

MOVING IN SURVEY 2021-22 Quarter 1

In Quarter 1, 2021-22 K-West, an external company carried out telephone satisfaction surveys for new tenants, who moved in during the Quarter.

The survey included the following questions:

- 1. Thinking about the lettings service, how satisfied or dissatisfied were you with the following?**
 - a) The arrangements for viewing the property?
 - b) The advice and information provided before moving in?
 - c) The overall condition of your home when you first moved in?
 - d) Were there any outstanding repairs when you moved into the property?
 - e) The way Phoenix dealt with these outstanding repairs
 - f) The helpfulness of staff dealing with your new tenancy?
- 2. Overall, how satisfied or dissatisfied were you with the lettings process?**
- 3. What one thing could improve the lettings service?**
- 4. How satisfied or dissatisfied are you with Phoenix as a landlord?**

THE FINDINGS

Response rates

Details of 37 new tenants were sent to K-West to contact. In Quarter 1, 25 new tenants were successfully contacted resulting in a response rate of 68%.

The margin of error on these results is + or -11.32% which means we can be confident that if we had contacted everyone who had moved in, during the Quarter, the results for everyone would be + or – 11.32% of the results below.

Due to low numbers, results may be displayed as x out of y rather than %'s and results should be considered with caution.

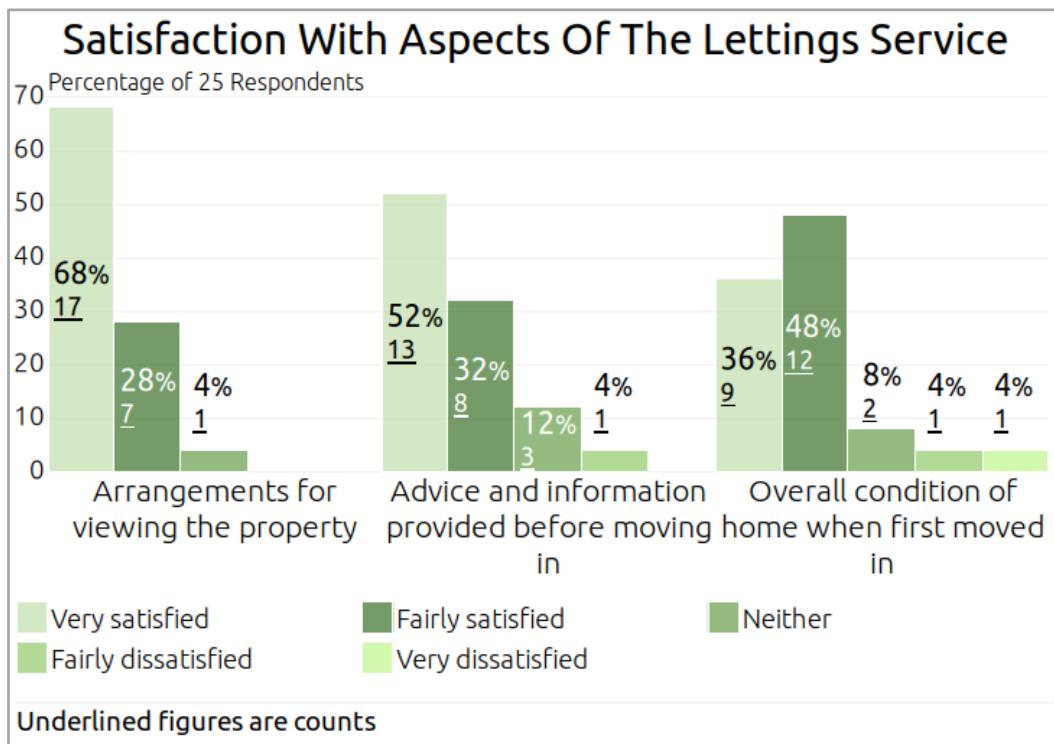
Overall Result Summary

96% (24 out of 25) of respondents said they were very or fairly satisfied with arrangements for viewing the property.

84% (21 out of 25) of respondents said they were very or fairly satisfied with the advice and information provided before moving in.

88% (22 out of 25) of respondents said they were very or fairly satisfied with the lettings process.

The results are summarised below:



The table above represents satisfaction with aspects of the lettings service in Quarter 1, 2021-22.

The area with the highest satisfaction was the question related to arrangements for viewing the property, with 96% of respondents answering with very/fairly satisfied responses.

For the question related to advice and information provided before moving in, satisfaction was lower, with 84% of respondents answering very/fairly satisfied. When looking at dissatisfied responses, 4% were dissatisfied with the advice and information they were provided with.

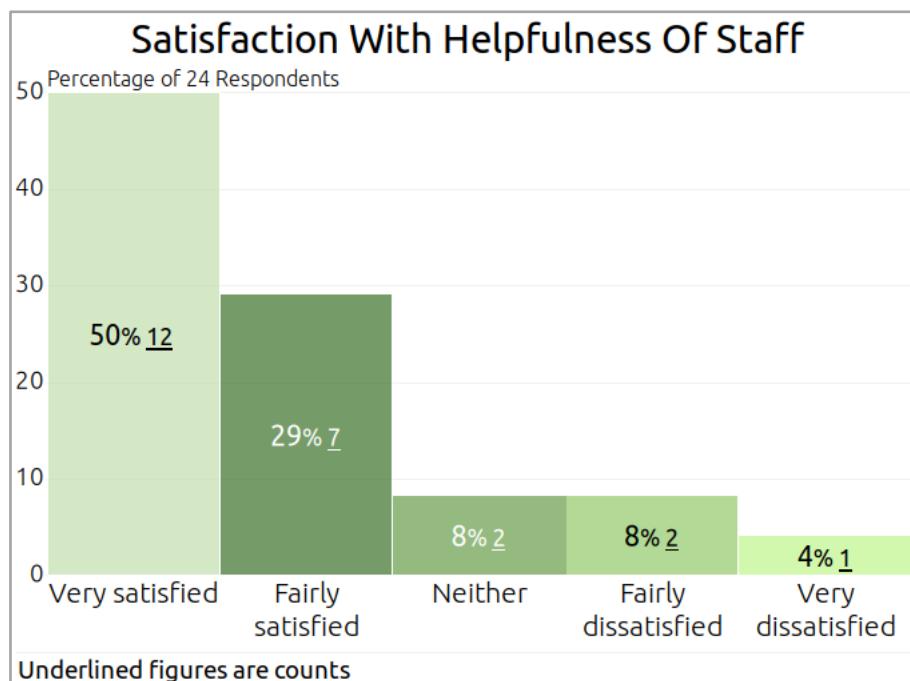
For the overall condition of the home, 84% of respondents answered very/fairly satisfied. When looking at dissatisfied responses, 8% were dissatisfied with the overall condition of the home.

Outstanding repairs

In Quarter 1, 2021-22, for the question related to outstanding repairs, out of 25 respondents, 9 said that they had outstanding repairs when they first moved in. Out of these 9 respondents, 7 residents rated their satisfaction with how Phoenix dealt with outstanding repairs:

57% of respondents were satisfied with the way Phoenix dealt with outstanding repairs and 28% were dissatisfied answering with either very or fairly dissatisfied responses.

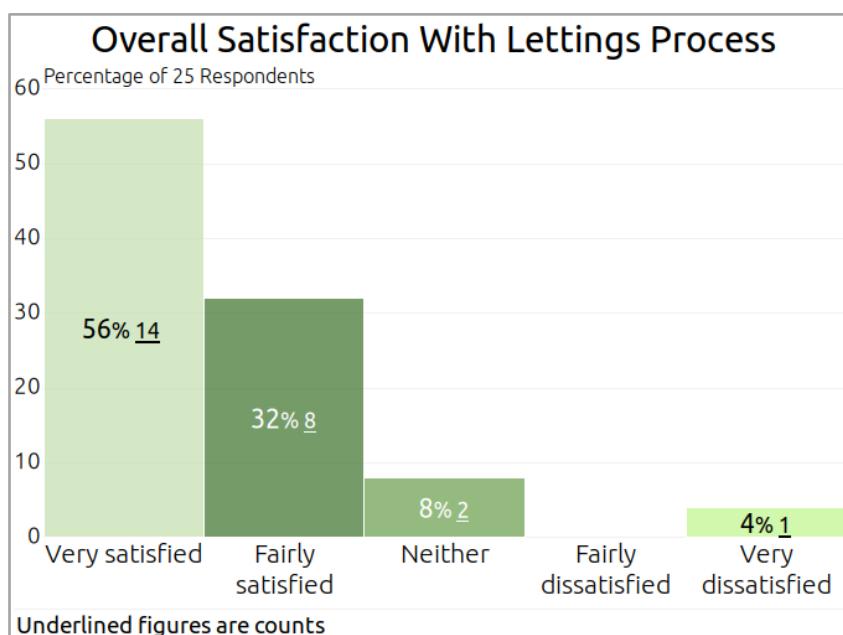
Helpfulness of staff



*Some of the numbers have been rounded

The graph above sets out the percent of those surveyed who responded very or fairly satisfied as well as the actual numbers in Quarter 1, 2021-22. It shows that 79% of respondents were very/fairly satisfied and 12% gave dissatisfied responses.

Overall Satisfaction



The graph above sets out the percent of those surveyed who responded very or fairly satisfied as well as the actual numbers in Quarter 1, 2021-22. Overall, 88% of respondents were very/fairly satisfied with the lettings process and 4% were very/fairly dissatisfied with the lettings process.

Improvements to the lettings service

In Quarter 1, 2021-22, 1/8 (12.5%) of respondents suggested ways the service could be improved. The comments listed below are related to the communication theme from which service improvement actions could be considered.

- Communication (1)

| Comments and suggestions |
|---|
| <i>'Much better communication is required, and once something is said I would really appreciate if Phoenix could stick to the things they have said. For example, nobody told me that I was moving into a three bed house, I was under the impression it was a two-bedroom house and now I am liable for bedroom tax'. (This has been logged on CRM as a call back case).</i> |

The comments suggested respondents were not happy with the level of communication received.

Satisfaction, 2020-21

| Question | No's Very or Fairly Satisfied Quarter 1 in period 2021-2022 | No's Very or Fairly Satisfied 2020-21 | Annualised at Quarter 1 2021-22 Satisfaction | % Very or Fairly Satisfied 2020-2021 |
|--|--|--|--|---|
| The arrangements for viewing the property? | 24/25 | 79/83 | 96% | 95% |
| The information and advice provided about moving in? | 21/25 | 75/86 | 88% | 87% |
| The overall condition of your home at the time of letting? | 24/25 | 67/85 | 78% | 79% |
| If there were any outstanding repairs when you moved into the property, the way Phoenix dealt with them? | 4/7 | 23/39 | 58% | 59% |
| The helpfulness of staff dealing with your new tenancy? | 19/24 | 79/86 | 89% | 92% |
| Overall satisfaction with the lettings process | 22/25 | 77/85 | 89% | 91% |

The results from the table above shows overall annualised satisfaction in 2021-22 compared to 2020-21. It shows that satisfaction has been maintained for all areas, with no significant changes in satisfaction.

The feedback and comments also show similar trends from previous years emphasising the need to deliver a more customer focused lettings service.