carried out by age group, tenure type and scheme
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 tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	
I.	Reasons for any failure to meet the required sample size requirements	N/A
J.	Type and amount of any incentives offered to tenants to encourage survey completion	Prize draw, with one tenant who responded to the survey selected at random to win a £100 shopping voucher
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None