

## **TENANT SATISFACTION PROGRESS UPDATE**

Our last Satisfaction Survey was conducted in September 2022, since this survey we have been working through the issues raised in the survey to address these and improve our services.

In June this year we will be conducting a new Satisfaction Survey to assess our progress against our main satisfaction indicators.

Before doing this we want to give information to all of our tenants, about what actions we have taken since the last survey.

### **UPGRADING OUR PROPERTIES**

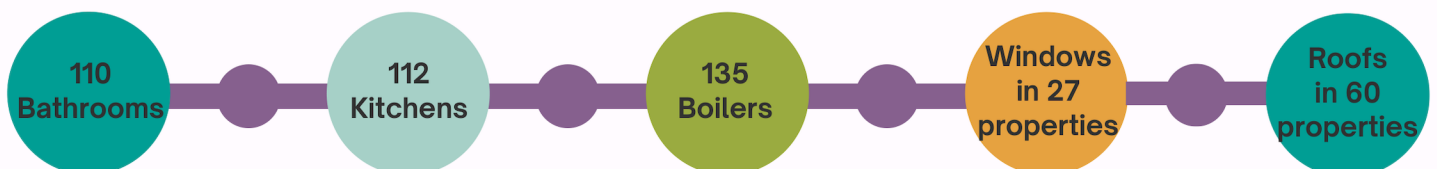
In the last survey 84% of tenants were satisfied with the overall quality of their home, the top three priorities for our tenants for upgrades to their home were new bathrooms, new kitchens and new windows.

In 2023/24, we spent **£1.36 million**, upgrading our properties. In practical terms this meant delivering the areas below. We had planned to spend £1.1 million on lift upgrades in Oliphant Court but this was delayed and will now be spent in 2024/25:

This means in 2023/24 we delivered:

- **160 New Bathrooms**
- **Upgraded the heating system at the George Street Complex**
- **Delivered window replacement to 21 properties**
- **Completed boiler replacement on 45 properties**

In the current year 2024/25 we will be spending **£3 million** on further valuable upgrades to our properties, including the items below:



**For example this will mean in 2 years we have delivered 270 bathrooms which is new bathrooms for 21% of our housing stock**

### **REPAIRS SERVICE**

We conducted a survey about satisfaction with our repairs service in March 2024. We were pleased to note that the satisfaction about our repairs service had increased to 91% in 2023/24 (from 84% in September 2022).

## **AFFORDABILITY OF RENT**

In the last survey 16% of tenants told us that they found it difficult to afford their rent. We understand that the last 2 years have been difficult for our tenants, we have our internal Benefits, Energy and Tenancy Support service which supported 581 tenants last year.

We had a particular focus on Energy Advice, and helping people with high energy costs, in doing this we were able to support tenants in gaining £96,000 of support towards their energy bills.

Inflation hit peaks of 9.6% in late 2022 which we have all seen through the rising costs in everything we buy such as bread & milk etc. Although inflation has started to decrease, the prices don't all come back down.

We were pleased to have been able to limit our rent increase in these difficult times. Our 2023 rent increase was 5% (almost half the rate of inflation at the time) & in 2024 we limited it to 5.5%.

We know that any rent increase is difficult for our tenants but we do everything we can to limit it to as low as possible while still providing services and upgrades to our properties. All of our costs have risen dramatically over the last few years.

## **APPOINTING NEW GARDEN CONTRACTORS**

In the last survey 79% of tenants were satisfied with their neighbourhoods, one of the common reasons for dissatisfaction was the Garden Maintenance Service. We recognise that our Garden Service was less than ideal in 2023/24, and as a result we have now installed a new contractor to deliver the service. This has now been in place for two months and overall early indications are that this has been a substantial improvement on last year.

We have increased the volume of inspections to monitor this and are raising any issues with the contractor as they arise.

## **IMPROVING NEIGHBOURHOODS**

We want our tenants to live in areas where they are happy.

In our last satisfaction survey 79% said they were satisfied with the neighbourhood they live in. We have been working on ways to improve this for our tenants;

To improve this we have taken the following actions:

- If you report anti social behaviour to us, we now provide you with more information on the actions we can/will take to deal with this. We also give more detail about the outcomes of our actions when we close a case.
- We have increased the frequency of our closes and common areas inspections providing email updates to tenants on our inspections.
- We have increased the number of performance inspections we carry out of our services such as close cleaning and garden maintenance. This allows us to raise any issues identified with our contractors promptly.
- We have reduced the turnover of our tenancies, which creates more stable communities. This has reduced from 125 re lets in 2021/22 to 85 in 2023/24.

## ACHIEVING BEST VALUE

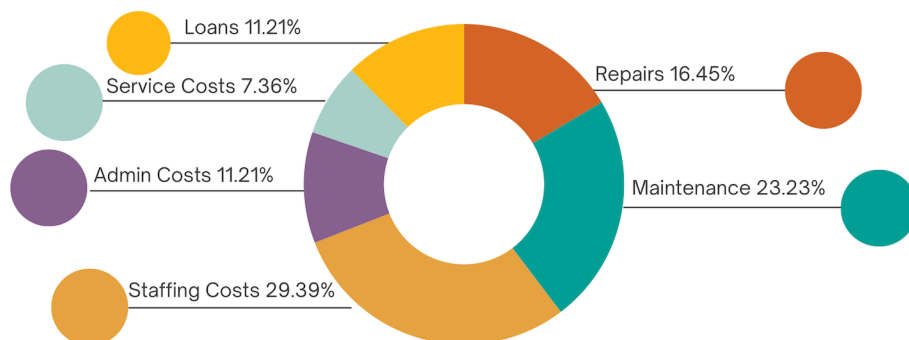
We want to ensure that your rent payments achieve a service which provides high value.

### WHAT IS VALUE?

Value is about more than cost, it is about quality and efficiency as well, and we strive to achieve the optimum balance with this.

Our Tenant Satisfaction Survey in 2022 told us that what our tenants want most is upgrades to their homes, particularly bathrooms and kitchens. Despite challenging times, we are maintaining the amount of money that we are investing in your homes.

For every £ of rent paid in 2024/25 we plan to spend this in the following way. This means that we are spending 40% of rent paid on repairs, maintenance and upgrades to your homes.



## TENANT PARTICIPATION AND COMMUNICATIONS

In the Tenant Satisfaction Survey in 2022 our tenants told us that our tenants wanted more information from us about our services and to restart our newsletter.

To this end we have performed several actions.

- We introduced a bi-monthly bulletin to give tenants more information about our services,
- We are now making more use of surveys to get a more detailed picture about our tenants and to allow us to make better informed decisions.
- Moved to email by default for communications to allow us to provide more information to tenants quicker.
- Restarted our events post COVID, such as the Children's Christmas Party and Garden Competition

## SUMMARY

We are really pleased with the changes and our performance since our last tenant satisfaction survey but we want to know what you think, we would like to hear from our tenants if we are going in the right direction?

We will be starting our next satisfaction survey on **21st June 2024** and details of how to complete this will be sent out on this date.

You will be able to give your views on our services in the Tenant Satisfaction Survey or you can contact us to discuss any aspect of this on 0141 889 7105 or by email at [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk)