

## MOVING IN SURVEY 2020-21 Quarter 1-4

In Quarter 1-4, 2020-21 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 118 new tenants were sent to K-West to contact. In Quarter 1-4, 86 new tenants were successfully contacted resulting in a response rate of 73%.

The margin of error on these results is + or -5.53% which means we can be confident that if we had contacted everyone who had moved in, during the year, the results for everyone would be + or – 5.53% 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.**

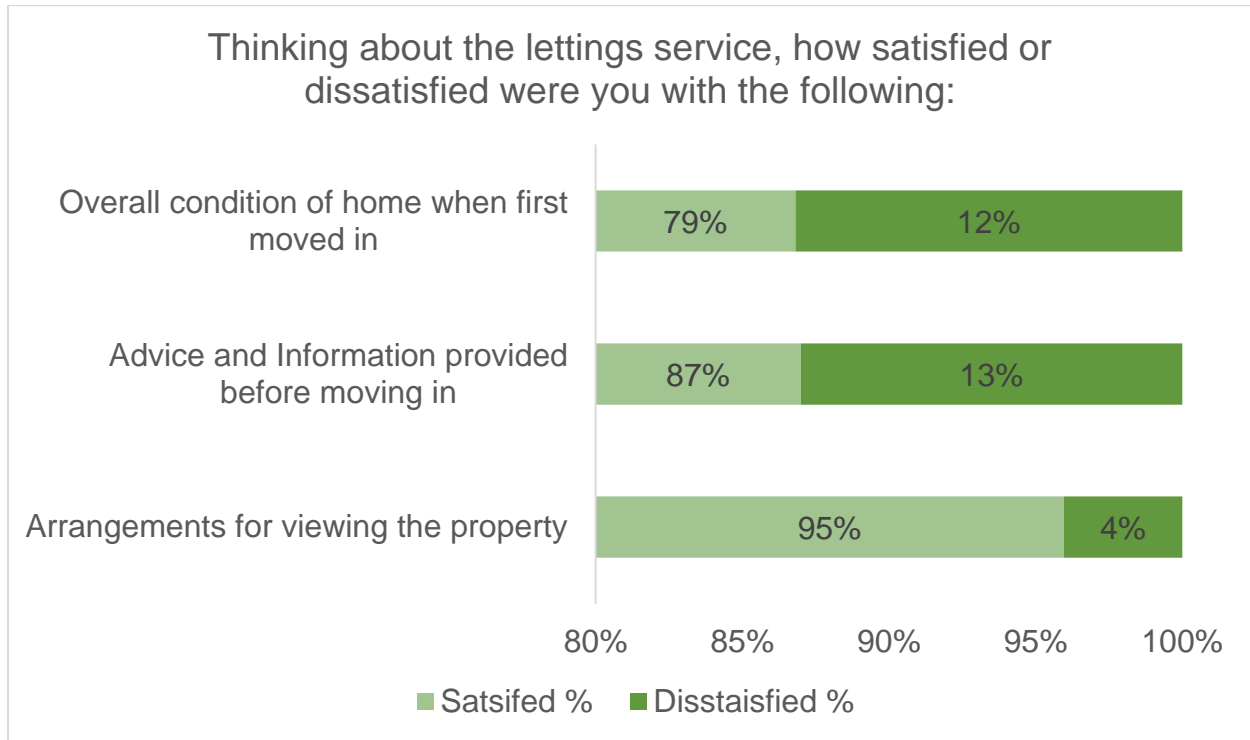
### Overall Result Summary

95% (79 out of 83) of respondents said they were very or fairly satisfied with arrangements for viewing the property.

87% (75 out of 86) of respondents said they were very or fairly satisfied with the advice and information provided before moving in.

91% (77 out of 85) 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 1-4, 2020-21.

The area with the highest satisfaction was the question related to arrangements for viewing the property, with 95% of respondents answering with very/fairly satisfied responses. 4% of respondents were very/fairly dissatisfied with the arrangements for viewing the property.

For the question related to advice and information provided before moving in, satisfaction was lower, with 87% of respondents answering very/fairly satisfied. When looking at dissatisfied responses, 13% were dissatisfied with the advice and information they were provided with.

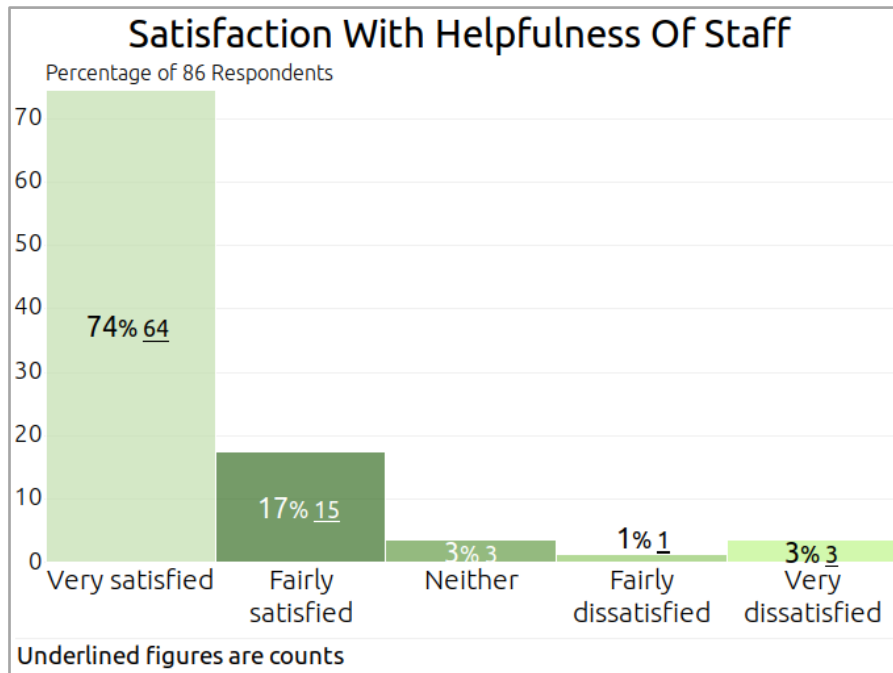
For the overall condition of the home, satisfaction was the lowest, with 79% of respondents answering very/fairly satisfied. When looking at dissatisfied responses, 12% were dissatisfied with the overall condition of the home.

**Outstanding repairs**

In Quarter 1-4, 2020-21, for the question related to outstanding repairs, out of 86 respondents, 51 said that they had outstanding repairs when they first moved in. Out of these 51 respondents, 39 residents rated their satisfaction with how Phoenix dealt with outstanding repairs:

59% of respondents were satisfied with the way Phoenix dealt with outstanding repairs and 28% were dissatisfied answering with either very or fairly dissatisfied responses.

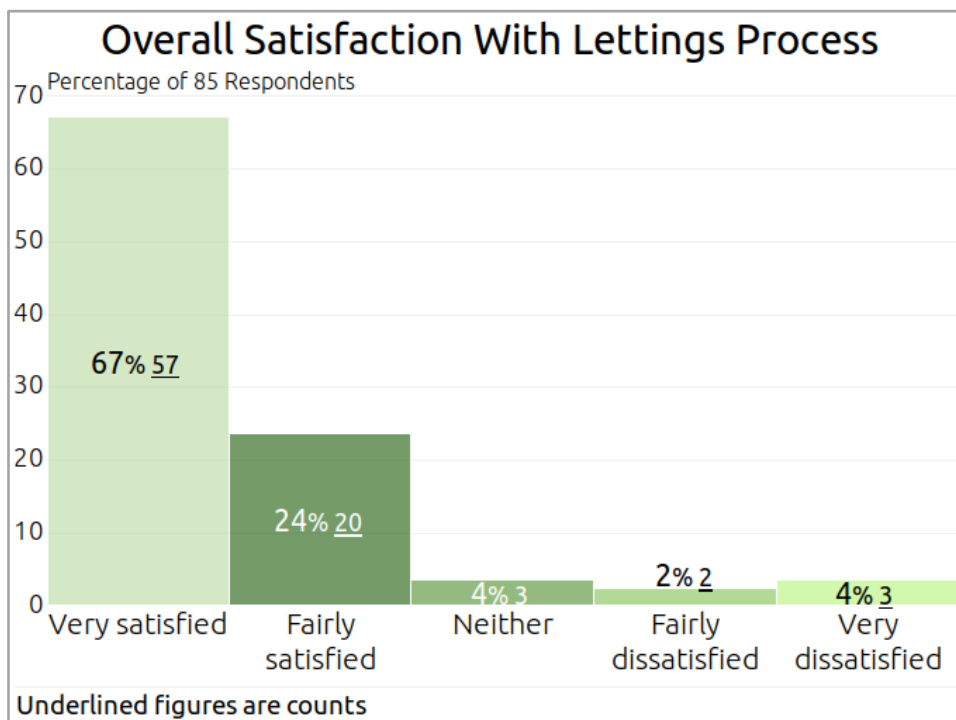
### Helpfulness of staff



*\*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 1-4, 2020-21. It shows 92% of respondents were very/fairly satisfied and 4% 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 1-4, 2020-21. Overall, 91% of respondents were very/fairly satisfied with the lettings process and 6% were very/fairly dissatisfied with the lettings process.

Improvements to the lettings service

In 2020-21, 5/86 (6%) 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 (4)
- Further support (e.g. financial support for removals) (1)

Comments and suggestions
<i>'Ensure Housing Officers get back to residents. My housing officer said they would get back before the 24th December, yet I still haven't heard from them'.</i>
<i>'Better communication between the staff and with tenants--I have had to chase any query up with them, and I usually speak to a different person than the last call and so most of the time I speak to someone who isn't familiar with my tenancy and lettings process. I usually don't hear back about any queries'.</i>
<i>'It would improve the service if I was not harangued and harassed by Phoenix's staff, who obviously were not aware of the fact that consistently calling me would impact my mental health in a negative way'.</i>
<i>'If Phoenix offered financial assistance for the removals process. I had no financial help with removals, Phoenix did not help, thus I am in debt as I had to pay for the removal process myself alongside Phoenix asking for a week's rent in advance'.</i>
<i>'The housing officer has not come to introduce themselves, and since I'm new to the area it would have been nice to be more settled in and asked if I had any issues'.</i>

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

### Overall satisfaction, 2020-21

Question	Overall Satisfaction %	No's Very or fairly Satisfied	No's Very or fairly Satisfied	Overall Satisfaction %
	2020-2021	2020-2021	2019-20	2019-20
The arrangements for viewing the property?	95%	79/83	80/89	90%
The information and advice provided about moving in?	87%	75/86	77/89	87%
The overall condition of your home at the time of letting?	79%	67/85	66/89	74%
If there were any outstanding repairs when you moved into the property, the way Phoenix dealt with them?	59%	23/39	29/48	60%
The helpfulness of staff dealing with your new tenancy?	92%	79/86	80/88	91%
Overall satisfaction with the lettings process	91%	77/85	76/86	88%

The results from the table above shows overall satisfaction in 2020-21 compared to 2019-20. It shows that satisfaction has been maintained for all areas, with no significant changes in satisfaction.

There was a slightly smaller survey sample size for 2020-21 compared to last year (there were 86 respondents in 2020-21 compared to 89 respondents in 2019-20). This is due to the lettings service being suspended from late March to mid-May as a result of CoVid19. The margin of error was also smaller this year with 5.53% + or – compared to 6.77% last year.