

Customer Satisfaction Report on 'New Tenancy Visits'

**1 July 2017 – 30 September 2017
Quarter 2**



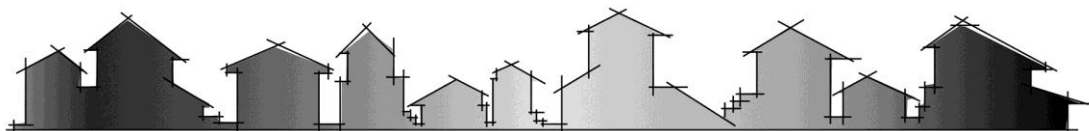
One Tamworth, Perfectly Placed

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Introduction to report

The customer satisfaction report has been written to explain how tenants feel about the services they receive from Tamworth Borough Council when they move into Council accommodation.

Customer satisfaction is monitored through the feedback questionnaires collected at the 'new tenancy visit' which are discussed between tenants and their area Tenancy Sustainment Officer.

Each quarter a mini report is compiled and discussed between the Housing Options Co-ordinator and Housing Managers at performance review meetings. Suggestions from tenants will be considered and where possible actioned. Tenant's views are very important to us when reviewing the services we offer to ensure improved service delivery.

Tenants assisted in the re-design of the new tenancy questionnaire to capture important information that will assist the Tenancy Sustainment Officers. This is now successfully used in all new tenancy visits.

Firstly, a summary of key findings have been collected and will be looked at so we can consider how we make improvements alongside the suggestions that tenants have made. We will also look at the role of the Tenancy Sustainment Officer.

Finally, we will review a full break down of responses received from the 'new tenancy surveys'. At the end of the report comparisons are made between responses received at this time last year and now.

Summary of key findings based on the 47 tenants that completed the surveys out of 48 tenants we tried to make contact with

41 (87%) of tenants stated that they were happy with the condition of their new home when they received the keys

47 (100%) of tenants stated that they understood the tenancy conditions explained to them at the 'sign up' interview of their new property

41 (87%) of tenants stated that there was not any additional information that they would have liked to have received when they collected the keys and paperwork to their new property

46 (98%) of tenants stated that they understood how to report a repair

29 (62%) of tenants stated that they did not have outstanding repairs that had not been reported when they moved into their property.

42 (89%) of tenants rated the general state of the property as good or very good

30 (64%) of tenants rated the decoration of the property as good or very good

35 (74%) of tenants rated the general hygiene / cleanliness of the property as good or very good

47 (100%) of tenants stated that they found the staff to be both polite and helpful

21 (45%) of respondents stated that they have no preference whether the repairs are carried out before or after they have moved into their new property.

The role of the Tenancy Sustainment Officer

The new tenancy visit is carried out by a Landlord Services Tenancy Sustainment Officer within 6 weeks of a new tenancy starting. Two attempts will be made to visit the tenant. Once a mutually convenient appointment has been made, the Tenancy Sustainment Officer will call at the property. Occasionally the questionnaire is completed over the telephone at the tenant's request. Checks will be made to ensure the property has been tenanted and that it has not been sub-let.

The Tenancy Sustainment Officer will introduce themselves to the tenant(s). They will discuss whether household details are up-to-date and if contact telephone numbers are correct.

This is an opportunity to discuss;

- How rent is going to continue to be paid and who to contact to make a Housing Benefit claim
- Any change of circumstances since moving into the property
- Any issues surrounding the tenancy agreement
- Any outstanding repairs and how to contact the repairs and Gas contractors
- Tenant Involvement – having a say in Landlord Services

Tenancy Sustainment Officers patches;

Area	Estates	Income/rent
Bolehall / Glascote / Old Glascote	Margaret Seedhouse	Julie Senior
Kettlebrook / Stonydelph / Dosthill / Two Gates	Claire Bennett	Kimberley Fielding
Hockley / Wilnecote / Belgrave / Fazeley Road Estate / Gillway & Old Kettlebrook	Lucy Richards	Ann Atkins
Amington / Leyfields /Town Centre	Dee Ferlance	Barbara Bowstead

The following figures have been rounded up to the nearest % with the data collected from the **47** tenants who completed the customer satisfaction survey with their Tenancy Sustainment Officer at the 'new tenancy visit'.

Is English your first language?



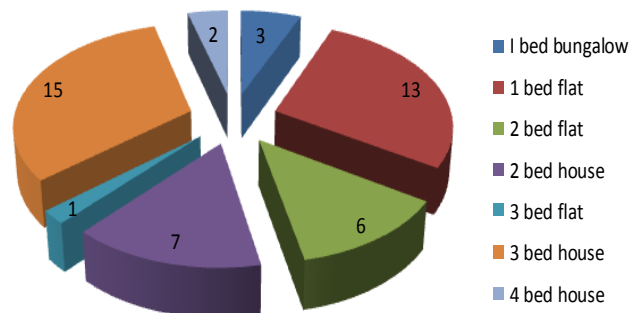
45 (96%) of new tenants stated that English is their first language

2 (4%) of new tenants stated that English is not their first language

Property types

(The following are in relation to successful visits and responses but not representative of the total number of properties let)

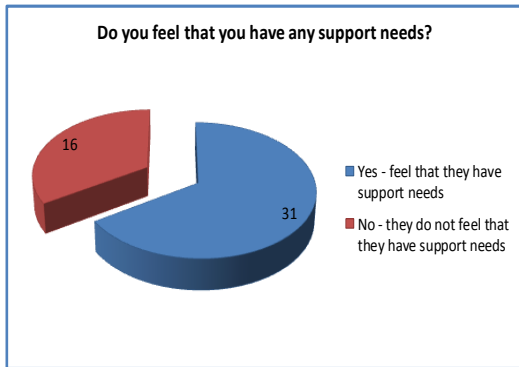
Property type let in quarter 4



Property type	How many let	%
1 bed bungalow	3	6%
1 bed flat	13	28%
2 bed flat	6	13%
3 bed flat	7	15%
2 bed house	1	2%
3 bed house	15	32%
4 bed house	2	4%

None of the property let this quarter are sheltered accommodation

Do you feel that you have any support needs?



16 (34%) of tenants do not feel that they have any support needs

31 (66%) of tenants stated that they feel they have support needs

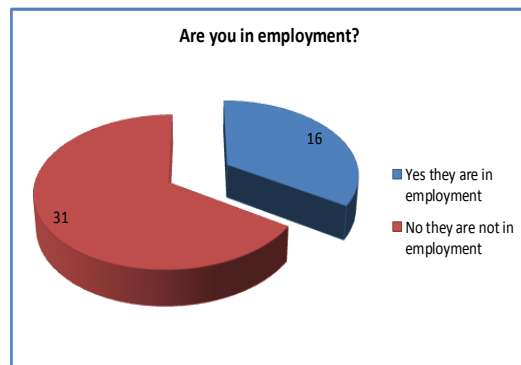
Note: If someone feels that they or their family have support /mobility needs that are not already being met, then they will be 'sign-posted' to additional services if they wish to receive further assistance.

Rent

Are you in employment?

16 (34%) of tenants stated that they are in employment

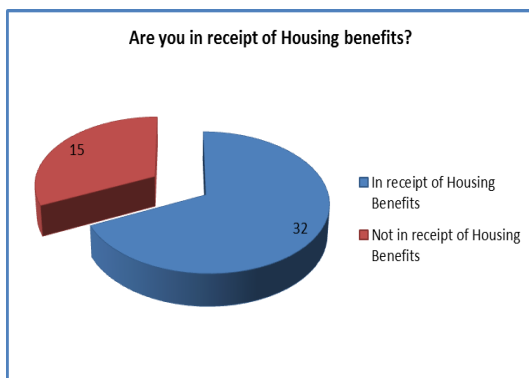
31 (66%) of tenants stated that they are not in employment



Are you in receipt of Universal Credit?

47 (100%) of tenants are not in receipt of Universal Credit

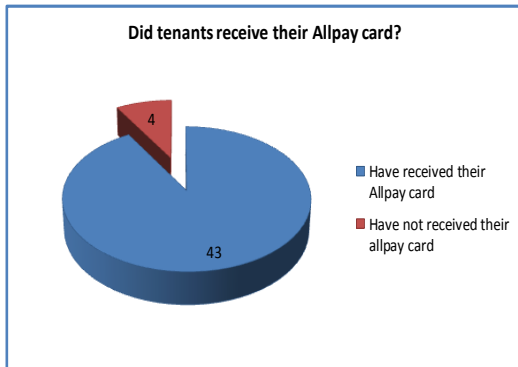
Are you in receipt of Housing Benefits?



32 (68%) of tenants are in receipt of Housing Benefits

15 (32%) of tenants are not in receipt of Housing Benefits

Did tenants receive their Allpay card?



43 (91%) of tenants have received their Allpay card

4 (9%) tenant have not received their Allpay card

Note: The Allpay card is used when paying rent and is ordered at the sign up of the property.

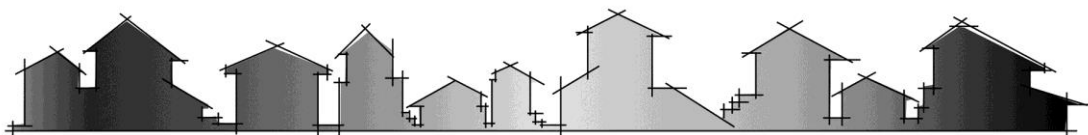
If tenants have not received their Allpay card by the time of the Tenancy Sustainment Officers visit it will be re-ordered by Tenancy Sustainment Assistants.

How are tenants paying their rent?

Payment method	No. of tenants	Percentage
Housing Benefits	32	68%
Paying full rent	15	32%

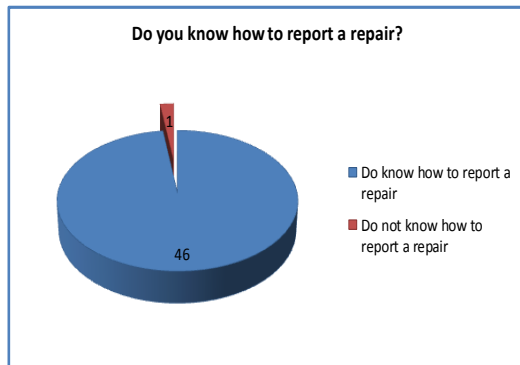
What payment methods are used to pay rent?

Direct debit	8	17%
At the Post Office with an Allpay card	6	13%
Over the telephone by Direct Debit or Credit Card using the automated service credit line	1	2%
Discussed all options with Tenancy Sustainment Officer	32	68%



Repairs

Do you know how to report a repair?



46 (98%) of tenants they do know how to report a repair

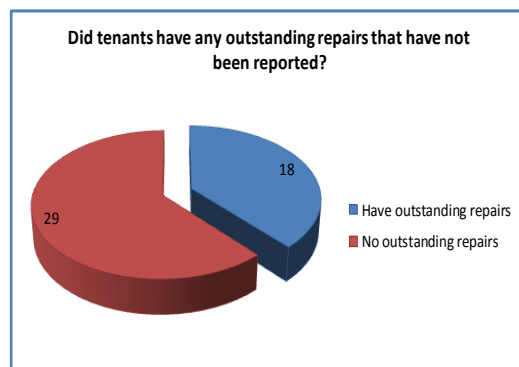
1 (2%) of tenants did not know how to report a repair

Note: The repairs contact details are issued by the 'Voids and Allocations Team' when tenants sign up for a property and can also be found in their 'new tenancy pack'.

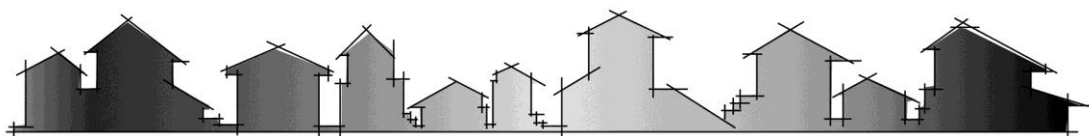
Did tenants have any outstanding repairs that have not been reported?

18 (38%) of tenants stated that they had outstanding repairs that had not already been reported.

29 (62%) of tenants stated that they did not have any outstanding repairs that had not already been reported.



(Please refer to appendix 2 – table of outstanding repairs)



Customer satisfaction

This part of the survey is carried out to understand tenants opinions about the quality of services received from Tamworth Borough Council's Landlord Services since they were allocated their property and the satisfaction they feel in their new home.

At the viewing

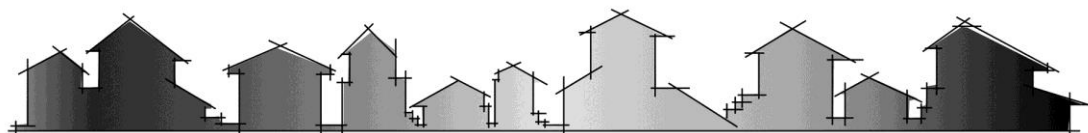
How did you feel the viewing of the property went?

- "I fell in love with it"
- "I liked it, but the bedrooms are small"
- "It was clean and in a nice area"
- "I liked the size of the property and I have family living in the area"
- "I thought it was really nice and larger than my last property"
- "It was a wow moment! It's lovely. A nice flat and I think I will be very happy here "
- "It went really well"
- "It was very rushed. I would have liked more time to view the property"
- "I loved it straight away"
- "Work was still being done which made viewing the property difficult"
- "Wow! A long garden which is lovely"

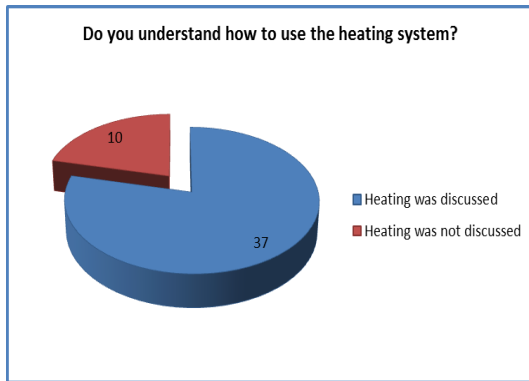
Note: Properties are viewed when undergoing repairs so that people are given as much notice as possible about their move, but they can request a second viewing.

Only the applicant is allowed to view the property on an accompanied viewing as it has proved too much to control when friends and family attend, especially when a property is not their first choice.

Viewings are carried out by the Voids and Allocations Team unless it is a sheltered housing property and the Scheme Manager will carry out the viewings.



Do you understand how to use the heating system?



37 (79%) of tenants understood how to use the heating system

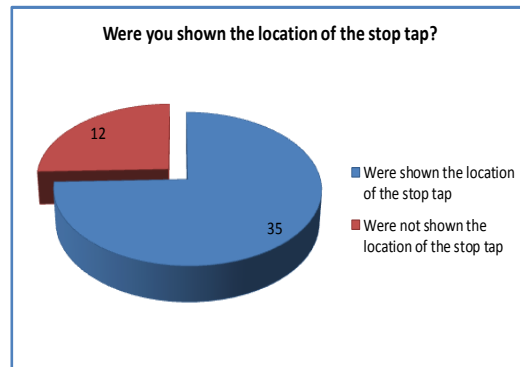
10 (21%) of tenants did not understand how to use the heating system

Note: At the 'turn on' stage the Repairs Team can demonstrate how the heating system works and electric storage heater leaflets are given out when requested.

Were you shown the location of the stop tap?

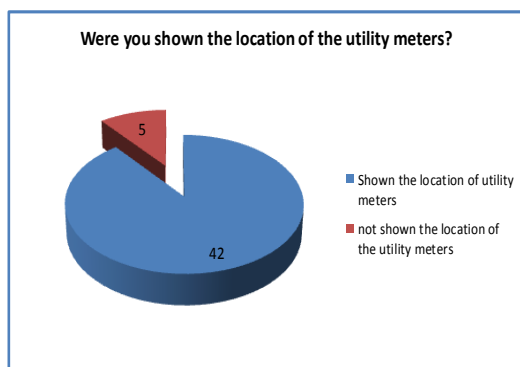
35 (74%) of tenants were shown the location of the stop tap.

12 (26%) of tenants were not shown the location of the stop tap.



Note: Indoor Sheltered Schemes are usually linked to a central heating system within the scheme and tenants would not be shown the stop tap or utility meters as they are not individual to each property.

Were you shown the location of the utility meters?



42 (89%) of tenants were shown the location of the utility meters

5 (11%) of tenants were not shown the location of the utility meters

At the 'sign up'

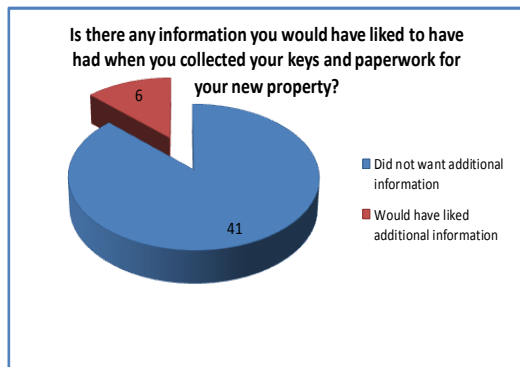
Did you find the staff polite and helpful?

47 (100%) of tenants stated that they found the staff to be both polite and helpful

Do you understand the tenancy conditions explained to you at the 'sign up' interview?

47 (100%) of tenants stated that the tenancy conditions were explained clearly at the sign up interview.

Is there any information you would have liked to have had when you collected your keys and paperwork for your new property?



41 (87%) of tenants did not want any additional information provided when they collected their keys and paperwork for their new property.

6 (13%) of tenants stated they required additional information provided when they collected their keys and paperwork for their new property.

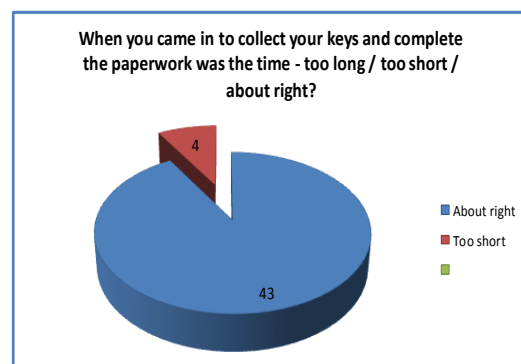
Comments

- "How to use the stop tap"
- "How to use the heating system"
- "Which keys fitted where?"
- "Name and address of previous energy suppliers"
- "That we could only have a gas cooker in the property"
- "What repairs would be needed"

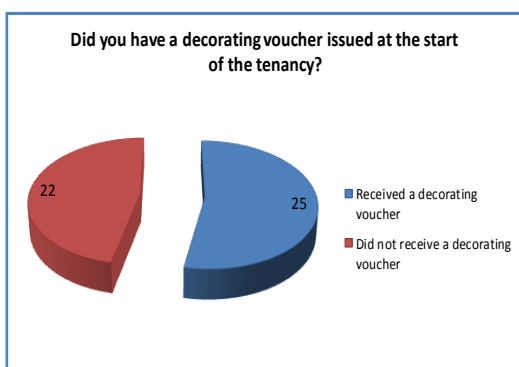
When you came in to collect your keys and complete the paperwork was the time - too long / too short / about right?

43 (91%) of tenants stated that the time taken to collect the keys to their new property and to complete their paperwork was '**about right**'.

4 (9%) of tenants stated that the time taken to collect the keys to their new property and to complete their paperwork was '**too short**'.



Did you have a decorating voucher issued at the start of the tenancy?



25 (53%) of tenants received a decorating voucher at the start of their tenancy

22 (47%) of tenants did not receive a decorating voucher at the start of their tenancy

If you answered yes to having a decorating voucher, how much was it for?

Note: Decorating vouchers issued 1 July 2017 – 30 September 2017 (The figure is **only** inclusive of the 47 tenants who were successfully contacted by the Tenancy Sustainment Officer).

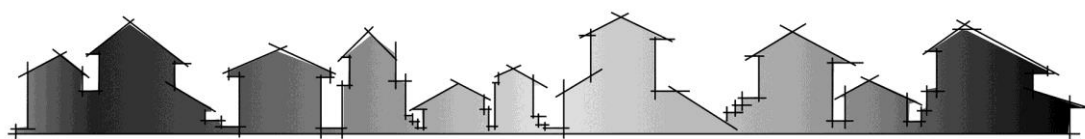
- 22 tenants did not receive any decorating vouchers
- 1 tenant received £25
- 7 tenants received £50
- 4 tenants received £75
- 7 tenants received £100
- 3 tenants received £150
- 3 tenants received £200



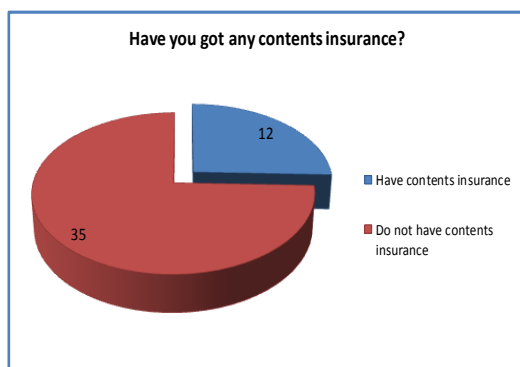
Note: If no decorating vouchers have been issued it would be because none were assessed as being required.

Total cost of decorating vouchers issued in this quarter - £1,500

Decorating vouchers issued?	1 April – 30 June 2017 (Q1)	1 July – 30 September 2017 (Q2)	1 October – 31 December 2017 (Q3)	1 January – 31 March 2018 (Q4)
£'s	£1,275	£2,425		



Have you got any contents insurance?



12 (26%) of tenants do not have any contents insurance

35 (74%) of tenants have taken out contents insurance for their property.

If you have answered no, would you like some additional information sent to you from the Council?

- Several tenants have discussed their options with their Tenancy Sustainment Officers and received information leaflets
- Others have agreed to consider having contents insurance for their properties and have requested additional information
- Several tenants are happy to read the information leaflet enclosed in their 'sign up pack'.
- Several tenants are happy to sort out contents insurance themselves

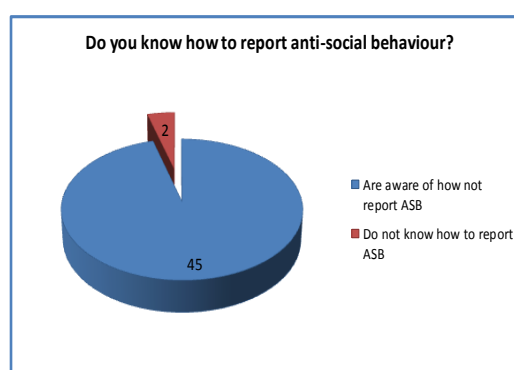
Note: All new tenants are advised of the benefits in relation to taking out contents insurance and this is discussed at the viewing with the Tenancy Sustainment Officer. A leaflet can be found in the 'sign up' pack issued at the sign up of the property.

Do you know how to report anti-social behaviour (ASB)?

45 (96%) of tenants know how to report anti-social behaviour.

2 (4%) of tenants did not know how to report anti-social behaviour

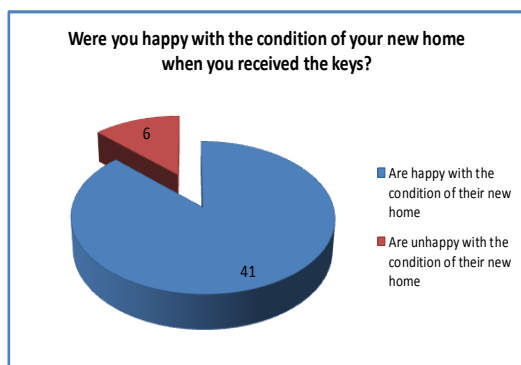
Note: How to report anti-social behaviour would be discussed at the new tenant visit.



Additional information on ASB can be found by visiting the following website:
<http://www.tamworth.gov.uk/asb-zone>

The condition of your new home

Were you happy with the condition of your new home when you received the keys?



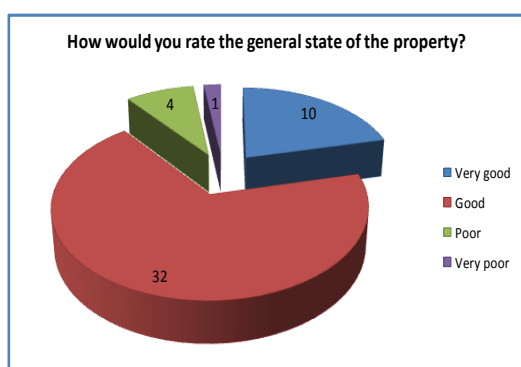
41 (87%) of tenants were happy with the condition of their new home when they received the keys.

6 (13%) of tenants were not happy with the condition of their new home when they received the keys.

If you answered 'no' then please specify why you were unhappy;

- "Dents in the wall"
- "Stained bathroom floor"
- "Fire was missing"
- "I was disappointed with the state of the property"
- "It needed a good clean"
- "Garden was in a poor condition"

How would you rate the general state of the property?



10 (21%) of tenants rated the general state of the property as very good

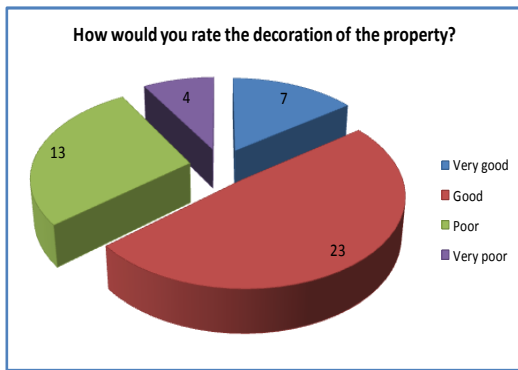
32 (68%) of tenants rated the general state of the property as good

4 (9%) of tenants rated the general state of the property as poor

1 (2%) of tenants rated the general state

of the property as very poor

How would you rate the decoration of the property?



7 (15%) of tenants rated the decoration of the property as very good

23 (49%) of tenants rated the decoration of the property as good

13 (28%) of tenants rated the decoration of the property as poor

4 (8%) of tenants rated the decoration of

the property as very poor

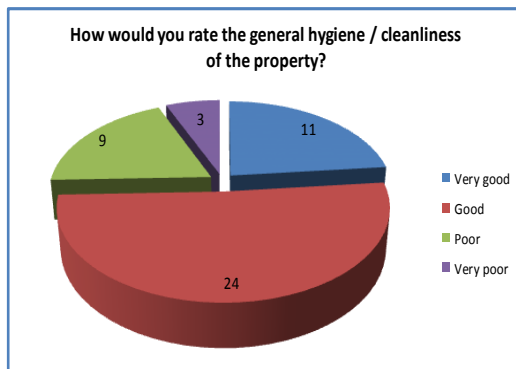
How would you rate the general hygiene / cleanliness of the property?

11 (23%) of tenants rated the general hygiene / cleanliness of the property as very good

24 (51%) of tenants rated the general hygiene / cleanliness of the property as good

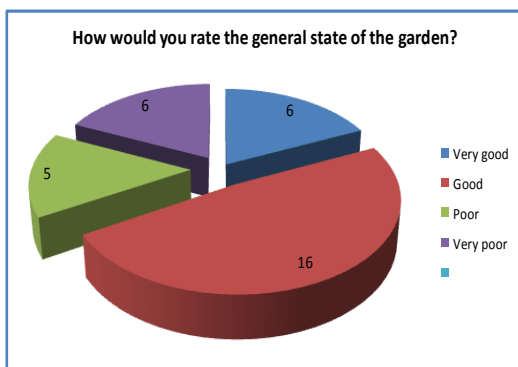
9 (19%) of tenants rated the general hygiene / cleanliness of the property as poor

3 (7%) of tenants rated the general hygiene / cleanliness of the property as very poor



How would you rate the general state of the garden?

NB: figures based on the 33 tenants that have a garden



6 (18%) of tenants rated the general state of the garden as very good

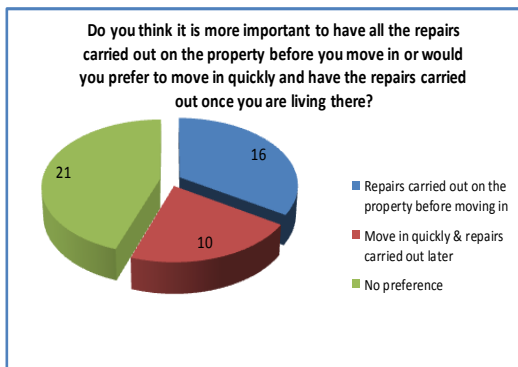
16 (49%) of tenants rated the general state of the garden as good

5 (15%) tenant rated the general state of the garden as poor

6 (18%) of tenants rated the general state

of the garden as very poor

Do you think it is more important to have all the repairs carried out on the property before you move in or would you prefer to move in quickly and have the repairs carried out once you are living there?



16 (34%) of new tenants stated that they would prefer to have all the **repairs carried out on the property before they move in**

10 (21%) of new tenants stated that they would prefer to **move in quickly and have all the repairs carried out once they are living there**

21 (45%) of new tenants stated that they had **no preference**

Do you have any ideas how we can improve the service?

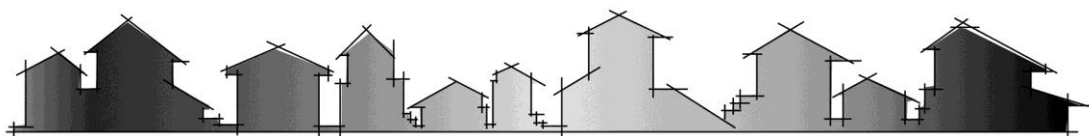
- “Build more properties”
- “Think about safety around windows”
- “Consider the state of the bathrooms before letting the property”

Tenant Regulation and Involvement

Our tenant’s views are important to us and to help us improve our service.

All new tenants receive an introductory letter from the Tenant Regulation and Involvement Team. This is followed up by a telephone call from the team within 3 to 6 months of the tenant moving into their new property.

When contacted several tenants requested additional information which has been sent out to them and **9** were added to the database of tenant involvement.



Property types across the borough let by Tamworth Borough Council – correct at 1st April 2017

Area	No. of properties	Bedsit	1 bed bungalow	1 bed flat	2 bed bungalow	2 bed flat	2 bed house	2 bed maisonette	3 bed flat	3 bed maisonette	3 bed house	4 bed house	5 bed house	7 bed house
Amington	342	1	43	87	2	10	6	2	2	0	176	13	0	0
Belgrave	281	0	1	51	4	0	7	0	1	0	174	29	6	7
Bolehall	327	0	0	106	1	2	92	0	0	0	98	21	2	0
Borough Road	18	0	0	0	0	0	0	0	0	0	18	0	0	0
Coton Green	58	0	19	0	0	0	10	0	0	0	29	0	0	0
Dosthill	71	0	9	36	4	1	3	0	0	0	18	0	0	0
Fazeley	109	1	0	52	0	2	0	0	0	0	54	0	0	0
Gillway	224	0	9	0	0	55	52	0	0	0	103	4	0	0
Glascote	535	0	69	50	9	0	50	14	1	0	319	23	0	0
Hockley	131	0	3	10	0	1	81	0	0	0	36	0	0	0
Kettlebrook	198	9	14	39	0	12	13	0	0	0	108	3	0	0
Leyfields	411	0	51	127	8	64	8	32	1	3	108	9	0	0
Stonydelph	653	0	54	136	2	71	84	0	0	0	289	17	0	0
The Leys	63	0	0	8	4	2	2	0	0	0	47	0	0	0
Town Centre	368	16	8	141	16	174	0	7	4	0	2	0	0	0
Two Gates	13	0	0	0	0	0	0	0	0	0	13	0	0	0
Wilnecote	101	0	2	29	0	3	0	0	0	0	61	6	0	0

Number of Sheltered housing properties

➤ Amington	21	➤ Kettlebrook	63
➤ Bolehall	40	➤ Leyfields	62
➤ Glascote	41	➤ Stonydelph	60
➤ Dosthill	37	➤ Town Centre	38

Total number of sheltered Housing accommodation 362

High Rise flats











- **348 in Town centre**

Appendix 2: Outstanding repairs that have not been reported at the time of moving into the property – Quarter 1: 1 July 2017 – 30 September 2017

Outstanding repair	Contractor	Repair
Gas	Wates (Dodd's)	Casing on boiler is loose Damaged radiators
Electrical	Wates	Buzzer on front entrance door needs attention Telephone box in lounge has exposed wires Light in bathroom needs attention
Kitchen	Wates	Cupboard door loose in kitchen Kitchen window not closing properly and needs sealing Tap loose on kitchen sink
Toilet / bathrooms	Wates	Loose WC in downstairs bathroom Toilet not flushing Plasterwork in bathroom needs attention Leaking bath waste Shower needs re-sealing
General repairs	Wates	Asbestos in garden border No shed key Cracked window in front bedroom Front door needs adjusting Intercom system not working Loose tread on stairs Faulty hinge on kitchen door No window lock Roof leaking

NB: Wates took over from Mears on 1 April 2017 as Tamworth Council's repairs contractor

Appendix 3: Comparisons to quarter 1: (1 April– 30 June 2016 last year) and quarter 1: (1 April – 30 June 2017)

Figures are obtained from the completed 'new tenancy surveys' only and are accurate at the time of printing (Quarter 2)	37 tenants completed their survey in 2016	47 tenants completed their survey in 2017	Are we doing better than last year?
Total cost of decorating vouchers issued (Based on survey responses)	£975	£2,425	N/a
Do you have any contents insurance? (Answered yes)	41%	26%	
Do tenants know how to report a repair? (Answered yes)	97%	98%	
Did tenants have any outstanding repairs that have not been reported? (Answered No)	59%	62%	
Were you happy with the condition of your new home when you received the keys? (Answered yes they were happy)	86%	87%	
Rate the general state of the property (Good or very good)	86%	89%	
Rate the decoration of the property (Good or very good)	49%	64%	
Rate the general hygiene / cleanliness of the property (Good or very good)	76%	74%	
Do you understand the tenancy conditions explained to you at the 'sign up' interview? (Answered yes)	97%	100%	
Is there any information you would have liked to have had when you collected your keys and the paperwork for your new property? (Answered no to additional information)	81%	87%	
Did you find the staff polite and helpful? (Answered yes)	92%	100%	

Note: It is important to note that this report is based on completed surveys and not the actual number of properties that have been tenanted.

If you wish to discuss this report or to get involved in having your say about the Housing Services you receive then please contact the Tenant Regulation Involvement Team in the following ways:

Telephone: **01827 709709 ext. 374 or 260**

Email: tenantparticipation@tamworth.gov.uk

Tenant Regulation and Involvement Team
Tamworth Borough Council
Marmion House
Lichfield Street
Staffordshire
B79 7BZ

