

Epping Forest District Council

2020 Tenant Satisfaction Survey
Survey report

April 2020

Tenant survey 2020

Prepared for: Epping Forest District Council

by: Acuity

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Produced by Acuity

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Executive Summary

Epping Forest District Council (EFDC) Housing Service commissioned Acuity to carry out a tenant satisfaction survey. A sample of tenants were included in the telephone survey, which was completed in February and March 2020. The results from the survey are generally positive but when compared with the previous surveys there is a mixed picture with some measures increasing and some going down, however, the results generally compare well with other social landlords. The survey recorded many good ratings including satisfaction with the value for money of the rent (90%) and the ease of dealing with EFDC Housing Service (91%) – all of which are reflected in the finding that 87% of tenants are satisfied with the services provided by EFDC Housing Service.

Key findings

Seven out of eight tenants are satisfied with the services provided by EFDC Housing Service (87%), just 7% are dissatisfied and a further 7% neither satisfied nor dissatisfied.

EFDC Housing Service's tenants are also generally satisfied with the overall quality of their home (85%), with nine out of ten tenants satisfied with the value for money of their rent (90%), although fewer (78%) are satisfied with the value of the service charge they pay.

Seven out of eight tenants are satisfied with the neighbourhood as a place to live (87%), those in patches ES60 (95%) and EN70 (97%) are the most satisfied; considerably more so than those in ES40 (67%). See Appendix 2 for the key to the patches.

Suggestions for improvement

There were 544 comments provided (excluding 'not applicable' and 'don't know') giving suggestions on possible improvements to the service; 19% of these said they are happy with things as they are.

The repairs service accounts for 14% of the comments with tenants wanting a general improvement in service as well as quicker and

better quality repairs. Communications account for 12% of comments and customer contact a further 10%. Suggestions include wanting generally better communication, better customer care and ease of contact and that EFDC Housing Service should listen more to tenants.

Day-to-day repairs and maintenance service

There are 84% of tenants satisfied with the repairs and maintenance service and this is the same as the previous survey in 2015.

Satisfaction with the different aspects of their last repair are higher with between 84% and 96% satisfied, the highest rating being for the attitude of the workers and the lowest for doing the work 'right first time'. Overall satisfaction with the last completed repair is 91% with 83% saying it was easy to get their repair issue resolved.

Communication and information

Eight out of ten tenants (81%) are satisfied that EFDC Housing Service keeps them informed about things that might affect them. However, fewer are satisfied with the opportunities to make views known (68%) and that it listens to their views and acts upon them (57%).

Further analysis

Throughout the survey some good levels of satisfaction are found and the findings are an endorsement of the commitment of Epping Forest District Council Housing Service and its staff.

However, slightly lower levels of satisfaction are also found particularly related to communication issues with the opportunities to make views known and listening to views and acting upon them among the lower ratings.

Net Promoter Score

Over half the tenants are very loyal and happy to promote Epping Forest District Council Housing Service to friends and family and are promoters (57%). However, 20% of tenants are detractors who are likely to have negative views about the Housing Service and another 23% are

currently passive and could be persuaded one way or the other. The net promoter score for EFDC Housing Service is 37, which compares well with other social housing providers.

Comparison with other landlords

It is possible to compare performance with other social landlords and for this report the results are compared with the latest national HouseMark figures for general needs and sheltered tenants. For all tenants, EFDC Housing Service is in the second quartile for overall satisfaction, top quartile for the value of the rent and service charge and also second quartile for the other key measures, except listening to views, which is in the bottom quartile.

Looking at general needs tenants only, shows all measures in the top or second quartile except, again, listening to views (bottom quartile). EFDC Housing Service's sheltered tenants are top quartile for overall satisfaction, value of the rent and Net Promoter Score, they are below average for neighbourhood, value of the service charge and listening to views.

Subgroups

Throughout the report the results from the patches that EFDC Housing Service operates have been considered. It has also been possible to look at the results by other groupings, these include the age of the resident, gender, length of tenancy and property type.

EFDC Housing Service operates across eleven patches within their area, tenants in EN70 (94%) are the most satisfied overall, with ES50 tenants the least (79%). However, taken over the range of the key measures, those in EN40 are marginally more satisfied than the other patches; those in ES20 are the least satisfied.

Most similar surveys show that satisfaction generally increases with age and for EFDC Housing Service this is largely the case, with the 85 and over group the most satisfied, taken across the key measures, and the youngest group, the least satisfied. On overall satisfaction, 97% of the 85 and over group are satisfied compared with just 50% of the 16 to 24 group,

although there are few of these. The oldest group are also the most satisfied with their home and feeling of safety. For repairs, the 65 to 74 age group are the most satisfied, the least being 16 to 24 (50%). On the customer contact issues, satisfaction increases with age.

The gender of a number of tenants is not known but where it is, female tenants tend to be more satisfied than their male counterparts. There is little difference between the genders on many measures but 10% more female tenants were satisfied with the final outcome of their last enquiry and their customer experience and 9% more with being kept informed and the opportunities to make views known.

When looking at length of tenancy, it tends to show that satisfaction increases with length, linked to increasing age. However, newer tenants also tend to be more satisfied than those of mid length tenancies, satisfaction then appears to drop with those of 3 to 5 years the least satisfied; it is as though tenants are happy to be offered a property initially but become more critical after the first couple of years before getting more content as they get older.

Tenants in bungalows and houses are a little more satisfied than those in flats and maisonettes. Overall, bungalow tenants are the most satisfied (91%), houses next (88%), then maisonettes (87%) and flats (84%).

Recommendations

The survey found very few areas where it could be said that there was a major problem. Satisfaction overall has remained at a high level and satisfaction with repairs is also the same as in 2015, but satisfaction with listening to views has gone down since the last survey.

Home and repairs – The key driver for overall satisfaction is the quality of the home; the comments in the different questions emphasise the importance of maintaining tenants' homes in good condition. Having a good repairs service is vitally important, a number of tenants also want improvements to their properties and others want issues of poor repair dealt with. Whilst improvement works

are very expensive and may not be possible, it is suggested that the issues raised about their property condition and the delivery of the repairs service are looked at more closely as improvements here are likely to bring about improvements to overall satisfaction with the Council's Housing Service.

Neighbourhood services – Satisfaction with the neighbourhood is high at 87% and 79% feel safe and secure in their neighbourhood. However, just 59% feel that EFDC Housing Service makes a positive contribution to the neighbourhood and the cleaning service is only appreciated by 60% for internal cleaning and 50% for external, with 25% and 30% respectively dissatisfied. Tenants' comments also emphasise some of these issues as well as how the Housing Service deals with neighbour problems, ASB and other local issues. Clearly the neighbourhood environment is important to tenants so it is suggested that these services are looked at more closely to achieve better quality and value for money of the service charges they pay.

Communications – Just 57% of tenants are satisfied that EFDC Housing Service listens to their views and acts upon them and this has fallen by 5% since the previous survey in 2015. Also, 14% were left dissatisfied with the customer experience the last time they made contact with EFDC Housing Service, and 20% were dissatisfied with the final outcome of that contact. Contact and communication are the subject of a number of comments made by tenants emphasising that EFDC Housing Service should listen more to their concerns and provide better understanding and customer service. Eight out of ten tenants (81%) are satisfied that they are kept informed by EFDC Housing Service but fewer (68%) feel they have opportunities to make their views known. EFDC Housing Service have taken the opportunity of this survey to find out more about their tenants and a number are happy to find out more about becoming more involved. It is recommended that EFDC Housing Service follow up on these opportunities to explore the areas of concern that tenants have to lead to improvements in service.

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Appendix 1 - Survey questions

Appendix 2 - Key to patches

Appendix 3 - Results over time

1. Introduction

Acuity was commissioned to undertake an independent survey of Epping Forest District Council (EFDC) Housing Service tenants to collect data on their opinions and attitudes towards their landlord and the services provided. The survey was designed using HouseMark's STAR questions for resident satisfaction surveys.

Aim of the survey

The aim of this survey is to provide data on tenant satisfaction, which will allow Epping Forest District Council Housing Service to:

- Provide an up-to-date picture of tenants' satisfaction with their homes and with the services provided by the Council
- Analyse satisfaction by resident diversity and specific subgroups
- Compare the current performance against the previous surveys undertaken in 2012 and 2015, where questions match
- Compare the performance of EFDC Housing Service as a landlord with that of other social landlords who have undertaken STAR surveys
- Inform decisions regarding future service development.

About STAR

In July 2011, HouseMark launched STAR – a set of questions designed to measure resident satisfaction in the housing sector.

The STAR approach ensures social housing providers remain equipped with the means of comparing key satisfaction results with other landlords and also provides a framework for trend analysis.

Undertaking STAR surveys is just one of many different methods of involvement which landlords are able to use to engage with their tenants as part of a wider and coordinated customer engagement strategy.

Sampling frame and fieldwork

Sampling

Epping Forest District Council decided to undertake the survey using a sample of its tenants to achieve the required margin of error, see Figure 1.1 below.

Fieldwork

The survey was undertaken by telephone interviews and was conducted over a four-week period, the fieldwork started on the 3rd of February and the survey closed on the 6th of March 2020.

Questionnaire design

The questionnaire comprised 40 questions and each interview took on average between 12 and 14 minutes. A copy of the question set can be found in Appendix 1 at the end of this report.

Response rates

Telephone interviews were completed on 9% of the tenant population. At the end of the survey 565 responses were received from the 6,346 tenants.

Accuracy

For the overall results, Acuity and HouseMark recommend that surveys of under 10,000 population achieve a sampling error of at least $\pm 4\%$ at the 95% confidence level. This means that, for example, if 75% of tenants answered 'Yes' to a particular question, there are 95 chances out of 100 that the correct figure for all tenants – including those who did not respond – would be between 71% and 79%.

For Epping Forest District Council tenants, when the data is analysed for all tenants, 565 responses were achieved. This response is high enough to conclude that any figures quoted at this level are accurate to within $\pm 3.9\%$, so this falls within the recommended margin of error.

The raw data has been checked to take into account any differences between the responding tenants and the total tenant population, based on the area populations.

Presenting the findings

This report focuses on the key findings of the survey and the results are analysed by:

- Patch
- Age, gender, rent type and tenancy length
- Comparison with previous surveys, and
- Comparison with the results from other landlords

Notes to figures

Throughout this report, the figures show the results as percentages and base numbers are also shown where appropriate.

Rounding

The vast majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the data tables to the nearest whole number, and for this reason may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. In some parts of the report percentages may be

expressed to one decimal place.

Excluding 'don't know' and 'no opinion'

In general, in line with the convention for satisfaction surveys, only valid responses to questions have been included and all non-valid responses (for example, where a response to a question has not been stated) have been excluded. Responses such as 'no opinion', 'can't remember' or 'don't know' (where these are possible responses to questions) are also excluded from the base in this report. Where these results are excluded this is noted in the written comments and charts.

Acknowledgements

Our thanks go firstly to the tenants of Epping Forest District Council who took part in the survey. We would also like to thank the staff of Epping Forest District Council Housing Service for their assistance with the project, and our particular thanks goes to the Housing Strategy Team Manager for her help throughout the project.

Figure 1.1 Survey sampling, response and reliability

Client group	Number of tenants	Completed surveys	Response rate	Sampling error (%)
General needs	5,558	523	9%	±4.1%
Sheltered	788	42	5%	±14.7%
Total	6,346	565	9%	±3.9%

2. Overall satisfaction with services

This chapter examines the overall rating for Epping Forest District Council's (EFDC) Housing Service and is often seen as the headline figure in the survey. The ratings have also been compared with the previous surveys undertaken in 2012 and 2015. Chapter 14 explores the differences in the relationship between the overall rating and individual ratings in an attempt to understand what is driving overall satisfaction at Epping Forest District Council.

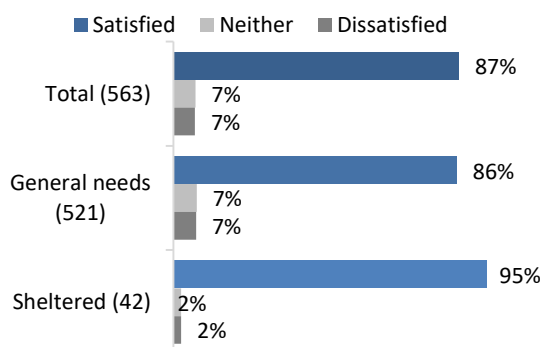
2.1 Overall satisfaction

Six out of seven of EFDC's tenants are satisfied with the services provided by the Council's Housing Service (87%).

Tenants were asked, 'Taking everything into account, how satisfied or dissatisfied are you with the services provided by EFDC Housing Service?' Half the tenants said they are 'very satisfied' with the services provided (52%) and a third are 'fairly satisfied' (34%). However, a few tenants are dissatisfied (7%), while a further 7% are neither satisfied nor dissatisfied.

Sheltered tenants (95%) are more satisfied with the overall service than general needs tenants (86%), although it should be noted that there are relatively few sheltered tenants responding to the survey, so the accuracy of their results is affected.

Figure 2.1: Satisfaction with services provided by EFDC Housing Service

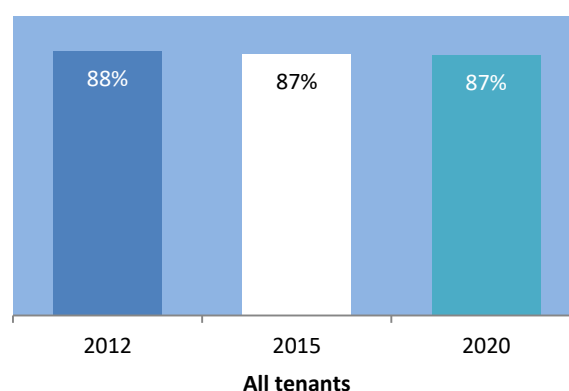


Change over time

EFDC Housing Service carried out satisfaction surveys in 2012 and 2015 so it is possible to compare the results with those previous surveys.

The rating for overall services from the current survey is the same as the previous survey in 2015, which in turn is just 1% below the level in 2012.

Figure 2.2: Change in satisfaction with services over time



Note: With sampling errors of around $\pm 4\%$ in each of the previous surveys a change of 8% or more is required to be statistically significant.

Further analysis

EFDC Housing Service asked that the results are analysed by further subgroups. These include the different patches where EFDC Housing Service operates and different subgroups relating to the characteristics of the tenants; these include age range, gender, property type and tenancy length. Whilst the patch analysis will be shown against each key question, the diversity analysis will be rounded up in chapter 14 below.

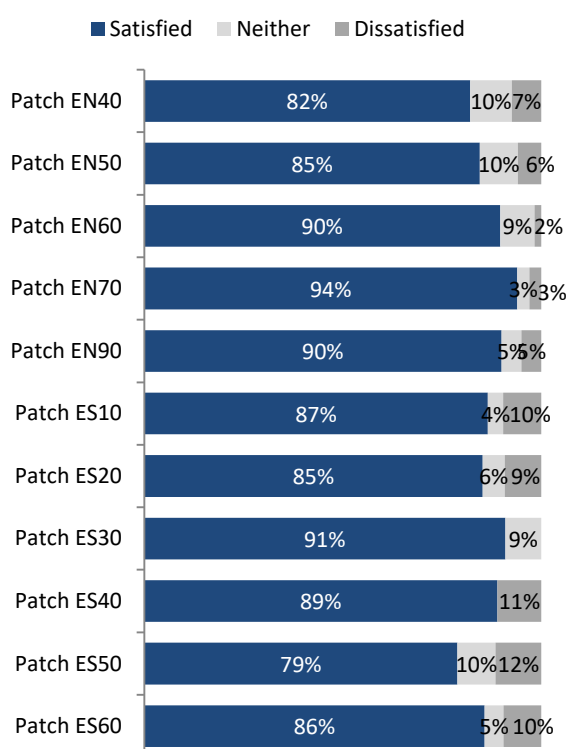
Patch analysis

The results have been further split by the different patches where the Council has properties. There are 11 patches and the number of responses from each varied from 21 (Patch ES 60) to 84 (Patch En50). It should be noted that as the results are split down, the accuracy reduces. A full description of each patch is included in Appendix 2 at the end of

this report.

Below shows that over 90% of tenants are satisfied with the services they receive from EFDC Housing Service in 4 of the 11 patches, the most (94%) in Patch EN70. However, just 79% are satisfied in Patch ES50 and this patch also has the highest number of dissatisfied tenants, 12%.

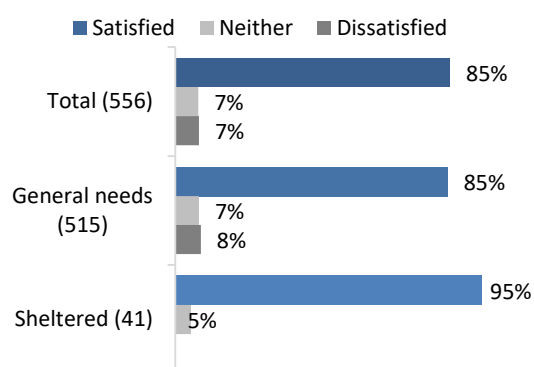
Figure 2.3: Satisfaction with overall services by patch



2.2 Ease of dealing with EFDC

The vast majority of tenants are satisfied that EFDC Housing Service is easy to deal with, 7% are dissatisfied and a further 7% are neither satisfied nor dissatisfied

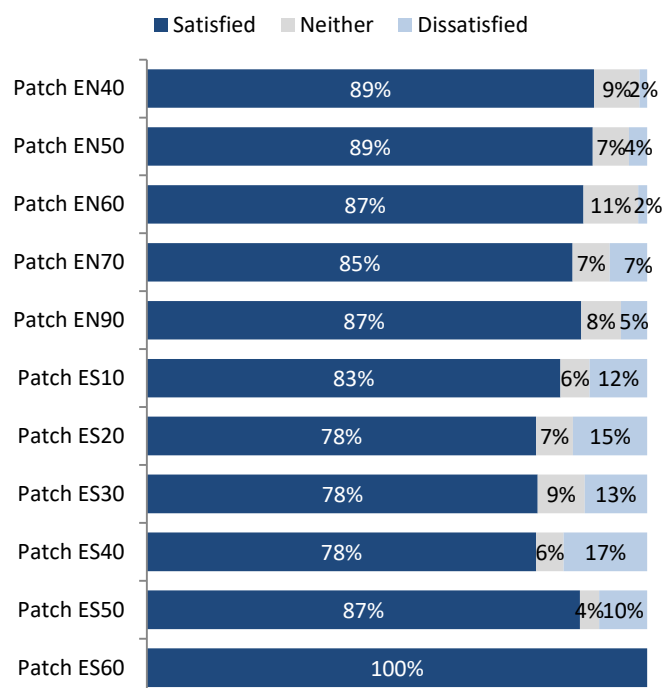
Figure 2.4: Satisfaction that EFDC Housing Service is easy to deal with



Patch analysis

All the tenants in ES60 are satisfied that EFDC Housing Service is easy to deal with, and 89% in EN40 and EN50. The least satisfied are those in ES20, ES30 and ES40 (all 78%). Those in ES40 are the most dissatisfied (17%).

Figure 2.5: Satisfaction that EFDC Housing Service is easy to deal with by patch



3. Quality of the home

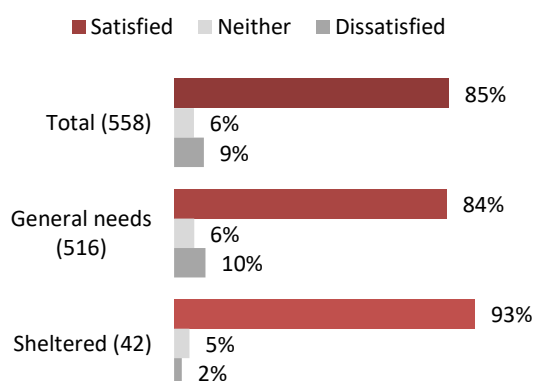
This chapter looks at the results from the survey based on the views of all Epping Forest District Council's tenants about satisfaction with their home. Landlords are required to ensure that tenants' homes meet the Decent Homes Standard and continue to maintain their homes to at least this standard.

3.1 Quality of the home

Six out of seven EFDC Housing Service tenants are satisfied with the overall quality of the home (85%), with 52% 'very satisfied' and 33% 'fairly satisfied'. There are 9% of tenants dissatisfied with their home, while 6% said they are neither satisfied nor dissatisfied.

As is common with these types of surveys, sheltered tenants are more satisfied (93%), compared with 84% general needs. Only 2% of sheltered tenants are dissatisfied with their home, 10% general needs.

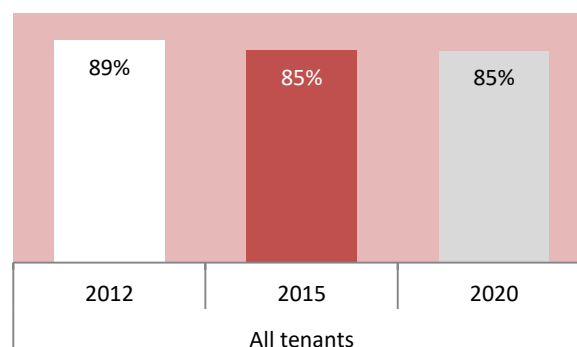
Figure 3.1: Satisfaction with the quality of the home



Change over time

Satisfaction with the home is the same as recorded in the 2015 survey. However, the level has not reached that of 2012 (89%).

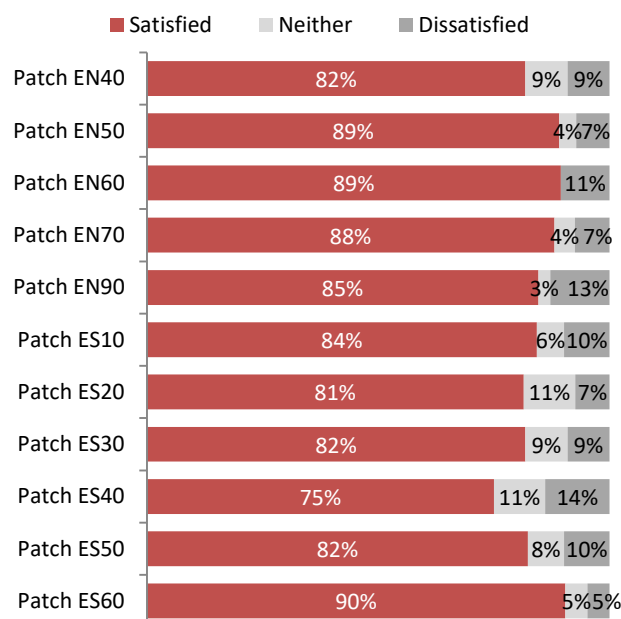
Figure 3.2: Change in satisfaction with the quality of the home over time



Patch analysis

Satisfaction with the quality of the home is highest in Patch ES60 (90%) with Patch EN50 and EN60 next (both 89%). The least satisfied with their home are in Patch ES40 (75%), where 14% are dissatisfied.

Figure 3.3: Satisfaction with the home by patch



3.2 Reasons for dissatisfaction

As a follow up to this question, tenants who are not satisfied with their home were asked to say why. The main reasons are to do with the repairs service, dealing with outstanding repairs in particular. A number of tenants complain of poor property condition, with damp a main problem, and 9 tenants said their property was

in poor condition at letting. Some feel their home need improvements, including kitchens, bathrooms, heating, windows and doors.

Figure 3.4: Reasons for dissatisfaction with the home

Repairs and maintenance - 32%	
Outstanding repairs	16
Timescale to complete repairs	4
Quality of repair work	3
Some repairs not covered/rechargeable	3
Right first time	2
Check repairs done, inspect work	1
Contractors damaged home/belonging	1
Had to keep reporting repair to get it fixed	1
Property condition - 28%	
Damp problems	10
Poor property condition	10
External property maintenance	2
Roof repairs	2
Flooring	1
Insulation needed	1
Poor build quality	1
Tenancy management - 18%	
Poor condition of property at letting	9
Property not suitable for needs	6
Overcrowding	2
Planned works - 14%	
Improvement works (Kitchens, bathrooms)	7
Central heating, better heating system	4
New windows	2
Doors - internal or external, porch	1
Moving - 5%	
Need bigger property	3
Ill health	2
Customer contact - 2%	
Not taken seriously	1
Poor customer service (general)	1
Tenant services - 1%	
Different tenures treated differently	1
Total	97

3.3 Safe and secure home

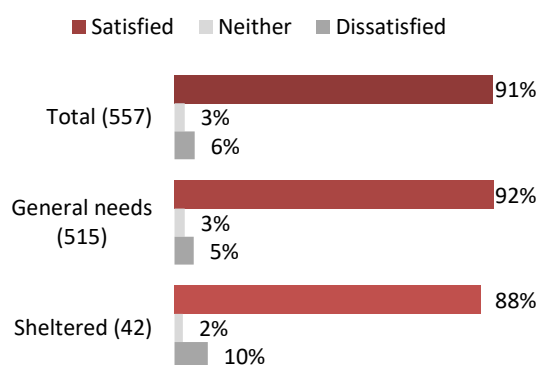
Tenants were asked if they are satisfied or dissatisfied that EFDC Housing Service provides a home that is safe and secure.

The vast majority of tenants are satisfied that

their home is safe and secure (91%), with 68% 'very satisfied' and 23% 'fairly satisfied'. Just 6% are dissatisfied with 3% neither satisfied nor dissatisfied.

In terms of safety, general needs tenants are more satisfied (92%) than sheltered tenants (88%); 10% of these are dissatisfied with the safety of their home.

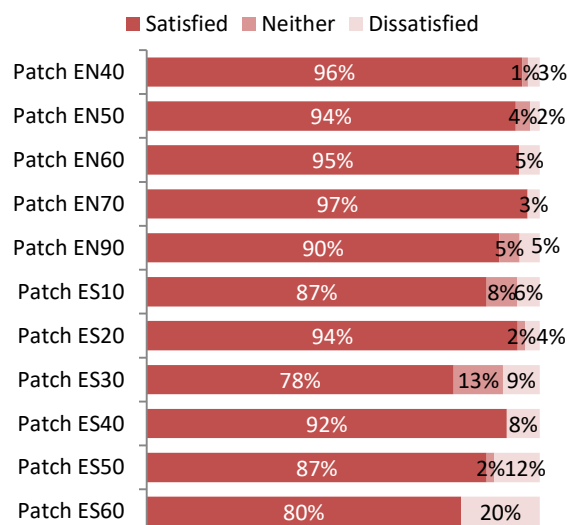
Figure 3.5: Safe and secure home



Patch analysis

The most satisfied that their home is safe and secure are in EN70 (97%), with 96% in EN40 and 95% in EN60. Least satisfied are those in ES30 (78%); although the most dissatisfied are in ES60 (20%).

Figure 3.6: Satisfaction with safe and secure home by patch



4. Value for money

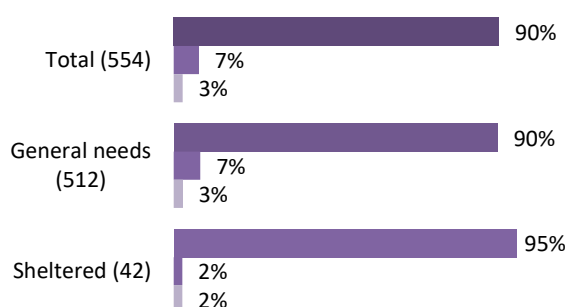
More than ever before, landlords are required to deliver a comprehensive approach to achieving value for money in meeting their objectives, taking into account the interests of and commitments to stakeholders. This means managing their resources economically, efficiently and effectively to provide quality services and homes, and planning for and delivering year-on-year improvements in value for money.

4.1 Value for money - rent

Nine out of ten tenants are satisfied with the value for money represented by their rent (90%), two thirds are 'very satisfied' (65%) and a quarter 'fairly satisfied' (25%). Very few tenants are dissatisfied (3%), whilst 7% are neither satisfied nor dissatisfied.

Sheltered tenants are more satisfied with the rent they pay (95%) than general needs tenants (90%), but similar numbers are dissatisfied.

Figure 4.1: Satisfaction with value for money of the rent

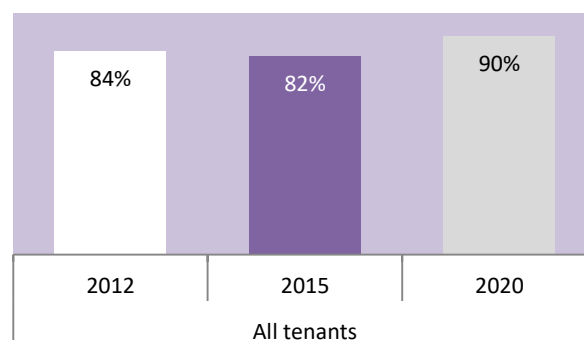


Change over time

Satisfaction with the value for money of the rent is now at its highest point for the last eight years having increased from 82% in 2015 to 90% currently. Satisfaction is now 6% higher than the rating given in 2012.

Given the current economic climate this is a very good result, although the recent rent reduction will also be a factor.

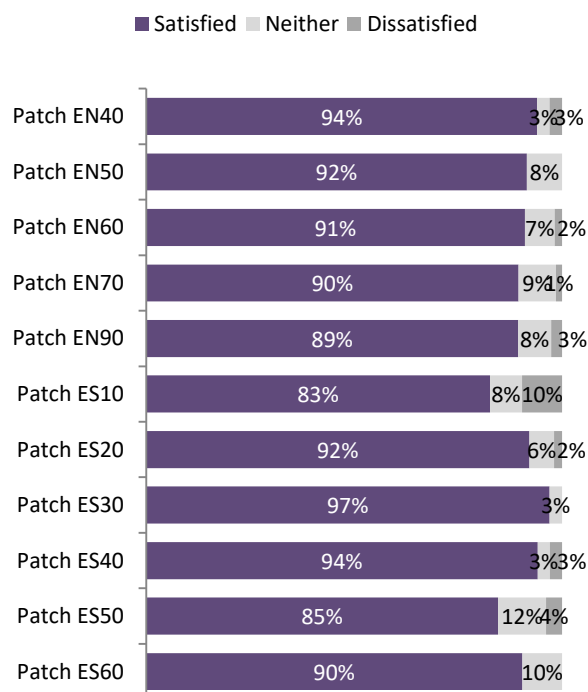
Figure 4.2: Change in satisfaction with value for money of the rent over time



Patch analysis

Satisfaction with the value for money of the rent is highest in ES30 (97%). ES10 has the lowest satisfaction with their rent (83%) with 10% dissatisfied.

Figure 4.3: Satisfaction with value for money of the rent by patch.

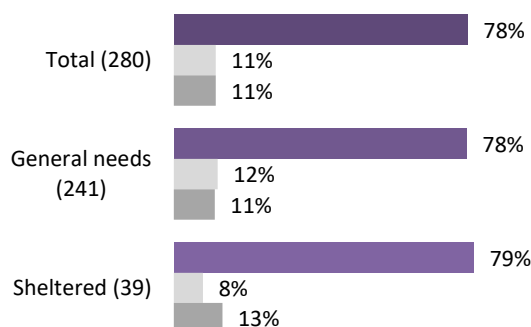


4.2 Value for money – service charge

Over three quarters of tenants are satisfied with the value for money represented by the service charge they pay (78%), with 42% 'very satisfied'

and 36% 'fairly satisfied'. One in nine tenants are dissatisfied (11%), whilst a further 11% are neither satisfied nor dissatisfied.

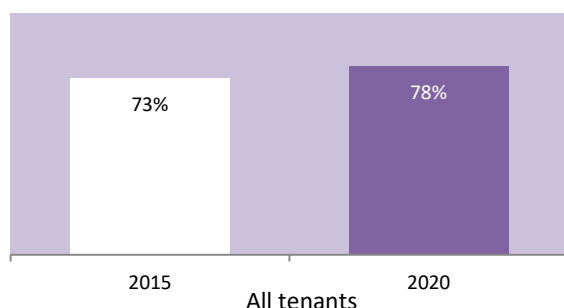
Figure 4.4: Satisfaction with value for money of the service charge



Change over time

Satisfaction with the value for money of the service charge has increased by 5% since the last survey in 2015. This question was not asked in the 2012 survey.

Figure 4.5: Change in satisfaction with value for money of the service charge over time

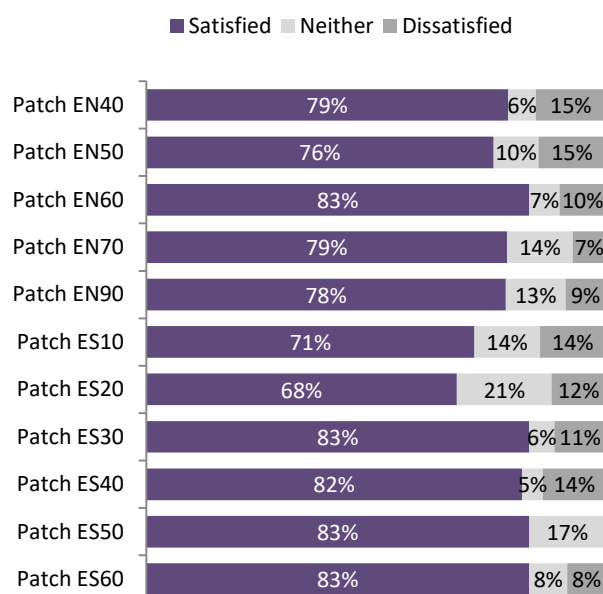


Patch analysis

Satisfaction with the value for money of the service charge is very similar in a number of patches, in fact, 83% are satisfied in four of the eleven patch areas, EN60, ES30, ES50 and ES60.

The least satisfied are tenants in ES20 (68%), although the most dissatisfied with their service charge are in ES50 (17%).

Figure 4.6: Satisfaction with value for money of the service charge by patch.



5. Neighbourhood

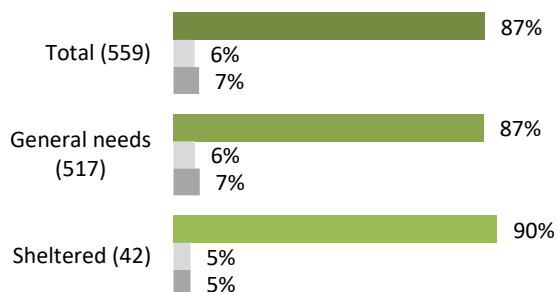
This chapter examines tenants' views of their neighbourhood, in terms of whether it is a good place to live and the cleaning services provided. Epping Forest District Council's Housing Service is committed to providing a safe and attractive environment by building and strengthening communities and working in partnership to improve neighbourhoods.

5.1 Neighbourhood as a place to live

Eight out of nine tenants are satisfied with the neighbourhood as a place to live (87%), with over half the tenants 'very satisfied' (56%). A few tenants are dissatisfied with their neighbourhood (7%), while a further 6% are neither satisfied nor dissatisfied.

Satisfaction is a little higher with sheltered tenants (90%) than general needs tenants (87%).

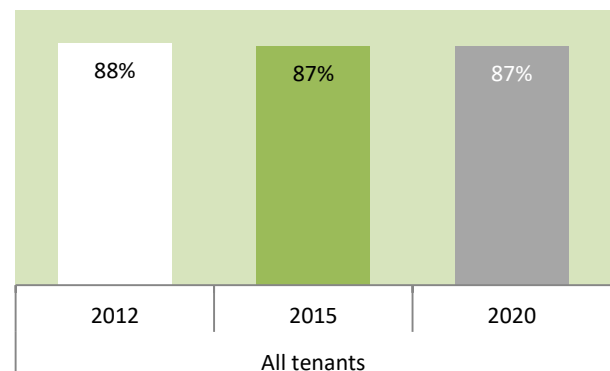
Figure 5.1: Satisfaction with the neighbourhood as a place to live



Change over time

Satisfaction with the neighbourhood as a place to live is the same now (87%) as in 2015, this in turn was 1% lower than in 2012 (88%).

Figure 5.2: Change in satisfaction with the neighbourhood over time



Reasons for dissatisfaction with the neighbourhood

When asked why tenants are dissatisfied with their neighbourhood, the main reasons are about ASB, drug issues and crime; car parking is also an issue to some. There are some comments about the general maintenance of the neighbourhood, but most relate to the actions of others.

Figure 5.3: Reasons for dissatisfaction with the neighbourhood

Neighbours, neighbourhood or local problems - 84%	
ASB	13
Drugs related problems	10
Crime	9
Car parking	8
Neighbourhood / local problems	6
Going downhill	4
Improved security, do not feel safe	4
Problems with alcohol	3
Dogs noise or fouling	2
Litter and rubbish	2
Traffic calming needed	2
Problems with neighbours (non-specific)	1
Local facilities - 5%	
Youth facilities/centres needed	2
Lighting, street lighting	1
More local facilities needed (shops etc.)	1
Estate and grounds maintenance - 3%	
Maintenance/decoration of communal areas	2
Gardening - 1%	

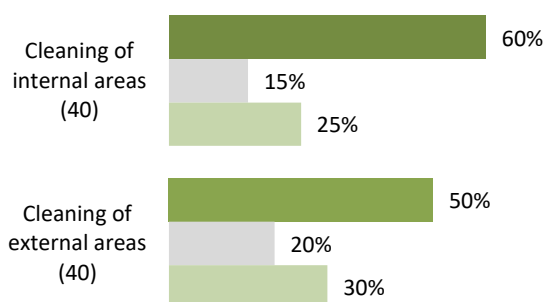
Fly-tipping	1
Customer contact - 1%	
Issue/problem not resolved/Enquiry not answered	1
Communications and information 1%	
Don't always consult or inform before acting	1
Tenant services - 1%	
Different tenures treated differently	1
Other codes - 1%	
Poor condition of the roads, road repairs	1
Other - 1%	
Other	1
Total	76

5.2 Cleaning services

The general needs tenants only, who have communal areas where they live, were asked about the cleaning services to those areas.

There are 60% satisfied with the internal cleaning and 50% with the external areas, however 25% and 30% respectively are dissatisfied with this service.

Figure 5.4: Satisfaction with the cleaning services



Reasons for dissatisfaction with the cleaning services

When asked why tenants are dissatisfied with the cleaning services, poor quality of work is the main concern, but also the frequency of cleaning, fly-tipping in the area, problems with rubbish collection and bin areas. Some tenants also took the opportunity to comment about the gardening service and other neighbourhood issues such as drug problems, security and problems with pests. See Figure 5.7 below for patch analysis.

Figure 5.5: Reasons for dissatisfaction with the neighbourhood

Communal cleaning - 48%	
Poor quality of cleaning service	10
Cleaning needs to be done more regularly	3
Fly-tipping	2
Never seen anyone cleaning	1
No cleaning service when caretaker is on holiday	1
Poor cleanliness of communal areas	1
Rubbish accumulating in communal areas	1
Other codes - 18%	
Problems with rubbish collection, areas, skips	7
Neighbours, neighbourhood or local problems - 8%	
Drugs related problems	1
Improved security, do not feel safe	1
Problems with pests	1
Estate and grounds maintenance - 8%	
Fences and gates	2
Paths and driveways	1
Gardening - 8%	
Do not pick up leaves, cuttings	1
Grass cutting / gardening service not regular enough	1
Poor grass cutting, do not pick up grass cuttings	1
Other - 5%	
Other	2
Communications and information - 3%	
Views not acted upon/no feedback	1
Positive comments - 3%	
General, happy, no problems	1
Local facilities - 3%	
Lighting, street lighting	1
Total	40

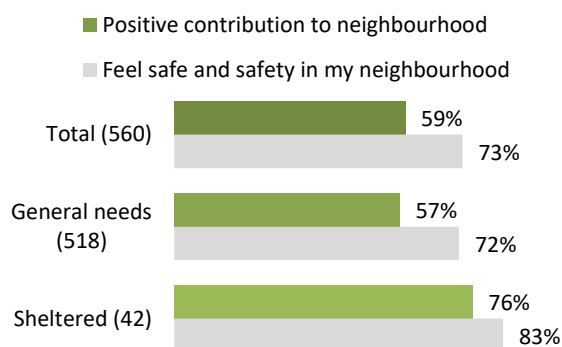
5.3 The neighbourhood and safety

Tenants were asked to say if they agree or disagree with two statements about their neighbourhood. Firstly, they were asked if their landlord makes a positive contribution to their neighbourhood; 59% agree, sheltered tenants (76%) being a little more positive than general needs tenants (57%).

When asked whether they feel safe and secure

in their neighbourhood, more agree (73%), although this is less than feel safe and secure in their homes (91%). Again, sheltered tenants are more positive. 83% compared with 72% general needs.

Figure 5.6: Satisfaction with contribution to the neighbourhood and safety

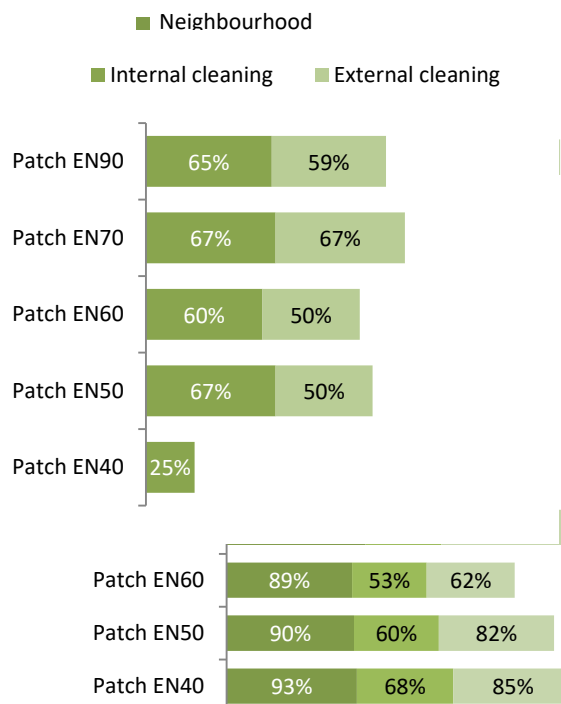


Patch analysis

Satisfaction with the neighbourhood is highest in EN70 (99%) but least in ES40 (67%). In terms of EFDC Housing Service's positive contribution to the neighbourhood, the most satisfied are in ES60 (70%) and those in EN70 feel the safest and secure in their neighbourhood (87%).

The cleaning service is only provided in the EN patches. Below shows the satisfaction with the cleaning from these areas. The most satisfied with the internal cleaning are those in EN70 and EN50 (both 67%). Tenants in EN70 are also the most satisfied with the external cleaning. Those in EN40 are the least satisfied, just 25% are satisfied with the internal cleaning and none with the external cleaning, although only a few tenants are affected in these areas.

Figure 5.7: Satisfaction with the cleaning service by patch



6. Customer contact

Providing excellent customer service is a fundamental part of a landlord's services to ensure a positive relationship with its tenants. This chapter examines how tenants felt about the overall customer experience the last time they contacted EFDC Housing Service.

Three out of five tenants (60%) contacted EFDC Housing Service in the last 12 months with a query other than to pay rent or service charges.

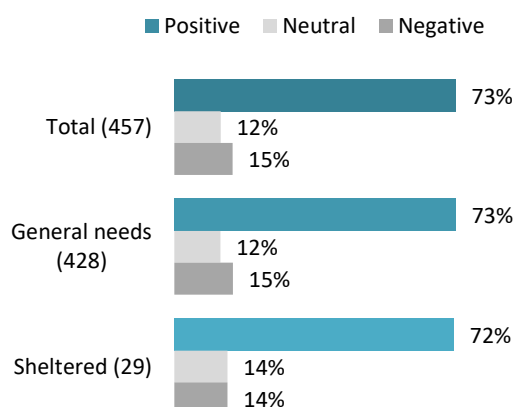
6.1 Ease of resolving last enquiry

Tenants were asked to think about the last time they contacted EFDC Housing Service and then, on a scale of 10 to 1, where 10 is very easy and 1 is not at all easy, how easy it was to get their enquiry dealt with.

Three quarters of tenants (73%) said it was easy to get their enquiry resolved, scoring 7 or above, 12% are neutral (scoring 5 or 6) and 15% are more negative, giving a score of 4 or below.

There is very little difference between the sheltered and general needs tenants, 72% and 73% respectively finding resolving their enquiry easy.

Figure 6.1: Ease of resolving last enquiry

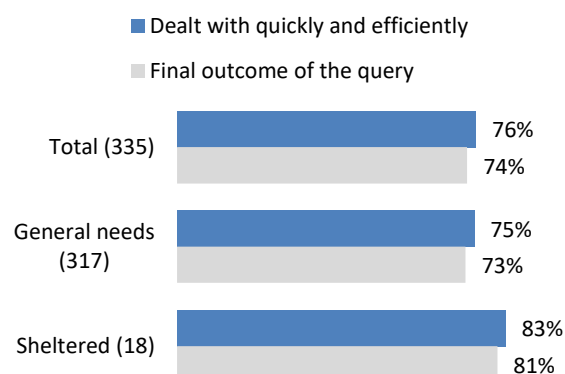


6.2 Dealing with last enquiry

Tenants were asked to say if they were satisfied that their enquiry was dealt with quickly and

efficiently and if they were satisfied with the final outcome of their contact. Similar numbers of tenants are satisfied with both aspects, 76% with how quickly and efficiently their query was dealt with and 74% with the final outcome. Sheltered tenants are again a little more satisfied, 83% on speed of resolving and 81% on final outcome, compared with 75% and 73% respectively for general needs tenants.

Figure 6.2: Satisfaction with last enquiry

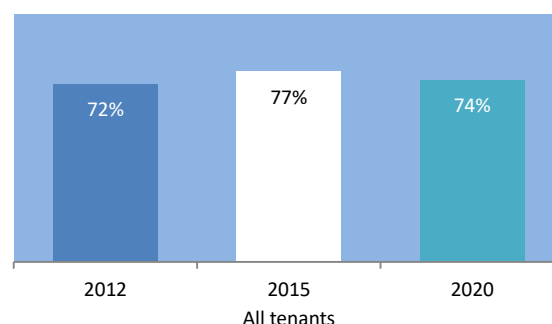


Change over time

The question about the final outcome of the query was included in the previous surveys, although the other was not.

Satisfaction is 3% below that of the 2015 survey but is above the 2012 figure.

Figure 6.3: Change in satisfaction with the final outcome of the query over time



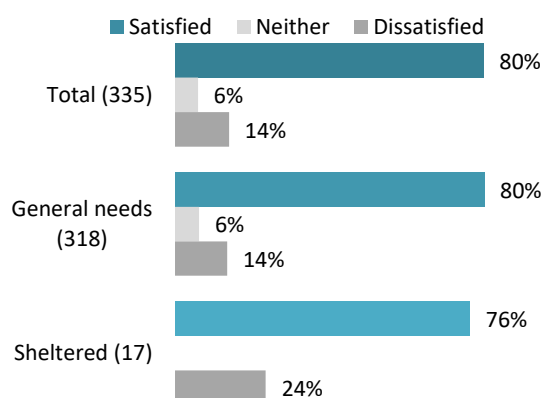
6.3 Overall experience

When asked to say if they are satisfied or dissatisfied with the overall experience the last time they contacted EFDC Housing Service,

80% of tenants said they are satisfied and 14% dissatisfied; 6% are neither satisfied nor dissatisfied.

On this occasion, and a little unusually, general needs tenants (80%) are more satisfied than sheltered (76%).

Figure 6.4: Satisfaction with last enquiry



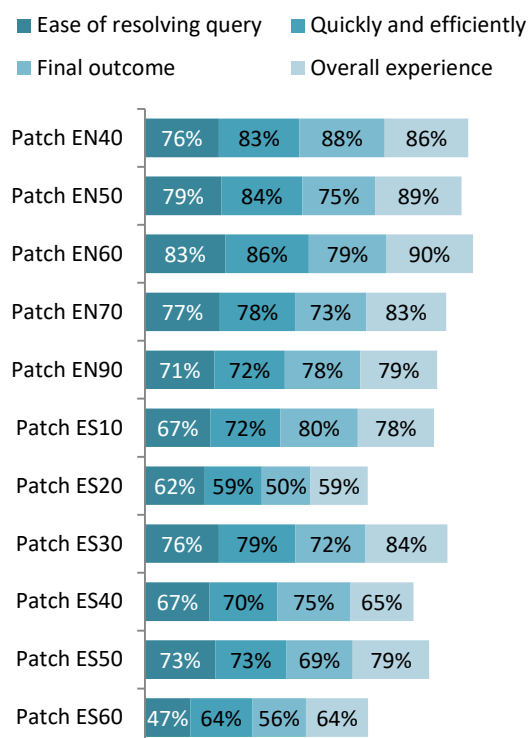
Patch analysis

The tenants of patches EN60 and EN40 tend to be the most satisfied with the different aspects of contacting EFDC Housing Service.

Those in EN60 found it the easiest to get their enquiry dealt with (83%), with ES60 (47%) the least. The tenants of EN60 also are the most satisfied that their enquiry was dealt with quickly and easily (86%) and with the overall experience (90%). Those in EN40 are most satisfied with the final outcome.

The tenants in both ES20 and ES60 show much less satisfaction with just 59% and 64% respectively satisfied with the overall customer experience.

Figure 6.5: Satisfaction with contacting the EFDC Housing Service by patch



6.4 Improvements to customer service

When asked if there was anything EFDC Housing Service could do to improve its customer service, the vast majority who commented (81%) said they are happy with things as they are; some specifically mentioning the staff for being caring and helpful.

Of the more negative comments, some tenants want better customer care and improved communication.

Figure 6.6: Improvements to customer service

Positive comments - 81%	
General, happy, no problems	92
Good efficient service, well managed	1
Staff - caring	1
Staff - helpful	1
Customer contact - 10%	
Better customer care, customer service	6
Couldn't help/Not their job	1
Do not keep us informed of progress	1
Do not like automated system	1

Don't keep promises	1
Long time to get through / hard to contact	1
Staff don't communicate with each other	1
Communications and information - 3%	
Improve communication	3
Should listen more carefully/do not seem interested	1
Repairs and maintenance - 2%	
Internal communication breakdown	1
Quicker repairs	1
Other - 2%	
Other	2
Neighbours, neighbourhood or local problems - 1%	
ASB	1
Tenant services - 1%	
Housing Officers - longer hours	1
Total	117

7. Repairs and maintenance service

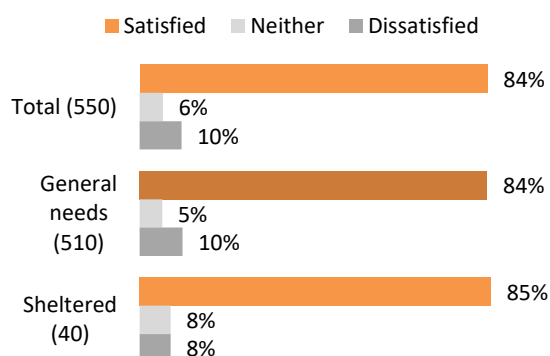
Tenant surveys almost universally find that satisfaction with the repairs and maintenance service is the most important factor in determining overall satisfaction with the landlord. This chapter looks at satisfaction with this key service at Epping Forest District Council and reports any differences in satisfaction between the subgroups in the survey.

7.1 Satisfaction with repairs

The 2020 survey found that 84% of tenants are satisfied with the repairs and maintenance service. More are 'very satisfied' (58%) than 'fairly satisfied' (26%). However, 10% of tenants are dissatisfied whilst 6% are neutral.

Satisfaction with repairs is very similar with general needs (84%) and sheltered tenants (85%).

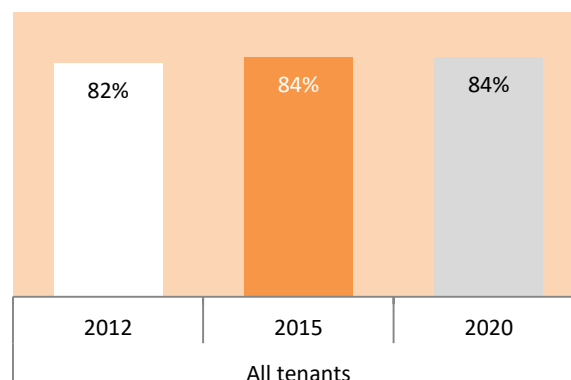
Figure 7.1: Satisfaction with the repairs and maintenance service



Change over time

Satisfaction with the repairs and maintenance service has remained the same as the previous survey in 2015 (84%), following an increase in satisfaction from 2012 when the rating was 82%.

Figure 7.2: Change in satisfaction with the repairs and maintenance service over time



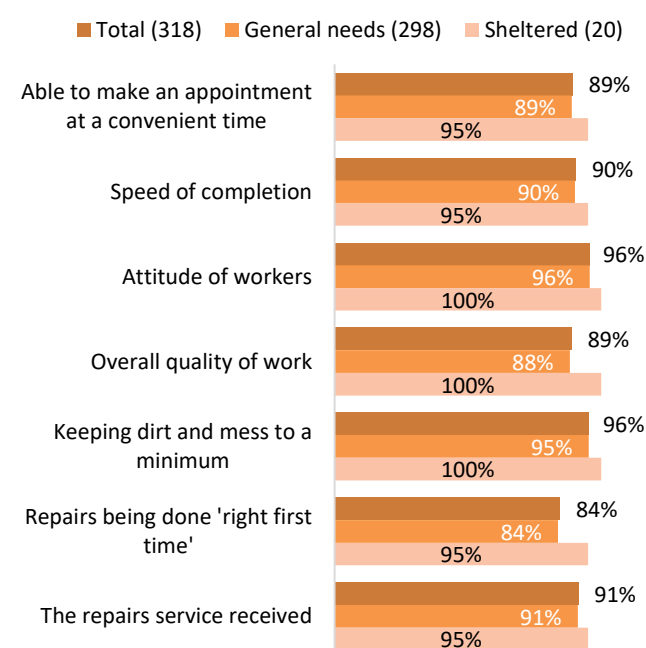
7.2 Aspects of the last repair

The tenants were asked to think about their last repair and rate various aspects of it, 57% said they had a repair carried out in the last 12 months.

Between 84% and 96% of tenants were satisfied with all the different aspects of the repair. The highest satisfaction is for the attitude of the workers and how the contractors kept dirt and mess to a minimum (96%) and the lowest is for the work being done 'right first time' (84%).

There is little dissatisfaction with the repair, the most for 'right first time' (8%).

Figure 7.3: Satisfaction with aspects of last repair

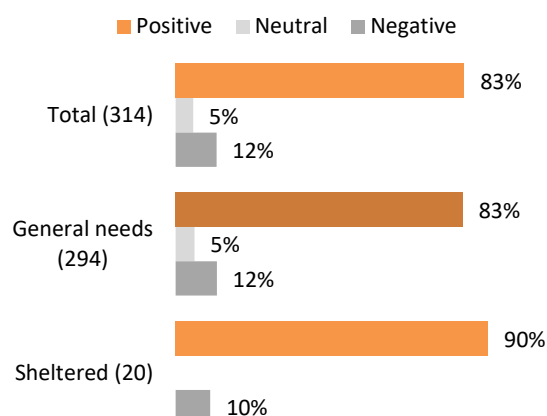


7.3 Ease of resolving last repair

The tenants were asked, on a scale of 10 to 1, how easy it was to get their most recent repair resolved, 83% said it was easy, scoring 7 or above, whilst 12% found it difficult (4 or below).

Sheltered tenants found it a little easier, 90% compared with 83% general needs.

Figure 7.4: Ease of resolving last repair



Patch analysis

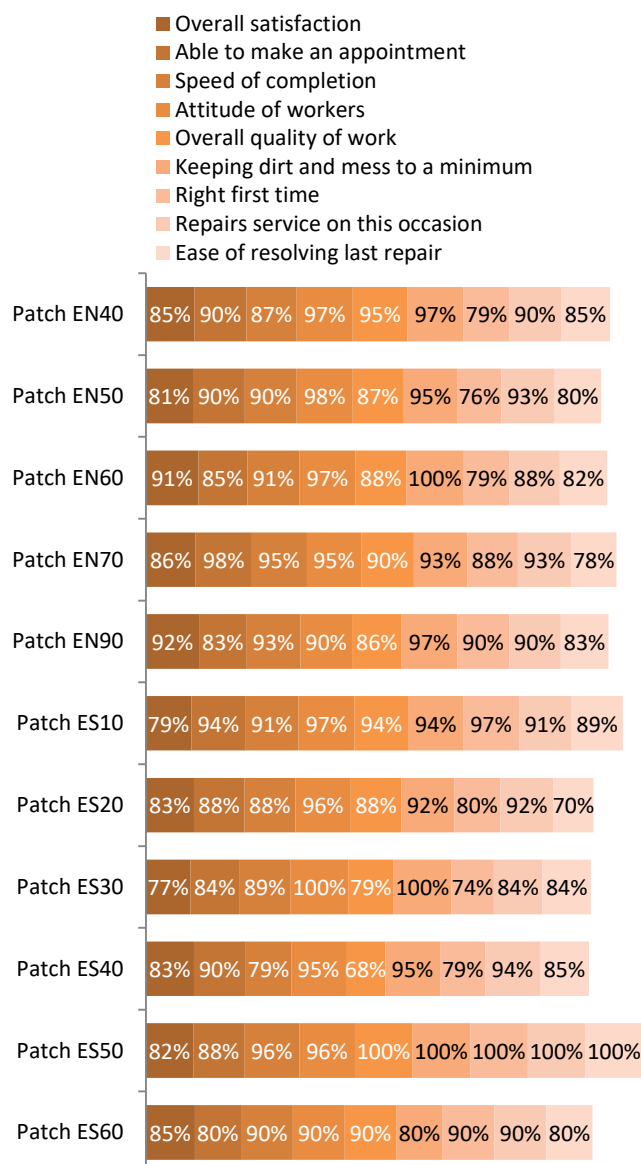
As shown in Figure 7.5, satisfaction with the different aspects of the repairs service and the last repair is highest in patch ES5, with all tenants there satisfied with a number of the aspects.

However, satisfaction with the overall service is highest in EN90 (92%) and EN60 (91%) and lowest in ES30 (77%).

Apart from all those in ES40, 89% of tenants in ES10 found it easy to get their last repair resolved, with just 70% in ES20 finding it easy.

Encouragingly, satisfaction with the attitude of the workers is high across all the patches, between 90% and 100%.

Figure 7.5: Satisfaction with aspects of last repair by patch



7.4 How to improve the repairs service

There are 378 comments (ignoring 'not applicable' and 'don't know' answers) about what could be done to improve the repairs service and over two out of five of these are positive (43%), suggesting they are happy with things as they are.

Figure 7.6: Improvements to repairs service (Positive)

Positive comments – 43%	
General, happy, no problems	125
Repairs - good workmen/contractors, arrive on time	5
Repairs service	4
Good efficient service, well managed	3
Listen to us	1

However, there are a number of comments about the current service and what could be improved. Some tenants want to see improved contractors, quicker repairs and dealing with repairs that are outstanding. Contact issues are also important with some tenants saying it takes a long time to get through and that they are not kept informed of progress – all these areas could be improved.

Figure 7.7: Improvements to repairs service (Negative)

Repairs and maintenance- 39%	
Improve contractors	15
Quicker repairs	15
Outstanding repairs	14
Timescale to complete repairs	11
Ease of reporting repair	10
Right first time	10
Quality of repair work	8
Provide appointments, at the right times	7
Repairs service generally	5
Jobs get forgotten	4
Not enough workmen available	4
Some repairs not covered/rechargeable	4
Check repairs done, inspect work	3
Had to keep reporting repair to get it fixed	3
Finish off repair	2
Follow up works communication	2
Internal communication breakdown	2
Operative attitude	2
Repairs not covered	2
Keep appointments	1
Missed appointment	1
Returning calls	1
Customer contact - 7%	

Do not keep us informed of progress	4
Long time to get through / hard to contact	4
Be more understanding & honest, treat fairly	3
Don't answer phones	3
Better customer care, customer service	2
Do not like automated system	2
Did not know who to call/new numbers	1
Don't keep promises	1
Not taken seriously	1
Not very helpful or professional, rude staff	1
Other - 3%	
Other	10
Planned works - 2%	
Improvement works (Kitchens, bathrooms)	3
Central heating, better heating system	2
New roof	1
Property condition - 2%	
External property maintenance	4
Damp problems	2
Deal with defects on new build	1
Inspect property	1
Communications and information - 2%	
Improve communication	7
Should listen more carefully/do not seem interested	1
Tenant services - 1%	
Help for older tenants/health issues	3
CBL system not very efficient/difficult if no internet	1
Other codes - 1%	
Give no more than they have to	
More financial efficiency	1
Not as good as it once was/many cutbacks	1
Total	324

8. Resident involvement and Communications

Social landlords have put a lot of time and resources into ensuring that they have effective and clear communication channels in place, and that information given out to tenants is clear and easy to understand. Epping Forest District Council offers a wide range of information and channels of communication, using a variety of traditional methods and online. This chapter examines the views of EFDC Housing Service's tenants in this often, key area and notes any differences among tenants.

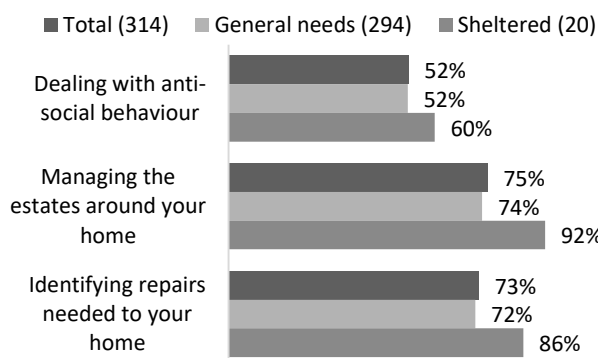
8.1 Understanding and supporting

The tenants were asked how satisfied or dissatisfied they are with the knowledge shown by council staff when it comes to understanding and supporting them when dealing with ASB, managing the estates and identifying repairs.

Tenants have more confidence in the staff for managing the estates around their homes (75%) and identifying repairs to their homes (73%) than dealing with ASB (52%). Around a quarter are dissatisfied with the understanding and support in dealing with ASB, compared with 13% for managing the estates and 16% on identifying repairs.

As with other measures, sheltered tenants are more satisfied than general needs.

Figure 8.1: Satisfaction with knowledge of Council staff

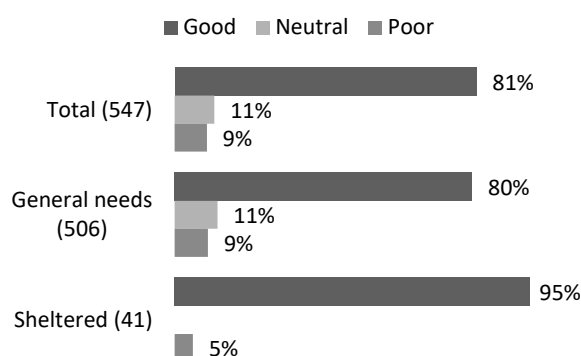


8.2 Kept informed

Four out of five tenants feel EFDC Housing Service is good at keeping them informed about things that might affect them as tenants (81%). Of these, 47% feel they are 'very good' and 34% 'fairly good', although 9% think they are poor and 11% neither good nor poor.

Nearly all sheltered tenants (95%) feel well informed, more than general needs tenants (80%).

Figure 8.2: Satisfaction that EFDC Housing Service keeps tenants informed

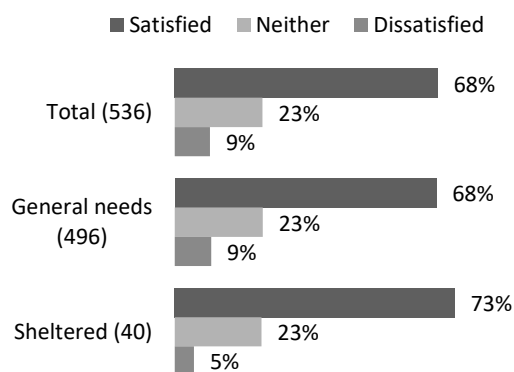


8.3 Opportunities to make views known

Two thirds of tenants feel that EFDC Housing Service gives them opportunities to make views known (68%), with 38% being 'very satisfied' and 30% 'fairly satisfied'. Just 9% are dissatisfied but 23% are neither satisfied nor dissatisfied.

Sheltered tenants are more satisfied (73%) than general needs (68%).

Figure 8.3: Opportunities to make views known

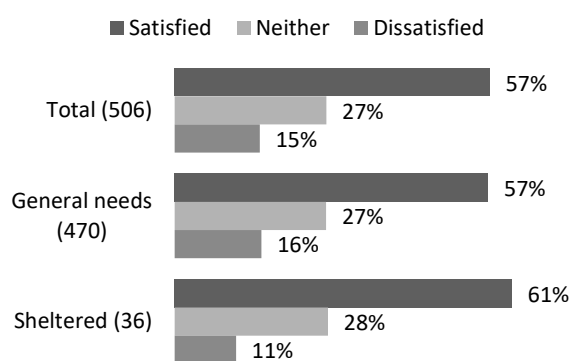


8.4 Listens to views and acts upon them

Over half the tenants feel that EFDC Housing Service listens to their views and acts upon them (57%), with 31% being 'very satisfied' and 26% 'fairly satisfied'.

While some tenants are neither satisfied nor dissatisfied (27%), there are 15% of tenants who are actually dissatisfied with how EFDC Housing Service listens to their views and acts upon them.

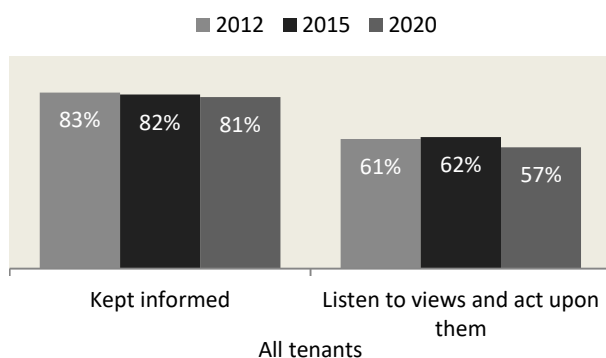
Figure 8.4: Listens to views and acts upon them



Change over time

Satisfaction with being kept informed has fallen a little over the past surveys from 83% in 2012 to 82% in 2015 and 81% now. Satisfaction that EFDC Housing Service listens to tenants' views and acts upon them has also fallen, down 5% since 2015. The question about opportunities to make views known was not included in the previous surveys.

Figure 8.5: Change in satisfaction with communications over time

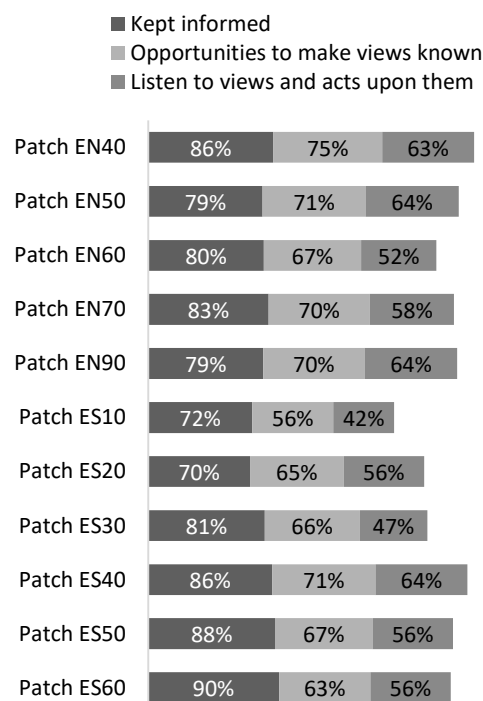


Patch analysis

Tenants in ES60 are the most satisfied that EFDC Housing Service keeps them informed about things that might affect them (90%); least satisfied are those in ES20 (70%). With opportunities to make views known, EN40 has the most satisfied (75%), with ES10 this time the least satisfied (56%).

On listening to views, three areas have the most satisfied, EN50, EN90 and ES40 (all 64%), but just 42% in ES10 are satisfied.

Figure 8.6: Satisfaction with communications by patch



8.5 Interested in involvement

Tenants were asked if they are interested in finding out more about getting involved at EFDC Housing Service. Whilst 82% said they do not want to get involved, a number of tenants did say they are interested in the following ways.

Figure 8.7: Preferred methods of involvement

Method	No	%
Not interested in getting involved	450	82%
Armchair reviewer	57	10%
Mystery shopper	50	9%
Tenants' panel	48	9%

Tenant working party	36	7%
Website	35	6%
Social media	35	6%
Other	27	5%

9. The internet

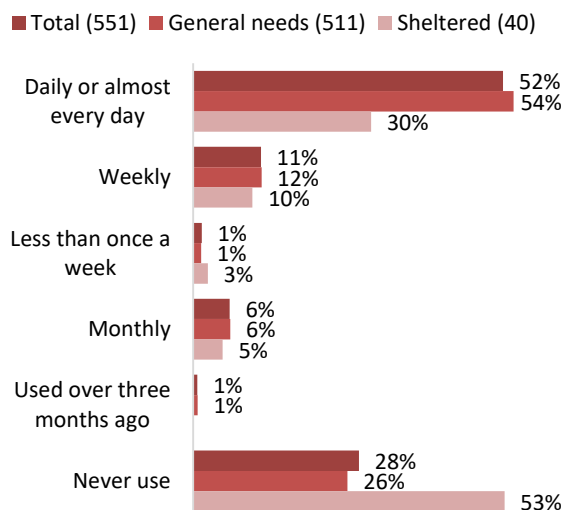
As the internet is becoming increasingly important in providing online services and information, EFDC Housing Service took the opportunity to ask questions about its use by the tenants.

9.1 Internet use

Half the tenants use the internet on a daily, or almost daily basis (52%) with a further 11% using it weekly. Whilst some use it less frequently, in all, 72% of tenants use it at some time.

However, there is a marked difference between the tenures with 74% of general needs tenants using the internet, 54% daily, whilst just 47% of sheltered tenants use it, just 30% using it daily. This is important to know when considering strategies for communication with the different groups.

Figure 9.1: Internet use



EFDC Housing Service asked those who wanted them to communicate by email to provide an address, 170 tenants left an email address and some said that they had already left one. These addresses have been passed to the EFDC Housing Service for future use.

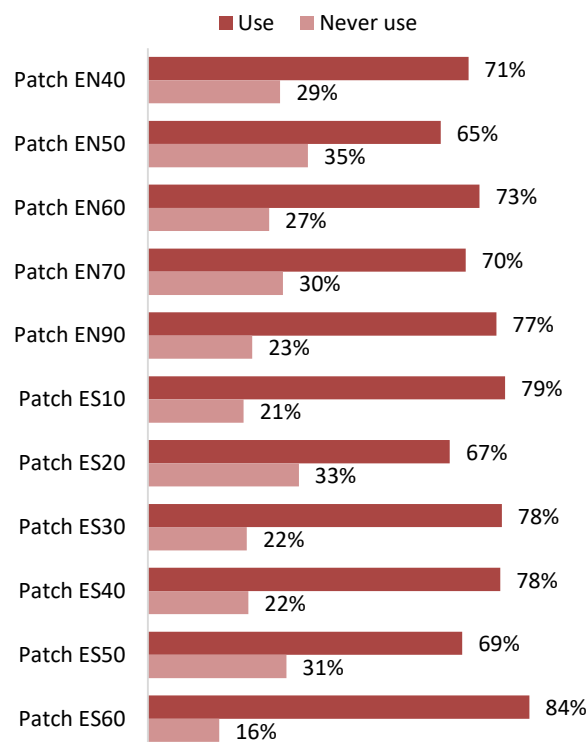
Patch analysis

Whilst there is some variation across the

patches with internet use, it is unclear whether the area is an influence on how much use the tenants make of this. Usage decreases with age so the areas with the most older tenants are likely to see less internet use.

ES60 has the highest usage (84%) with EN50 the least (65%).

Figure 9.2: Internet use by patch



9.2 Why you do not use the internet

When asked why tenants didn't use the internet, 259 tenants gave an answer and 107 of those simply said they don't want to use it. A similar number gave 'other' reasons such as old age, and 22 said they lacked the skills, but very few cited cost of equipment or connection as the reason.

10. Sheltered housing

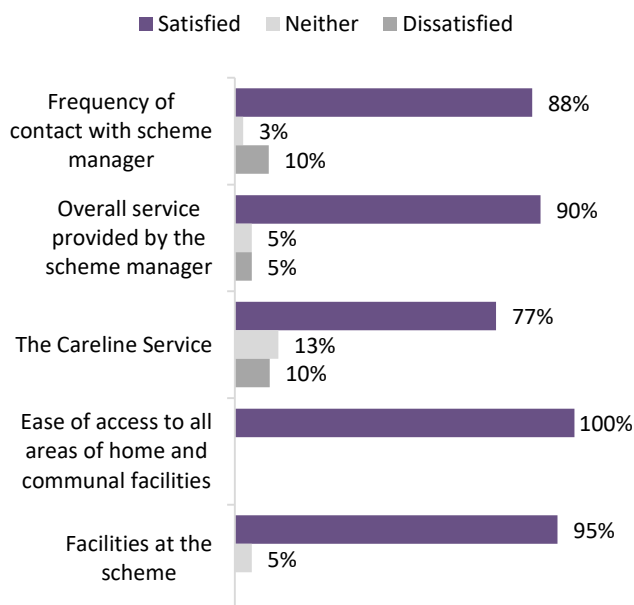
EFDC Housing Service wanted to find out a little more about the satisfaction of sheltered tenants with the specific services provided at the sheltered schemes.

10.1 Scheme services

Tenants of the sheltered schemes were asked questions about their scheme and the services they receive. Generally, satisfaction is high, all tenants find it easy to access all areas of their home and the communal areas and 95% are satisfied with the facilities at the scheme. Nine out of ten are satisfied with the overall services provided by the scheme manager and 88% with the frequency of the contact they have.

Fewer tenants are satisfied with the Careline Service (77%), although only 10% are dissatisfied; 13% are neither satisfied nor dissatisfied.

Figure 10.1: Scheme services

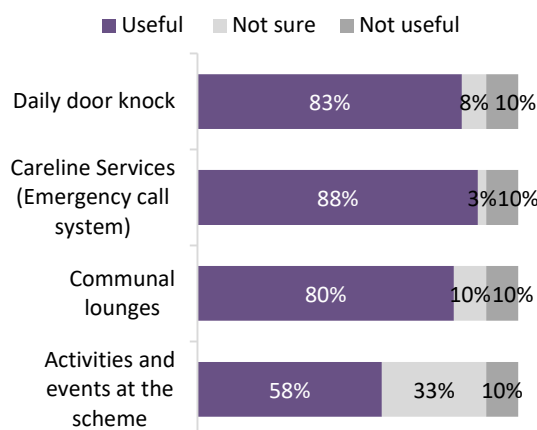


10.2 How useful are these services?

Nine out of ten sheltered tenants find the emergency call system useful (88%), slightly fewer (83%) like the daily door knock and 80% find the communal lounges useful; 10% find all these not useful.

Of less use to tenants are the activities and events (58%) but only 10% don't find these useful and a third (33%) are unsure.

Figure 10.2: Usefulness of services



10.3 What do you like about living in sheltered housing?

The neighbours, home and staff are the main reasons tenants like living in sheltered housing. Also important is the location and neighbourhood. However, a few tenants want to move and one wants more events.

Figure 10.3: What do you like about sheltered housing?

Positive comments	
Neighbours	9
Like home, good condition	6
Staff - caring	4
Good location	3
Neighbourhood	2
Good, fair value for money	1
Have meetings to keep informed	1
Keep us informed	1
Staff - helpful	1
Staff in general	1
Other	
Other	7
Neutral comment/not applicable	1
Moving	
Like / love home	1
Lived here a long time, settled	1
Need a Bungalow	1
Want a house	1

Communications and information	
More events, meetings	1
Tenancy management	
Better tenant mix, vet tenants	1
Total	43

Area for mobility scooter / storage generally	2
Customer contact	
Better customer care, customer service	1
Communications and information	
More events, meetings	1
Total	51

10.4 What do you dislike about living in sheltered housing?

Although tenants were asked what they disliked about sheltered housing, more than half the comments were positive, saying they are happy. Of the more negative comments, some want to move, others want more activities and some experience problems with neighbours.

Figure 10.4: What do you dislike about sheltered housing?

Positive comments	
General, happy, no problems	25
Neighbourhood	1
Neighbours	1
Moving	
Want to move - Other reason	3
Like / love home	1
Want a house	1
Tenant services	
More resident activities	3
Housing Officers - longer hours	1
Other	
Other	3
Neutral comment/not applicable	1
Tenancy management	
Better tenant mix, vet tenants	3
Neighbours, neighbourhood or local problems	
Problems with neighbours (non-specific)	1
Problems with noise from neighbours	1
Property condition	
Need better property security	2
Other codes	

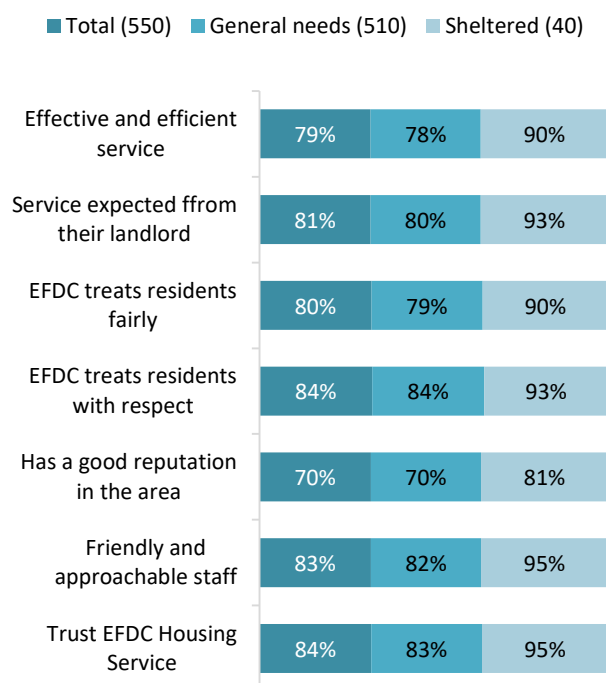
11. Perceptions of service

Tenants were asked what they feel about different aspects of service delivered by EFDC Housing Service.

It is pleasing to note that 84% say they trust EFDC Housing Service and 84% also feel they are treated with respect. Over 80% feel the staff are friendly and approachable (83%), they get the service they expect (81%) and are treated fairly (80%). Slightly fewer (79%) think the service is effective and efficient and 70% feel EFDC Housing Service has a good reputation in the area.

Sheltered tenants are consistently more positive than general needs, between 90% and 95% agree with these statements, apart from EFDC Housing Service's reputation in the area, where 81% agree this it is good.

Figure 11.1: Perceptions of service



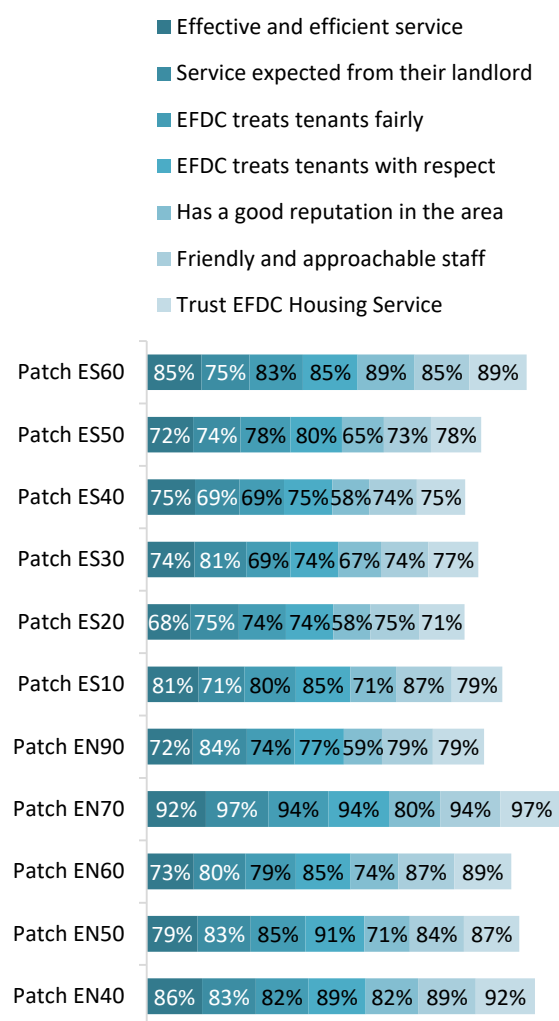
Patch analysis

Trust in EFDC Housing Service is highest in EN70 (97%), in fact this patch has the highest satisfaction against all these perceptions except the reputation of EFDC Housing Service, where

ES60 is the highest (89%).

The patch with the least satisfaction is ES20, just 68% feel the service is effective and efficient and only 71% here say they trust EFDC Housing Service.

Figure 11.2: Perceptions of service by patch



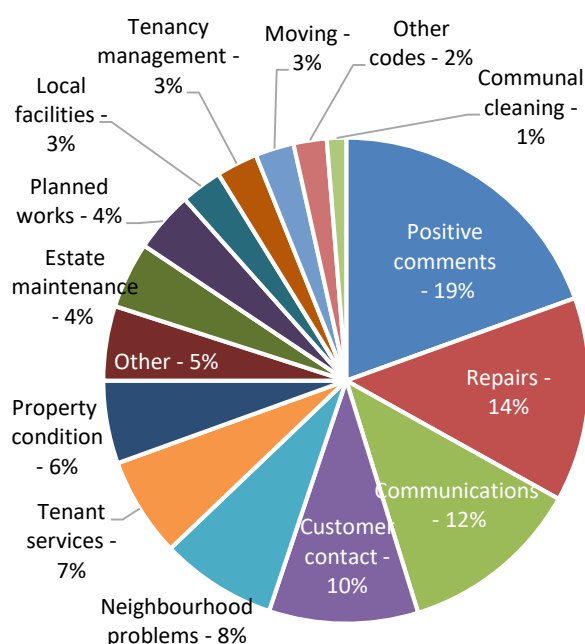
12. Service improvements

The tenants were asked if there was one thing EFDC Housing Service could do to improve its service, what would it be?

There were 544 comments, ignoring 'don't knows' and 'not applicable', giving suggestions on possible improvements to the service, although 19% of these said they are happy with things as they are.

The main areas for comments are the repairs service with 14% of the comments, communications (12%) and customer contact (10%). Others also made suggestions about their neighbourhood, property condition and estate maintenance.

Figure 12.1: What could EFDC Housing Service do to improve its services?



Of the positive comments made about EFDC Housing Service, 102 tenants said they are happy as things are, however, two tenants specifically mentioned the staff; the efficient service and value for money is also mentioned.

Figure 12.2: Suggestions for improvement (positive)

Positive comments - 19%	
General, happy, no problems	102
Staff in general	2
Good efficient service, well managed	1
Good, fair value for money	1

Of the more negative comments it is, perhaps, not surprising that the repairs service receives the highest percentage (14%). Of these 20 tenants want better service generally, 10 want repairs done quicker and 6 want their outstanding repairs dealt with and better quality of work.

Improvements to communications are suggested by 12% and better customer contact by 10%. Dealing with neighbourhood issues and estate maintenance attract 8% and 4% of comments respectively and the condition of their property is a concern to 6%.

These comments show the general areas of concern of EFDC Housing Service's tenants and the detailed comments, which are available in the accompanying files, will help the Council target areas of greatest need.

Figure 12.2: Suggestions for improvement (negative)

Repairs and maintenance - 14%	
Repairs service generally	20
Quicker repairs	10
Outstanding repairs	6
Quality of repair work	6
Improve contractors	5
Repairs not covered	5
Check repairs done, inspect work	4
Provide appointments, at the right times	3
Right first time	3
Internal communication breakdown	2
Treat tenants/belonging /homes with respect	2
Communicating service standards	1
Finish off repair	1
Follow up works communication	1
Insufficient job details shared with operatives	1
Missed appointment	1
Replace not repair	1

Returning calls	1
Timescale to complete repairs	1
Communications and information - 12%	
Improve communication	26
Should listen more carefully/do not seem interested	19
Visit us	7
Improve website	4
Views not acted upon/no feedback	4
More events, meetings	3
Don't always consult or inform before acting	2
Keep tenants up to date with planned works timetable	1
Customer contact - 10%	
Better customer care, customer service	11
Be more understanding & honest, treat fairly	7
Long time to get through / hard to contact	7
Not very helpful or professional, rude staff	5
Poor customer service (general)	5
Respond to queries quicker	3
Accessibility e.g. of centres, offices	2
Don't keep promises	2
No direct lines	2
Poor call handling - kept on hold/passed around to different people	2
Did not call /email back/have to keep chasing	1
Did not call back/have to keep chasing	1
Did not know who to call/new numbers	1
Inconsistent - some staff good/some bad	1
Issue/problem not resolved/Enquiry not answered	1
Poor/inconvenient opening hours	1
Respond to emails	1
Want face to face contact	1
Neighbours, neighbourhood or local problems - 8%	
Car parking	14
Improved security, do not feel safe	7
ASB	6
Litter and rubbish	6
Crime	3
Neighbourhood / local problems	3
Drugs related problems	1
Problems with noise from neighbours	1
Traffic calming needed	1
Tenant services - 7%	

Help for older tenants/health issues	9
Different tenures treated differently	5
Gardening service or cheaper service	5
Poor warden/housing officer	5
Decorating service	3
More resident activities	3
Shower	3
Poor caring company	2
Improve computer/technology support/help with digital shift	1
Property condition - 6%	
Inspect property	11
Poor property condition	6
Damp problems	3
External property maintenance	3
Need internal decoration	3
Insulation needed	2
Carry out fire safety check	1
Flooring	1
Other - 5%	
Other	17
Build more homes	9
Spent a lot of own money doing up property	1
Estate and grounds maintenance - 4%	
Maintenance/decoration of communal areas	7
Fences and gates	4
Grounds maintenance - grass cutting/gardeners	3
On-site office/caretaker	3
Paths and driveways	3
Trees and hedges	2
Estate services (general)	1
Health and safety	1
Planned works - 4%	
Improvement works (Kitchens, bathrooms)	10
Planned works (general)	6
Central heating, better heating system	2
Doors - internal or external, porch	2
New windows	2
Local facilities - 3%	
Lighting, street lighting	7
More local facilities needed (shops etc.)	5
Youth facilities/centres needed	2
Provide play areas for children	1
Tenancy management - 3%	
Rent too high / not value for money	3

Stop increasing rents, lower rents	3
Want to move, transfer	3
Better tenant mix, vet tenants	2
Rent issues, rent statements	2
Service charge too high/poor value	2
Moving - 3%	
Want to move	5
Need bigger property	4
Be nearer family	2
Like / love home	2
Neighbours, community	1
Other codes - 2%	
Poor condition of the roads, road repairs	5
Problems with rubbish collection, areas, skips	4
Area for mobility scooter / storage generally	1
More financial efficiency	1
Would like to opt out of certain services/have to pay for services I don't use	1
Communal cleaning - 1%	
Poor quality of cleaning service	4
Poor cleanliness of communal areas	3
Total	544

13. Recommending EFDC Housing Service

EFDC Housing Service have chosen to assess the extent to which tenants' expectations are being met by way of asking a 'net promoter' question on the likelihood of the tenant to recommend the Housing Service to family or friends. This type of question is drawn from private sector surveys as providing a useful insight into the general attitude of tenants towards their landlord and particularly the extent to which they feel engaged as a 'customer'.

The Net Promoter Score, or NPS®, is based on the fundamental perspective that every company's customers can be divided into three categories: Promoters, Passives, and Detractors.

By asking one simple question, 'How likely is it that you would recommend EFDC Housing Service to friends or family?' it is possible to track these groups and get a clear measure of your organisation's performance through your tenants' eyes. Tenants respond on a 0-to-10 point rating scale and are categorised as follows:

Promoters (score 9-10) are loyal enthusiasts who will promote and support the landlord, increasing their reputation.

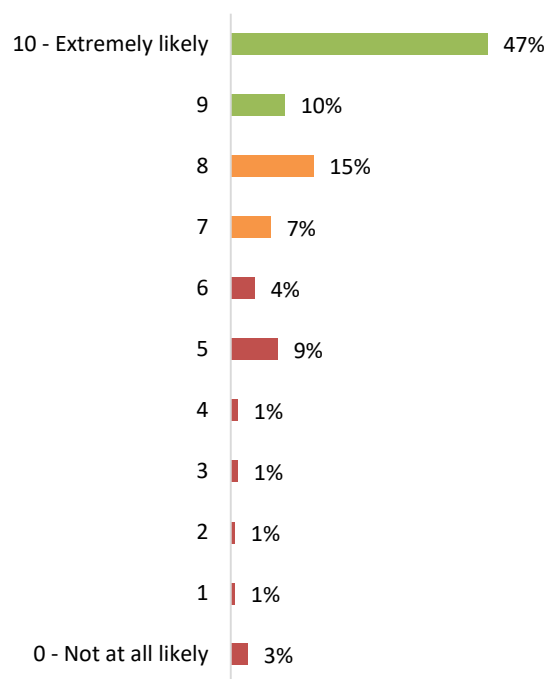
Passives (score 7-8) are satisfied but unenthusiastic tenants who can easily become detractors depending on circumstances.

Detractors (score 0-6) are unhappy customers who can damage your organisation and hold back development and growth through negative word-of-mouth.

Nearly half the tenants gave the highest score of 10 out of 10 (47%) and a further 10% gave a score of 9. There are 15% giving a score of 8 out of 10 and it will be interesting to see how many of these could be persuaded to increase their score a little to become promoters.

At the other end of the scale, 3% gave a score of 0 out of 10.

Figure 13.1: Net Promoter scores for all tenants

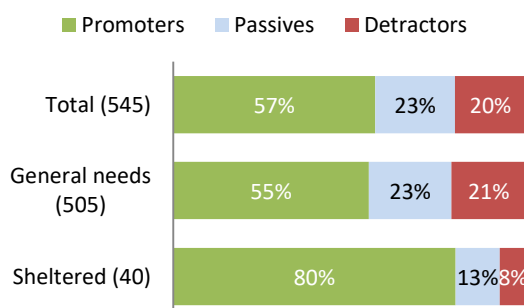


According to the NPS®, 57% of tenants are very loyal and happy to promote EFDC Housing Service to friends and family and are promoters.

Figure 13.2 shows that a fifth of tenants are detractors (20%), who are likely to have negative views about the organisation and another 23% are currently passive and could be persuaded one way or the other.

There are more promoters in sheltered housing (80%) than general needs (55%) and fewer detractors, 8% compared with 21%.

Figure 13.2: Net Promoter

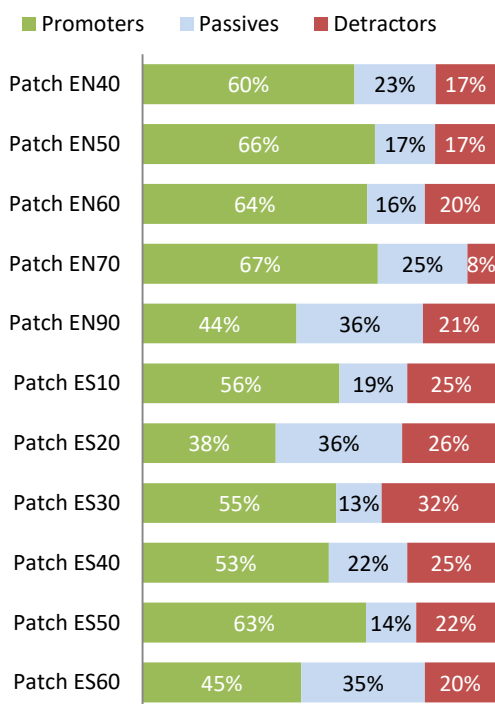


Patch analysis

The patch with the most promoters is EN70 (67%), although there are 66% in EN50 and 63% in ES50. The least number of promoters are in

EN20 (38%), although the most detractors are in ES30 (32%); only 8% in EN70 are negative about EFDC Housing Service.

Figure 13.3: Net Promoter by patch



Net Promoter Score

The NPS® is calculated by taking the percentage of customers who are Promoters and subtracting the percentage who are Detractors. The result is known as the net promoter score and it is not a percentage. The net promoter score for EFDC Housing Service is 37 (34 general needs and 72 sheltered).

In order to be of use to the organisation, the Net Promoter score needs to be put into context. In the commercial sector it is reported that companies with the most efficient growth operate with an NPS® of 50 to 80. The average company often has an NPS of only 5 to 10 – in other words their Promoters barely outnumber their Detractors. Many companies have negative NPS scores – which means that they are creating more or Detracts than Promoters.

It is also possible to compare the net promoter score from EFDC Housing Service with the HouseMark averages. Below shows a comparison with the 18/19 national scores,

which are currently the latest available. It shows that EFDC Housing Service compares well and is in the second quartile.

Figure 13.4: HouseMark Net Promoter

Net promoter	All tenants
EFDC Housing Service	37
Upper quartile	47
Median	33
Lower Quartile	24
No. of Orgs	124

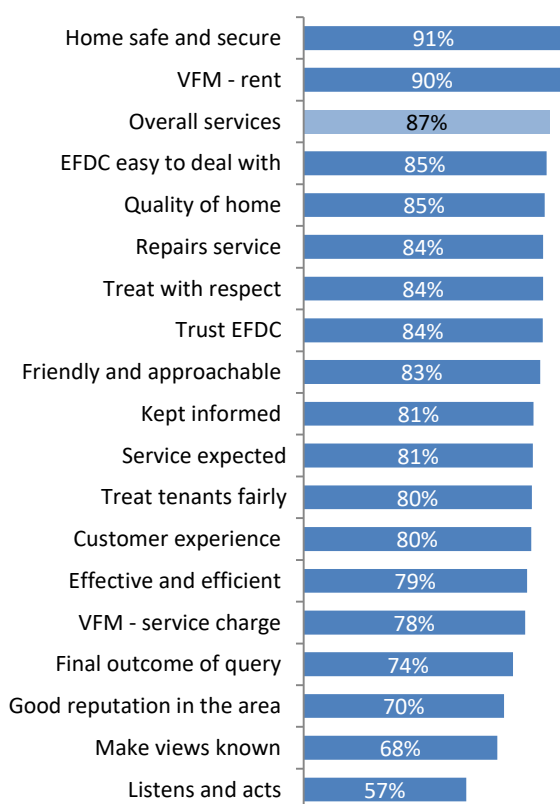
14. Understanding overall satisfaction

The overall rating for Epping Forest District Council Housing Service was examined in Section 2 in this report; this rating is often seen as the headline figure in the survey. This section now explores the differences in the relationship between the overall rating and individual ratings in an attempt to understand what is driving overall satisfaction for the EFDC Housing Service.

14.1 Key services

The vast majority of EFDC Housing Service's tenants are satisfied with the overall rating for landlord services 87%. Two measures have received higher ratings with the value for money of the rent at 90% and having a home that is safe and secure at 91%.

Figure 14.1: Satisfaction with key services for all tenants



14.2 Lower levels of satisfaction

As demonstrated above, throughout the survey some good levels of satisfaction are found and the findings are an endorsement of the commitment of EFDC Housing Service and its staff.

Inevitably, the survey found some areas with lower satisfaction and this can be taken to be where satisfaction falls below 70%, although there are few of these.

These include the opportunities to make views known (68%) and listening to views and acting upon them (57%).

14.3 Dissatisfaction levels

Sometimes, where satisfaction is lower than in other areas, the remaining tenants can be split between those who fall into the 'neither satisfied nor dissatisfied' middle ground and those who are actually dissatisfied. The difference between these two groups of tenants is important – as it can signal areas where tenants do not have strong opinions or, more worryingly, areas where a high percentage of tenants are actually dissatisfied.

The survey found a few areas with higher levels of dissatisfaction. However, just a few have more than one in ten dissatisfied, and these are worth looking at more closely:

- The final outcome of the last enquiry (20% dissatisfied)
- Listening to views and acting upon them (15% dissatisfied)
- The overall customer experience (14% dissatisfied)
- Value for money of the service charge (11% dissatisfied)
- Repairs and maintenance service (10% dissatisfied)

14.4 Subgroup analysis

Throughout the report the results from the patches that EFDC Housing Service operate have been considered. Below summarises these results. However, it is also possible to look at

the results by other groupings, these include the age of the resident, gender, length of tenancy and property type. This section looks at the main differences within these groups.

In terms of the patches where EFDC Housing Service operates, tenants in EN70 are the most satisfied overall, with ES50 tenants the least (79%). However, taken over the range of the key measures, those in EN40 are marginally more satisfied than the other patches; those in ES20 are the least satisfied. The repairs service receives the highest satisfaction from tenants in EN90 (92%) and least in ES10 (79%) and on listening to views, again EN90 tenants are the most satisfied, together with EN50 and ES40 (all 64%), the lowest rating coming from ES10 (42%).

On the age range of the tenants, it is common that satisfaction increases with the age of the tenants. This is largely true for EFDC Housing Service with the 85 and over group the most satisfied taken across the key measures and the youngest group, the least satisfied. On overall satisfaction, 97% of the 85 and over group are satisfied compared with just 50% of the 16 to 24 group, although there are few of these. The oldest group are also the most satisfied with their home and feeling of safety. For repairs, the 65 to 74 age group are the most satisfied, the least being 16 to 24 (50%). On the customer contact, satisfaction increases steadily with age.

The gender of a number of tenants is not known but where it is, female tenants tend to be more satisfied than their male counterparts. There is little difference between the genders on satisfaction overall, the home, feeling safe and secure, the value of the rent and the neighbourhood, just up to 2% difference. However, 10% more female tenants were satisfied with the final outcome of their last enquiry and the customer experience and 9% more with being kept informed and the opportunities to make views known.

When looking at length of tenancy, it tends to show that satisfaction increases with length, which will be more to do with increasing age. However, newer tenants also tend to be more

satisfied than those of mid length tenancies. This pattern is shown on overall satisfaction, the most satisfied are those who have had tenancies for 20 years or more (91%), next are those of 11 to 20 years and 1 to 2 years (both 88%). Satisfaction then appears to drop with those of 3 to 5 years the least satisfied (76%); it is as though tenants are happy to be offered a property initially but become more critical after the first couple of years before getting more content as they get older.

Finally, those living in bungalows and houses are a little more satisfied than those in flats and maisonettes. Overall, bungalow tenants are the most satisfied (91%), houses next (88%), then maisonettes (87%) and flats (84%). Satisfaction with the home follows a similar pattern, although those in flats are as satisfied as those in houses; maisonettes the least. However, with repairs, whilst those in bungalows and the most satisfied (92%), those in maisonettes are next (85%) and flat tenants are the least satisfied (82%).

14.4 Changes in satisfaction levels

EFDC Housing Service carried out similar satisfaction surveys in 2012 and 2015. Figure 14.2 below shows a mixed picture with 3 of the 10 key measures shown increasing since the previous survey, 3 decreasing and 4 staying the same.

Overall satisfaction is the same as in 2015 (87%), as is satisfaction with the home (85%), the neighbourhood (87%) and the repairs service (84%). However, satisfaction has increased by 8% for the value for money of the rent, up 5% for the value of the service charge and 4% for the last completed repairs. It is the contact and communication that has not fared so well, satisfaction with the final outcome of the last query is down 3%, being kept informed down 1% and listening to views and acting upon them is down 5%.

14.5 Key driver analysis

Key driver analysis is used to examine the relationship between the different variables (the

questions asked in the survey) and to determine which elements of the service are the key drivers for tenants' overall satisfaction. Multiple regression is used to analyse the relationship between several key satisfaction questions and determine which ones have the most influence.

Key driver analysis is useful to identify service areas in which increases in satisfaction could potentially lead to an increase in the overall satisfaction rating. Tenants who did not have an opinion are excluded from this analysis.

Overall satisfaction

As Figure 14.3 shows, the most important driver for tenants is the quality of the home followed by how easy EFDC Housing Service are to deal with.

Of some importance but less than the above is the overall customer experience from the last

contact, being kept informed and the value for money represented by the service charge.

It is common that the repairs service is a key driver of satisfaction as this is generally the most common reason for tenants to interact with the Council. However, whilst the repairs service has some influence here, it is less than the others mentioned, although it is probably linked to the main driver, the quality of the home.

The implication from this analysis is that if improvements in satisfaction for the quality of the home can be achieved, it is likely to lead to increased satisfaction overall.

Figure 14.2: Change in satisfaction over the last three surveys

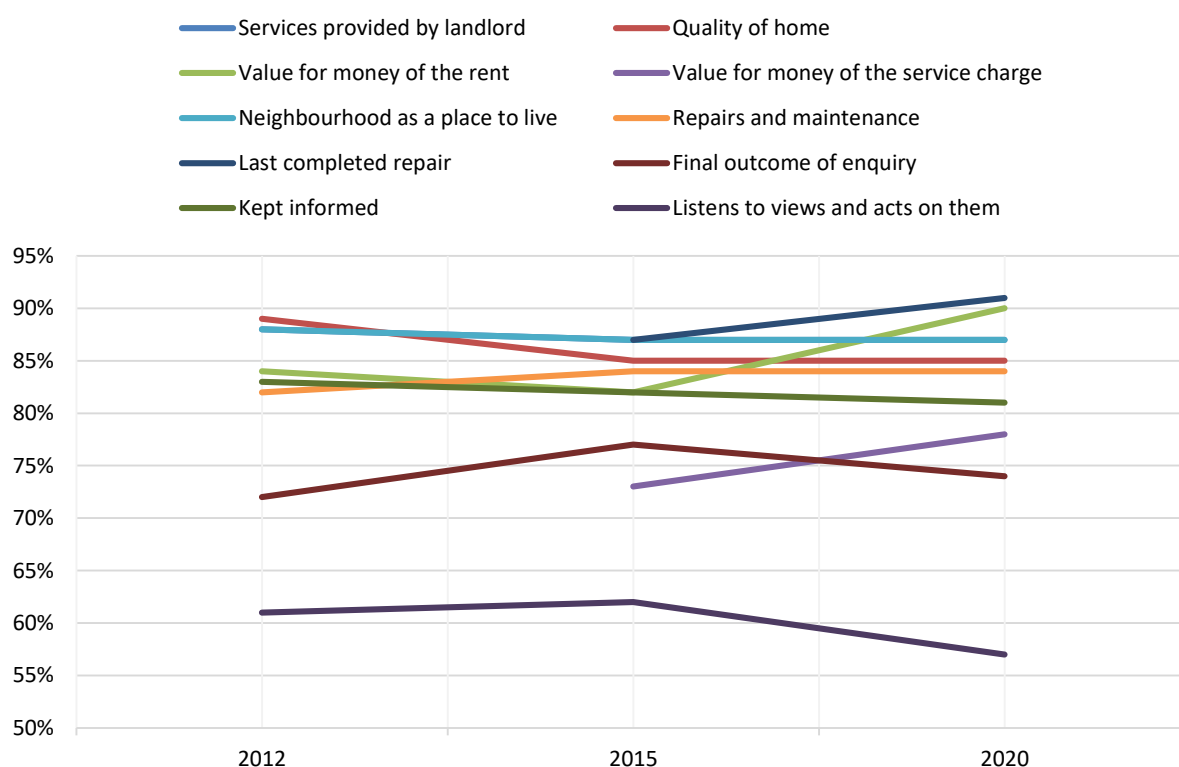
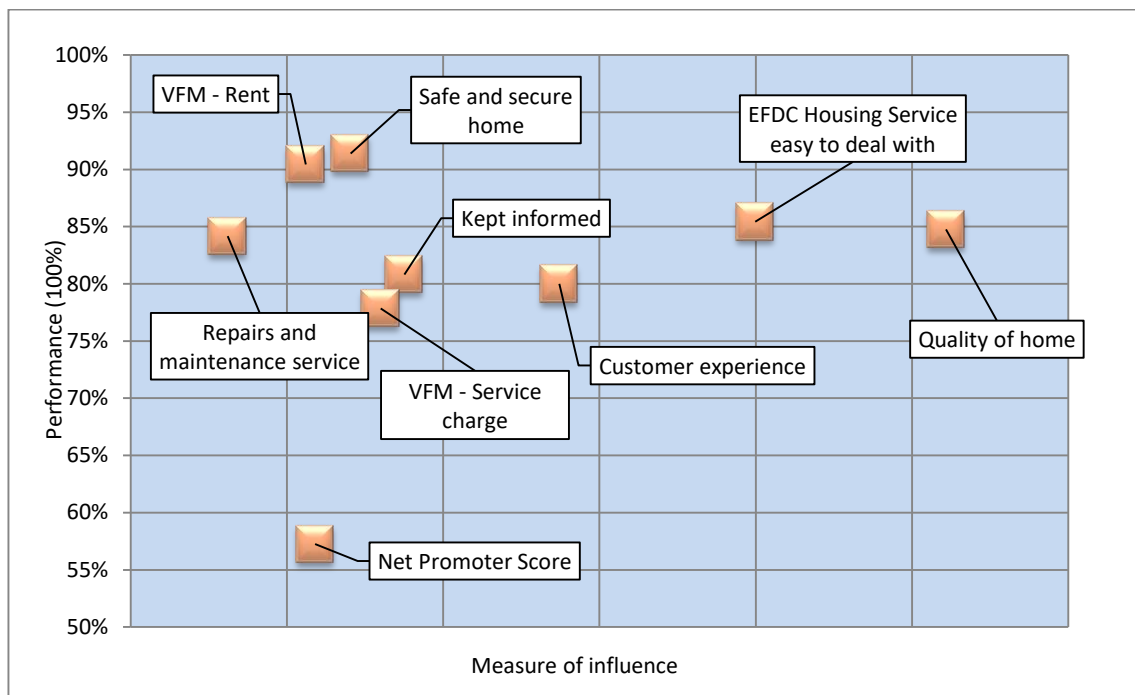


Figure 14.3: Key driver analysis – overall satisfaction and key services



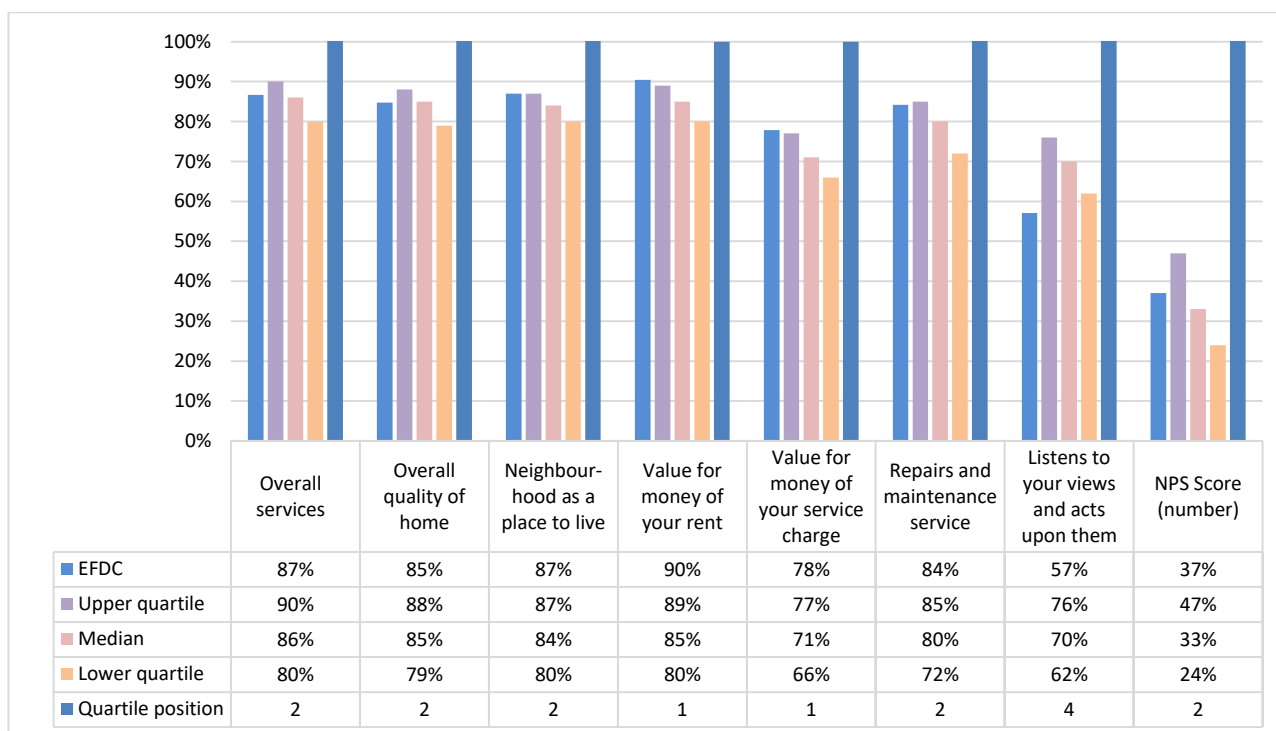
15. Comparison with other landlords

Undertaking a STAR survey, based on a widely used standard question set, helps landlords to benchmark the satisfaction of their tenants against other landlords with similar characteristics, such as size, type and location. It provides a broader dimension than internal targets may offer, assisting both the landlord and any resident scrutiny panel in assessing performance levels and areas of improvement. Below, the results are compared with the national comparisons from HouseMark.

All tenants

When the results from all tenants are compared with the HouseMark average, satisfaction with overall services is 1% above average and falls into the second quartile, 3% below the top quartile mark. Satisfaction with the value for money of the rent and the value of the service charge are 5% and 7% respectively above average and both are top quartile. Satisfaction with the neighbourhood is above average (3% above) and the repairs service (4% above); the Net Promoter Score is also 4 better than the average so these fall into the second quartile. The only rating below average is for listening to views and acting upon them, 13% below, and this falls into the bottom quartile.

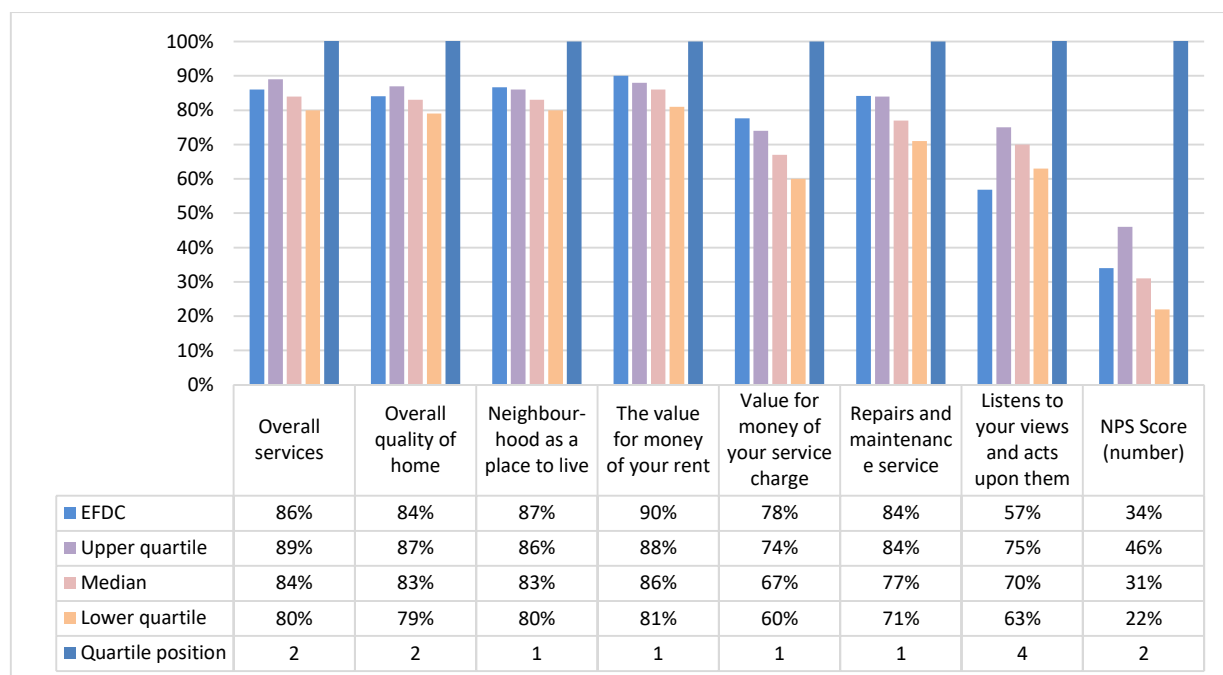
Figure 15.1: Comparison with other landlords (HouseMark – All tenants 2018/19)



General needs tenants

The comparison with HouseMark for general needs tenants reveals that satisfaction with overall services is 2% above average and falls in the second quartile. Satisfaction with the neighbourhood, value for money of the rent, value of the service charge and the repairs service are all top quartile, 4% to 11% above average. The Net Promoter Score is also above average but below the top quartile mark. Satisfaction with listening to views is in the bottom quartile, 13% below the average.

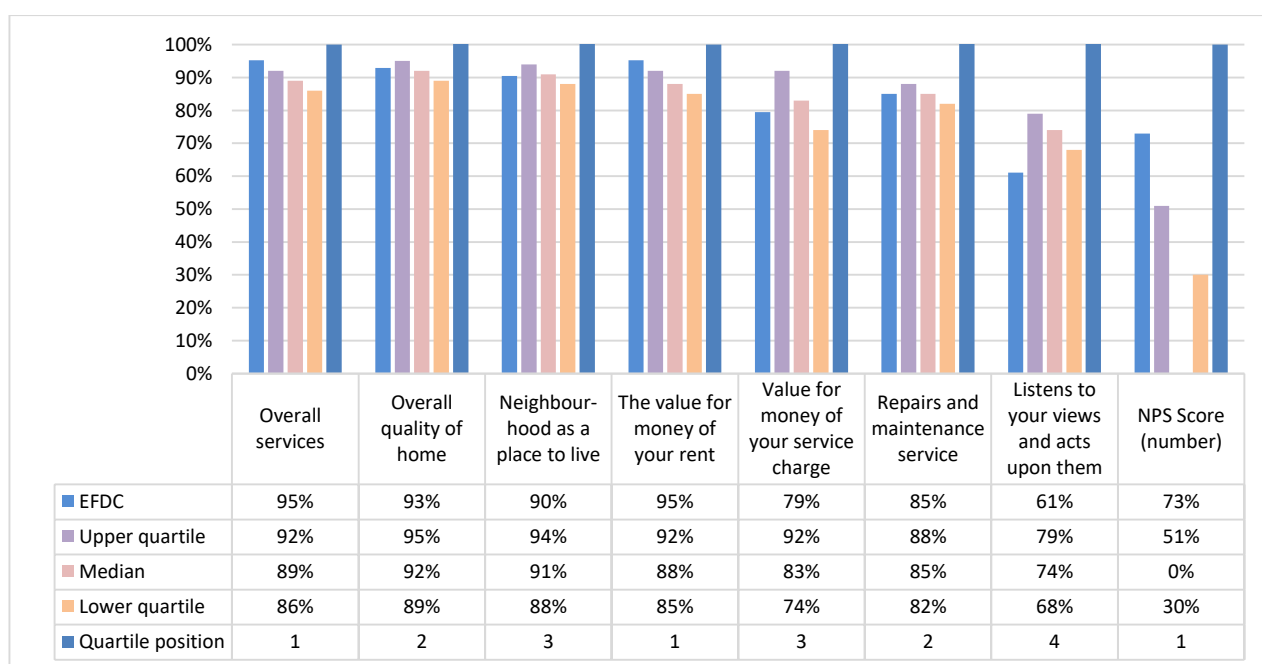
Figure 15.2: Comparison with other landlords (HouseMark - General needs tenants 2018/19)



Housing for Older People tenants

The results from the sheltered tenants don't compare quite so well against the HouseMark figures for Housing for Older People as with the general needs tenants. On a positive note, overall satisfaction, the value of the rent and the Net Promoter Score are all top quartile, some 6%, 7% and 73 respectively above average. Satisfaction with the home and repairs are second quartile but the neighbourhood and value for money of the service charge are below average so fall into the third quartile. As with the general needs tenants, satisfaction that EFDC Housing Service listens to their views and acts upon them is well below average and is in the bottom quartile.

Figure 15.3: Comparison with other landlords (HouseMark - Sheltered 2018/19)



16. Conclusion

The results from the 2020 STAR survey are very positive. There is a high level of satisfaction with a number of aspects of service including the value for money of the rent (90%), and that EFDC Housing Service provides homes that are safe and secure (91%) – all of which are reflected in the finding that 87% of tenants are satisfied with the overall services provided by EFDC Housing Service.

EFDC Housing Service carried out previous surveys in 2012 and 2015 and it has been possible to compare the results over time. Satisfaction has gone up in some areas, but down in others. The results have also been compared with other social housing landlords and generally they compare well.

Key driver analysis

Key driver analysis reveals the strong influence of the quality of the home on overall satisfaction, with the ease of dealing with EFDC Housing Service and the customer experience of making contact with the Housing Service also having an influence.

When looking at the comments made about possible improvements to service, there are a number about the repairs service, tenants wanting general improvement to the speed and quality of repairs but also communication with a number of tenants saying EFDC Housing Service should improve its customer care and listen more to their concerns.

Subgroups

It has been possible to look at the results by age of the resident, gender, length of tenancy and property type.

EFDC Housing Service operates eleven patches across its area, tenants in EN70 are the most satisfied overall, with ES50 tenants the least (79%). Taken over the range of the key measures, those in EN40 are marginally more satisfied than the other patches; those in ES20 are the least satisfied.

In similar surveys, it often shows that satisfaction increases with age and this is largely

true for EFDC Housing Service with the 85 and over group the most satisfied taken across the key measures and the youngest group (16 to 24), the least satisfied. On overall satisfaction, 97% of the 85 and over group are satisfied compared with just 50% of the 16 to 24 group, although there are few of these.

Female tenants tend to be more satisfied than their male counterparts. There is little difference between the genders on many aspects but 10% more female tenants were satisfied with the final outcome of their last enquiry and the customer experience and 9% more with being kept informed and the opportunities to make views known.

When looking at length of tenancy, it tends to show that satisfaction increases with length, which will be linked to increasing age. However, newer tenants also tend to be more satisfied than those of mid length tenancies. This pattern is shown on overall satisfaction, the most satisfied are those who have had tenancies for 20 years or more (91%), next are those of 11 to 20 years and 1 to 2 years (both 88%). more content as they get older.

Those living in bungalows and houses are a little more satisfied than those in flats and maisonettes. Overall, bungalow tenants are the most satisfied (91%), houses next (88%), then maisonettes (87%) and flats (84%).

Recommendations

The survey found very few areas where it could be said that there was a major problem. Satisfaction overall has remained at a high level as has repairs, but satisfaction with listening to views has gone down since the last survey.

Home and repairs – The key driver for overall satisfaction is the quality of the home; 85% are currently satisfied with their home and this is the same as in 2015 but the comments in the different questions emphasise the importance of maintaining their home in good condition. Having a good repairs service is vitally important and tenants want quicker repairs, better quality and outstanding work completed. A number of tenants also want improvements

to their properties and some issues of poor repair dealt with and better inspection of homes and works. Whilst improvement works are very expensive and may not be possible, it is suggested that the issues raised about their property condition and the delivery of the repairs service are looked at more closely as improvements here are likely to bring about improvements to overall satisfaction with the Council's Housing Service.

Neighbourhood services – Satisfaction with the neighbourhood is high at 87% and 79% feel safe and secure in their neighbourhood. However, just 59% feel that EFDC Housing Service makes a positive contribution to the neighbourhood and the cleaning service is only appreciated by 60% for internal cleaning and 50% for external, with 25% and 30% respectively dissatisfied. Tenants' comments also emphasise some of these issues as well as how the Council deals with neighbour problems, ASB and other local issues. Clearly the neighbourhood environment is important to tenants, so it is suggested that these services are looked at more closely to achieve better quality and value for money of the service charges they pay.

Communications – Just 57% of tenants are satisfied that EFDC Housing Service listens to their views and acts upon them and this has fallen by 5% since the previous survey in 2015. Also, 14% were left dissatisfied with the customer experience the last time they made contact with EFDC Housing Service, and 20% were dissatisfied with the final outcome of that contact. Contact and communication are the subject of a number of comments made by tenants emphasising that EFDC Housing Service should listen more to their concerns and provide better understanding and customer service. Eight out of ten tenants (81%) are satisfied that they are kept informed by EFDC Housing Service but fewer (68%) feel they have opportunities to make their views known. EFDC Housing Service have taken the opportunity of this survey to find out more about their tenants and a number are happy to find out more about issues that affect them and to be more involved. It is recommended that EFDC Housing Service

follow up on these opportunities to explore the areas of concern that tenants have to lead to improvements in service.

Appendix I – Survey questions

Question number	Question text
1 Core question	Taking everything into account, how satisfied or dissatisfied are you with the service provided by EFDC Housing Service?
2 Core question	How satisfied or dissatisfied are you with the overall quality of your home?
3	Please tell us why you were not satisfied (with the quality of your home)
4 Core question	Thinking specifically about the building you live in, how satisfied or dissatisfied are you that EFDC Housing Service provides a home that is safe and secure?
5 Core question	How satisfied or dissatisfied are you that EFDC Housing Service is easy to deal with?
6	How satisfied or dissatisfied are you that your rent provides value for money?
7	How satisfied or dissatisfied are you that your service charges provide value for money?
8a	How satisfied or dissatisfied are you with the following? The cleaning of internal communal areas
8b	How satisfied or dissatisfied are you with the following? The cleaning of external communal areas
9	If you are not satisfied with the internal or external communal areas, please explain why?
10	How satisfied or dissatisfied are you with your neighbourhood as a place to live?
11	Please could you explain your reasons for this? (Neighbourhood as a place to live)
12a	To what extent do you agree or disagree with the following statements about your neighbourhood; My landlord makes a positive contribution to my neighbourhood
12b	To what extent do you agree or disagree with the following statements about your neighbourhood; I feel safe and secure in my neighbourhood
13	On a scale of 10 to 1, where 10 is very easy and 1 is not at all easy, how easy was it for you to get your most recent enquiry resolved?
14	Have you contacted EFDC Housing Service in the last 12 months with a query other than to pay your rent or service charges?
15a	Thinking about the last time you contacted EFDC Housing Service please indicate how satisfied or dissatisfied you were with the following: EFDC Housing Service dealt with my query quickly and efficiently
15b	Thinking about the last time you contacted EFDC Housing Service please indicate how satisfied or dissatisfied you were with the following: The final outcome of my query
16	Thinking about the last time you contacted EFDC Housing Service and taking everything into account, please rate how satisfied or dissatisfied you were with the overall experience.
17	Is there anything EFDC Housing Service could do to improve customer service?
18a	How satisfied or dissatisfied are you with the knowledge shown by the Council's staff when it comes to understanding and supporting you with the following Service, if you have used them in the last two years? Dealing with anti-social behaviour
18b	How satisfied or dissatisfied are you with the knowledge shown by the Council's staff when it comes to understanding and supporting you with the following Service, if you have used them in the last two years? Managing the estates around your home
18c	How satisfied or dissatisfied are you with the knowledge shown by the Council's staff when it comes to understanding and supporting you with the following Service, if you have used them in the last two years? Identifying the repairs needed to your home
19	How good or poor is EFDC Housing Service at keeping you informed about things that might affect you as a tenant?
20	How satisfied or dissatisfied are you that EFDC Housing Service gives you the opportunity to make your views known?
21	How satisfied or dissatisfied are you that EFDC Housing Service listens to your views and acts upon them?











22	Please explain why you feel that about the way EFDC Housing Service listens to your views and acts upon them?
23a	Are you interested in finding out more about getting involved at EFDC Housing Service? If you are interested, we will let EFDC Housing Service know - which of the following would you be interested in? Arm chair reviewer
23b	Are you interested in finding out more about getting involved at EFDC Housing Service? If you are interested, we will let EFDC Housing Service know - which of the following would you be interested in? Mystery shopper
23c	Are you interested in finding out more about getting involved at EFDC Housing Service? If you are interested, we will let EFDC Housing Service know - which of the following would you be interested in? Residents panel
23d	Are you interested in finding out more about getting involved at EFDC Housing Service? If you are interested, we will let EFDC Housing Service know - which of the following would you be interested in? Tenant working party
23e	Are you interested in finding out more about getting involved at EFDC Housing Service? If you are interested, we will let EFDC Housing Service know - which of the following would you be interested in? Website
23f	Are you interested in finding out more about getting involved at EFDC Housing Service? If you are interested, we will let EFDC Housing Service know - which of the following would you be interested in? Social media
23g	Are you interested in finding out more about getting involved at EFDC Housing Service? If you are interested, we will let EFDC Housing Service know - which of the following would you be interested in? Other - please state
23h	Are you interested in finding out more about getting involved at EFDC Housing Service? If you are interested, we will let EFDC Housing Service know - which of the following would you be interested in? Not interested in getting involved
24	How often do you use the internet and online Service (such as amazon or social media - Facebook, twitter or Instagram)?
25	If you are an email user and you would be happy for EFDC Housing Service to communicate with you by email, please enter your e-mail address. We will pass this on to EFDC Housing Service.
26a	If you do not use the internet, please tell us why. I don't have access to the internet
26b	If you do not use the internet, please tell us why. I don't want to use the internet
26c	If you do not use the internet, please tell us why. Equipment costs too high
26d	If you do not use the internet, please tell us why. Connection costs (e.g. broadband) too high
26e	If you do not use the internet, please tell us why. No free internet access near me
26f	If you do not use the internet, please tell us why. Privacy and security concerns
26g	If you do not use the internet, please tell us why. Physical disability
26h	If you do not use the internet, please tell us why. Lack of confidence / skills
26i	If you do not use the internet, please tell us why. Other: please specify
27	Generally, how satisfied or dissatisfied are you with the way EFDC Housing Service deals with repairs and maintenance?
28	Have you had a repair in the last 12 months?
29a	Please think about the last time a repair was carried out to your home and rate how satisfied or dissatisfied you were with the following. Being able to make an appointment at a convenient time
29b	Please think about the last time a repair was carried out to your home and rate how satisfied or dissatisfied you were with the following. The speed of completion of the work
29d	Please think about the last time a repair was carried out to your home and rate how satisfied or dissatisfied you were with the following. The attitude of the workers
29e	Please think about the last time a repair was carried out to your home and rate how satisfied or dissatisfied you were with the following. The overall quality of the work

29f	Please think about the last time a repair was carried out to your home and rate how satisfied or dissatisfied you were with the following. Keeping dirt and mess to a minimum
29g	Please think about the last time a repair was carried out to your home and rate how satisfied or dissatisfied you were with the following. The repair being done right first time
29h Core question	Please think about the last time a repair was carried out to your home and rate how satisfied or dissatisfied you were with the following. The repairs service you received on this occasion
30	On a scale of 10 to 1, where 10 is very easy and 1 is not at all easy, how easy was it for you to get your most recent repair resolved?
31	Do you think there is anything EFDC Housing Service could do to improve the repairs service?
32a	Thinking about where you live, how satisfied or dissatisfied are you with the following? The frequency of contact with your scheme manager
32b	Thinking about where you live, how satisfied or dissatisfied are you with the following? The overall service provided by your Scheme Manager
32c	Thinking about where you live, how satisfied or dissatisfied are you with the following? The Careline Service (emergency call system)
32d	Thinking about where you live, how satisfied or dissatisfied are you with the following? How easy it is to access all areas of your home and any communal facilities
32e	Thinking about where you live, how satisfied or dissatisfied are you with the following? The facilities at your scheme
33a	Thinking about the aspects of sheltered housing how useful or not useful are the following? Daily door knock
33b	Thinking about the aspects of sheltered housing how useful or not useful are the following? The Careline Service (emergency call system)
33c	Thinking about the aspects of sheltered housing how useful or not useful are the following? Communal lounges
33d	Thinking about the aspects of sheltered housing how useful or not useful are the following? Activities and events at your scheme
34	What do you like about living in sheltered housing?
35	What do you dislike about sheltered housing?
36a	Thinking about EFDC Housing Service, to what extent do you agree or disagree with the following? EFDC Housing Service provides an effective and efficient service
36b	Thinking about EFDC Housing Service, to what extent do you agree or disagree with the following? EFDC Housing Service is providing the service I expect from my landlord
36c	Thinking about EFDC Housing Service, to what extent do you agree or disagree with the following? EFDC Housing Service treats its tenants fairly
36d	Thinking about EFDC Housing Service, to what extent do you agree or disagree with the following? EFDC Housing Service treats me with respect
36e	Thinking about EFDC Housing Service, to what extent do you agree or disagree with the following? EFDC Housing Service has a good reputation in my area
36f	Thinking about EFDC Housing Service, to what extent do you agree or disagree with the following? EFDC Housing Service has friendly and approachable staff
36g	Thinking about EFDC Housing Service, to what extent do you agree or disagree with the following? I trust EFDC Housing Service
37	How likely would you be to recommend EFDC Housing Service to family or friends on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?
38	If EFDC Housing Service could do ONE thing to improve its Service, what would you like it to be?
39	The results of this survey are confidential. However, would you be happy for us to give your responses to EFDC Housing Service with your name attached so that they have better information to help them improve Service?
40	Would you be happy for EFDC Housing Service to contact you to follow up any of the comments or issues you have raised?

Appendix 2 – Key to patches

Patch Code	Description
EN40	
EN50	Abridge, Nazeing, Theydon and Rural
EN60	Waltham Abbey Town and Upshire
EN70	Ongar and Epping Rural
EN80	Waltham Abbey Ninefields North
EN90	Waltham Abbey Estates South
ES10	Loughton North
ES20	Loughton East
ES30	Oakwood Hill and Loughton South
ES40	Limes Farm and Chigwell
ES50	Loughton West
ES60	Buckhurst Hill and Loughton South

Appendix 3 – Results over time

Service area	2012	2015	2020	Direction of change	Difference 2020 from 2015
Services provided by landlord	88%	87%	87%		0%
Quality of home	89%	85%	85%		0%
Value for money of the rent	84%	82%	90%		+8%
Value for money of the service charge		73%	78%		+5%
Neighbourhood as a place to live	88%	87%	87%		0%
Repairs and maintenance	82%	84%	84%		0%
Last completed repair		87%	91%		+4%
Final outcome of enquiry	72%	77%	74%		-3%
Kept informed	83%	82%	81%		-1%
Listens to views and acts on them	61%	62%	57%		-5%