



Resident satisfaction survey 2015



Summary results
for leaseholders
January 2016

About the survey

As a resident-owned and led housing association, resident satisfaction is an important measure of how Phoenix is doing.

Last year we carried out a satisfaction survey to understand what you think of our services and find out where we need to improve.

We want to share the results with everyone and explain the steps we will be taking in response to what you said and to improve services.

We can't do this on our own. We believe the best results are achieved when we work together with you. If you'd like to get involved with Phoenix and help to make the changes that you want to see, we'd love to hear from you.



A BIG thank you!

Thank you to everyone who took the time to complete the survey and give your views.



For the first time, the survey was carried out by telephone. This helped us to save money and staff time.

We wrote to everyone to explain how the survey would be conducted and used a specialist, independent company called Acuity.

Who responded

22% of leaseholders completed the survey, from across the Phoenix area.

This is an increase compared to the last leaseholder survey, when 16% of households responded.

17% of tenants completed the survey, which is a slightly lower number than in 2012.



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The results in summary

Core questions

We asked six core questions to all residents and compared the results to previous surveys in 2012 and 2009.

% of residents very / fairly satisfied	LEASEHOLDERS			TENANTS		
	2015	Compared to 2012	Compared to 2009	2015	Compared to 2012	Compared to 2009
With the services provided by Phoenix	42%	↓	↓	82%	☆	↑
With the overall quality of your home	57%	↓	↓	76%	↓	↑
With your community as a place to live*	59%	☆	↓	80%	☆	↑
With the way Phoenix deals with repairs and maintenance	36%	↓	↑	75%	☆	↑
That your rent provides value for money	-	-	-	86%	↑	↑
That your service charges provide value for money	32%	☆	↑	-	-	-
That Phoenix listens to your views and acts upon them	32%	↓	☆	65%	↑	☆

Table key



Increase



Stayed the same



Decrease

In most areas leaseholder satisfaction has decreased. However, satisfaction with the community as a place to live and satisfaction with value for money from service charges have both been maintained since 2012.

By comparison, tenant satisfaction has either increased or been maintained in most areas.

*In the 2012 survey this question asked residents how satisfied they were with their neighbourhood as a place to live

The results continued...

Drivers of dissatisfaction

We found that the key drivers of dissatisfaction were:

1.

Phoenix listening to views and acting on them



2.

How easy it is to get queries resolved.



3.

Phoenix treating leaseholders fairly.



We want all of our residents to enjoy living in their homes and to be satisfied with the service that we provide.

The results of the survey clearly show that our leaseholders are not as happy with the service that we provide as our tenants. We will work to address this and to improve the services that we deliver to our leaseholders.



There is no significant difference when we compare satisfaction levels for leaseholders who live in their property and leaseholders who sublet their property.



93%

93% of leaseholders use mobile phones or the internet.



What you think is important

Service priorities for leaseholders

We asked residents to give their top priorities from a list of services:

No.1



Dealing with antisocial behaviour is ranked as the most important priority for leaseholders.



No.2

Repairs and maintenance were ranked as the second most important priority for leaseholders.

No.3



Value for money of service charges was ranked as the third most important priority for leaseholders.

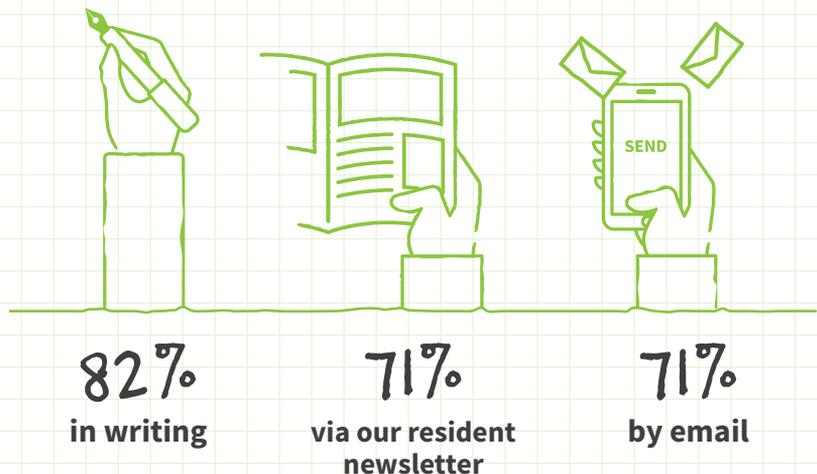


Communication

87% of leaseholders had been in touch with Phoenix over the last 12 months and 76% were satisfied that it was easy to contact us.

51% of leaseholders were very or fairly satisfied that the home ownership team was approachable and knowledgeable.

We asked leaseholders how they prefer for us to contact them. The top ranked options were:



What's next?

We are sharing this summary report with everyone and we're working with staff and residents to look more closely at some of the results.

The full report is available on our website. If you have any questions about the results or would like to suggest other areas for us to explore, please get in touch.

We'll also publish the steps we'll be taking to improve our services in the May issue of Community News.

How we're doing

You can find more information about our performance on our website. That includes how we compare with other landlords in areas like gas safety, service charge collection and lettings.

We publish performance figures on a quarterly basis, include updates in Community News, and our annual report shows in detail how we're doing each year.

Get in touch

For more information about the survey or to get more involved with Phoenix and help us improve our services, please get in touch.

 The full report is available on our **website**.



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