

# Tenant and Leaseholder Satisfaction Survey 2020



**SUMMARY REPORT  
DECEMBER 2020**

# Introduction

Slough Borough Council's Housing Services commissioned M·E·L Research to carry out a tenant and leaseholder satisfaction survey to gain an understanding of the levels of satisfaction residents have with their homes and the associated services provided to them.

This year, the Resident Board took over the survey. They were involved throughout the process, particularly at the design stage where the questionnaire was designed cooperatively by the Resident Board, Housing Services team members and M·E·L Research

We used a mixed method (online, postal and telephone) approach to obtain 2,113 responses for both tenants and leaseholders which gives an overall margin of error of  $\pm 1.8\%$ . This summary report provides headline results for all residents, tenants and leaseholders combined.



A mixed method approach was used to maximise inclusiveness and allow residents to complete the survey in their preferred way.

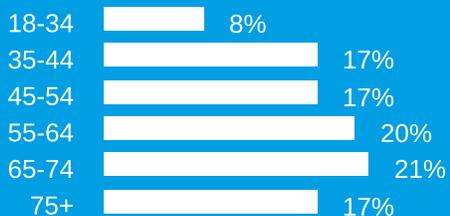
All **7,164** residents were invited to take part.

**2,113** completed questionnaires were returned.



	Stock size	Response	Response rate	Margin of error
Tenants	6,048	1,938	32%	$\pm 1.8\%$
Leaseholders	1,116	175	16%	$\pm 6.8\%$
<b>Overall</b>	<b>7,164</b>	<b>2,113</b>	<b>29%</b>	<b><math>\pm 1.8\%</math></b>

## RESPONDENT PROFILE:



38%  
House



52%  
Flat

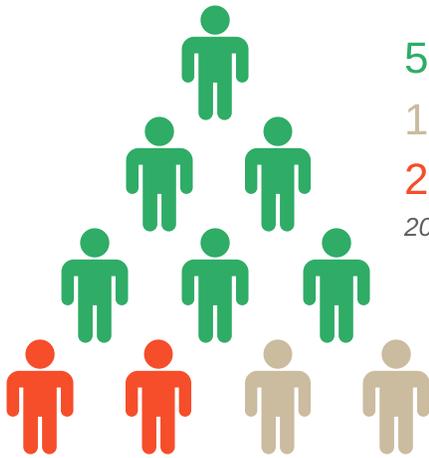


10%  
Bungalow



1%  
Mobile home

# Overall services



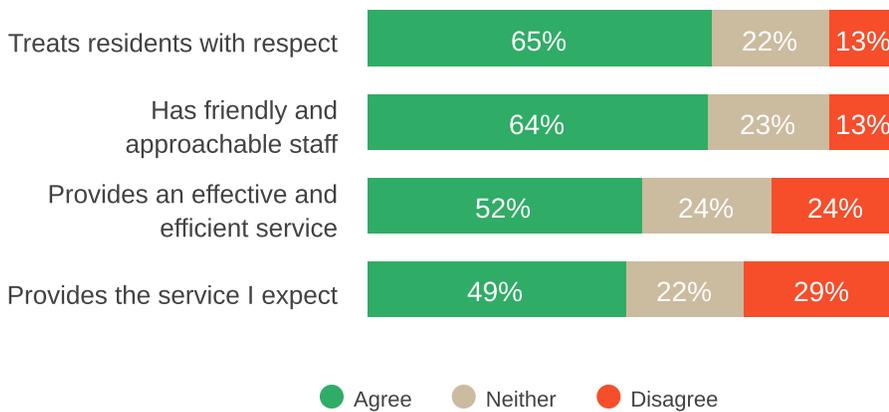
59% satisfied  
 17% neither  
 24% dissatisfied  
 2019: 70% satisfied

Taking everything into account, little under six in ten (59%) were satisfied with the **overall service provided**. Around a quarter (24%) reported some degree of dissatisfaction and 17% had no strong feelings either way.

Satisfaction has fallen significantly since 2019.

Satisfaction was significantly higher for tenants (61%) compared to leaseholders (33%).

## Perceptions of Slough Borough Council



Residents were asked to what extent they agreed or disagreed with a series of statement, to better understand their perceptions of Slough Borough Council.

The highest level of agreement was with the statement 'SBC treats residents with respect'. Fewer residents agreed that SBC provides the service they expect.



### Listening to views and acting upon them

51% satisfied  
 27% dissatisfied

2019: 56% satisfied

Satisfaction has fallen 5%-points. Satisfaction was significantly higher for tenants (53%) compared to leaseholders (28%).



### Slough being easy to deal with

50% satisfied  
 27% dissatisfied

Satisfaction was significantly higher for tenants (52%) compared to leaseholders (31%).



### Treating residents fairly

54% satisfied  
 21% dissatisfied

2019: 56% satisfied

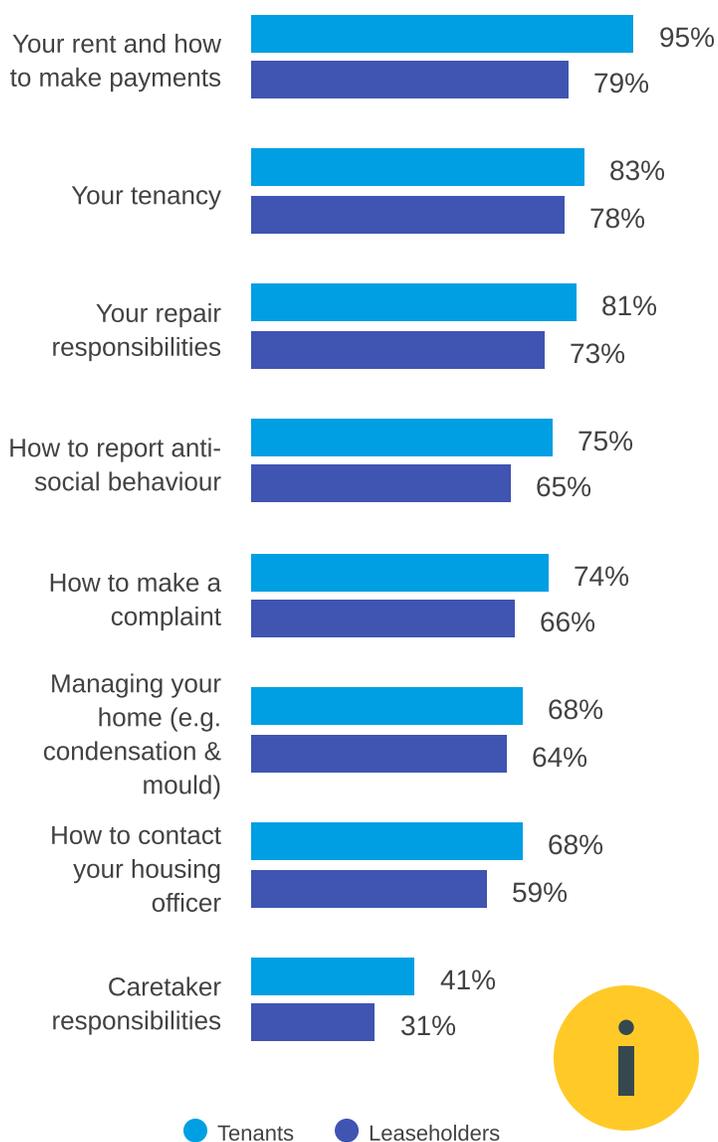
Satisfaction has fallen significantly by 12%-points. Satisfaction was significantly higher for tenants (56%) compared to leaseholders (31%).

# Your home

## Access to information

Residents were asked if they have, or know where to find, information about their tenancy and other housing services.

Almost all residents had information, or knew where to find information, about their rent and how to make payments. The vast majority also knew where to find information on their tenancy and their repair responsibilities.



## Overall quality of home



66% satisfied

21% dissatisfied

2019: 75% satisfied

Satisfaction has fallen 9%-points since 2019. Satisfaction was significantly higher for tenants (67%) compared to leaseholders (59%).

## Overall condition of home



64% satisfied

23% dissatisfied

Satisfaction was significantly higher for tenants (64%) compared to leaseholders (59%).

## Slough providing a home that is safe and secure



67% satisfied

19% dissatisfied

Satisfaction was significantly higher for tenants (69%) compared to leaseholders (48%).

# The repairs service



## Repairs and maintenance service

**51%** satisfied **35%** dissatisfied

2019: 60% satisfied

Satisfaction has fallen significantly by 9%-points.

Satisfaction was significantly higher for tenants (53%) compared to leaseholders (26%).



## Osborne's customer services

**54%** satisfied **31%** dissatisfied

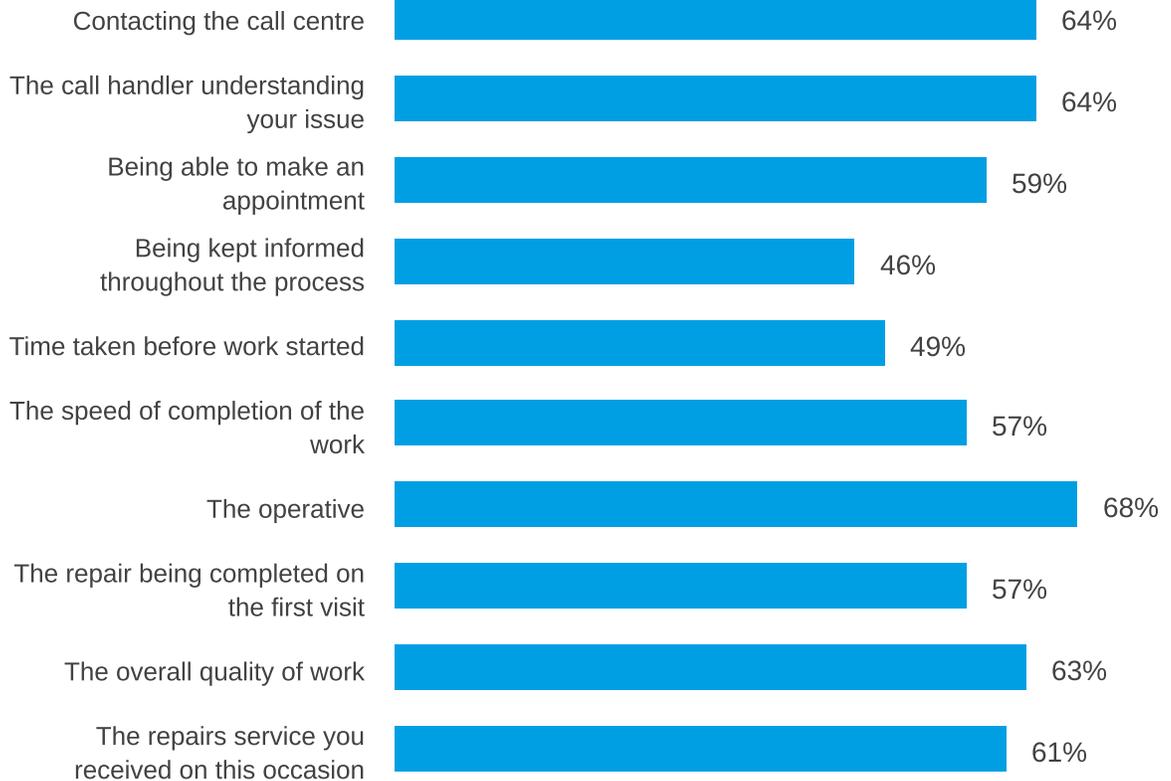
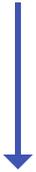
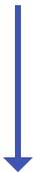
2019: 64% satisfied

Satisfaction has fallen significantly by 10%-points.

Satisfaction was significantly higher for tenants (56%) compared to leaseholders (25%).

### Satisfaction with the repairs journey

To understand the satisfaction that residents have at different points of the repairs journey, they were asked to think back to their last repair and how satisfied they were with various aspects of the service: from the original contact with the call centre, through to the time taken before work started and then the actual repair work (e.g. the operative and quality of work).



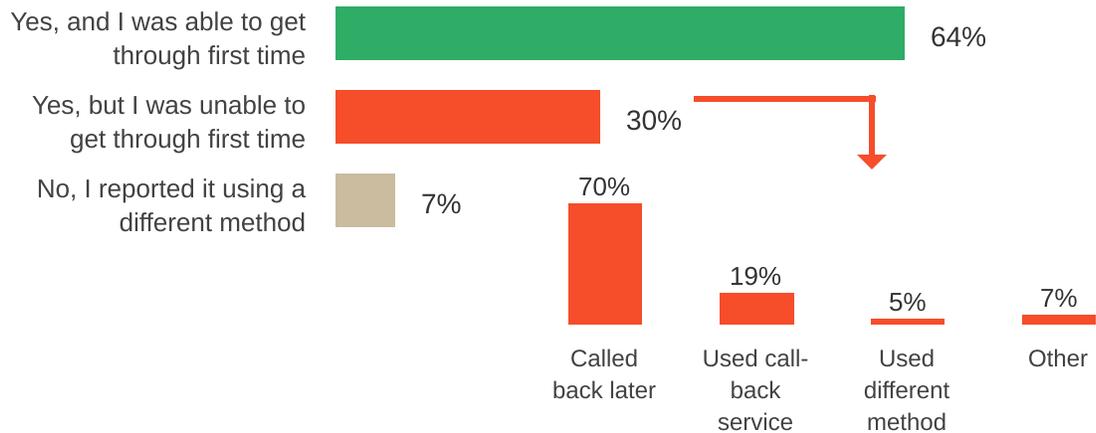
# The repairs service



**83%** were shown proof of identity the last time they had a repair carried out

In order to understand residents' behaviour when reporting a repair, they were asked if they reported their last repair by telephone and if so, if they were able to get through first time. Results show that 93% of residents reported their last repair by telephone and, of those, 64% were able to get through first time.

Those residents that were unable to get through first time were then asked what action they took. The majority called back later.



All residents were asked how the repairs and maintenance service could be improved.

A total of 1,216 valid comments were left. All comments have been grouped into themes and the top 6 are shown in the table.



	Count	% of residents
Quicker/ more responsive	461	38%
Better customer service	448	37%
Improved communication	406	33%
Better quality work	304	25%
Time taken	277	23%
Outstanding repair work	253	21%

# Your neighbourhood and estate services

## Neighbourhood as a place to live

**74%** satisfied **15%** dissatisfied

2019: 74% satisfied

Satisfaction is consistent with the 2019 score.

Satisfaction was significantly higher for tenants (75%) compared to leaseholders (58%).

## Overall appearance of the neighbourhood

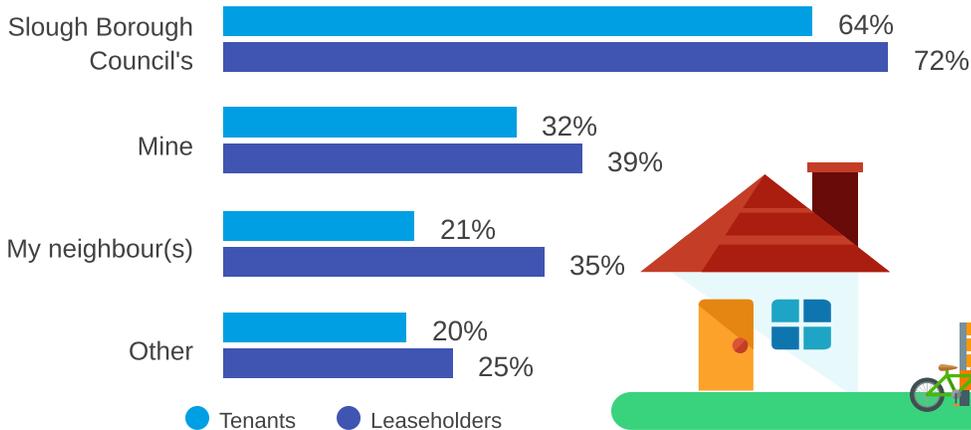
**67%** satisfied **20%** dissatisfied

2019: 65% satisfied

Satisfaction has risen a little since 2019.

Satisfaction was significantly higher for tenants (69%) compared to leaseholders (47%).

Residents were asked whose responsibility they think it is to **keep their neighbourhood clean and tidy**. The majority felt this was Slough Borough Council's (65%), with a third (33%) taking ownership themselves.



## 45% of residents said they receive a caretaking and cleaning service



### Frequency of cleaning

**63%** satisfied **24%** dissatisfied

2019: 67% satisfied

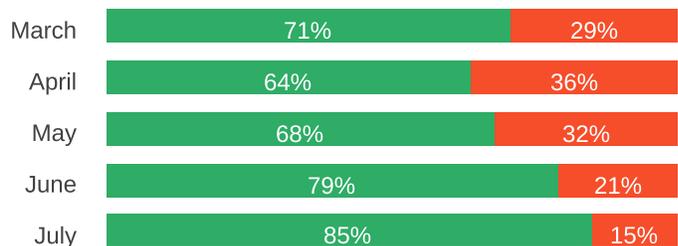
### Standard of cleaning

**59%** satisfied **27%** dissatisfied

2019: 67% satisfied

All residents who receive a cleaning service were also asked if their block was cleaned between March and July, **during the first national lockdown** as a result of the coronavirus pandemic.

The majority continued to receive their cleaning service.



# Contact and communication



## Being kept informed

57% satisfied 18% dissatisfied

2019: 70% satisfied

Satisfaction has fallen significantly by 13%-points.

Satisfaction was significantly higher for tenants (58%) compared to leaseholders (37%).



## Having a say in how services are managed

49% satisfied 24% dissatisfied

Satisfaction was significantly higher for tenants (51%) compared to leaseholders (28%). 43% of leaseholders expressed dissatisfaction.



## 60% of residents said they had contacted Housing Services in the last 12 months

Residents that had been in touch were asked to rate their satisfaction with different aspects of getting in touch.



62%

15%

23%

Helpfulness of staff



54%

13%

33%

Ease of getting hold of the right person



53%

13%

34%

Time taken to answer query



51%

14%

34%

Ability of staff to deal with query quickly and efficiently



51%

13%

36%

Final outcome of query

● Satisfied ● Neither ● Dissatisfied



In line with having a say in how services are managed, residents were then asked if they were aware of the Resident Board - one of the ways tenant and leaseholders can get involved in decision making and being responsible for co-regulating and scrutinising the Housing Service.

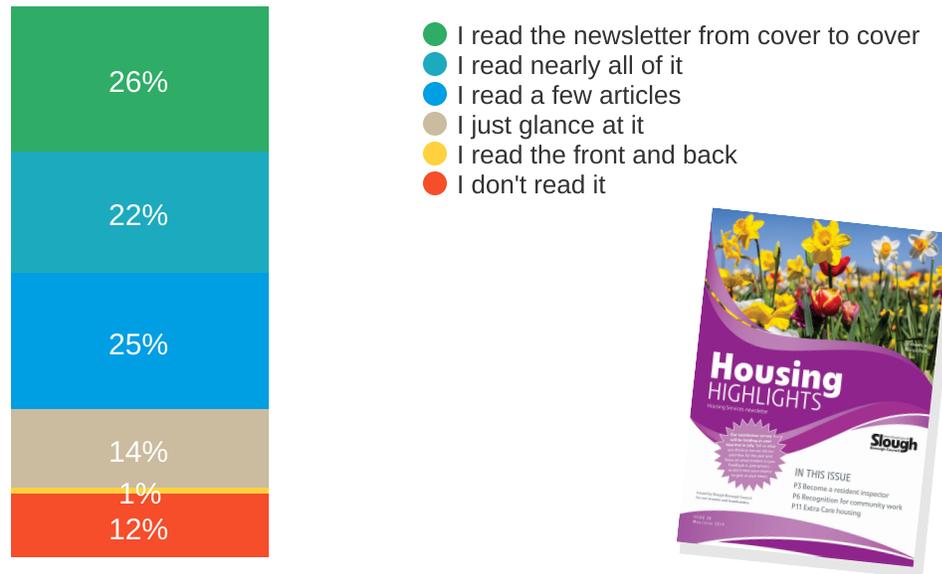


33% of residents said they were **aware of the Resident Board**

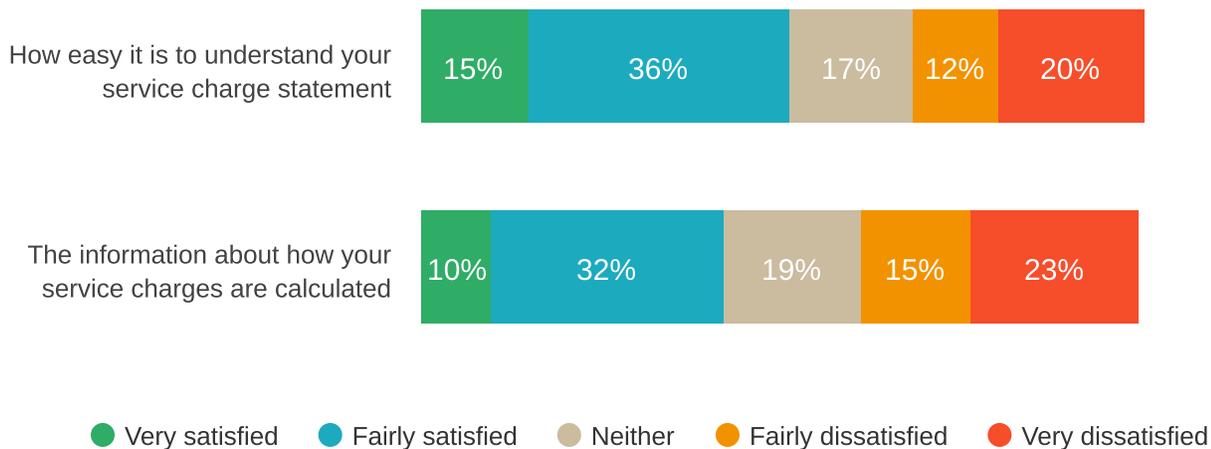
18% of residents said they were **interesting in becoming involved with the Resident Board**

# Housing Highlights and service charges for leaseholders

In 2019, Slough Borough Council changed their newsletter from Streets Ahead to Housing Highlights. To understand how much of the newsletter is read by residents, they were given a list of statements and asked to select which one they most agree with.



Leaseholders were asked an additional question about their level of satisfaction with the ease of understanding their service charge statement and the information about how their service charge is calculated.



# Priorities for the future

Residents were asked what they think should be the Council's top three priorities for their neighbourhood over the next year. All comments have been grouped into themes and the top priorities are presented in the table below.

Most comments (38%) were residents stating that there is nothing or they don't know what Slough should prioritise. Beyond that, the next most common theme was about the cleanliness and upkeep of external areas, such as grounds maintenance, littering and dog fouling - 18% of residents felt this should be a priority.



	Count	% of residents
Nothing / Don't know	799	38%
External areas/ grounds maintenance/ neighbourhood appearance / littering / dog fouling / road sweeping	384	18%
Safety and security (e.g. a safer neighbourhood, street lighting, install CCTVs, better locks, more policing)	285	13%
Car parking	267	13%
Crime / ASB / neighbour issues / drug dealing	267	13%
Improvement / maintenance of property standards (e.g. replacing windows, new bathrooms, sort out damp/mould, guttering)	218	10%
Communal cleaning (e.g. internal areas, window cleaning)	122	6%
Repairs and maintenance - Appointments/ speed	108	5%
Communication / views taken into account / follow-up on complaints	104	5%
Repairs and maintenance - Quality	97	5%
Fly tipping	73	3%
Look after older / vulnerable people	63	3%
Road safety / traffic congestion / speeding	61	3%
Maintenance / improvement on communal areas, neighbourhood, open spaces	60	3%
Regular bin collections / better service including recycling / more bins in neighbourhood	50	2%
More or better services for children / young people (e.g. more sports clubs, improve or more children's play areas, mental health service)	46	2%
Condition of roads / pavements	44	2%
Advice and support to residents / local businesses	41	2%
Bin areas/stores - cleanliness or improvement	34	2%

# Results by ward

In order to compare differences in satisfaction by ward, satisfaction scores for the key questions have been presented in the table below. The top 3 and bottom 3 satisfaction scores have been highlighted.

	Overall service provided	Overall quality of home	Slough provides a home that is safe and secure	Slough is easy to deal with	Repairs and maintenance service	Neighbourhood as a place to live	Listening to what you say and responding to you
Baylis and Stoke (n=157)	65%	65%	73%	61%	57%	79%	62%
Britwell and Northborough (n=469)	58%	60%	65%	48%	48%	68%	49%
Central (n=99)	65%	71%	66%	52%	58%	71%	56%
Chalvey (n=104)	56%	69%	69%	61%	53%	66%	57%
Cippenham Green (n=103)	56%	65%	63%	54%	49%	82%	49%
Cippenham Meadows (n=94)	64%	71%	70%	54%	57%	70%	53%
Elliman (n=70)	54%	73%	64%	42%	54%	66%	43%
Farnham (n=69)	58%	66%	63%	46%	58%	77%	48%
Foxborough (n=140)	66%	74%	71%	53%	49%	73%	54%
Haymill and Lynch Hill (n=197)	54%	69%	64%	48%	49%	82%	49%
Langley Kedermister (n=294)	58%	63%	66%	49%	52%	72%	50%
Langley St Mary's (n=109)	49%	61%	62%	46%	50%	78%	42%
Upton (n=27)*	44%	56%	56%	42%	19%	59%	54%
Wexham Lea (n=179)	64%	71%	74%	48%	55%	86%	51%