

Tenant Satisfaction Survey 2023/24

About the Survey

In February 2024, many of you took part in an important survey. A randomly selected sample of tenants were invited to participate in the survey by telephone interview.

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 Octavia Housing (Octavia) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) 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 Octavia's future strategic and operational planning.

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



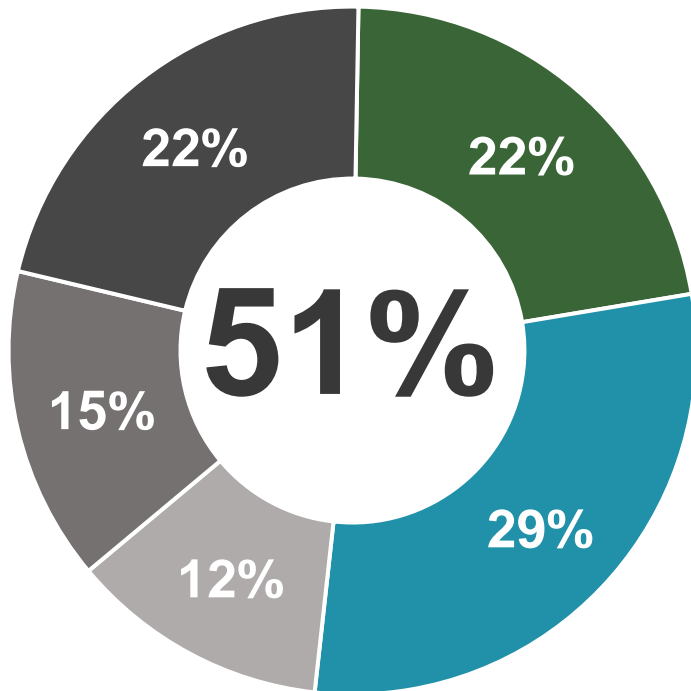
575
tenants took
part out of a
total of
3,854

A big thank you to everyone who took part!

Overall Service



Half of tenants are satisfied with the overall service provided by Octavia (**51%**).



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



The Home and Communal Areas



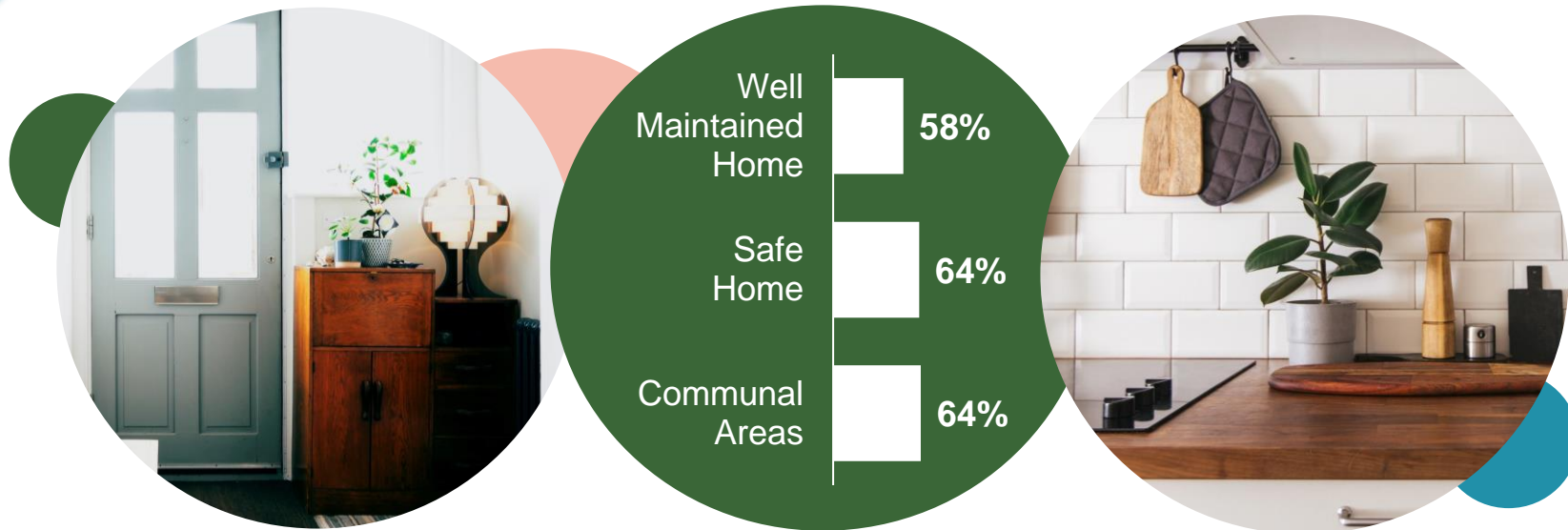
Around six out of ten tenants are satisfied that they are provided with a home that is well maintained (**58%**).



Slightly more tenants are satisfied that Octavia provides them with a home that is safe (**64%**).



Over six out of ten tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**64%**).



Repairs Service



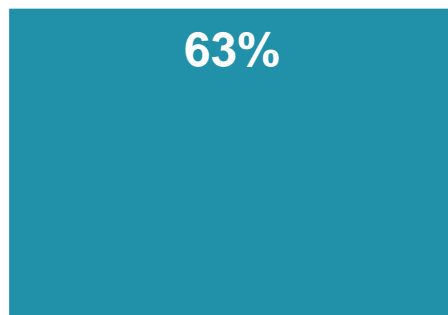
Over six out of ten tenants said they had a repair carried out to their home in the last 12 months (**63%**).



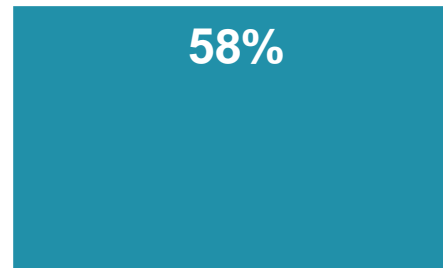
Around six out of ten of these tenants are satisfied with the overall repairs service from Octavia over the last 12 months (**63%**).



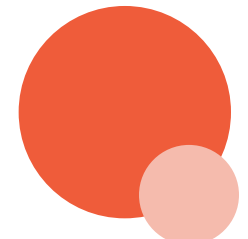
Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it (**58%**).



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair



The Neighbourhood



Around six out of ten tenants are satisfied that Octavia makes a positive contribution to their neighbourhood (**57%**).



Slightly fewer tenants are satisfied with Octavia's approach to handling anti-social behaviour (**51%**).



Communications and Tenant Engagement



Four out of ten tenants are satisfied that Octavia listens to their views and acts upon them **(39%)**.



Around two-thirds of tenants are satisfied that they are kept informed about things that matter to them **(64%)**.



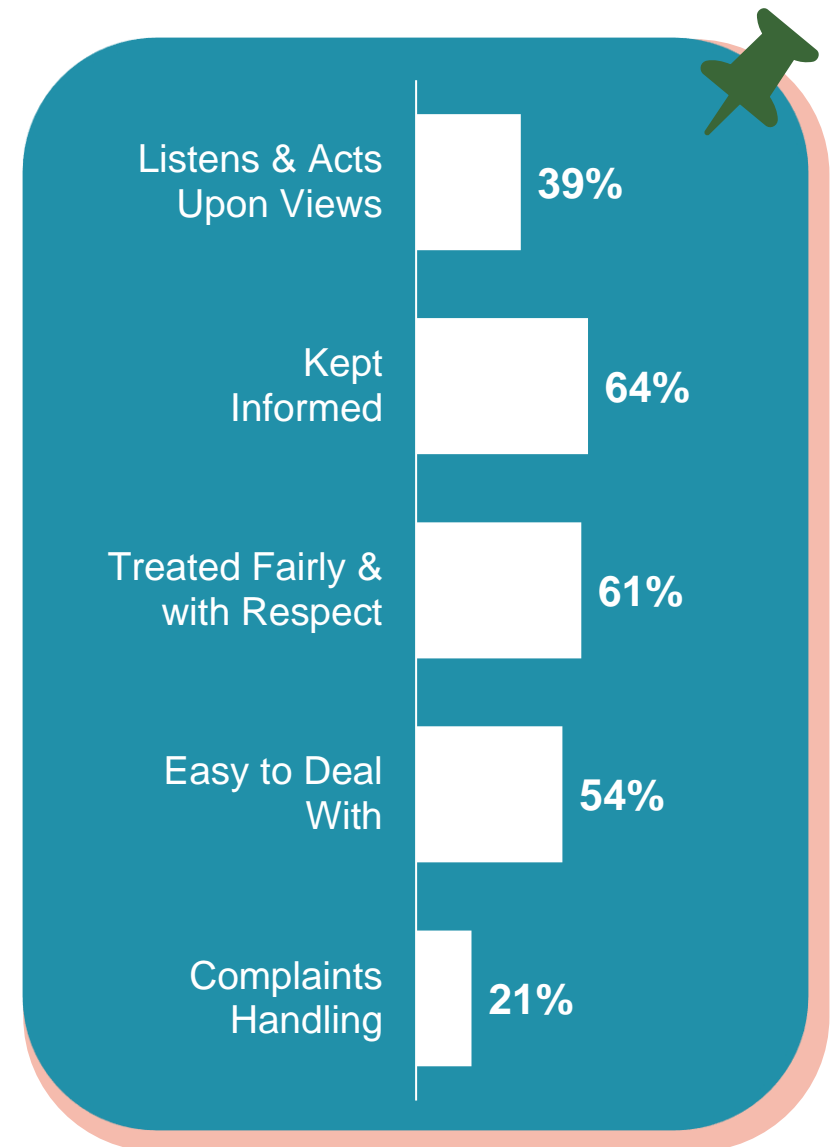
Six out of ten tenants agree that they are treated fairly and with respect by Octavia **(61%)**.



Over half of tenants are satisfied that Octavia is easy to deal with **(54%)**.



Two out of ten tenants who made a complaint in the last 12 months are satisfied with complaints handling **(21%)**.

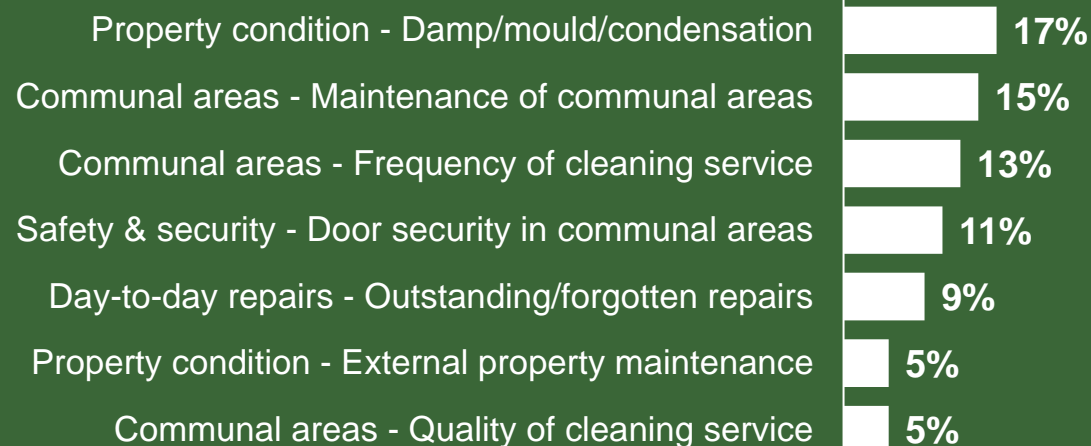


Tenants' Comments

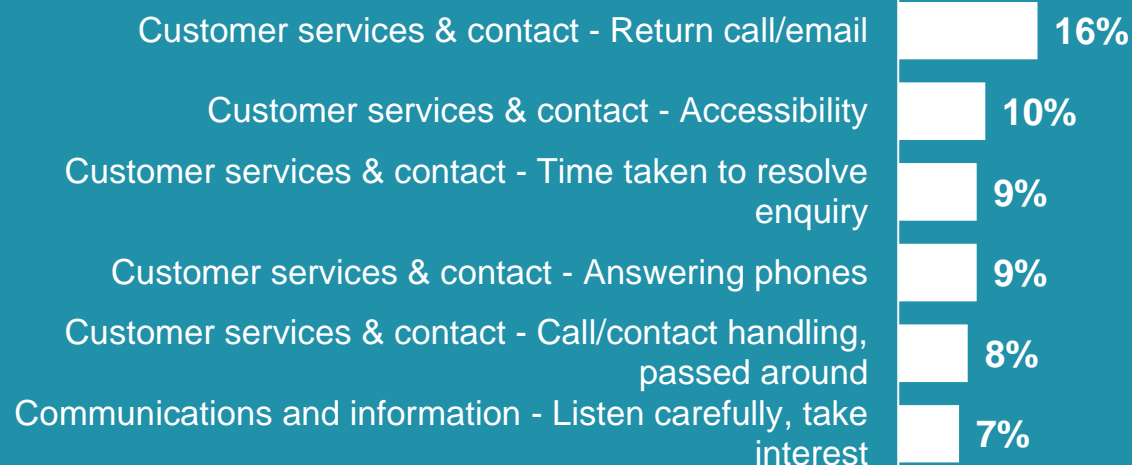
Tenants not satisfied with their homes or communal areas were asked what Octavia could improve and 267 tenants gave comments. Tenants most frequently commented on the condition of their property, including problems with damp or mould. Tenants would also like improvements to the communal areas, repairs service and door security.

Tenants not satisfied with customer service and communications were also asked what could be improved, and 289 tenants made comments. Tenants referred to customer service, such as the returning of contact, time taken to resolve enquiries and answering of phones. Some tenants mentioned communications, including how they are listened to.

Top comments – Home & Communal Areas



Top comments – Communications & Customer Service



Summary of Tenant Satisfaction Measures

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	51.5%
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.	62.7%
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.	58.0%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	57.6%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	63.8%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	38.9%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	63.9%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	61.4%
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.	20.7%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	64.5%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	56.8%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	51.4%

Your Views



Octavia 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 Octavia does to involve you in developing services. As well as publishing the results of the survey, Octavia 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)	575
B.	Timing of survey	17/02/2024 to 26/02/2024
C.	Collection method(s)	Telephone surveys
D.	Sample method	Stratified sample, using quotas
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Quotas set on tenure type and local authority to ensure representativeness
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	N/A
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	N/A
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	N/A