

Your Views



Shian Housing
Association Ltd

Resident Satisfaction Survey 2024

About the Survey

Between January and March 2024, many of you took part in an important survey. All residents were invited to take part in the survey by completing either an online, postal or telephone 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 Shian Housing Association (Shian) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.



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

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

173

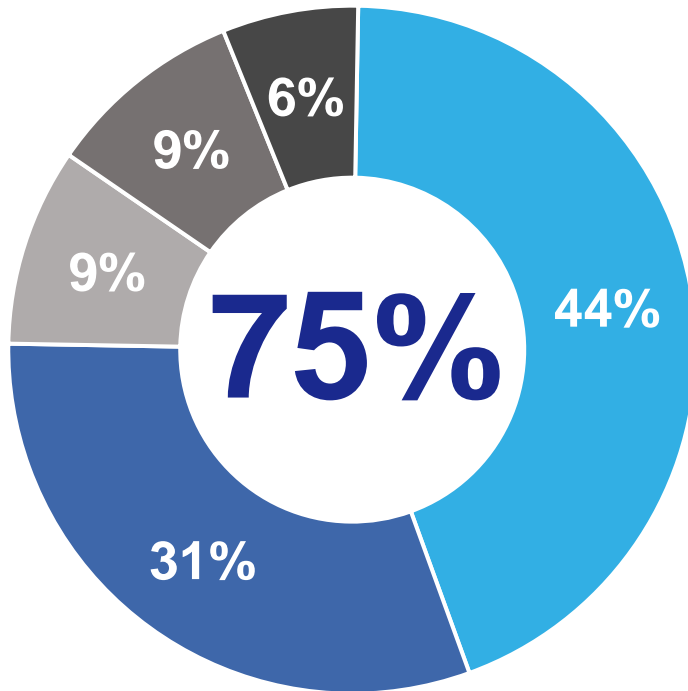
residents took part
out of a total of 488
(45 by telephone,
84 online & 44 by
post)

A big thank you to everyone who took part!

Overall Service



Three out of four residents are satisfied with the overall service from Shian (**75%**).



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



The Home and Communal Areas



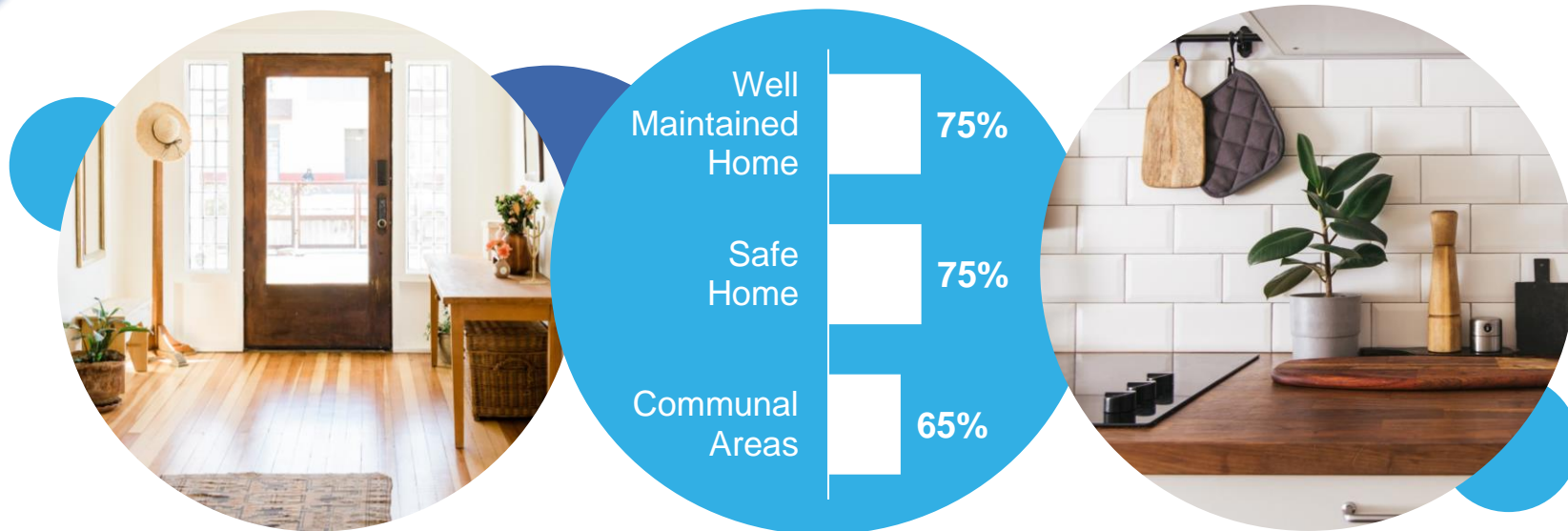
Three out of four residents are satisfied that their home is well maintained **(75%)**.



Residents are equally satisfied that Shian provides them with a home that is safe **(75%)**.



Around two out of three residents with communal areas are satisfied that Shian keeps these communal areas clean and well maintained **(65%)**.



Repairs Service



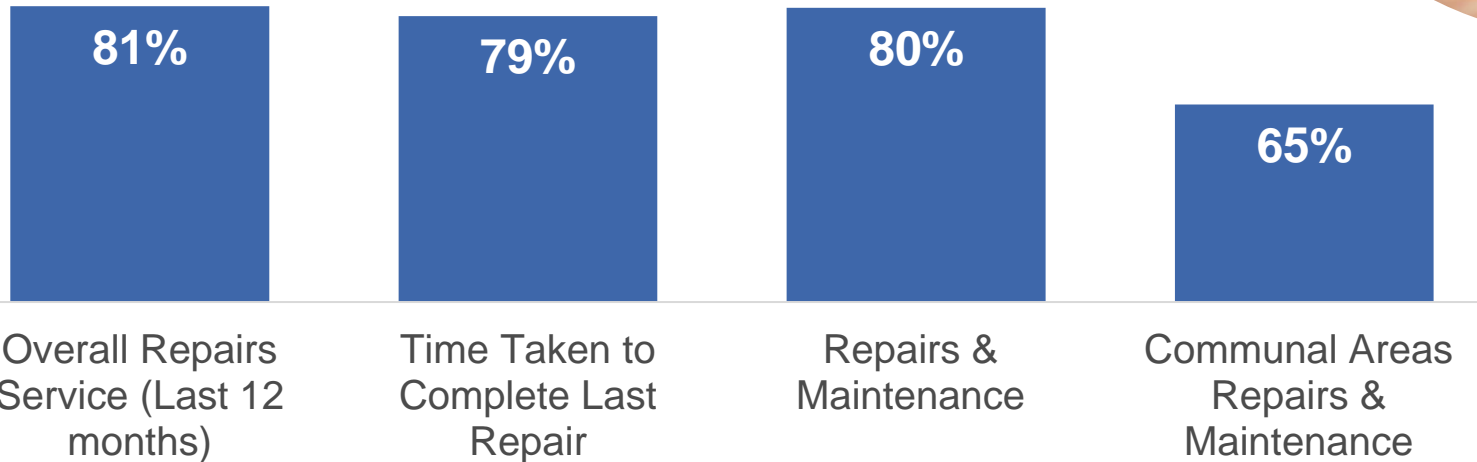
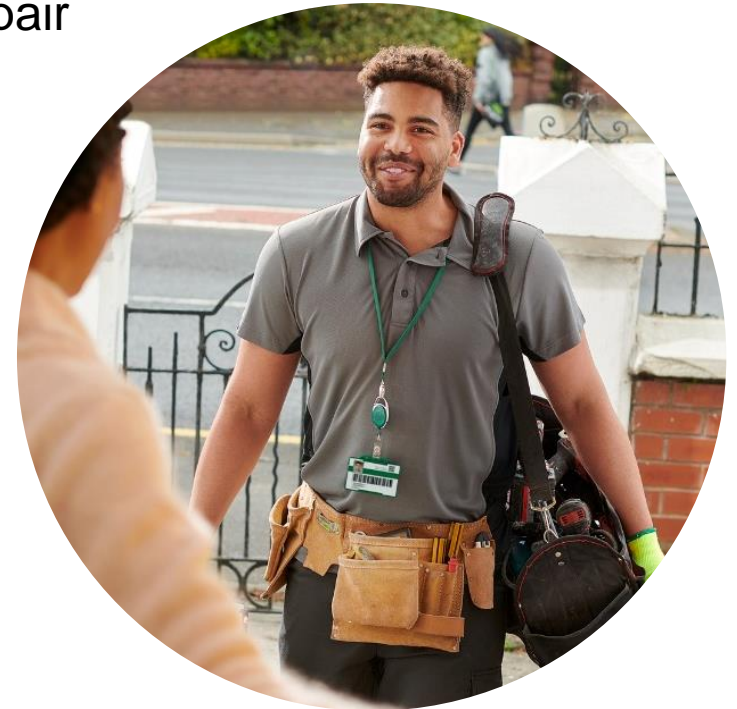
Eight out of ten residents who have received a repair in the last 12 months are satisfied with the overall repairs service during this period **(81%)**.



Residents are similarly satisfied with the time taken to complete their most recent repair after they reported it **(79%)**.



Four out of five residents are satisfied with the way Shian deals with repairs and maintenance generally **(80%)**.



78%
of residents had a repair carried out in the last 12 months

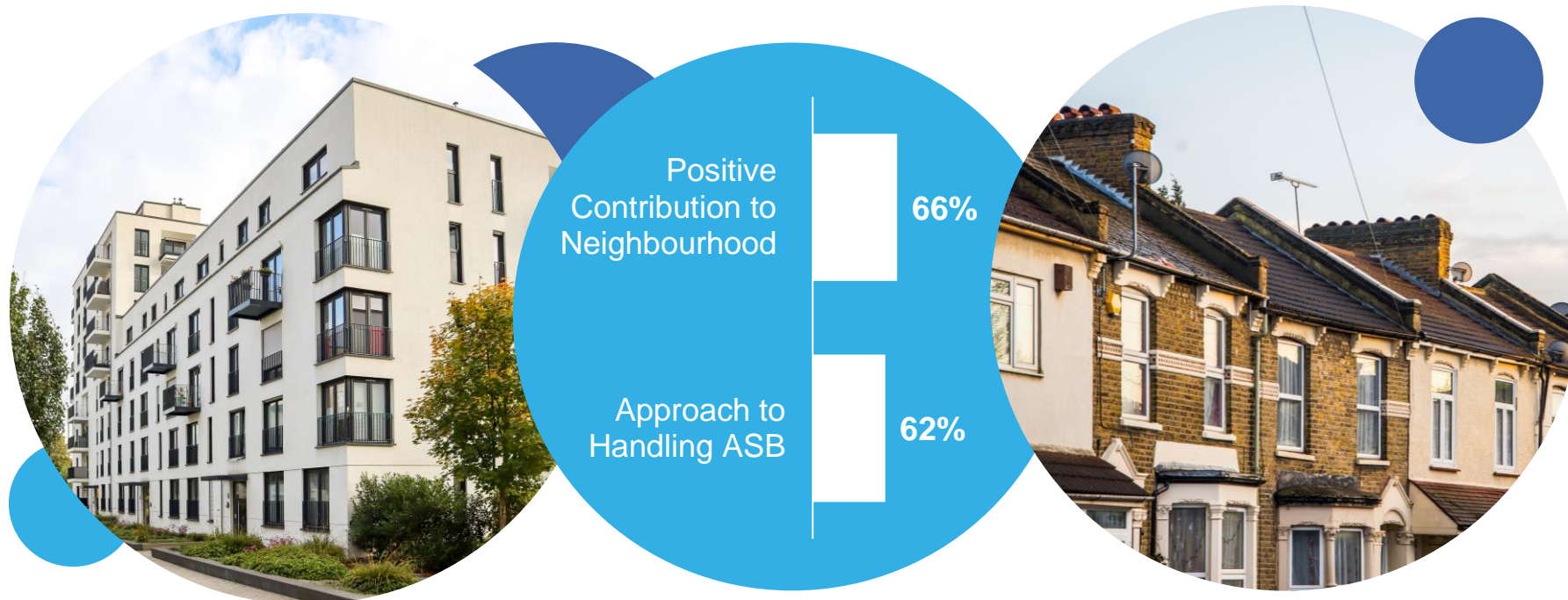
The Neighbourhood



Two out of three residents are satisfied that Shian makes a positive contribution to the neighbourhood **(66%)**.



Slightly fewer residents are satisfied with Shian's approach to handling anti-social behaviour **(62%)**.



Communications and Resident Engagement



Two out of three residents are satisfied that Shian listens to their views and acts upon them **(66%)**.



Three out of four residents are satisfied that Shian keeps informed about things that matter to them **(75%)**.



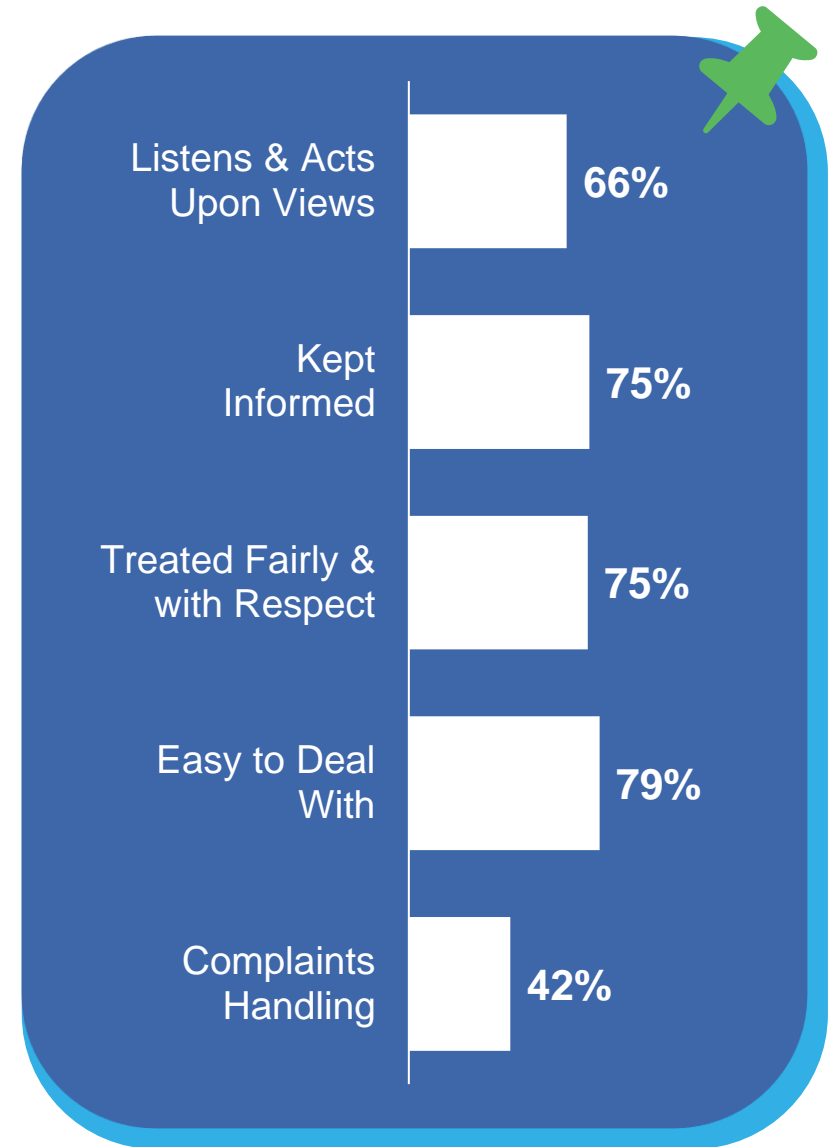
Three-quarters of residents also agree that Shian treats them fairly and with respect **(75%)**.



Eight out of ten residents are satisfied that Shian is easy to deal with **(79%)**.



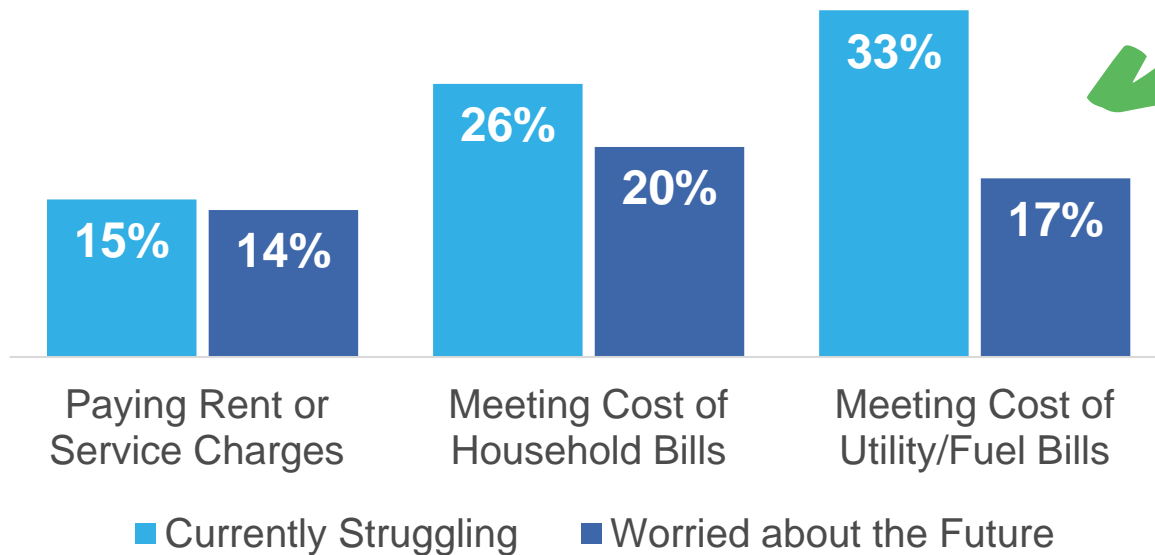
Around two-fifths of residents who said they made a complaint in the last 12 months are satisfied with Shian's approach to complaints handling **(42%)**.



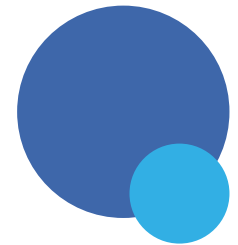
Wellbeing



Some residents are currently struggling to pay their rent or service charges (**15%**), with more struggling to meet the costs of household bills (**26%**) and utility/fuel bills (**33%**). Other residents are worried about these different payments in the future (between **14%** and **20%**).



Three out of ten residents said they currently have damp or mould in their home (**31%**). Of these residents, **83%** have reported the problem to Shian.



Recommending Shian



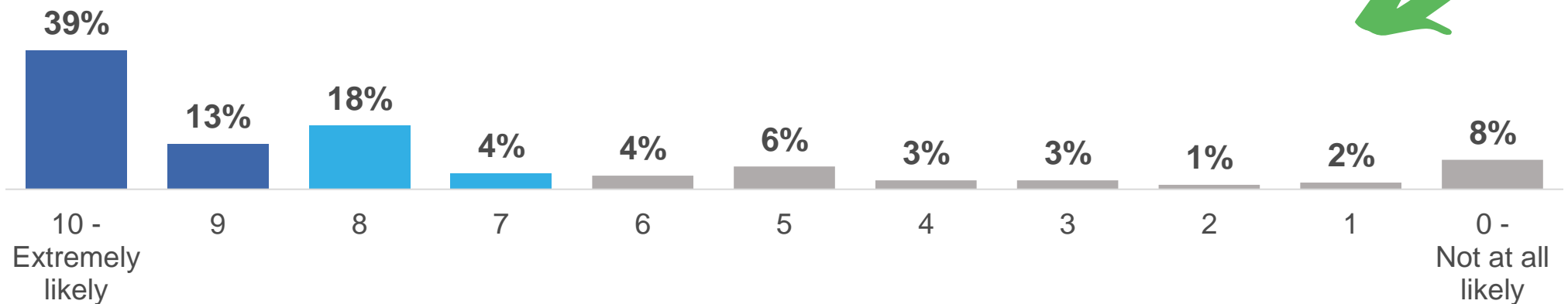
Residents were also asked how likely they would be to recommend Shian to other people. This is a 0-10 point rating. Those who would recommend Shian score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Half of residents are happy to recommend Shian to other people (**51%**). However, **22%** of residents are unsure and **27%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for Shian (the percentage of those who would recommend Shian minus the percentage of those who would not) is **+25**.



Residents' Comments

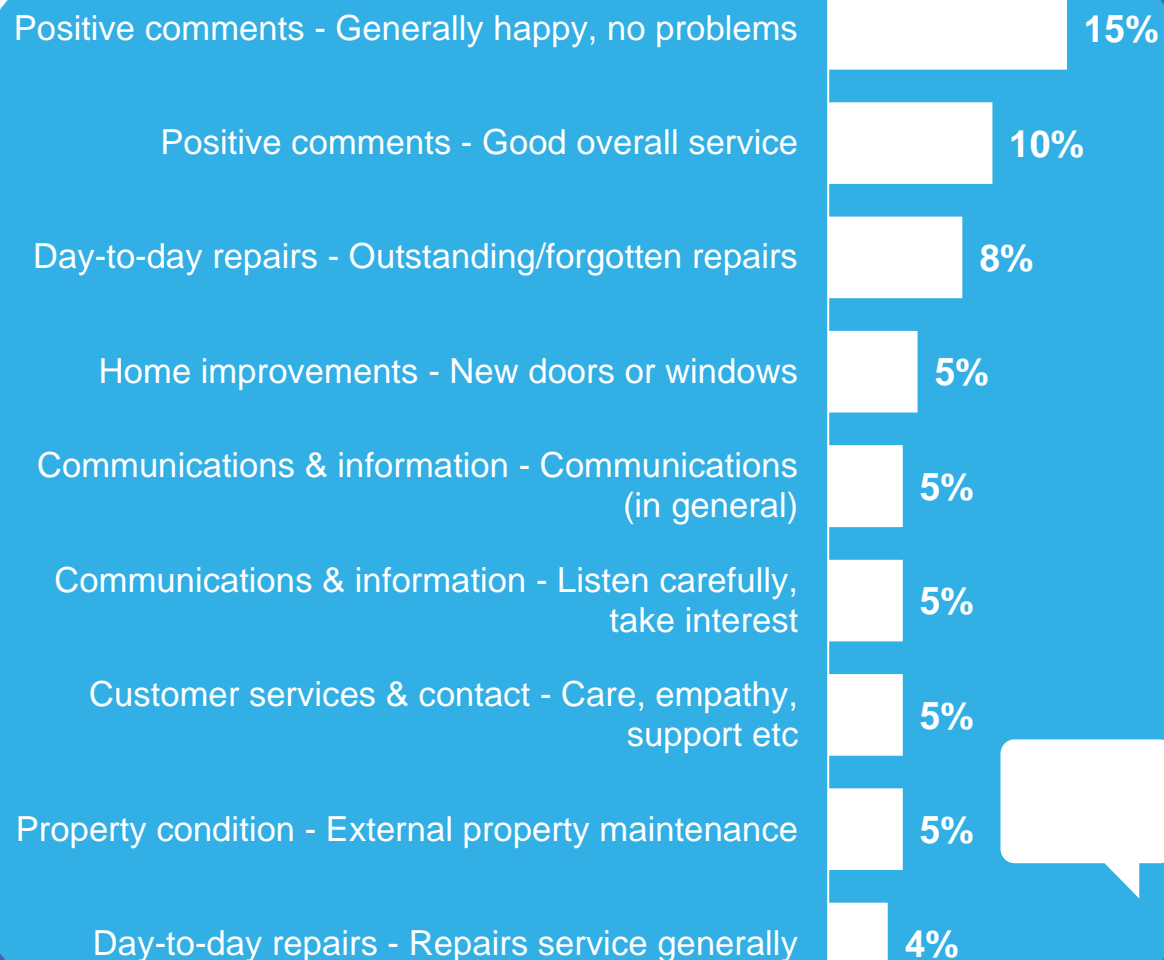
Finally, residents were asked what one thing Shian could improve, and 110 residents gave comments.

Residents most frequently would like improvements to the repairs service, particularly outstanding or forgotten repairs that have not been dealt with.

Residents also commented upon communications and customer services, including communications in general, how they are listened to, and the care and support provided by staff.

Other residents are happy with the services currently provided and had no improvement suggestions, instead giving positive comments.

Top comments



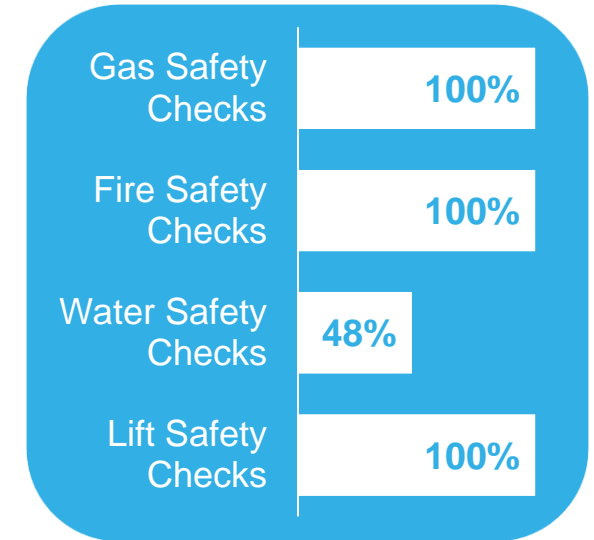
Summary of Tenant Satisfaction Measures (TSM)

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	75.0%
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.	80.5%
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.	78.9%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	74.9%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	75.1%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	65.7%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	75.1%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	74.5%
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.	42.2%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	65.1%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	65.5%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	61.9%

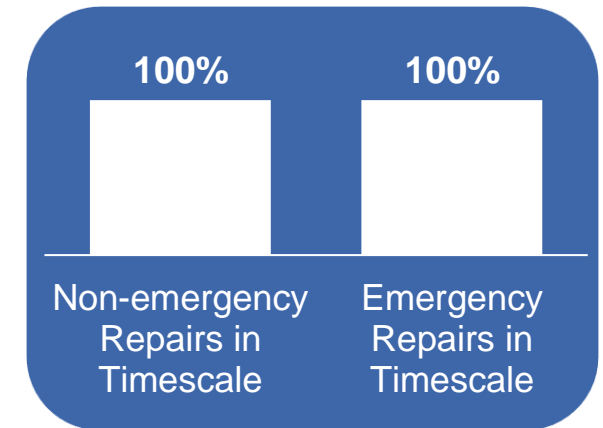
TSM Management Information: Safety and Repairs

The following two pages include a summary of the TSMs generated from Shian's management information. It is important to note that these measures were not questions asked in the survey but are taken from data available to Shian.

BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	N/A*
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	48%**
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%



RP01	Proportion of homes that do not meet the Decent Homes Standard.	0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	100%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	100%

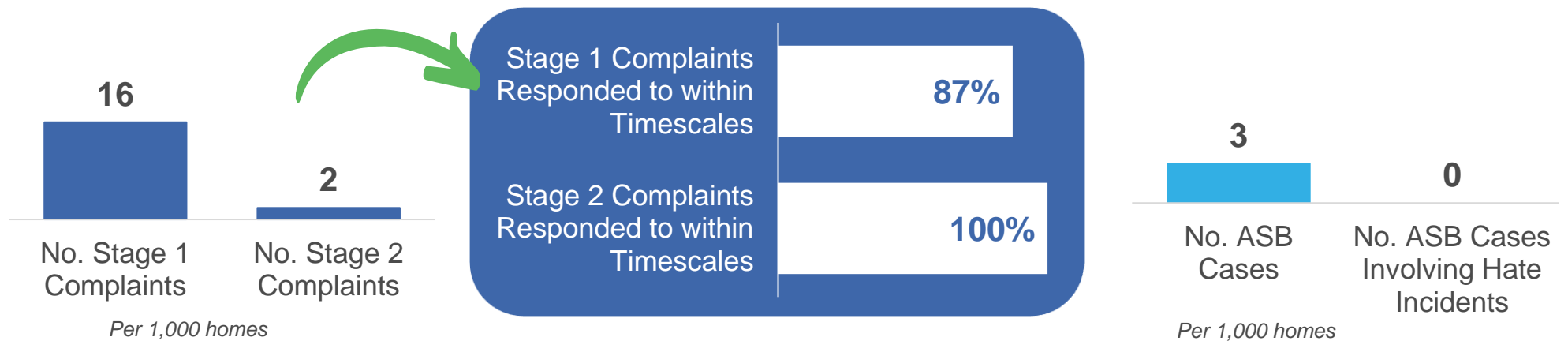


*As all housing stock is post 1988, there is no Asbestos in Shian properties as at that time use of Asbestos in housing stock was illegal. **Shian has a two-year program for an external consultant to conduct 100% Legionella inspections in our properties. To date, 48% of the properties have been inspected for Legionella. This inspection program is scheduled to conclude in March 2025.

TSM Management Information: Complaints and ASB

CH01 (1)	Number of stage one complaints received per 1,000 homes.	16
CH01 (2)	Number of stage two complaints received per 1,000 homes.	2
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	87%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%

NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes.	3
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0



Your Views



Shian Housing
Association Ltd

Shian 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 Shian does to involve you in developing services. As well as publishing the results of the survey, Shian plans to put the findings to good use by working with residents to further improve the services provided.



Thank you
once again to
everyone who
took part.



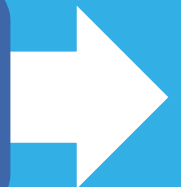
Publish findings to
residents



Use findings to plan
and improve services,
e.g., repairs,
communications and
customer service



Involve residents in
shaping service
improvements



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)	173
B.	Timing of survey	21/01/2024 to 25/03/2024
C.	Collection method(s)	Telephone, postal and online surveys
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Representative checks by tenure type, housing need, age group, ethnicity and area
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 resident 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	Required sample size of 214 was not met, but small population size and all residents were sent an online and postal survey, before attempted calls were made to non-respondents
J.	Type and amount of any incentives offered to tenants to encourage survey completion	For every completed survey £5 donated to Crisis & Mind with 50% going to each charity
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None