



STAR Survey
August 2018

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Survey Overview

The STAR Survey (**S**urvey of **T**enants and **R**esidents) is a national framework from HouseMark which enables the measurement of customer satisfaction, direct benchmarking against other housing associations locally, regionally and nationally, and assess trends over time.

The Association exists to develop properties in rural settlements across Lincolnshire delivering the Corporate Mission and Vision of '*To Provide Homes for Rural People in Need*' and '*Helping to Sustain Rural Communities*'. The Staff are expected to undertake their duties with the satisfaction of our tenants as their main focus and to be Innovative, Caring and Excellent.

Measuring the perception and satisfaction of our tenants with the services provided by the Association increases our understanding of their expectations and opinions of how well their landlord is performing.

This will mean that during periods such as the national 1% rent reduction (2016 – 2020), the Association's resources can be directed to areas of high concern to our tenants and services are completed in the most efficient, effective and economic way.

Survey Method

The 2018 survey was conducted in June and July. It was completed by several methods including post, online at Survey Monkey, email, over the telephone and during development visits by members of staff accompanied by Tenant Representatives.

The majority of the survey questions were multiple choice where Tenants were asked to rate their level of satisfaction from 'Very Satisfied' to 'Very Dissatisfied' against various elements of the services provided. Tenants were also asked to answer four questions with their own comments, the questions included one on continuous improvement and tenant consultation.

Response Rate

At the time of the 2018 survey we had 430 properties, including 402 general needs properties and 28 shared ownership properties. Every property was sent a copy of the survey by post. Out of 430 properties, 344 completed surveys were received resulting in a response rate of 80%.

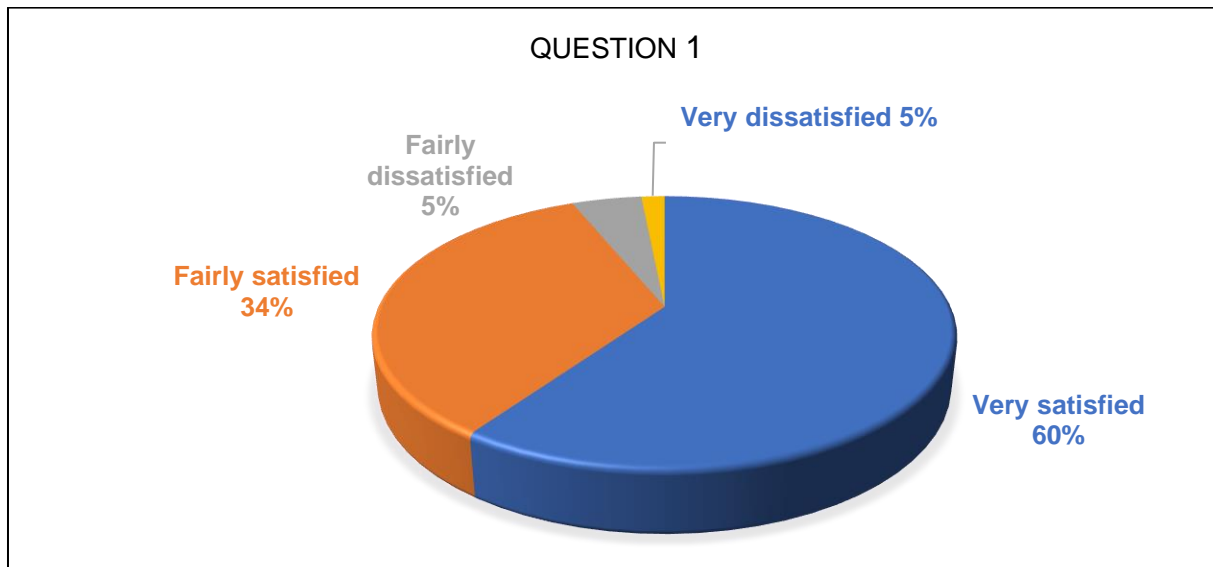
Tenants of General Needs Properties

Total No. 402

Responses 323 80.37%

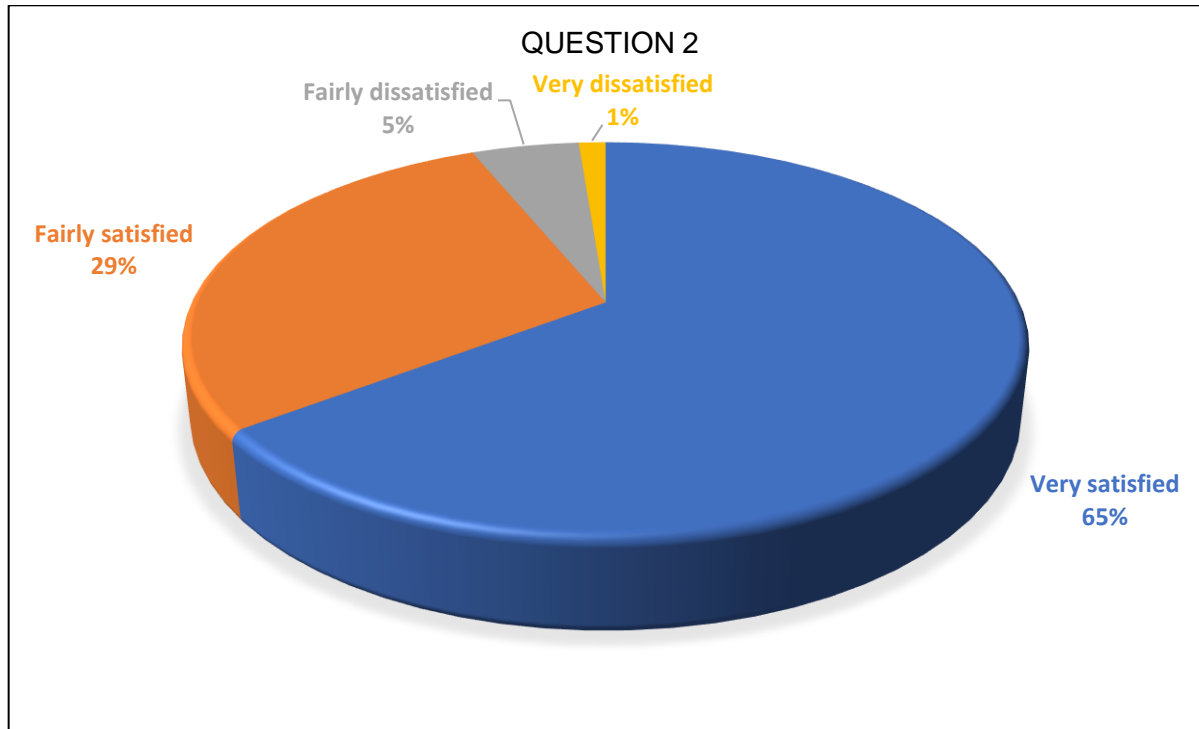
Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lincs Rural?

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	% very or fairly satisfied
2015	112	53	5	16	8	84
2016	n/a	237	12	10	n/a	91
2017	196	92	n/a	9	5	95
2018	193	110	n/a	15	5	94



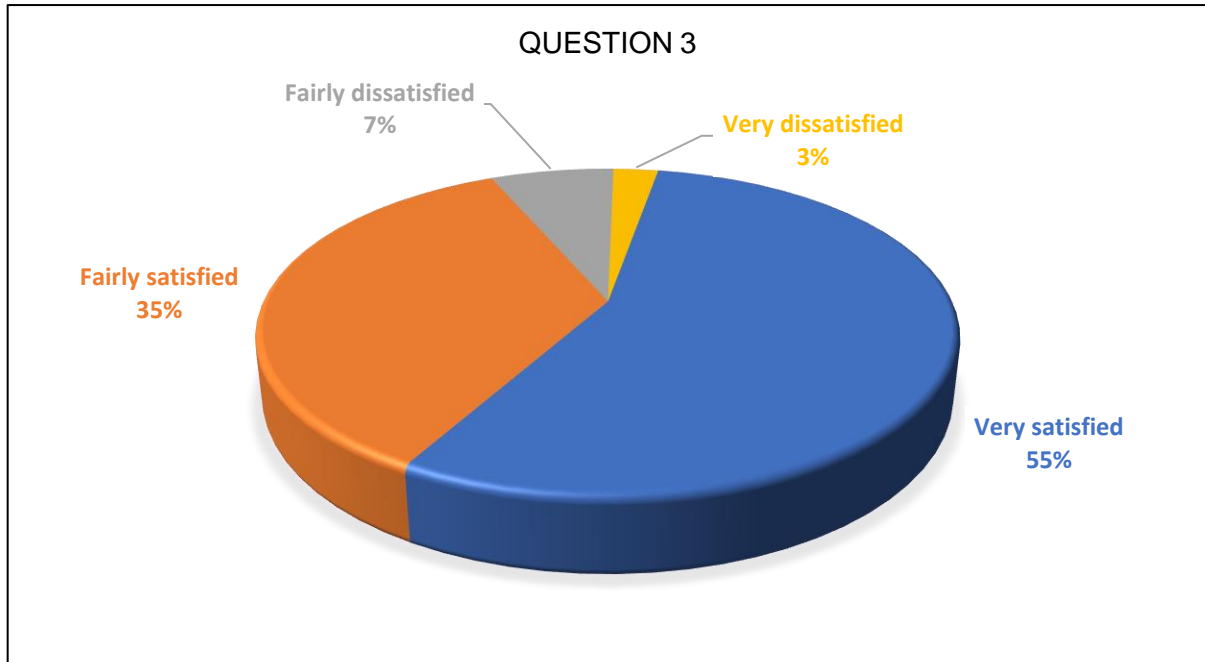
Q2. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	% very or fairly satisfied
2015	132	45	4	1	n/a	97
2016	n/a	238	11	15	n/a	90
2017	213	78	n/a	9	4	95
2018	209	94	n/a	16	4	94



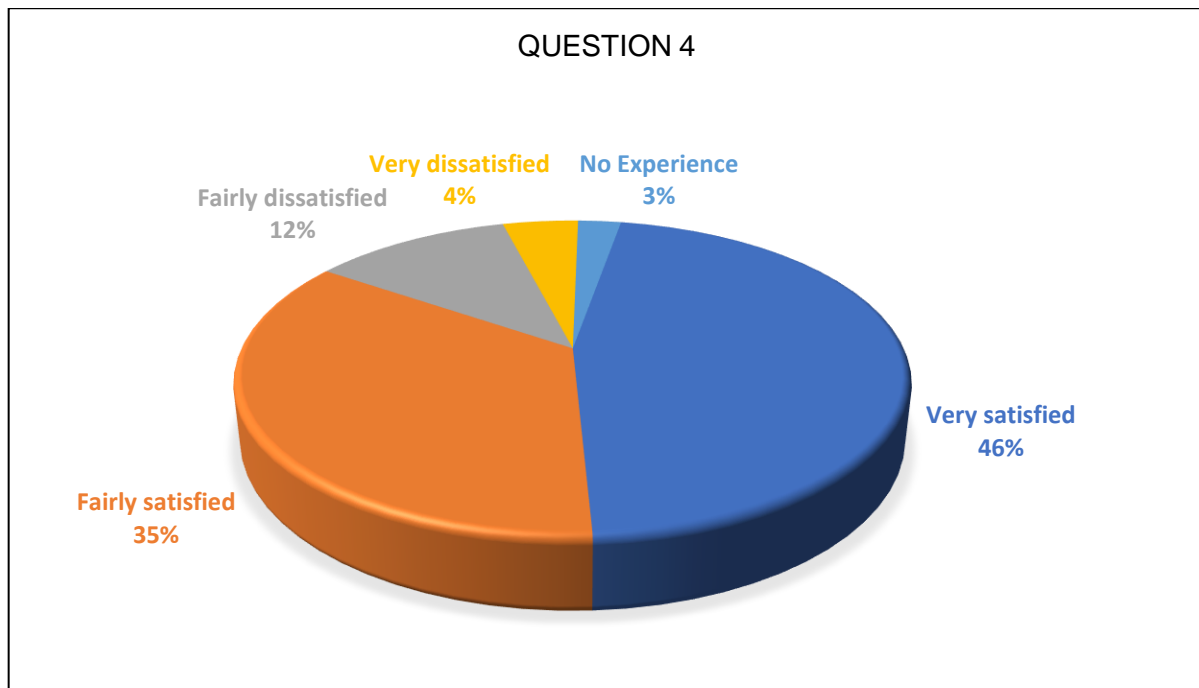
Q3. How satisfied or dissatisfied are you with the overall quality of your home?

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	% very or fairly satisfied
2018	179	114	n/a	22	8	90



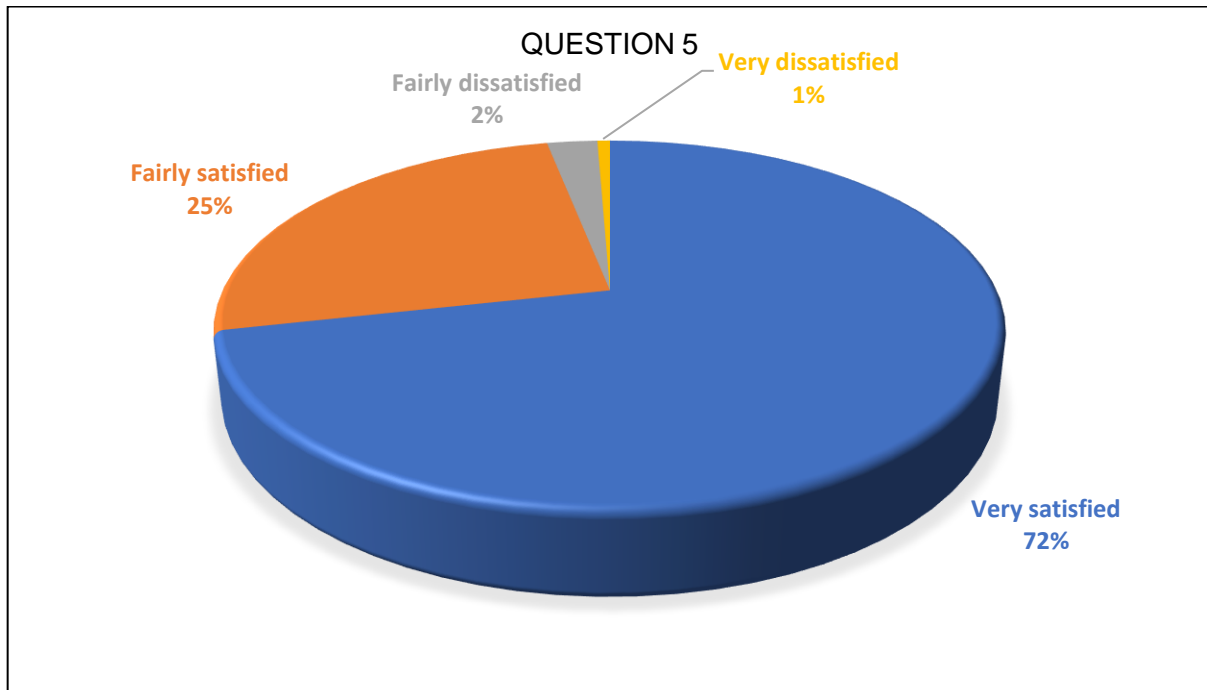
Q4. Generally, how satisfied or dissatisfied are you with the way that Lincs Rural deals with repairs and maintenance?

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	% very or fairly satisfied
2015	96	69	2	4	4	94
2016	n/a	214	17	33	0	81
2017	142	113	n/a	30	11	86
2018	150	114	n/a	37	14	81



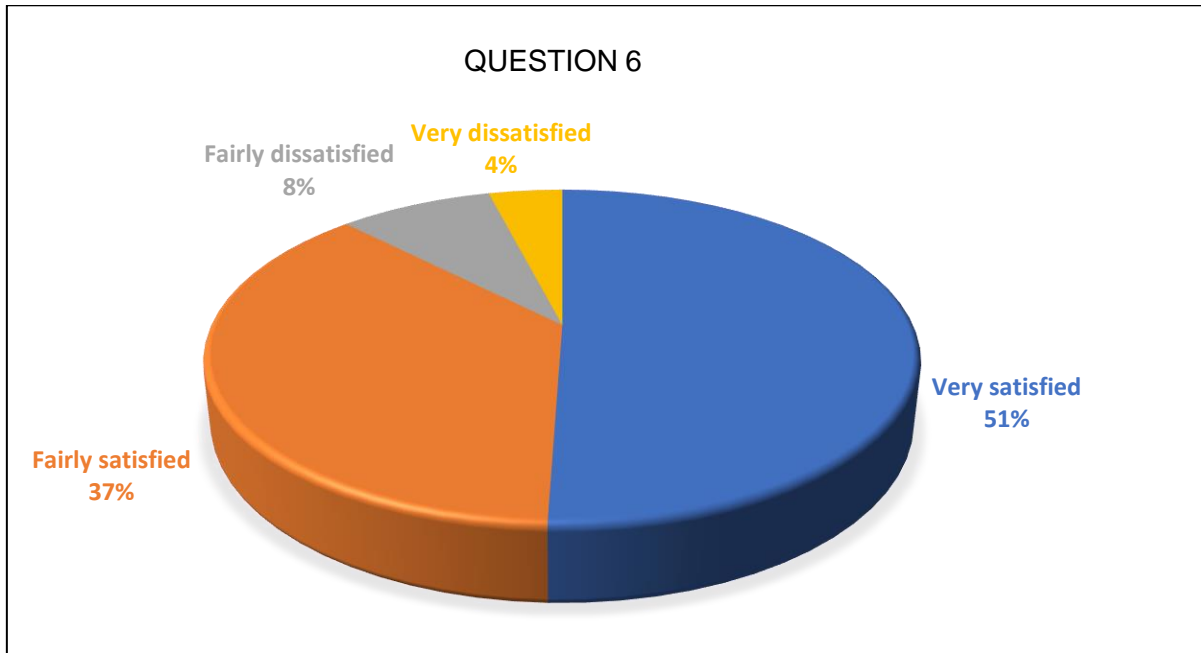
Q5. How satisfied or dissatisfied are you that your rent provides value for money?

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	% very or fairly satisfied
2015	120	51	5	4	2	93
2016	n/a	n/a	n/a	n/a	n/a	n/a
2017	215	74	n/a	3	4	97
2018	231	82	n/a	8	2	97



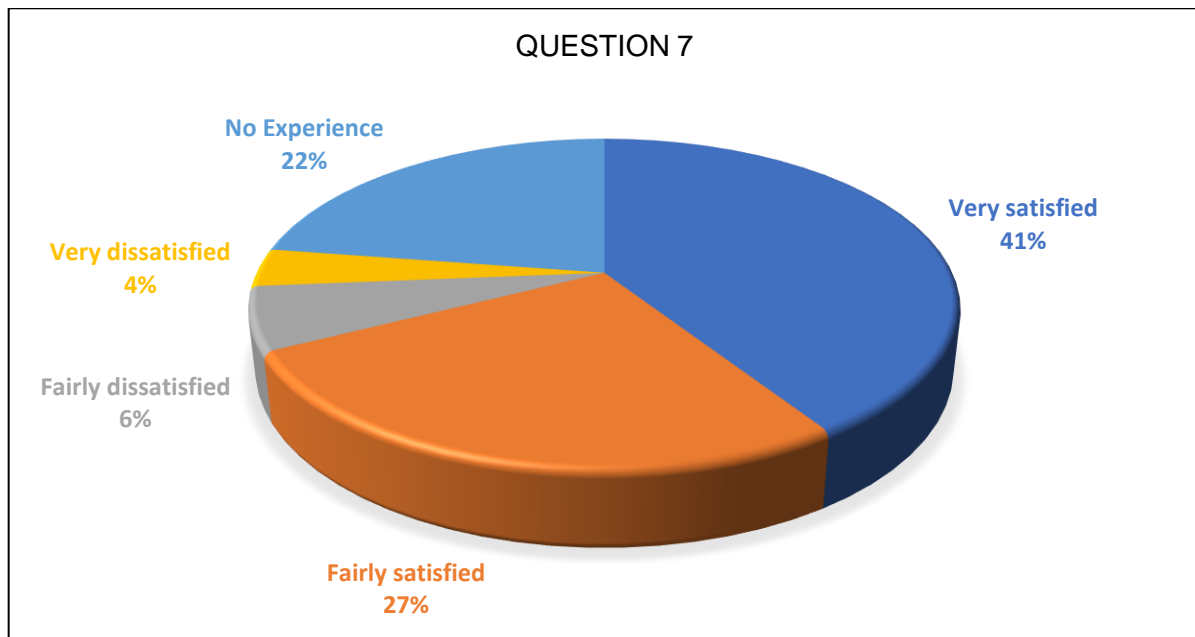
Q6. How satisfied are you that your service charge provides value for money?

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	% very or fairly satisfied
2015	71	48	24	8	7	75
2016	n/a	n/a	n/a	n/a	n/a	n/a
2017	143	72	n/a	19	10	88
2018	139	102	n/a	23	11	88



Q7. If you have had any experience expressing your views to Lincs Rural, how satisfied or dissatisfied are you that your views were listened to and acted upon?

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	No Exp.
2015	88	55	28	4	4	n/a
2016	n/a	201	39	8	0	n/a
2017	136	114	n/a	15	5	n/a
2018	132	86	n/a	20	12	73



Q8. Are you provided with information that is relevant, accessible and timely by Lincs Rural on issues such as:

- What you can expect from Lincs Rural?
- How we perform?
- Choices available?
- Progress with your repairs?
- How you can complain?
- How you can get involved with Lincs Rural?

Response rate for comments	
No.	56
Of Respondents	17%

A selection of the responses received:

'We have always been kept up to date with everything. Repairs are done quickly. Everybody is lovely to talk to'.

'Yes, personally but not all tenants seem to read Tenants Matters that would apply to them'.

'You have to chase for repairs'.

'On the whole very satisfied however I have had to wait a fairly long time for a fence replacement and little or no communication as to when it will be fixed'.

'Would like to see Lincs Rural replace all windows for fire reason and replace old electric heaters to upgrade (over 20 yrs.)'.

'The scoring for service charge for communal gardening has been given taking into account that Malcolm Firth is now doing the work and hopefully after a shaky start things will improve greatly'.

'Fantastic house the best I have ever lived in'.

'Repair promised four months ago to replace fence – would you like my vet's bill if my dog escaped?'

'I like many residents of Hall Yard have no real idea what the service charge covers'.

Q9. We have a network of Tenant Representatives. Are you aware of them and how they can assist you?

Response rate for comments	
No.	41
Of Respondents	12%

A selection of the responses received:

'We are aware of the tenant reps but they have not made themselves known to us during the three months we have been in the house.'

'I am one but not sure I would have known otherwise. Also I think as a motive we should be given a summary of the minutes of the meetings to be able to feedback to residents to make our representation worthwhile (minutes of Tenant Representative Meetings).'

*'We know of this because Mrs ***** one of our neighbours, told us she is now the tenant representative, she would help with any problems that would affect us in our neighbourhood.'*

'Do not have one at present as no one wants to take this on'.

*'Very happy now **** keeps me up to date and very grateful on my behalf that he has asked for repairs on my property and for the roof to be done to keep birds out'.*

'Only know this through another tenant. They love to help'.

Q10. We have agreed a set of Local Offers to you, following consultation with a selection of tenants. Are you aware of these offers?

Response rate for comments	
No.	37
Of Respondents	11%

A selection of the responses received:

'Not being aware of previous offers, I am not sure about what sort of offers you mean'.

'We would love to see an end to the Bedroom Tax'.

'Not aware due to lack of reading the info sent out'.

'Local offer should be sent separately'.

'Unsure of the exact information however would be interested to find out more'

'Not being aware of current offers? Future offers?'

'Improvements in energy efficiency – making sure the houses don't lose too much heat in the winter e.g. up to date windows and efficient heating system'.

'Feel ostracised being too far our sometimes perhaps maybe do something that includes tenants far out'.

'Meal discount clubs for children maybe?'

'I'm not sure our area is covered by this, if so I am unaware'.

Q11. What can we do better when delivering services to you?

Response rate for comments	
No.	101
Of Respondents	29%

A selection of the responses received:

'You are all fab don't change a thing'.

'car problems at no. 6 - 2 cars on driveway, 1 on path, 1 at the allotment all this before people arrive after work no.4 loud noise all the time, has parties late into the night'.

'To get back to me when I have a repair I am still awaiting my back door seal to be repaired since Xmas'.

'Built in 1994 windows starting to blow boiler uneconomical central heating system poor Maintenance not very good'.

'Get rid of Aaron Services Ltd'.

'Cannot think of anything would perhaps like to approach operatives on site to see if time to do anything required. LRHA do not look at other gardens in area some tenants do not look after them Re-staining of properties and also mending canopies required Communal garden contractors - lots of work to be done - not here this week looking shabby now'.

'I would like repairs doing more quickly I would like a more up to date heating system as the dated storage heaters are very costly'.

'Would like a coffee morning in this area'.

'I feel we don't always get a quick response to issues/questions we have raised. Besides this we are completely satisfied with the service Irha provide. We are extremely happy in our new home'.

'Honestly cannot think of anything at this time I have been a tenant since 2007 and I have always been very satisfied with all you have done for me and been very supportive when going through difficult times a few years back very supportive organisation - thank you'.

'Keep us more informed on items of interest to us in this area'.

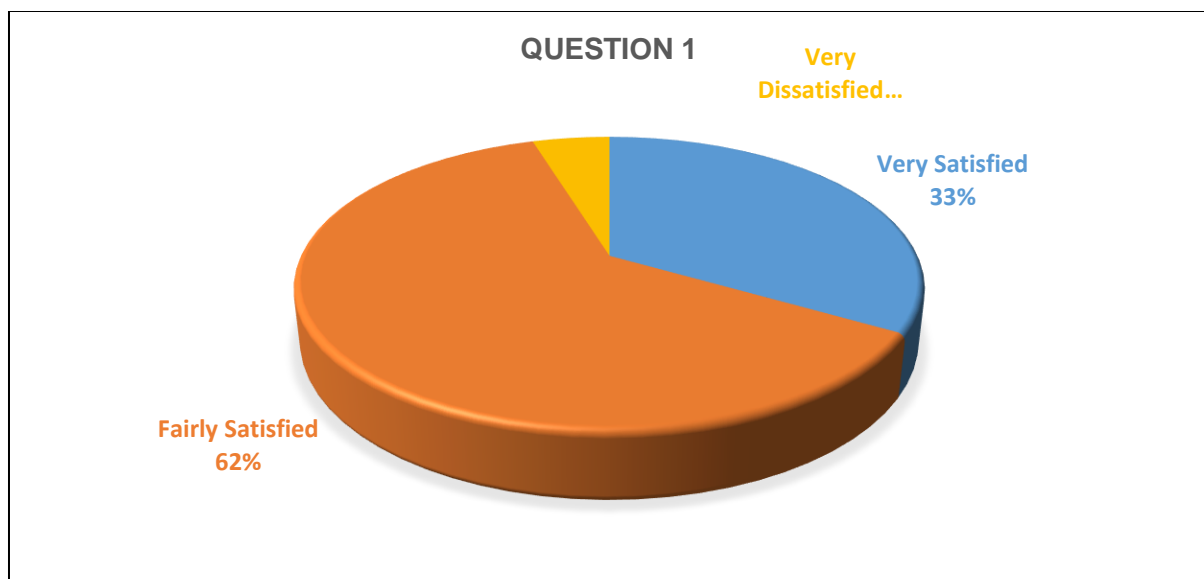
Tenants of Shared Ownership Properties

No. of Shared Owners: 28

No. of responses: 21 (75%)

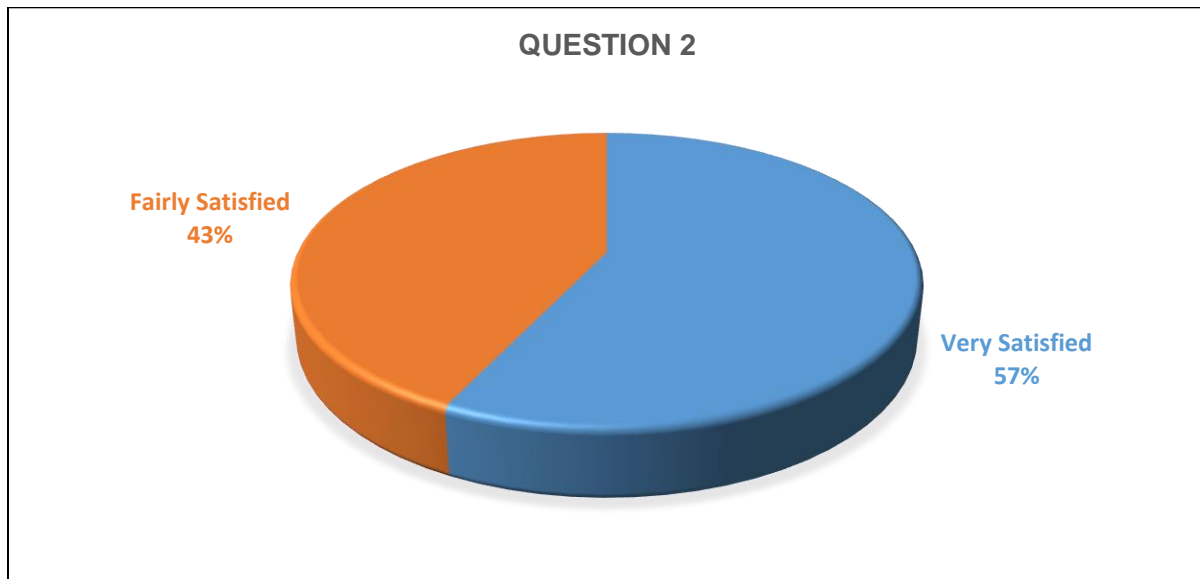
Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lincs Rural?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	% very or fairly satisfied
2015	0	3	0	1	3	42
2016	0	8	2	3	0	61
2017	7	4	0	2	0	84
2018	7	13	n/a	0	1	95



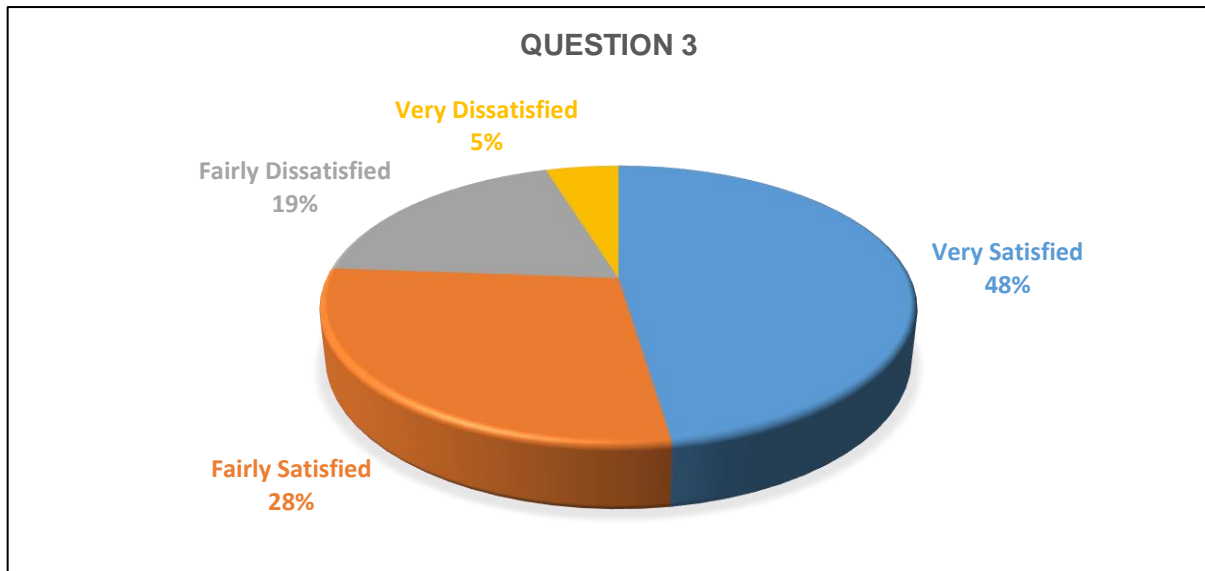
Q2. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	% very or fairly satisfied
2015	1	1	3	0	2	28
2016	0	9	2	2	0	69
2017	6	7	0	0	0	100
2018	12	9	n/a	0	0	100



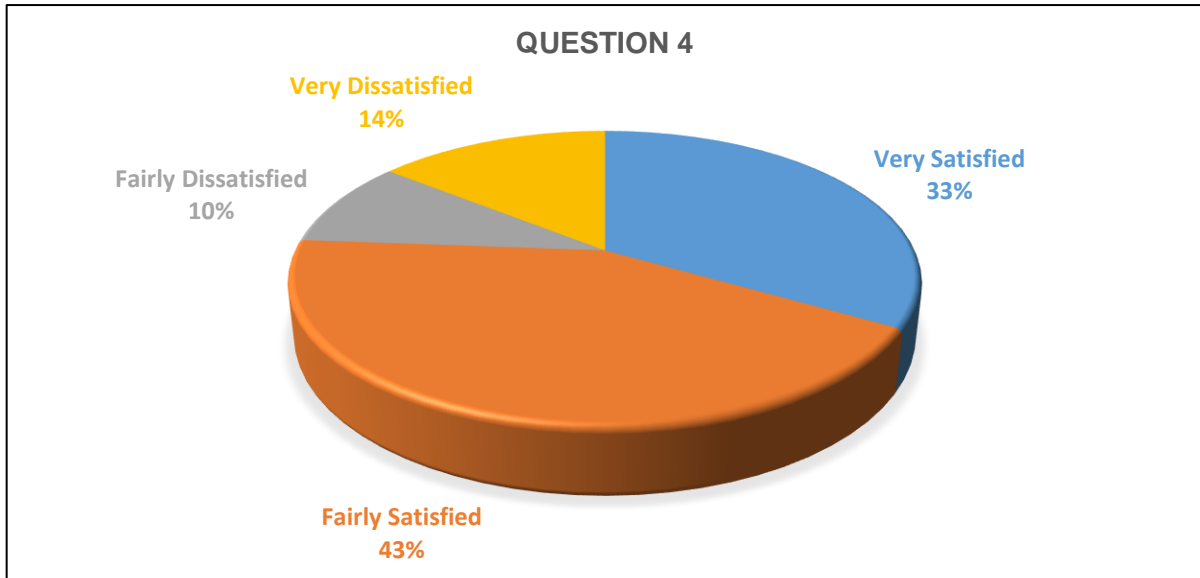
Q3. How satisfied or dissatisfied are you that your rent provides Value for Money?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	% very or fairly satisfied
2018	10	6	n/a	4	1	76



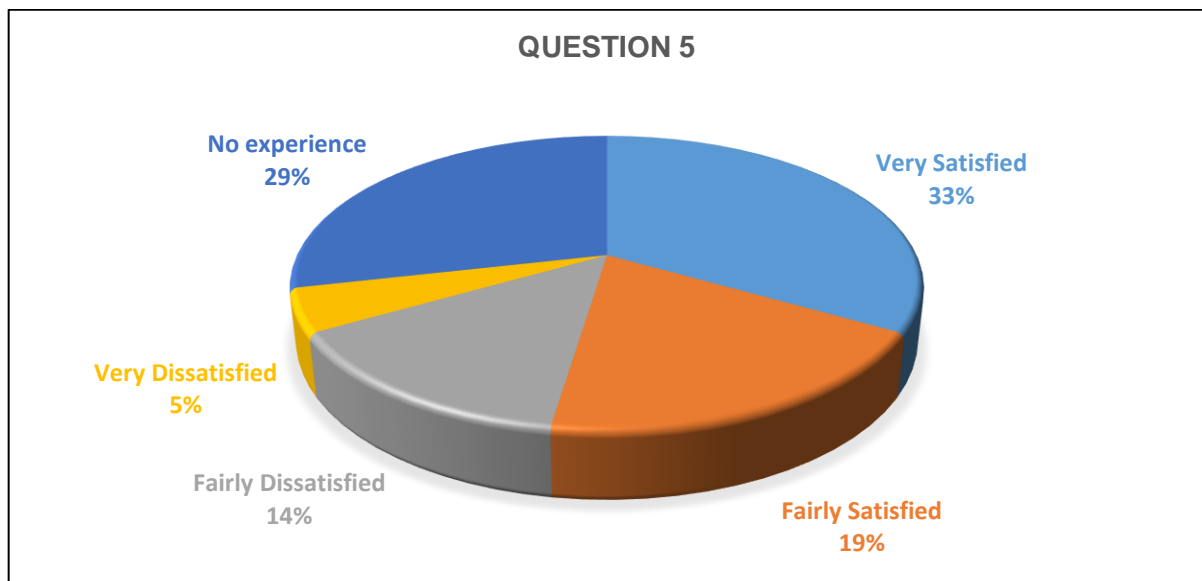
Q4. How satisfied are you that your service charge provides Value for Money?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	% very or fairly satisfied
2018	7	9	n/a	2	3	76



Q 5. If you have had experience expressing your views to Lincs Rural, how satisfied or dissatisfied are you that your views were listened to and acted upon?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No Exp.
2015	1	1	3	0	2	n/a
2016	0	9	2	2	0	n/a
2017	6	7	0	0	0	n/a
2018	7	4	n/a	3	1	6



Q6. Are you provided with information that is relevant, accessible and timely by Lincs Rural on issues such as:

- What you can expect from Lincs Rural?
- How we perform?
- Choices available?
- Progress with your repairs?
- How you can complain?
- How you can get involved with Lincs Rural?

Response rate for comments	
No.	5
Of SO responses	28%

A selection of the responses received:

'What we expect from yourselves and what we receive are two completely different things. Rented tenants seem to be treated quite differently in a way they are given more and priority repairs etc. to the shared ownership scheme. We do receive your performance reports etc. on what you have achieved which is excellent for you but what about a performance report on the tenants at Bicker? It's nice to hear new builds etc. but keeping the upkeep of tenants and tenants abusing the houses they live in, needs looking at please. I am currently not a proud homeowner around Bicker now the estate is a mess, some houses are a mess'.

'We have not seen or met anyone from LRHA apart from maintenance'.

'I am in receipt of your magazine thank you. I was glad of your help when trying to secure the property, and thank you for letting me change the front door., hopefully this on will not let the rain in'.

'Not very happy about the gardeners, when Dave did it we were very pleased, he was excellent'.

'After moving into my new property over 18 months ago I am happily settled into my local community and enjoy a good relationship with my close neighbours. I am confident that any housing issues that I may have in the future I will be given 100 % customer service from the team at Lincolnshire Rural'.

Q7. We have a network of Tenant Representatives. Are you aware of them and how they can assist you?

Response rate for comments	
No.	6
Of SO responses	29%

The responses received:

'I am aware of them but not of how they can assist'.

'The representative for our community does not communicate with the majority of tenants'.

'We have no knowledge of who they are or how to contact them'.

'My own fault not looked into it due to lack of time'.

'I am aware of the team, they can't / don't assist me'.

'Not sure who is our representative but if I had a problem I would go to LRHA anyway so I don't personally feel it is necessary for us, though other may well benefit'.

Q8. We have agreed a set of Local Offers to you, following consultation with a selection of tenants. Are you aware of these offers?

Response rate for comments	
No.	5
Of SO responses	28%

The responses received:

'I'm sure if I had more time to read through the calendar etc. in detail then I'd find the information about local offers but, at the moment, it's not something I have time to look into'.

'Solar energy panels would be a great long term benefit'.

'Anything'.

'Again do not know who they are'.

'Currently unsure?'

Q9. What can we do better when delivering services to you?

Response rate for comments	
No.	13
Of SO responses	46%

The responses received:

'Follow through with what has been agreed. Sometimes a matter is discussed over the telephone but, after the initial conversation and possibly the first attempt to solve the issue, it sometimes seems to 'fall by the wayside'. An item raised some time ago still hasn't been resolved. This is not a criticism, we understand you're busy and it's not a priority, but it has happened a number of times. So, a suggestion for improvement, maybe a system that keeps a track of issues right through until the end would be helpful?'

'All is excellent service wise'.

'Nothing very happy with the service you provide'.

'I know that you have made it clear that, because my property is shared ownership , you will not help with the upkeep, however I wonder if you are aware of any grants I am eligible for and if we are able to use your work men for a charge.'

'Sending out franked post - could you not hand deliver to save money!!'

'Not sure to be honest. Maybe make shared ownership tenants have some benefits for paying a rent like a percentage off new windows or roofs or heating etc. After all we pay rent for nothing and get nothing in return. It's not fair really and at the end of the day it's half the rural house too so why couldn't they after a discounted service for things to be done'.

'Return phone calls and emails'.

'Communication is the key please and to treat the part ownership as a more equal part of the community after all we seem to be the only ones (nearly) that take pride in where we live But I would like to say thank - you reference by rent for the past few months when I was ill and couldn't work and lost my job you were the only ones who helped me'.

Summary

The completion of the STAR Survey for 2018 has achieved the desired outcomes identified during the pre-planning process:

- To consult with all or the majority of our tenants;
- Gather specific evidence of how the services delivered can be improved;
- The free text questions completed to enable targeted tenant engagement after the survey;
- The involvement of the Tenant Representatives to complete the survey; and
- The Staff usually office based to visit the developments and interact with our tenants.

The successful completion means that going forward:

- The data can be used to develop an Action Plan and a Local Offer for 2019/20;
- The Action Plan and Local Offer will be subject to tenant consultation and have Board level approval, it will then be the responsibility of all Staff to implement it;
- To demonstrate to our tenants that if we complete a survey, we will listen and will use the results data to adapt the service delivery;
- To consult with the Tenant Representatives at the Annual General Meeting for 2018;
- To continue to involve our Tenants more by increasing the number of meetings and development visits in 2019;
- To build our tenants confidence that we are listening and actions do come as a result of survey undertaken;
- To identify the priorities of our Tenants and to assess the options for future property investment particularly in the areas of energy efficiency / fuel poverty and planned maintenance; and
- To review the process of the STAR Survey in 2018, reflect, redesign and implement in 2020.

The final Action Plan and Local Offer developed from the analysis of the STAR Survey 2018 results will be available to all tenants via Tenants Matters magazine and the Association's website.