

HEADLINES RESULTS STAR SATISFACTION SURVEY 2018-19

Summary

Overall satisfaction has improved over the last 3 years for leaseholders in most areas and been maintained for tenants.

The results for both surveys were representative of all resident groups.

The key driver for satisfaction in 2015-16 was satisfaction with Phoenix treating you fairly this remains a strong driver of overall satisfaction.

Areas where we have changed or invested in services since 2015-16 appear to be showing improvements.

Satisfaction is not the same across all groups of residents and this will be explored more fully in the full reports. The surveys also provide important insight for our Customer Access Strategy on preferred contact methods and likely take up of digital options.

LEASEHOLDERS

LEASEHOLDERS	2018-19	2015-16	2012-13	2009	Trend last 3 Years
% of leaseholders very or fairly satisfied					
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Phoenix?	55%	42%	50%	44%	▲
How likely unlikely are you to recommend Phoenix as a landlord	35%	22%	38%	 	▲
With the overall quality of their home?	69%	57%	68%	73%	▲
With the way Phoenix deals with repairs and maintenance.	50%	36%	41%	25%	▲
Generally, how satisfied or dissatisfied are you that your service charge offers value for money?	36%	32%	32%	22%	▲
How satisfied or dissatisfied are you that Phoenix listens to your views and acts upon them?	45%	32%	38%	36%	▲
How satisfied or dissatisfied are you that Phoenix treats you fairly as a Leaseholder?	52%	36%	51%	 	▲

LEASEHOLDERS	2018-19	2015-16	2012-13	2009	Trend last 3 Years
% of leaseholders very or fairly satisfied					
How satisfied or dissatisfied are you with your Community as a place to live?	60%	59%	61%	64%	◀ ▶

LEASEHOLDERS	2018-19	2015-16	Trend in last 3 years
Thinking about contacting Phoenix			
% of Leaseholders very or fairly satisfied			
That the Homeownership team was approachable and knowledgeable	62%	51%	▲

LEASEHOLDERS	2018-19	2015-16	Trend in last 3 years
Thinking about major works			
% of Leaseholders very or fairly satisfied			
With the Section 20 consultation	44%	33%	▲
With the quality of works	48%	40%	▲
With the interaction with contractors during works	37%	51%	▼

TENANTS	2018-19	2015-16	2012-13	2009	Trend in last 3 years
% of Tenants very or fairly satisfied					
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Phoenix?	81%	82%	84%	72%	◀ ▶
How likely unlikely are you to recommend Phoenix as a landlord	70%	73%	77%	X	▼
With the overall quality of their home?	72%	76%	81%	62%	▼
With the way Phoenix deals with repairs and maintenance.	73%	75%	77%	61%	▼
Generally, how satisfied or dissatisfied are you that your rent offers value for money?	85%	86%	74%	65%	◀ ▶
How satisfied or dissatisfied are you that Phoenix listens to your views and acts upon them?	66%	65%	62%	57%	◀ ▶
How satisfied or dissatisfied are you that Phoenix treats you fairly as a Tenant?	82%	84%	83%	X	▼
How satisfied or dissatisfied are you with your Community as a place to live?	73%	80%	79%	69%	▼

TENANTS	2018-19	2015-16	Trend in last 3 years
% of Tenants very or fairly satisfied			
With claiming housing benefit and other welfare benefits	85%	81%	▲
With managing your finances and paying your rents	91%	83%	▲

OUR COMMUNITY

The numbers of tenants and leaseholders who say their community has improved in the last 3 years has declined only 29%, compared to 40% for tenants and 37% for leaseholders in 2015-16.

CONTACT

	2018-19	2015-16	Trend in last 3 years	2018-19	2015-16	Trend in last 3 years
Contact and resolution	Tenants			Leaseholders		
Yes						
% who had contacted Phoenix in the last 12 months?	89%	90%	◀ ▶	70%	87%	▼
% very or fairly satisfied						
With how easy it was to contact Phoenix	93%	76%	▲	81%	76%	▲
With how easy it was to get your query resolved	71%	71%	◀ ▶	51%	40%	▲
Your overall customer experience	80%					

The top service areas tenants and leaseholders wanted to see on line were:

- Booking and tracking a repair
- Making a complaint
- Reporting ASB
- Viewing a fire risk assessment or major works due dates

70% of tenants and 90% of leaseholders said they use the internet -similar numbers to 2015-16.

NEXT STEPS

- Further analysis of the results
- Staff and resident briefings
- Agree improvement plans