Walterton & Elgin Community Homes: Resident Satisfaction Survey 2022

Comparison Report

June 2023

making sense of housing

Company Partner

Certificate No:359292021

Comparison over time

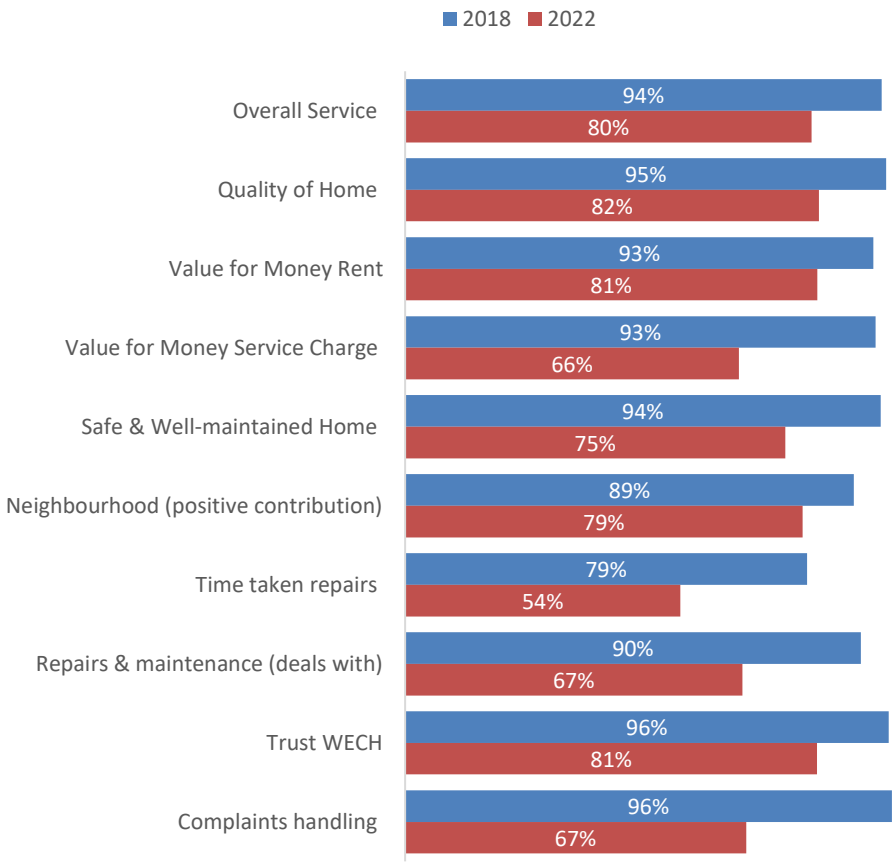
Walterton & Elgin Community Homes (WECH) have commissioned Acuity to carry out a further resident satisfaction survey of their residents during the summer of 2023 as a follow up to the successful survey completed during 2022.

However, whilst the findings of the new survey will not be known until, August of this year, WECH have asked if a short report could be produced to compare the results from the previous survey in 2022 and a survey prior to this in 2018.

The survey completed in 2022 included a number of new questions, including some draft questions from the suite of Tenant Satisfaction Measures, which were eventually finalised in September 2022.

Therefore, it is not possible to compare all questions from the 2018 but just those where the questions match closely. These are set out in the chart below and show that satisfaction fell between the two surveys.

Figure 1.1: Comparison between years



Satisfaction with the overall services provided by WECH fell from 94% in 2018 to 84% in 2022, but there were even larger falls in satisfaction of 23% for the overall repairs and maintenance service, 25% for the time to complete the most recent repairs and 29% for the way complaints are handled.

It is not entirely clear why these significant changes have occurred but the 2018 was different in its scope and some questions wording has changed a little which could also affect the way these were answered.

National Context

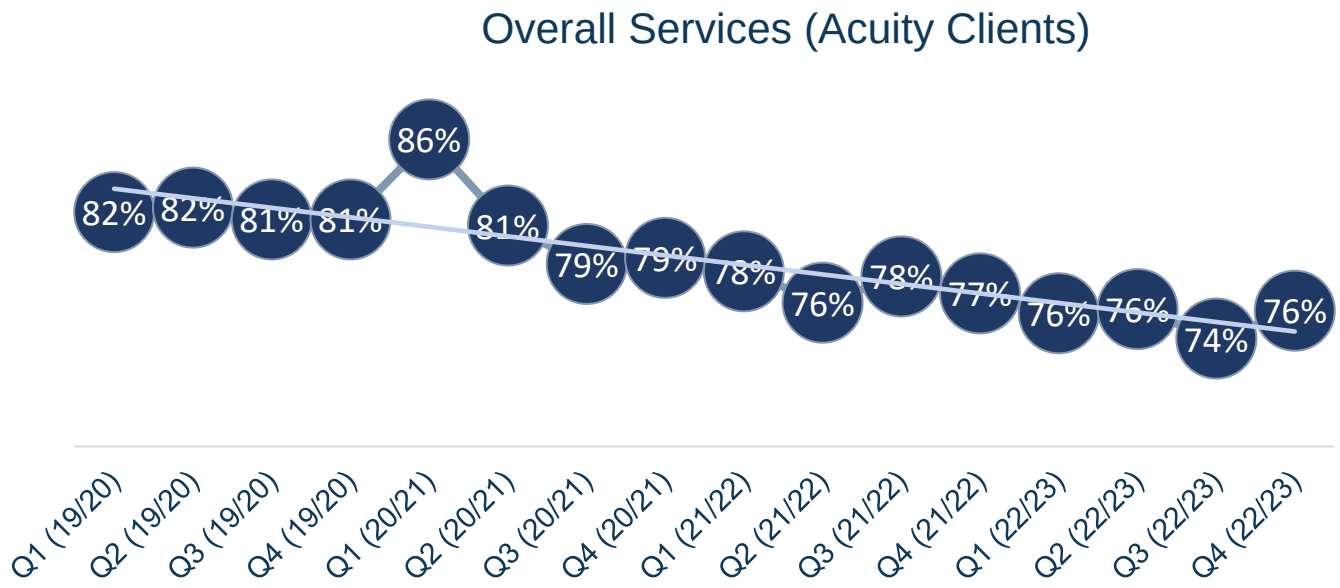
It should also be remembered that the national context affecting social landlords was one showing reduced satisfaction over a period of time, even before the pandemic took hold. The first chart below show the results from Acuity clients who have been surveyed regularly over the last four years. This shows a steady decline in satisfaction over that time, although there are signs that this is beginning a pick up again in the last

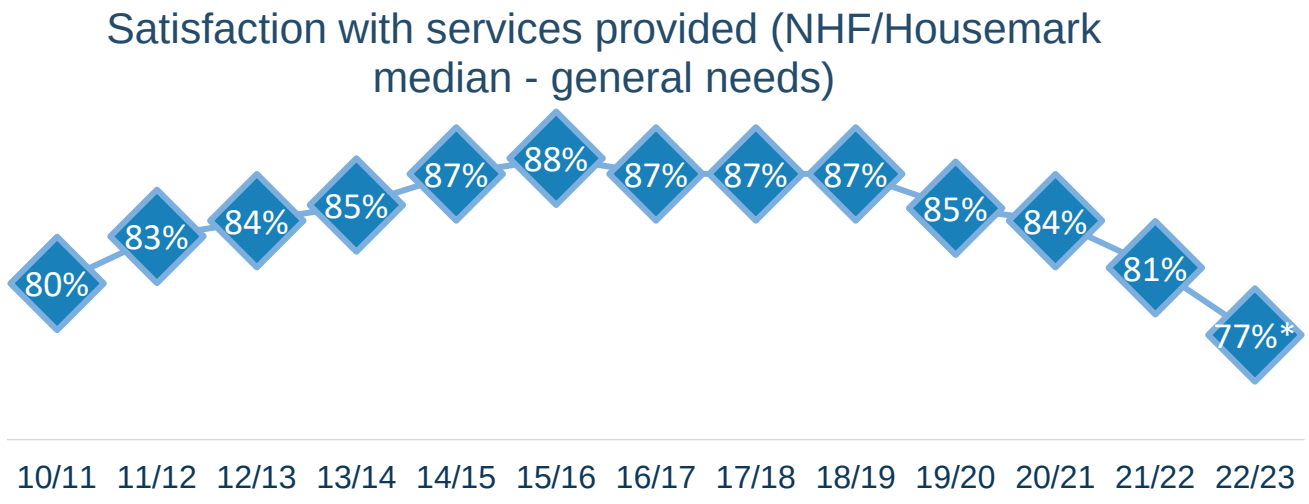
couple of quarters.

The second chart shows the results from Housemark, also showing a reducing pattern of satisfaction from a high of 88% in 2015/16 to the current rating of around 77%. Housemark have also been quoted as saying that overall satisfaction is down around 5% since the beginning of the pandemic.

Satisfaction is based on perception rather than specific values so can be affected by external factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

Figure 1.2: National context





Conclusion

Satisfaction has reduced across the board between 2018 and 2022, partly caused by a different approach to the surveys and some changes in the wording of the question used but also driven by unprecedented external factors. However, despite this, the levels of satisfaction are still good. WECH has commissioned a further survey in 2023 and it will be interesting to see if satisfaction recovers or stays around the same level.

About Acuity

Acuity Research & Practice provide tenant satisfaction (STAR) survey and benchmarking services, helping housing providers to improve services and engage with their residents through an understanding of satisfaction, performance, and profiling data.

We focus on providing information that will inform performance improvement: positive outcomes for providers and resid

ents, not just box-ticking. Our services are highly flexible, always carefully tailored to the requirements and budgets of our customers.

We have been providing consultancy services to the social housing sector for over 25 years. We work in partnership with Housemark to support the benchmarking activities of smaller and specialist housing providers.