

Housing Customer Survey Results Summer 2022

Response Rate

We sent a satisfaction survey to all housing customers, and heard back from:

- Shared Owners – 203
- Tenants – 360

28% of housing customers replied, that is a little lower than last time when 29% replied.

This is a good response rate and we can be confident in the results.

Changes from the last survey (Dec 2020)



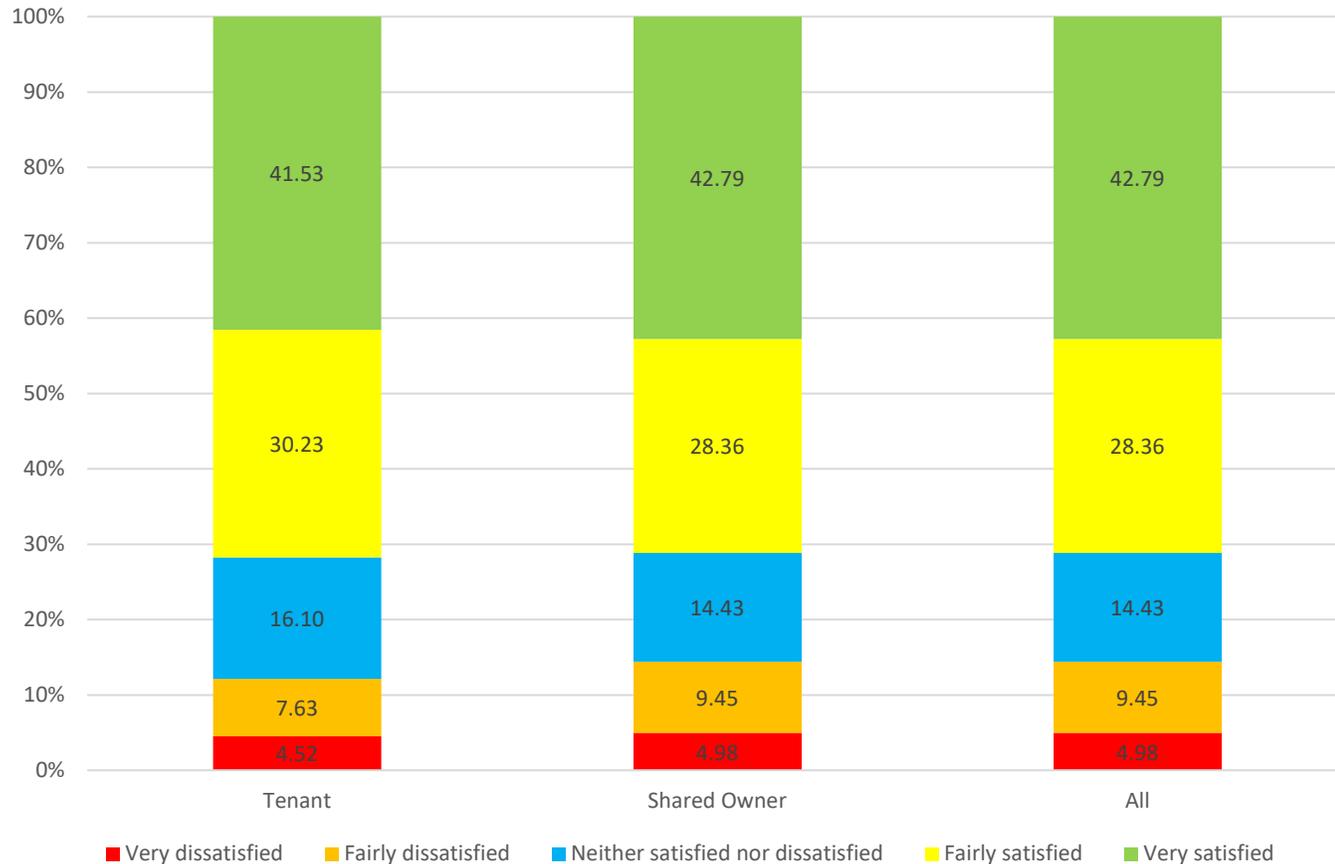
This year we changed many of the questions. This was to make sure the survey met the requirements of the new Tenant Satisfaction Measures (TSMs). We have compared them to the most similar question from the last survey.

The TSMs are being introduced by the Regulator of Social Housing. You can read more about them [here](#).

The TSMs tell us exactly what words to use, so language in the questions has changed. We think that the language is not very accessible, so we have told the Regulator that we think it should be more flexible in future.

Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Advance?



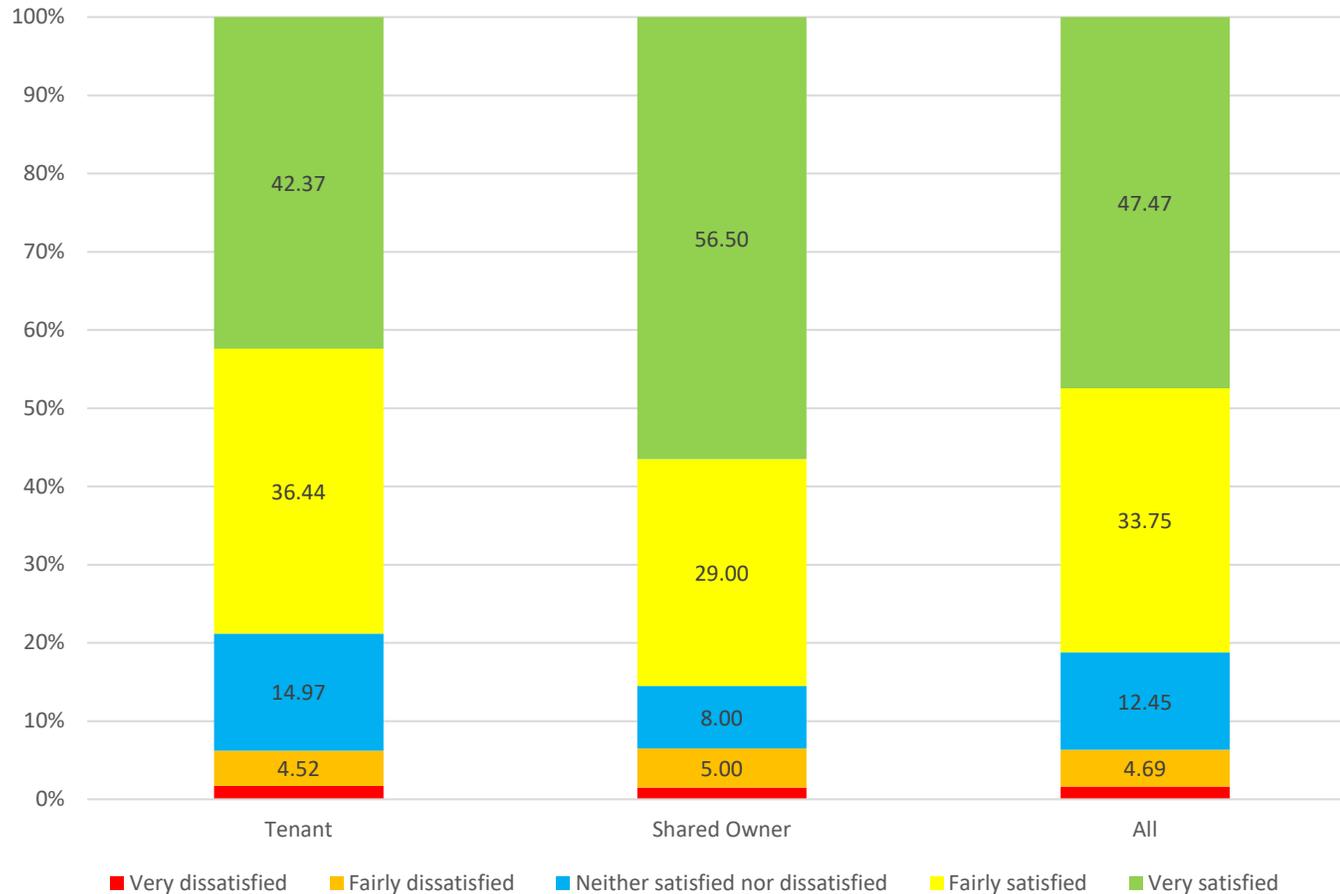
	Tenants	Shared Owners	All
Satisfied	71.76%	71.15%	71.53%
Dissatisfied	12.15%	14.43%	12.97%

Overall satisfaction has reduced for all housing customers by 10.92% since 2020-21.

Dissatisfaction has increased by 4.19%

*Comparison to previous question
 "Overall how happy are you with the services you get from Advance?"

Overall how happy are you with the quality of your home?



	Tenant	Shared Owners	All
Happy	78.81%	85.50%	81.23%
Unhappy	6.21%	6.50%	6.32%

Overall happiness has reduced for all housing customers by 3.96% since 2020

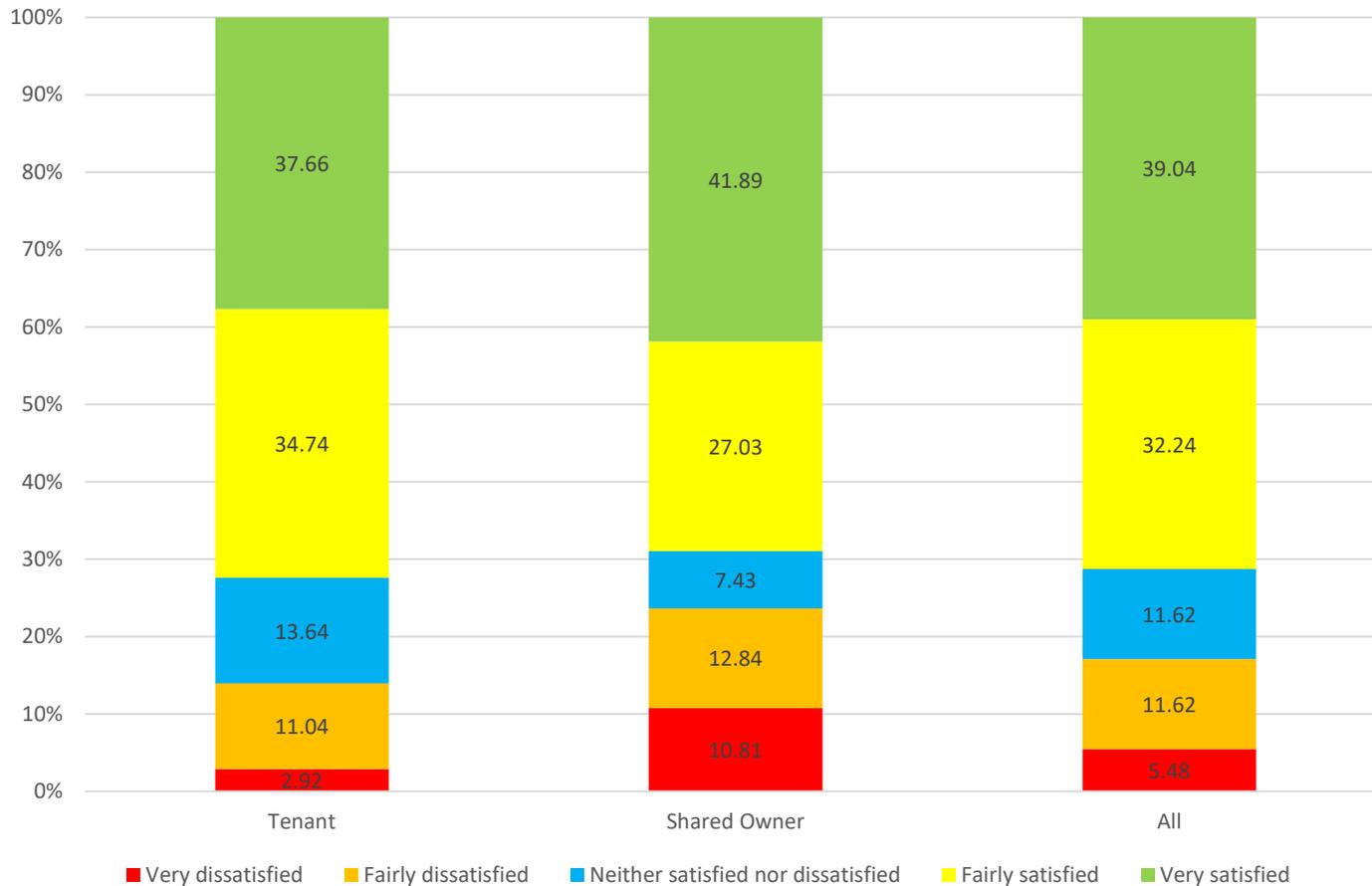
Unhappiness has also reduced by 0.65%

How likely would you be to recommend our services to someone else if they needed them? From 0 to 10, where 0 is not likely and 10 is very likely?

	All	Tenants	Shared Owners
May 2022	7.5	7.5	7.4
December 2020	7.71	7.82	7.75

Satisfaction with repairs and maintenance

How satisfied or dissatisfied are you with the repairs service you have received to your home from Advance over the last 12 months?



	Tenant	Shared Owners	All
Satisfied	72.40%	68.92%	71.27%
Dissatisfied	13.96%	23.65%	17.11%

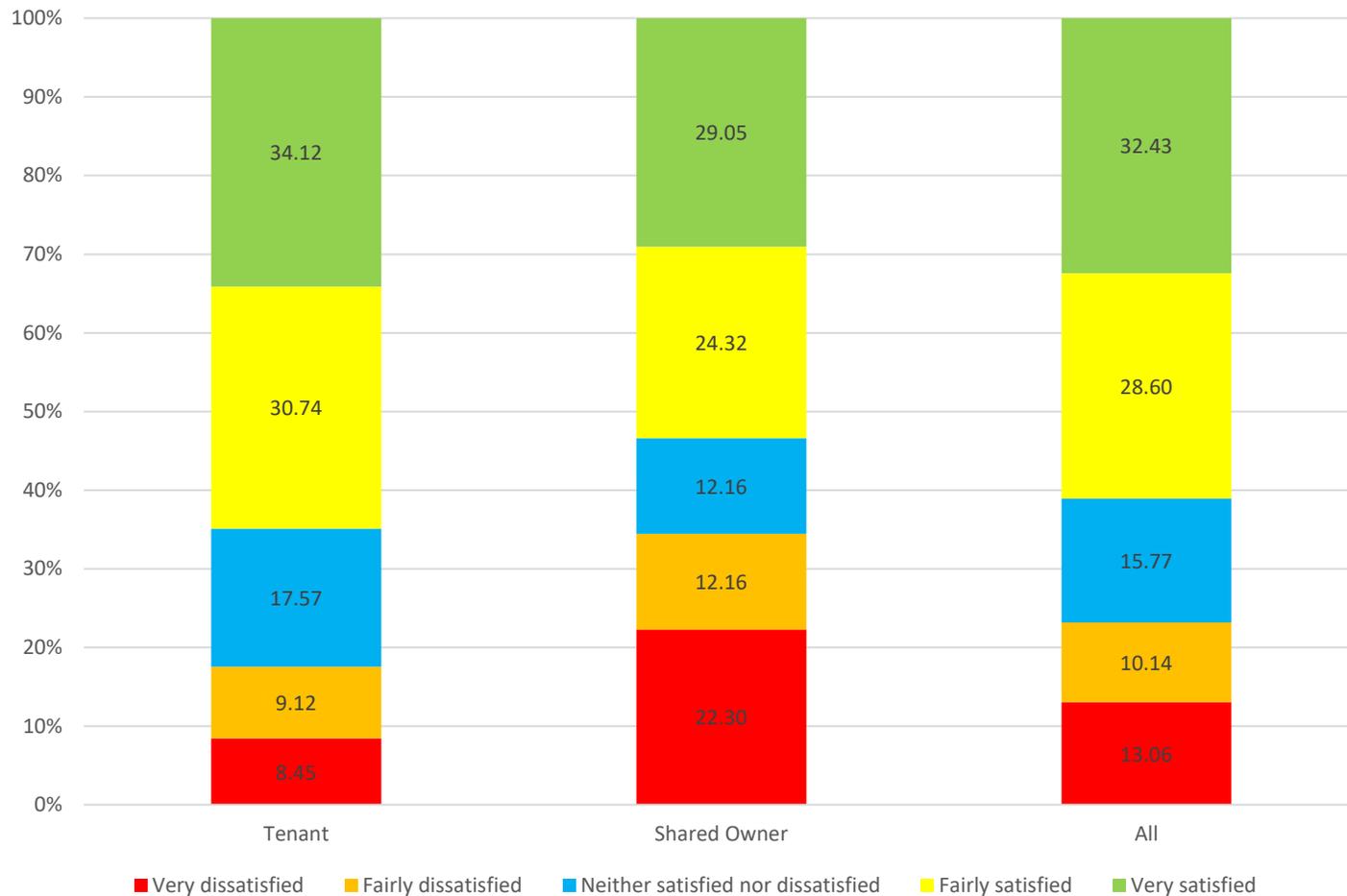
Satisfaction has reduced for all housing customers by 3.17%.

Tenant satisfaction has reduced by 5.18%

Shared Owner satisfaction has increased by 0.01%. They were most likely both to be “very satisfied” and “very dissatisfied”

*Previously: “If you have contacted Advance for a repair, how happy with you with the service you received?”

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



	Tenant	Shared Owners	All
Satisfied	64.86%	53.38%	61.04%
Dissatisfied	17.57%	34.46%	23.20%

This is a new question for 2021-22.

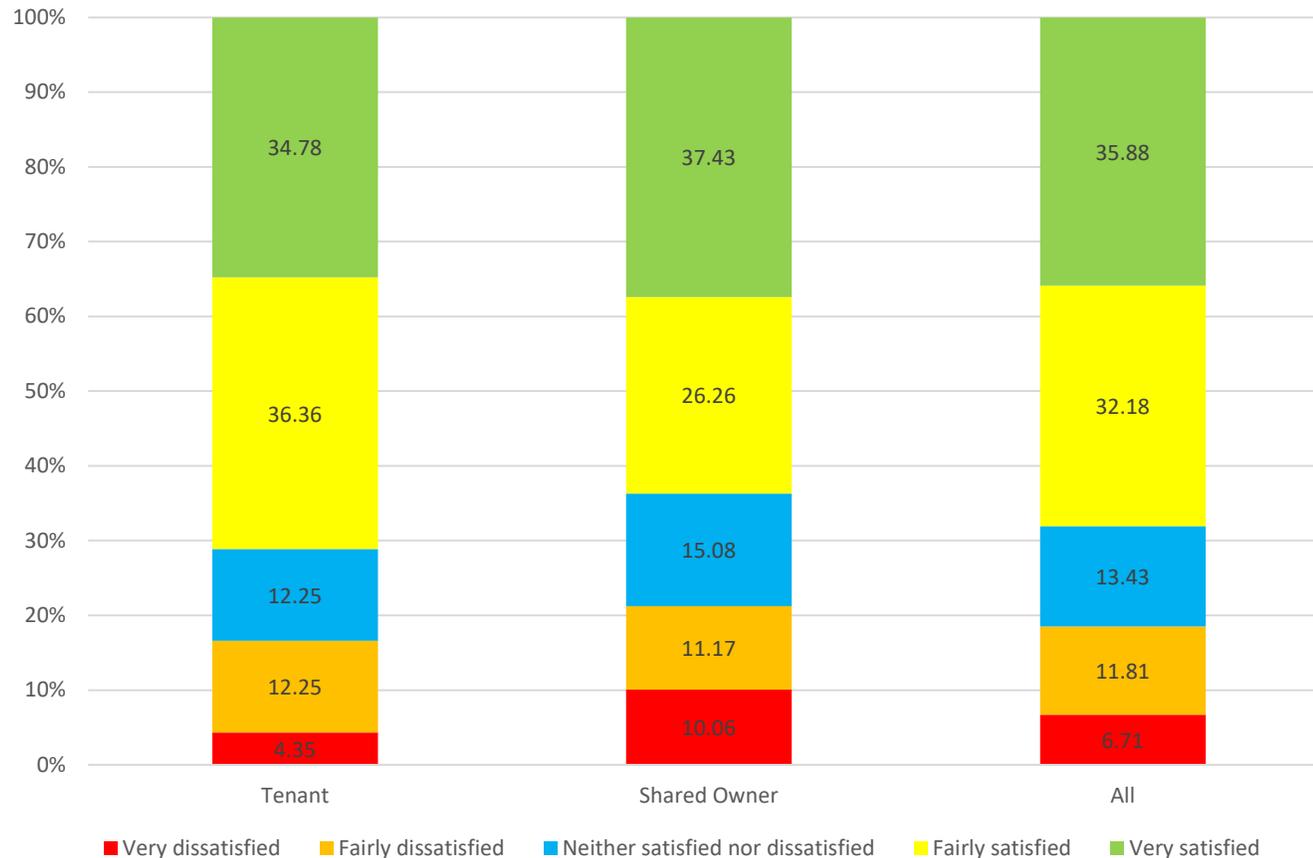
Shared owners are significantly more likely to be dissatisfied

Repairs satisfaction by main contractor area

Contractor Name	Satisfied	Dissatisfied
PARCS	97%	0%
Leaves	78%	15%
MH Parsons	77%	13%
MD	77%	19%
Tomlinsons	69%	21%
Snape	49%	25%
Grand Total	70%	18%

Satisfaction with your relationship with Advance

If you have contacted Customer Services in the last year, how happy were you with the help that you got?



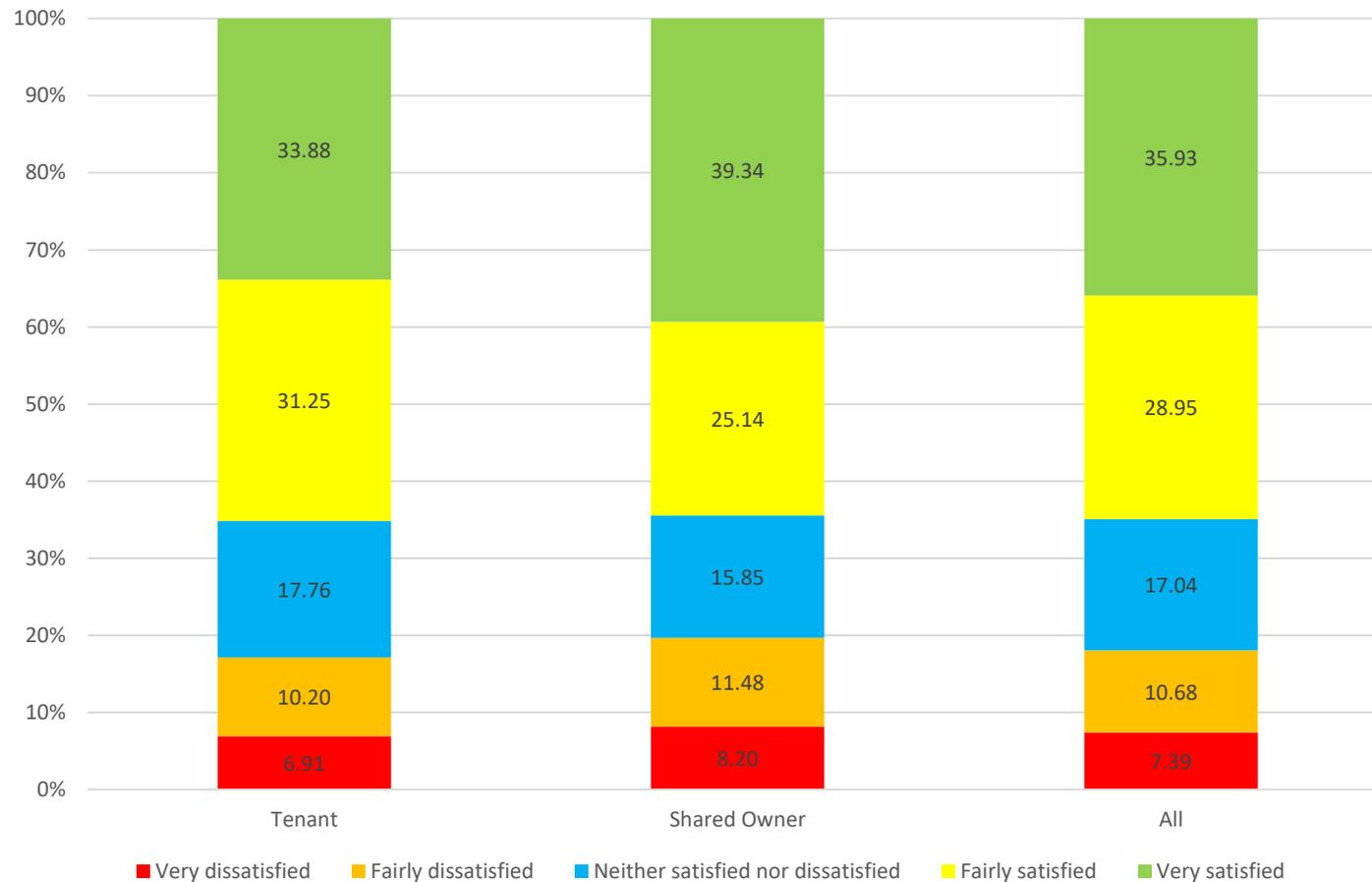
	Tenants	Shared Owners	All
Happy	71.15	63.69	68.06
Unhappy	16.60	21.23	18.52

Overall happiness has reduced for all housing customers by 8.38% since 2020-21.

Happiness has decreased for both Tenants (6.05%) and SOs (11.61%).

Unhappiness has increased by 8.66%

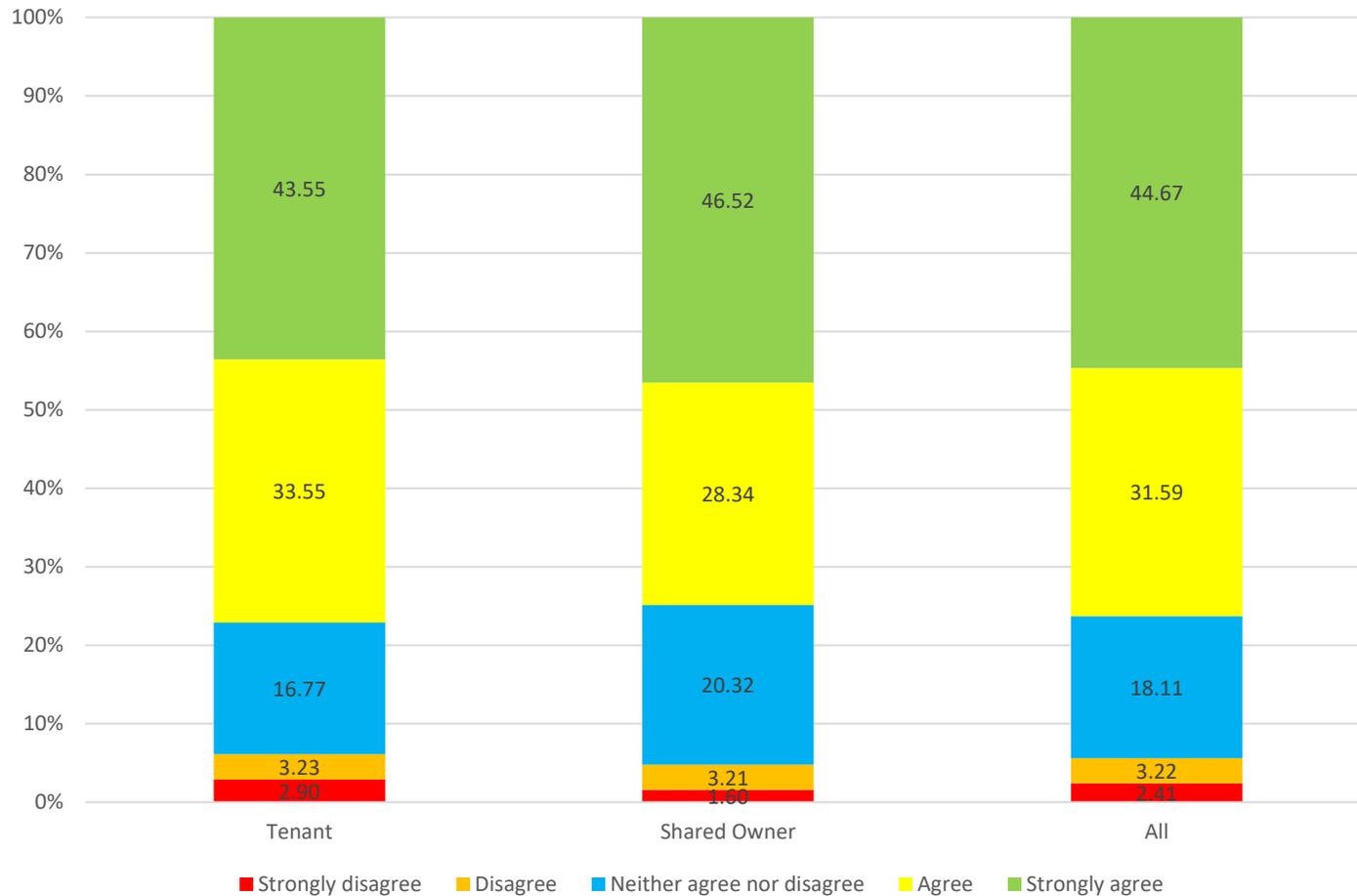
How satisfied or dissatisfied are you with the extent to which Advance listens to your views and acts upon them?



	Tenant	Shared Owners	All
Satisfied	65.13%	64.48%	64.89%
Dissatisfied	17.11%	19.67%	18.07%

This is a new question for 2020-21.

To what extent do you agree or disagree with the following “my landlord treats me fairly and with respect”?

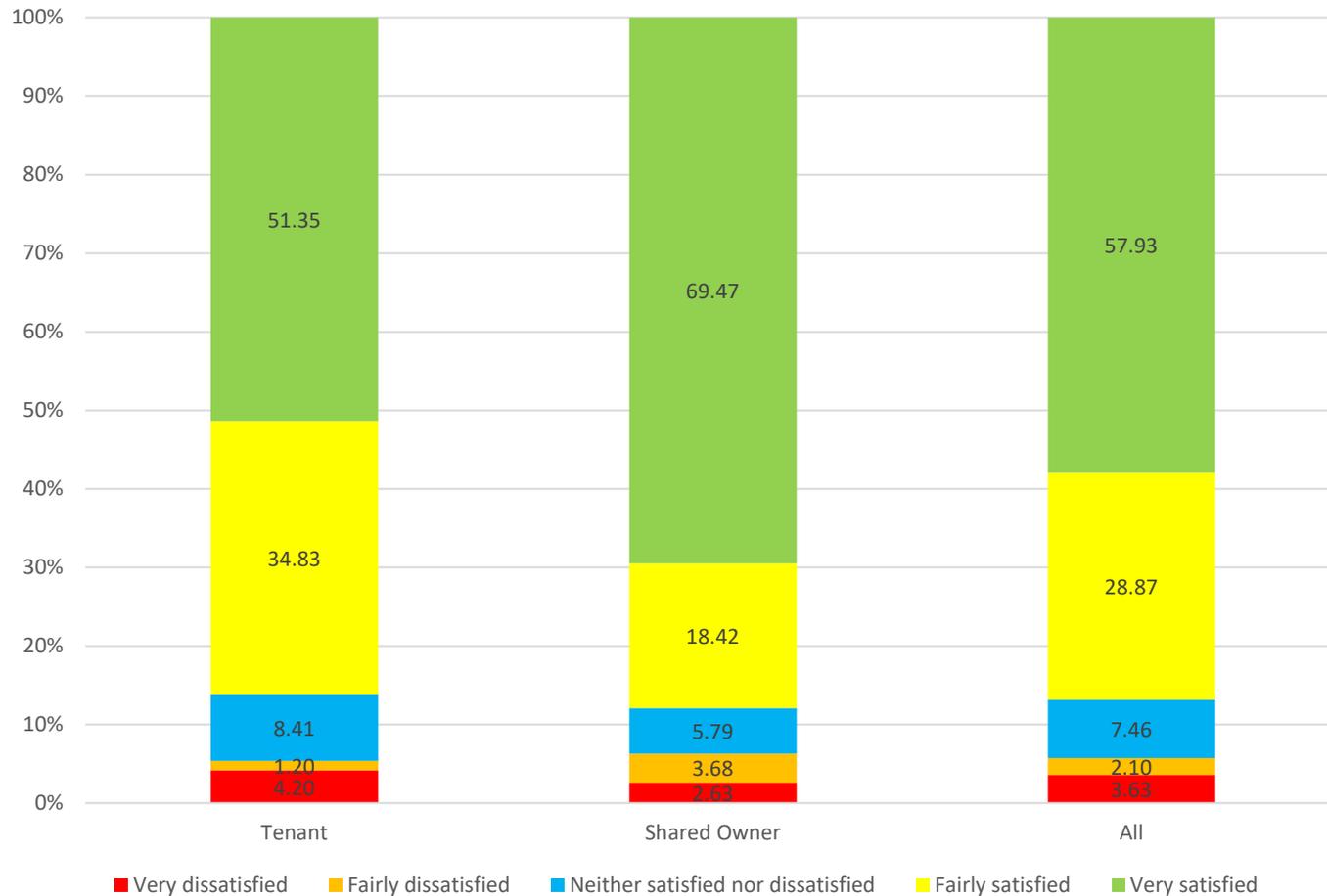


	Tenant	Shared Owners	All
Satisfied	77.10%	74.87%	76.26%
Dissatisfied	6.13%	4.81%	5.63%

This is a new question for 2020-21.

Satisfaction with your community

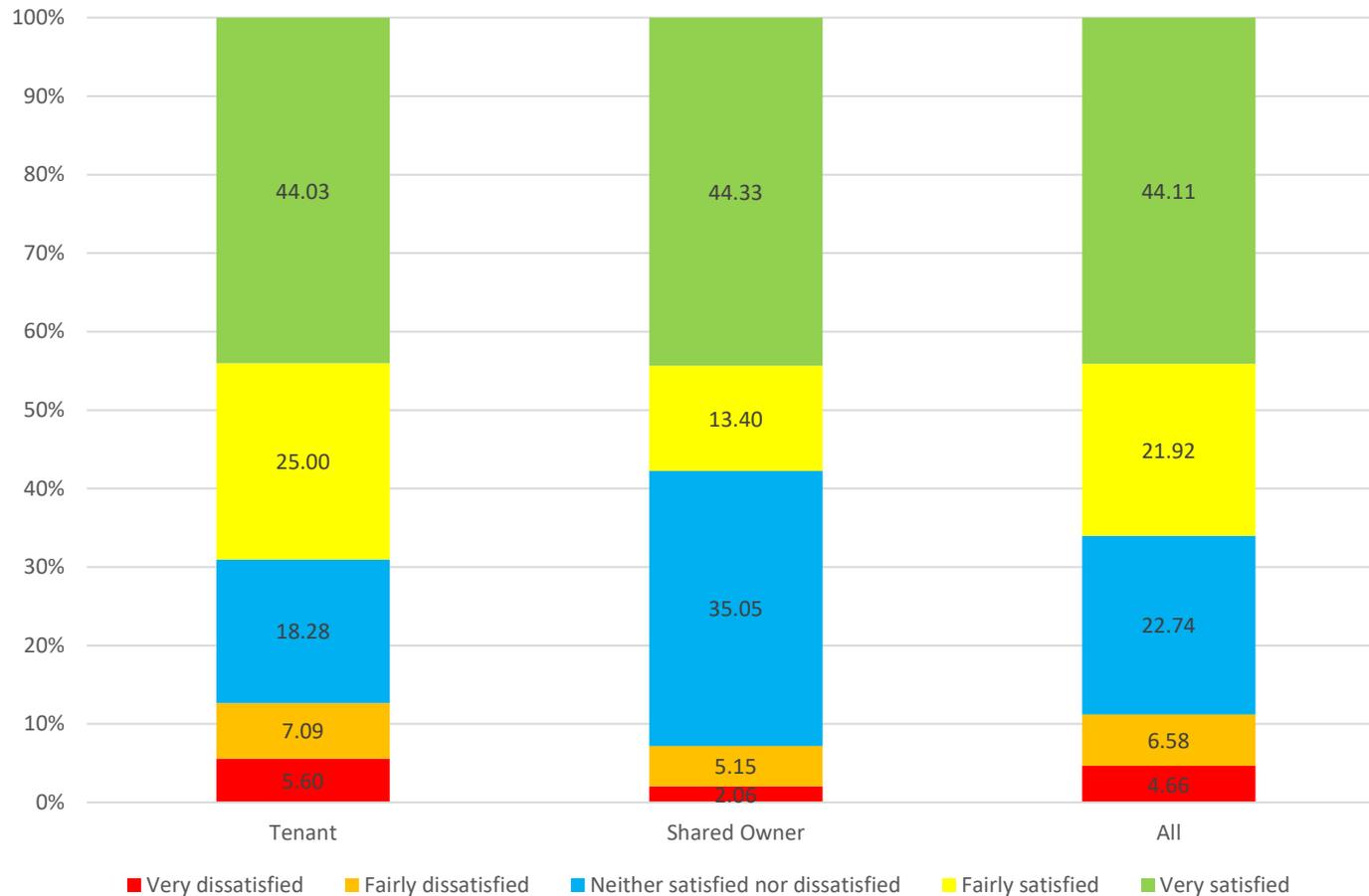
How satisfied or dissatisfied are you with your neighbourhood as a place to live?



	Tenant	Shared Owners	All
Satisfied	86.19%	87.89%	86.81%
Dissatisfied	5.41%	6.32%	5.74%

This is a new question for 2020-21.

How satisfied or dissatisfied are you with Advance's approach to handling anti-social behaviour?



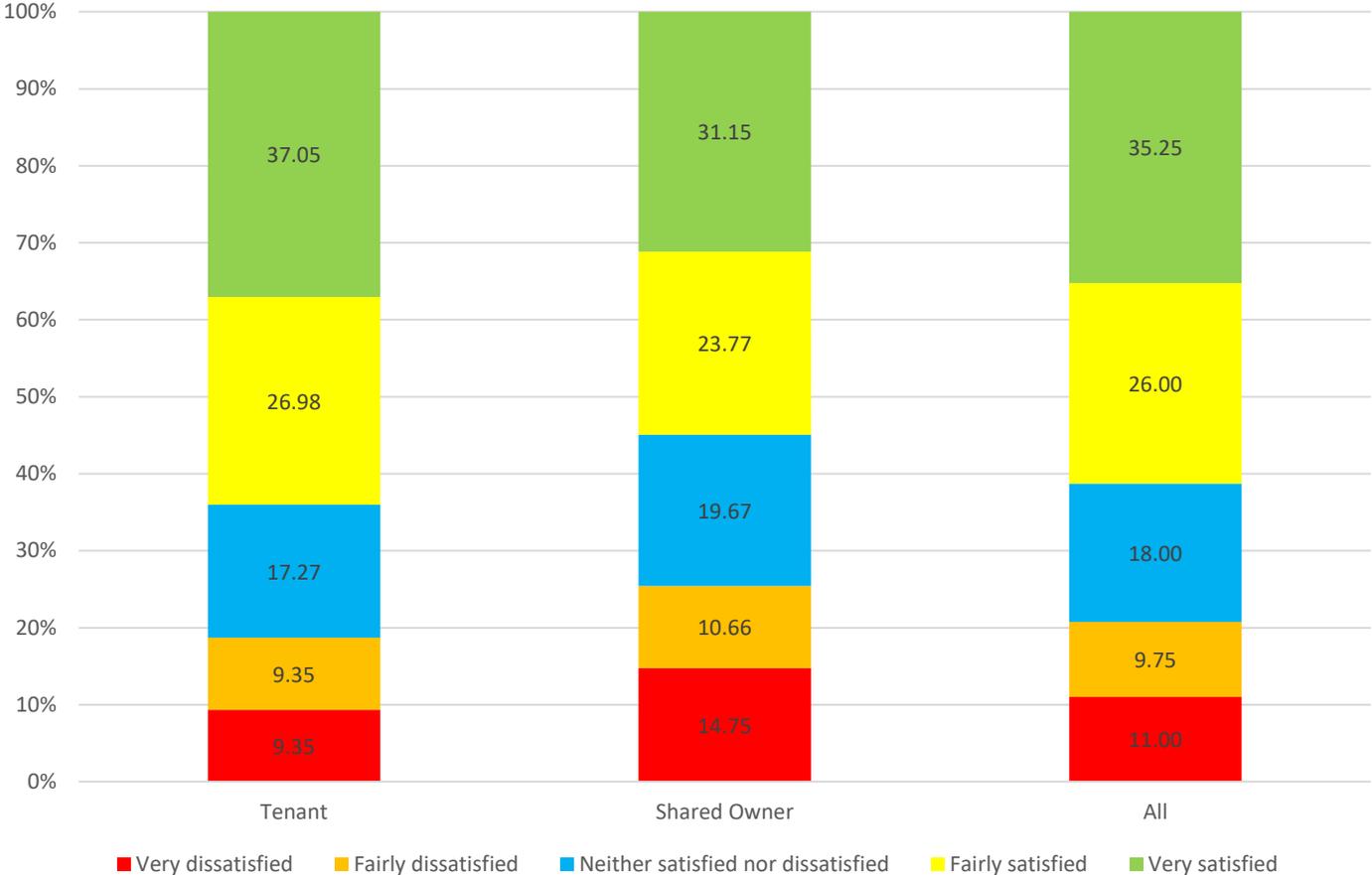
	Tenant	Shared Owners	All
Satisfied	69.03%	57.73%	66.03%
Dissatisfied	12.69%	7.22%	11.23%

This is a new question for 2020-21.

Anti-social behaviour is when somebody acts in a way that makes you feel upset or unsafe, or when they cause damage.

Satisfaction with complaints

How satisfied or dissatisfied are you with Advance’s approach to complaints handling?



	Tenant	Shared Owners	All
Satisfied	64.03%	54.92%	61.25%
Dissatisfied	18.71%	25.41%	20.75%

This is a new question for 2020-21.

We also do a monthly survey of people who have made complaints and ask them this question. The results are very similar.

Extra comments

Is there anything else you would like to say about Advance?

Negative comments were about:

- Waiting times when calling customer services
- Gardening (for tenants)
- How long it takes to get repairs done and requests “going into a black hole”
- Some contractors, especially Snape and MD

Positive comments were about:

- Repairs to your homes
- The attitude of Advance staff, especially housing officers
- The impact of our HOLD shared ownership scheme

Our response

You said ...

We will ...

Call waiting times are too long

We will recruit more staff to fill the gaps in the Customer Services team. We have also implemented a new system which gives you the option of being called back, without losing your position in the queue. We also encourage you to sign up and use My Advance online, to report and see your repairs and to manage your rent account.

Gardening services are not always good enough

We will arrange new gardening contracts from April 2023. This work is underway now. Some contractors may stay the same and some may change.

The Repairs service is not smooth and it takes too long to get repairs done

We have replaced our contract for gas and heating repairs, as this was the source of a lot of dissatisfaction. The new contracts are now in place from 1st September – Renuvo for the Midlands and Robert Heath Heating for the rest of the country.

We are also making changes to our processes to enable us to track repairs better and pick up on any delays sooner.

You said ...

We will ...

Results were lower in certain areas of the country (e.g. Gloucestershire and Wiltshire)

We will raise this directly with the repairs contractors for these areas, to understand the reasons and find ways to improve.

Advance does not always listen to your views and act upon them

We will listen to the views expressed in this survey and act upon them, as laid out here. We will ensure all our managers and staff are aware of this feedback and reinforce the importance of listening, acting and communicating.

Advance's response to Anti-Social Behaviour could be better

We will record and track anti-social behaviour cases in a more structured way, including regular proactive communication with the people involved. We have already made changes to our systems and processes to do this.

Complaints handling could be better

We will introduce a better way of tracking actions arising from complaints, to improve our services.