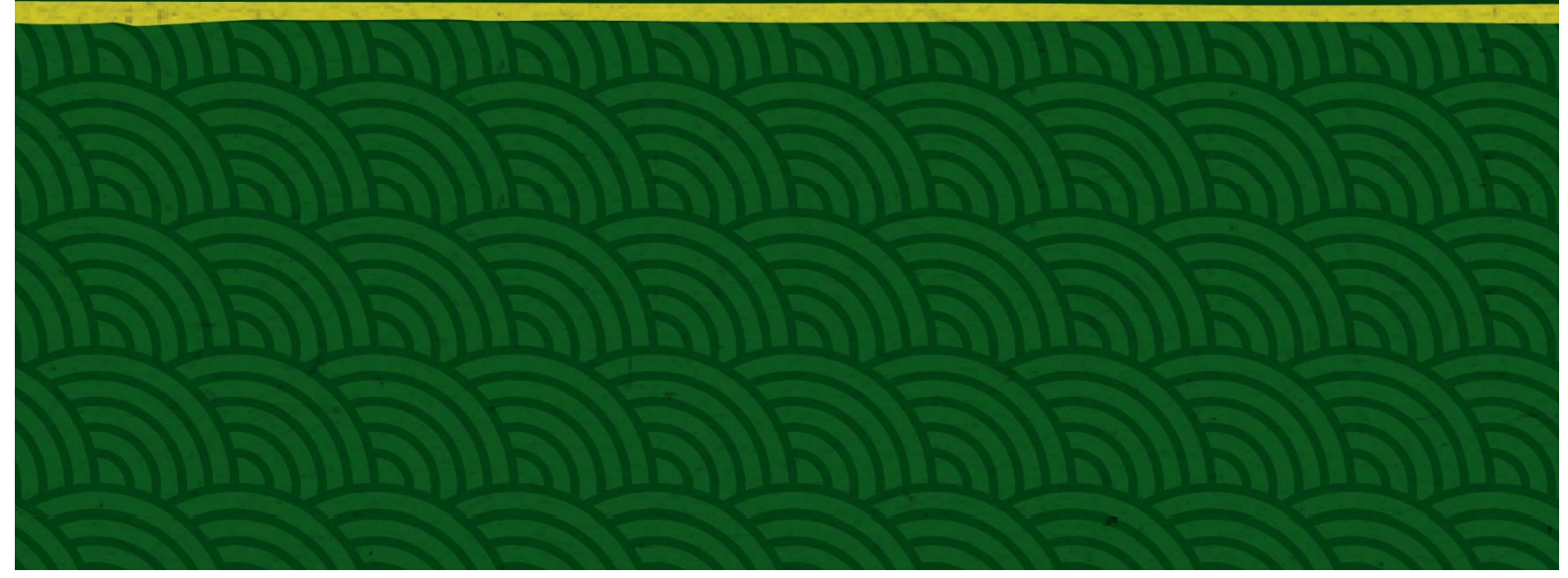


PINE COURT HOUSING
ASSOCIATION



PINE COURT TENANT SATISFACTION SURVEY 2023/24

Results



Issue: **2**
Date: **23/01/2024**
Report by: **David Barton**
Checked by: **Peter Davies**
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This report is for use of Pine Court Housing Association and for the purposes intended. It should not be used for any other purpose or relied upon by other parties.

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Contents

Introduction	Page 4
• Background	Page 4
• Survey Methodology	Page 4
Executive Summary	Page 5
• Overview of Satisfaction	Page 5
• Themes from Customer Comments	Page 6
• Customer Priorities	Page 6
• Channel Analysis	Page 6
• Next Steps	Page 8
Summary of Results & Analysis	Page 9
• Tenant Satisfaction Measures (TSM's)	Page 9
• HouseMark STAR - Additional Questions	Page 9
• Analysis of Customer Comments	Page 10
Full Results	Page 18

Introduction

Background

Pine Court Housing Association commissioned the Sovini IT Service Improvement Team to conduct a Tenant Satisfaction Survey, to assess progress from the previous survey carried out in 2022/23. The results from this survey will ensure that customers priorities and feedback are used in the 2024/25 Strategic Planning and budget setting process.

The results will also be used to measure satisfaction against the Tenant Satisfaction Measures, a new system developed by the Regulator of Social Housing to assess how well social housing landlords are doing at providing good quality homes and services.

The measures are aimed at helping improve standards for people living in social housing, by:

- Providing visibility, letting tenants see how well their landlord is doing. And enabling tenants to hold their landlords to account.
- Giving the Regulator insight into which landlords might need to improve things for their tenants

There are twenty-two TSMs, twelve of which are collected from this survey. They are designed to see how well landlords are doing at keeping properties in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management. All housing associations must report on the TSM's for the first time in 2023/24.

The results will also be benchmarked against our peers, using HouseMark. Benchmarking top quartile data from 2023/24 is provided for key questions, so you can see how Pine Court compares to the top performing organisations.

Survey Methodology

This survey was initially sent by e-mail, and SMS text message to tenants with mobile number. These customers were invited to complete it online (via SurveyMonkey). This went out during September 2022, and 81 responses were received this way when the survey closed.

To ensure the survey was as accessible as possible, a translated version was produced. This was then sent out to customers who have specified to PCHA that they would prefer any written communication to be sent in Chinese.

Alongside this, Pine Court staff personally visited the tenants who live in Chung Hok House to assist them with completing the survey form. They also surveyed customers without an e-mail address or valid mobile phone number. In total, 50 surveys were completed from face to face interviews.

When the survey closed, 131 responses had been collected in total, resulting in a 25% return rate. The margin of error for this survey was +/- 7.4%* at 95% Confidence level.

* This means we can say with 95% confidence that there is a margin of error of +/- 7.4%. This means that if 50% of respondents answered 'Yes' to a 'Yes' or 'No' question, we know with 95% confidence that between 42.6% and 57.4% of all customers would have given the same response, including those who did not take part in the survey.

Executive Summary

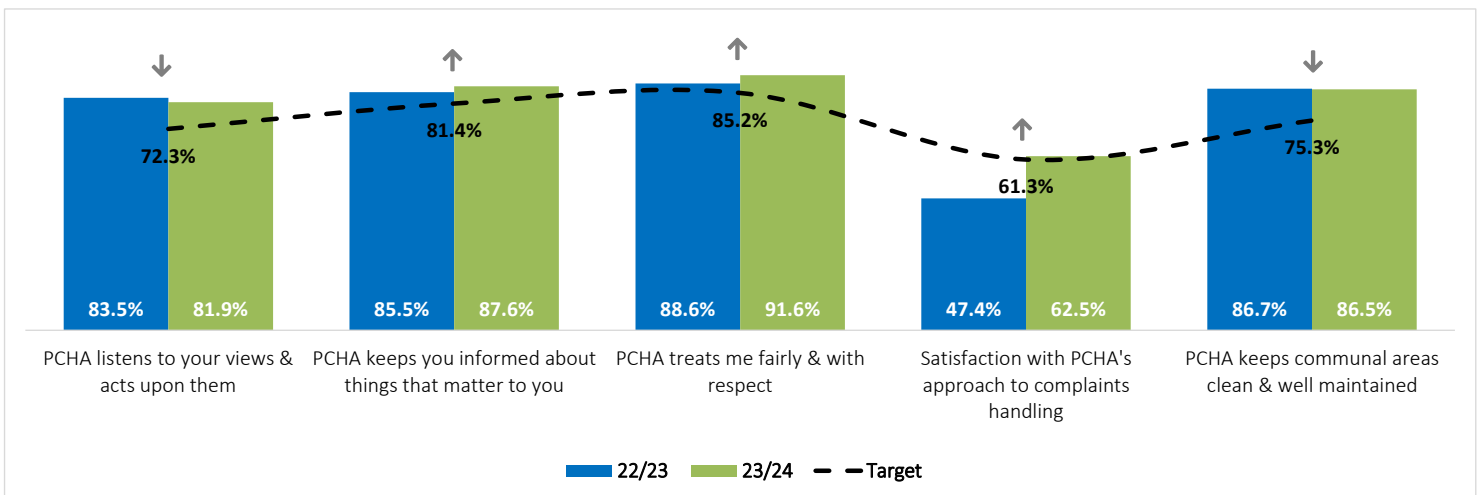
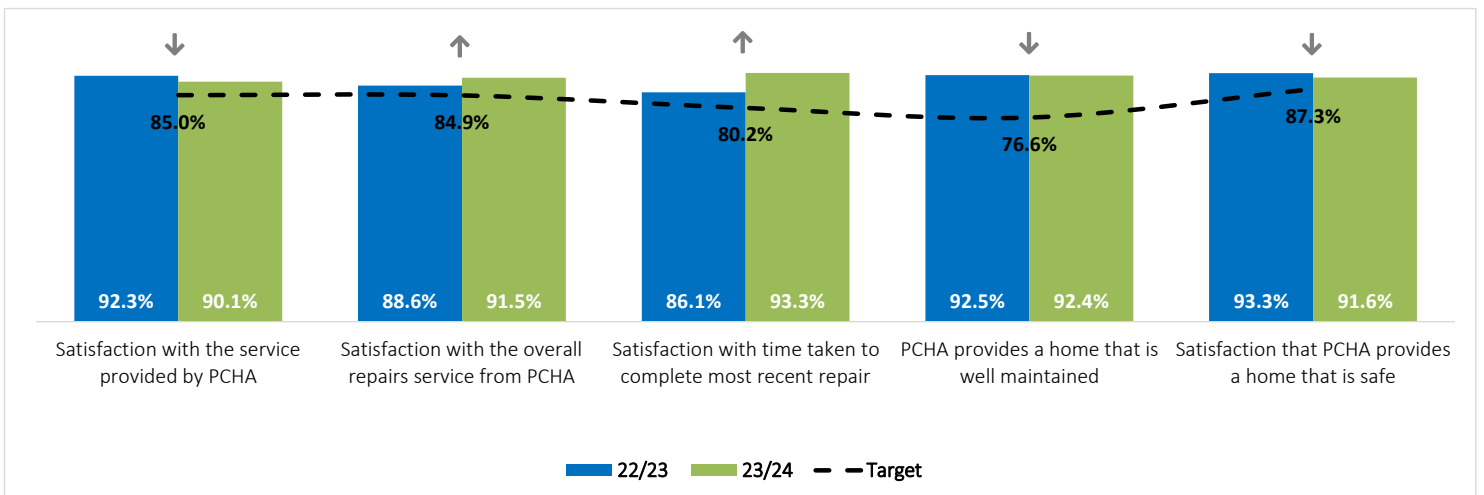
This section, beginning on the next page, will present the key results from the 2023/24 and highlight any areas for review. In addition to this, the themes from the customer comments will be communicated.

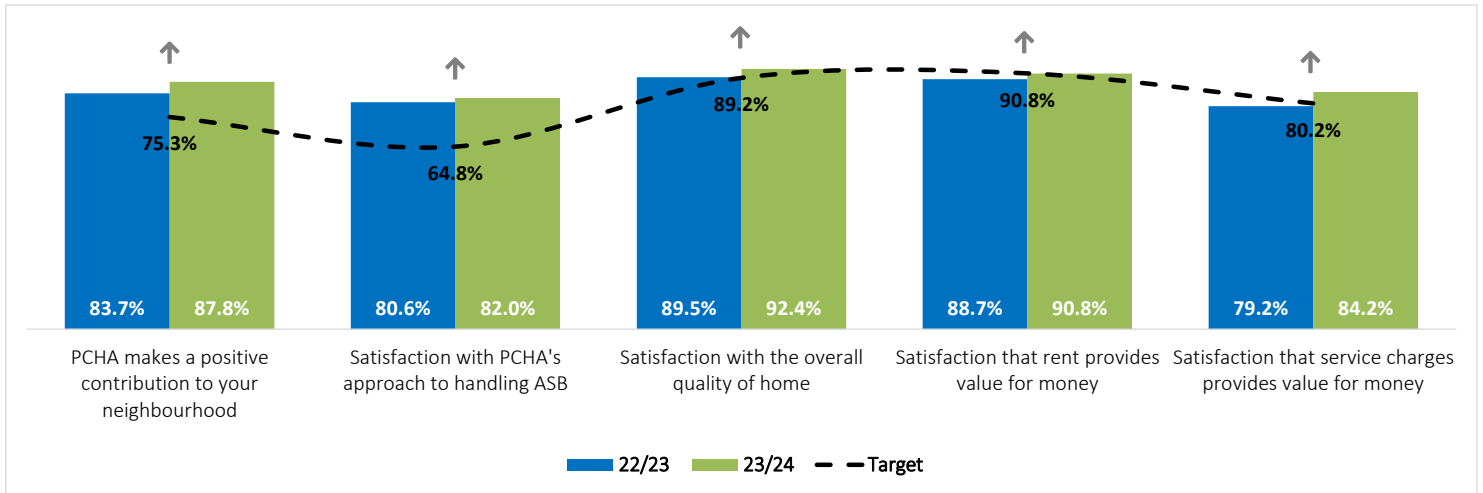
Overview of Satisfaction

The graphs below provide an overview of satisfaction, compared to the previous survey carried out in 2022/23. This includes all twelve of the TSM questions, which will be submitted to the regulator in 2024/25 along with key performance information. This will ensure that customers understand the customer perception and performance of their social housing provider.

In summary, the results are outperforming the national benchmarking targets, which places PCHA amongst the top performing organisations. This includes the following:

- Overall satisfaction with the service provided by Pine Court Housing Association - 90.1% in 2023/24, higher than the top quartile target of 85.0%.
- Satisfaction with the overall repairs service from Pine Court over the last 12 months - 91.5% in 23/24, exceeding the top quartile target of 84.9%, and the 22/23 satisfaction of 88.6%.
- Pine Court treats me fairly and with respect - 91.6% in 23/24, which is higher than the top quartile target of 85.2%. It is also higher than the 22/23 satisfaction of 88.6%





Themes from Customer Comments

A full breakdown of the customer comments can be found on pages 9-17 of this report. This summarises the free text comments for all questions, separating them into 'Areas for Improvement' and 'Examples of Good Service'. The themes below are from the areas for improvement, which the organisation could focus on to improve the service for customers.

- **Quality of Work** - Some of the feedback was from customers who were dissatisfied with repairs and maintenance work, the quality of communal cleaning, and also grounds maintenance work.
- **Problem Not Resolved** - Some of the customers had reported problems to the organisation, but felt that they hadn't been addressed. This included ASB which had been reported, repair work which had not been resolved, and dissatisfaction with the resolution of a complaint.
- **Property Condition** - This included customers who felt that improvements are needed to the interior and exterior of their property. There were some concerns about safety, too, including the presence of damp.
- **Communication** - For the customers who mentioned communication, requests were made for regular updates of any changes, or general information to help with their tenancy. Also, notification of repairs, including when follow up jobs would take place.
- **Views Not Listened To** - This was regarding requests for service which the customers feel have not been acted on (incl. ASB and complaints).

As well as the themes listed above, there were many compliments about the service which had been provided to customers over the last twelve months. A selection of these are included below:

"Absolutely fantastic housing association, everything is really fast and smooth. All of the staff are really friendly and happy to talk about anything."

"Pine Court Housing Association are fantastic, they are friendly and a joy to deal with. If there are any issues the staff are great at working on solutions together with you."

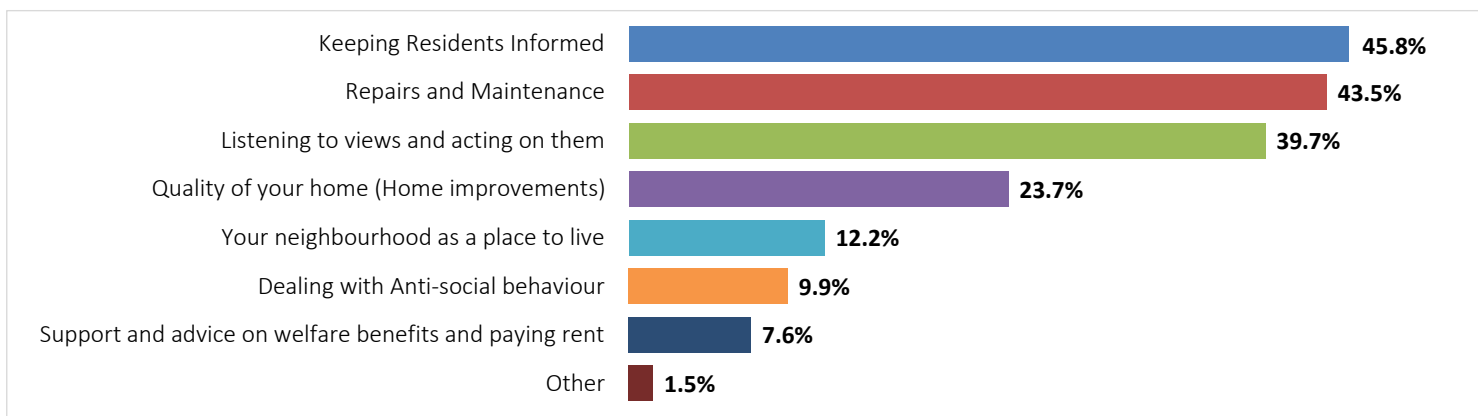
"All maintenance is done in a timely manner and the staff are very helpful."

"I am extremely satisfied with the maintenance of the property by Pine Court Housing Association. The property is consistently well-maintained, both in terms of the interiors and the common areas. The maintenance team is efficient and responsive, promptly."

"Very quick to help with anything."

Customer Priorities

The graph below shows the customer priorities for 2023/24, selected by the customers who participated in this survey. The top three were 'Keeping Residents Informed', Repairs and Maintenance, and 'Listening to views and acting on them'.



Channel Analysis

The table below shows the results of the Tenant Satisfaction Measures (TP01-TP12), and the questions we include for HouseMark benchmarking purposes, broken down by the channel the customer used to complete the survey. From the table below, the following can be discerned:

- E-mail has the lowest level of satisfaction overall, though only twenty customers with a valid e-mail address chose to complete the survey this way.
- Customers were also invited to complete the survey by following an invitation provided through an SMS message. In total, sixty-one customers chose to complete the STAR Survey this way. Apart from satisfaction with complaints handling, the results received through this channel were higher than e-mail.
- Finally, fifty surveys were carried out by PCHA staff, with customers who live in Chung Hok House, and who did not have a valid e-mail or mobile phone number. Satisfaction from this channel was between 97.9% and 100%.

Overall satisfaction can also be seen for each question, in the final column. The full results, with a comparison to previous years (where applicable), be seen in the next section of this report.

Code	Question	E-mail	SMS	Face to Face	Overall
TP01	Taking everything into account how satisfied or dissatisfied are you with the service provided by Pine Court?	80.0%	85.2%	100.0%	90.1%
TP02	How satisfied or dissatisfied are you with the overall repairs service from Pine Court over the last 12 months?	81.3%	86.4%	100.0%	91.5%
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	81.3%	90.7%	100.0%	93.3%
TP04	How satisfied or dissatisfied are you that Pine Court provides a home that is well maintained?	80.0%	90.2%	100.0%	92.4%
TP05	Thinking about the condition of the property or building you live in how satisfied or dissatisfied are you that Pine Court provides a home that is safe?	75.0%	90.2%	100.0%	91.6%
TP06	How satisfied or dissatisfied are you that Pine Court listens to your views and acts upon them?	63.2%	74.1%	98.0%	81.9%
TP07	How satisfied or dissatisfied are you that Pine Court keeps you informed about things that matter to you?	75.0%	81.4%	100.0%	87.6%
TP08	To what extent do you agree or disagree with the following Pine Court treats me fairly and with respect?	85.0%	86.9%	100.0%	91.6%
TP09	How satisfied or dissatisfied are you with Pine Court's approach to complaints handling?	86.3%	58.8%	-	62.5%
TP10	How satisfied or dissatisfied are you that Pine Court keeps communal areas clean and well maintained?	28.6%	82.9%	97.9%	86.5%
TP11	How satisfied or dissatisfied are you that Pine Court makes a positive contribution to your neighbourhood?	68.4%	85.2%	98.0%	87.8%
Number of Surveys Completed by Channel		20	61	50	131

Code	Question	E-mail	SMS	Face to Face	Overall
TP12	How satisfied or dissatisfied are you with Pine Court's approach to handling anti-social behaviour?	62.5%	72.3%	97.9%	82.0%
PC2	How satisfied or dissatisfied are you with the overall quality of your home?	80.0%	90.2%	100.0%	92.4%
PC4	How satisfied or dissatisfied are you that Pine Court is easy to deal with?	85.0%	88.5%	100.0%	92.4%
PR8	How satisfied or dissatisfied are you that your rent provides value for money?	65.0%	91.7%	100.0%	90.8%
PR9	How satisfied or dissatisfied are you that your service charges provide value for money?	53.3%	80.4%	98.0%	84.2%
PR12	How likely are you to recommend Pine Court to family or friends?	33.3	50.0	100.0	67.2
Number of Surveys Completed by Channel		20	61	50	131

Next Steps

As Pine Court are a housing association has under 1,000 tenants, there is no requirement to undertake this survey every 12 months. However, the decision was taken to carry out a survey on an annual basis. This is so we can continually monitor the service being provided, and develop improvements from the feedback provided by our customers. As mentioned above, satisfaction just forms part of this, and key performance measures have been developed to monitor the level of service as well. The entire set of data, which includes customer satisfaction and performance from management information will first be reported on to the regulator for the first time in 2024/25. The results from this exercise will also be communicated to customers, in the following ways:

- Through the Pine Court Housing Association Website.
- Pine Court's Customer Empowerment Panel.
- The Annual Report.

To ensure greater tenant access to this data, it is also possible to directly promote this to every tenant. This could be by text message (with link to web), by mail out, or a combination of both.

Summary of Results & Analysis

Tenant Satisfaction Measures (TSM's)

Code	Question	20/21	22/23	23/24	TSM Target	Trend	Top Quartile
TP01	Taking everything into account how satisfied or dissatisfied are you with the service provided by Pine Court?	96.4%	92.3%	90.1%	85.0%	↓	85.0%
TP02	How satisfied or dissatisfied are you with the overall repairs service from Pine Court over the last 12 months?	-	88.6%	91.5%	84.9%	↑	91.5%
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	-	86.1%	93.3%	80.2%	↑	87.0%
TP04	How satisfied or dissatisfied are you that Pine Court provides a home that is well maintained?	-	92.5%	92.4%	76.6%	↓	92.4%
TP05	Thinking about the condition of the property or building you live in how satisfied or dissatisfied are you that Pine Court provides a home that is safe?	94.2%	93.3%	91.6%	87.3%	↓	91.6%
TP06	How satisfied or dissatisfied are you that Pine Court listens to your views and acts upon them?	88.0%	83.5%	81.9%	72.3%	↓	81.9%
TP07	How satisfied or dissatisfied are you that Pine Court keeps you informed about things that matter to you?	92.1%	85.5%	87.6%	81.4%	↑	87.6%
TP08	To what extent do you agree or disagree with the following Pine Court treats me fairly and with respect?	88.1%	88.6%	91.6%	85.2%	↑	91.0%
TP09	How satisfied or dissatisfied are you with Pine Court's approach to complaints handling?	-	47.4%	62.5%	61.3%	↑	42.0%
TP10	How satisfied or dissatisfied are you that Pine Court keeps communal areas clean and well maintained?	-	86.7%	86.5%	75.3%	↓	83.3%
TP11	How satisfied or dissatisfied are you that Pine Court makes a positive contribution to your neighbourhood?	-	83.7%	87.8%	75.3%	↑	79.7%
TP12	How satisfied or dissatisfied are you with Pine Court's approach to handling anti-social behaviour?	85.4%	80.6%	82.0%	64.8%	↑	82.0%

Please note, the Top Quartile figures in the table above are taken from the HouseMark's mid-year benchmarking exercise using the following peer group; Northern HA's with fewer than 2,500 units.

HouseMark STAR - Additional Questions

Code	Question	20/21	22/23	23/24	Trend	Top Quartile
PC2	How satisfied or dissatisfied are you with the overall quality of your home?	-	89.5%	92.4%	↑	89.2%
PC4	How satisfied or dissatisfied are you that Pine Court is easy to deal with?	90.8%	-	92.4%	↑	92.7%
PR8	How satisfied or dissatisfied are you that your rent provides value for money?	95.0%	88.7%	90.8%	↑	90.8%
PR9	How satisfied or dissatisfied are you that your service charges provide value for money?	-	79.2%	84.2%	↑	80.2%
PR12	How likely are you to recommend Pine Court to family or friends?	-	63.8	67.2	↑	58.7

Please note, the Top Quartile figures in the table above are taken from the HouseMark's mid-year benchmarking exercise using the following peer group; Northern HA's with fewer than 2,500 units.

Analysis of Customer Comments

Please note, the analysis below is taken from the feedback, provided by the customers who participated in this survey during October and November of 2023.

TP01 - Overall satisfaction

Satisfaction was 90.1% in 2023/24, with 118/131 customers satisfied with the overall service provided by Pine Court Housing Association. A summary of the feedback can be found below...

Areas for Improvement

- Three said they have reported problems, but no one has got back to them to discuss it further.
- One of the respondents feels that communication between office staff and contractors should be improved.
- A tenant described a 16 month wait to resolve a problem with damp in their kitchen.
- Two have problems with damp, which has not been resolved.
- A customer did not feel they were listened to, regarding a report of anti-social behaviour.
- One was dissatisfied with the overall quality of repairs.
- The following were satisfied, but mentioned some areas of concern:
 - o A customer was satisfied overall, but concerned about rent increases (they think it is too much for an Affordable property).
 - o One of the customers is experiencing problems with their front and kitchen doors.
 - o Two would like upgrades to be carried out.
 - o One of the participants felt that the quality of customer service and communication could be improved upon.
 - o A customer has experienced a positive service from PCHA, and acknowledges that staff are helpful. They do think communication could be improved upon, however, with regular updates on any changes they should be aware of.
 - o One of the respondents would more help and advice about long term problems, and a way to report any issues via e-mail.

Examples of Good Service

- Two were satisfied in general with the overall service they had received from PCHA.
- Six were particularly pleased with the level of service provided by staff, describing them as friendly, helpful, and supportive.
- Three of the customers were satisfied with the repairs service, and complimented the work carried out by operatives.
- PCHA staff were described as helpful and responsive when resolving a problem with a shower.
- A respondent described the service as prompt and efficient, and appreciated the fact that PCHA uses different languages to communicate.

TP02 - Satisfaction with repairs

Satisfaction was 91.5% in 2023/24, with 97/106 customers satisfied with the repairs service they had received over the last twelve months. A summary of the feedback is below:

Areas for Improvement

- A customer felt that communication could be improved upon, about the scheduling of follow up repairs.
- One of the customers has experienced a long wait for a repair to be completed.
- A respondent was dissatisfied with the overall quality of repairs.

- Repairs are required in one of the properties, which also has a problem with damp.
- Two were dissatisfied with the quality of their repair, including issues with damp and mould have not been resolved.
- The following were satisfied, but also mentioned some concerns:
 - A customer was satisfied overall, though said that mould has come back.
 - Communication was a problem for one because a repair was cancelled, and the customer was not informed.

Examples of Good Service

- Two were pleased that repairs had been dealt with in a fast timescale.
- Operatives were complimented by two of the respondents, praising the cleanliness of the work in particular.
- Operatives were also described as professional and efficient.
- Two were satisfied with their experience of the repairs service provided by PCHA.
- A customer was satisfied with their new bathroom.

TP03 - Satisfaction with time taken to complete most recent repair

Satisfaction was 93.3%, with 98/105 customers satisfied with the time taken to complete their most recent repair. A summary of the feedback is below:

Areas for Improvement

- A customer was dissatisfied, as they had experienced a long wait for work to be carried out.
- Repairs are incomplete at one property, and there has been a lack of communication about this.
- A customer was satisfied overall, though said that the contractor did not wait long enough for them to answer door on a previous visit, so the appointment was not attended (and they received a card through the door).

Examples of Good Service

- Four were satisfied with the time taken to resolve the repair, and the overall quality of work.
- A respondent was satisfied with the professionalism of operatives, and the tidiness.

TP04 - Satisfaction that the home is well maintained

Satisfaction was 92.4%, with 121/131 customers satisfied that their home is well maintained. A summary of the feedback can be found below:

Areas for Improvement

- A customer has reported that their property gets extremely hot during the summer months, but this has not been resolved.
- One response was about dissatisfaction with investment work (incl. the kitchen, and windows & doors).
- A respondent did not feel that their home was well maintained.
- A tenant was happy with a new gate which has been installed, though said that other work is needed.
- The following are from satisfied customers who also mentioned some areas of concern:
 - A property was described as well maintained, though there is a problem with mould.

- o A customer was due a new bathroom in 2023 and hasn't received an update on this. Also, the kitchen hasn't been replaced in a long time.
- o One of the respondents feels that upgrades should be completed as a matter of course, rather than a customer having to request them.
- o A customer has complained about pests in the property, though this has not been addressed.

Examples of Good Service

- A respondent agreed that their property was well-maintained, both in terms of the interiors and the common areas. Also, they said that the maintenance team is efficient and responsive.
- PCHA is easy to deal with, particularly when reporting repairs, as they are carried out promptly.
- A respondent was satisfied, as the flats and the surrounding area is kept clean.

TP05 - Satisfaction that the home is safe

Satisfaction was 91.6%, with 120/131 customers satisfied that their home is safe. A summary of the feedback is below:

Areas for Improvement

- Three were concerned about the safety of their home, with two of these respondents saying that damp is present in their property.
- One of the respondents is dissatisfied with the length of time it has taken to resolve a damp/mould problem.
- A communal door is often left open, which the customer thinks is a security issue
- One of the customers was concerned about the communal areas in their block.
- Three were satisfied overall, but also mentioned some areas of concern:
 - o One was informed that CO² detectors were being installed, though has not been told when this happening.
 - o There have been some problems with a security gate, as the lock was fitted on the wrong side, and was also damaged.
 - o A respondent was dissatisfied with the way that improvement works have been undertaken.

Examples of Good Service

- One of the respondents was very satisfied with the measures in place to keep customers safe, and the fact the organisation acts on any concerns which are raised.
- A customer was satisfied because smoke alarms and CO² detectors had been fitted.
- Improvements made to a front door meant that one of the customers now feels safer.
- A respondent is satisfied that CCTV has been installed, and the front door has been fixed so it closes properly.

TP06 - Satisfaction that the landlord listens to tenant views and acts upon them

Satisfaction was 81.9% in 2023/24, with 104/127 customers satisfied that PCHA listens to their views and acts upon them. A summary of the feedback can be found below:

Areas for Improvement

- Two had made requests for service but said that this hasn't been followed up on.
- A tenant has called PCHA two times regarding a complaint and has not received a call back to discuss it.
- Damp has not been resolved in one property, and the customer does not feel they have been treated fairly because of this.
- Two of the customers did not feel listened to. One of these would like to form a resident's association, in order to get their views across.

- A customer was satisfied that their ASB problem had been acted on, but there are still problems in the area.

Examples of Good Service

- A respondent said they were very satisfied overall. They believe that PCHA responds positively to feedback and addresses any concerns which are raised by residents.

TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them

Satisfaction was 87.6%, with 113/129 customers satisfied that PCHA keeps them informed about things that matter to them. A summary of the feedback is below:

Areas for Improvement

- Two felt that there was a lack of communication with customers.

Examples of Good Service

- A respondent was very satisfied, confirming that PCHA is continually providing them with important updates, such as maintenance schedules, policy changes, and community events. They appreciated this level of care and attention.

TP08 - Agreement that the landlord treats tenants fairly and with respect

Satisfaction was 91.6%, with 120/131 agreeing that they are treated fairly and with respect. A summary of the feedback is below:

Areas for Improvement

- One of the customers felt that the majority of their interactions with PCHA were fine, though some had been negative as well.
- Two felt that, in general, they had not been treated fairly by the organisation.

Examples of Good Service

- One of the respondents strongly agreed with this question, believing that staff members demonstrate professionalism, courtesy, and attentiveness in their interactions. As a result, they felt valued and respected.

TP09 - Satisfaction with the landlord's approach to handling complaints

Satisfaction was 62.5% in 2023/24, with 15/24 customers satisfied with the organisations approach to handling complaints. A summary of the feedback is below:

Areas for Improvement

- A customer has called twice to discuss a complaint and was told they would receive a call back. This has not happened, though.
- One case of dissatisfaction was regarding problems with damp and disrepair, as the customer did not feel they were treated fairly.
- A respondent was dissatisfied with the resolution to their complaint.

Examples of Good Service

- One of the respondents was satisfied because they reported a problem with mice in the area, which was dealt with promptly.
- A complaint was regarding the selection process for properties. The customer was satisfied with the response they received from staff.

TP10 - Satisfaction that the landlord keeps communal areas clean and well maintained

Satisfaction was 86.5% in 2023/24, with 77/89 customers satisfied that the communal areas are kept clean and well maintained. A summary of the feedback is below:

Areas for Improvement

- A customer was dissatisfied with the quality of cleaning, and the time spent in the block by staff who carry out this work.
- In response to this question, a customer stated that the service was not benefitting them.
- There was a problem with rats in one block, which has not been resolved.
- One of the respondents said that there is often a mess in one of the car parks, which they thought was not acceptable.
- A respondent was dissatisfied with the charges for communal areas, saying that the camera does not work.
- One of the comments was about sharp screws sticking out in an area. The customer feels that no one cares about this.
- A dissatisfied comment was about the lack of work being carried out in the area.

Examples of Good Service

- A customer was satisfied with the level of service overall but made a comment about the condition of the block, saying that the stair wells are showing signs of age.

TP11 - Satisfaction that the landlord makes a positive contribution to neighbourhoods

Satisfaction was 87.8%, with 108/123 customers satisfied that PCHA makes a positive contribution to neighbourhoods. A summary of the feedback is below:

Areas for Improvement

- A customer said that fly tipping was taking place in the area.
- One of the customers was dissatisfied, as PCHA used to do more in order to maintain the neighbourhood. They mentioned paying a service charge towards this work.

Examples of Good Service

- One of the respondents was extremely satisfied with the positive contribution that PCHA makes to the neighbourhood, and that they take an active role in bringing the community together through events and initiatives. Work is also carried out to improve the cleanliness and appearance of the neighbourhood.

TP12 - Satisfaction with the landlord's approach to handling anti-social behaviour

Satisfaction was 82.0% in 2023/24, with 91/111 customers satisfied with the approach to handling antisocial behaviour. A summary of the feedback can be found below:

Areas for Improvement

- One of the customers was dissatisfied with the outcome of their ASB case (as they wanted the perpetrator to be evicted).

Examples of Good Service

- A respondent has experienced problems with noise, which was caused by the neighbour. The situation has improved since it was reported.

PC2 - Satisfaction with the overall quality of your home [HouseMark Question]

Satisfaction was 92.4% in 2023/24, with 121/131 customers satisfied with the overall quality of their home. A summary of the feedback is below:

Areas for Improvement

- The customer perception from one of the customers is that the quality of service has reduced, and they do not feel listened to when they have requested an upgrade.
- A customer is dissatisfied, as they describe their home as a building site and have been left to deal with the mess.
- One of the respondents is satisfied overall but is looking to move to a larger property. They would appreciate regular updates on available properties.
- A customer is satisfied, though feels the kitchen is in poor condition and needs replacing.

Examples of Good Service

- A respondent is extremely satisfied with the quality of their home, and the work which has been carried out by PCHA to maintain it.
- A customer is satisfied with their home, particularly the view, and the fact it is warm in the winter.

PC4 - Satisfaction that PCHA is easy to deal with [HouseMark Question]

Satisfaction was 92.4% in 2023/24, with 121/131 customers satisfied that PCHA is easy to deal with. A summary of the feedback is below:

Areas for Improvement

- Two of the tenants were dissatisfied with the service they had received from some members of staff.
- Two were dissatisfied with the handling of ASB problems in their area.
- A customer was unsure if it is PCHA or Sovini they talk to now, mentioning the lack of an office.
- A respondent feels that queries are not logged, as they have not received any follow up communication.
- Four were satisfied overall, but had some additional feedback about the service:
 - One said that it can take longer to complete repairs, and multiple visits can be required as well.
 - A customer was satisfied, though mentioned that repair and grounds maintenance work was required.
 - One request was for more self-service options for maintenance requests or accessing important documents.
 - A customer was dissatisfied with repairs service, as it took some time for a leak to be identified and damage was caused as a result.

Examples of Good Service

- Two of the respondents described PCHA staff as helpful.
- One of the customers was very satisfied, saying that staff are approachable, friendly, and professional in their dealings.
- A respondent said that any queries are responded to quickly.
- Communication was described as positive, as a repair was dealt with promptly.
- Two said that PCHA is easy to get in touch with and appreciated the help they had received. One of these customers was pleased to receive a follow up call to check how their repair went.

PR8 - Satisfaction that rent provides value for money [HouseMark Question]

Satisfaction was 90.8%, with 118/130 customers satisfied that rent provides value for money. A summary of the feedback is below:

Areas for Improvement

- Three were dissatisfied with the value for money of rent (one felt that rent is expensive).
- Two said that they are paying for services they do not receive, as part of the service charges.
- A customer was dissatisfied with the rent increases.
- One of the respondents has requested a rent refund, and provided the information, but they haven't heard anything back.
- A customer is dissatisfied with the length of time taken to carry out repairs at their property.
- Three were satisfied, but had some additional feedback about the service:
 - One comment was that rent is going up, but the level of service is decreasing.
 - A customer was satisfied but said there are some problems they would like addressed (incl. the property getting too hot in the summer).
 - One was satisfied, though would appreciate more information about increases. They would also like to receive a breakdown of how rent is used to improve the living experience for residents.

Examples of Good Service

- Three agreed that the rent they pay provides them with value for money.
- A Customer was satisfied with the quality of the property and the level of service they had received by PCHA.
- A respondent was satisfied, as the property is well maintained, and essential services are provided.
- One of the tenants appreciated the fact that PCHA is doing their best to keep rent at a reasonable level.

PR9 - Satisfaction that service charges provide value for money [HouseMark Question]

Satisfaction was 84.2%, with 101/120 customers satisfied that service charges provide value for money. A summary of the customer feedback can be found below.

Areas for Improvement

- In general, three did not feel they were getting value for money from the service charges.
- A customer selected 'Neither', as the front windows cannot be reached, so are not cleaned.
- Two did not think they were getting what they pay for, both mentioning a lack of lighting and security cameras.
- In one block, windows are not cleaned often, and the car park also needs cleaning.
- A customer was dissatisfied, as grounds maintenance work is only completed at the front and the back has to be attended to by tenants. They were dissatisfied with the quality of cleaning as well.
- One of the tenants was dissatisfied with the quality of communal cleaning, so does it themselves.
- Three were satisfied overall, but provided some additional comments:
 - A breakdown of charges showed that a large amount is being spent on the communal door in one of the blocks, which is constantly broken. The respondent feels that this door should be repaired or replaced under warranty.
 - A respondent was satisfied that the hallways are kept clean, though feels that the gardens require some work (describing them as 'tatty').

- o One was satisfied with the service but would like to receive regular updates on service charges, including itemised breakdowns of how the money is spent.

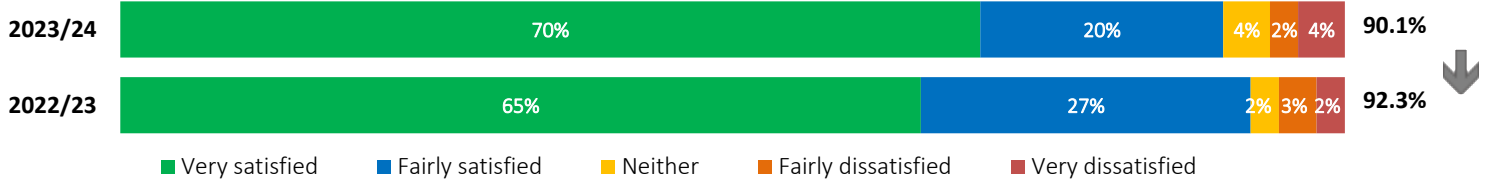
Examples of Good Service

- One of the respondents is satisfied that service charges are being utilised effectively. They were also pleased with the quality of cleaning and grounds maintenance work.
- A respondent was satisfied with the cleaning, saying that the block is spotless. They are also satisfied with the quality of the grounds maintenance work which is being carried out.

Full Results

Please see the graphs below for a full breakdown of the results for the 2023/24 STAR Survey. The results from the previous survey are also included, for comparison purposes.

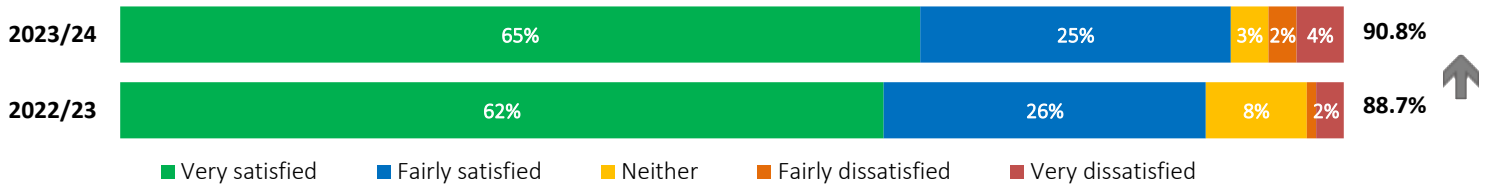
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pine Court?



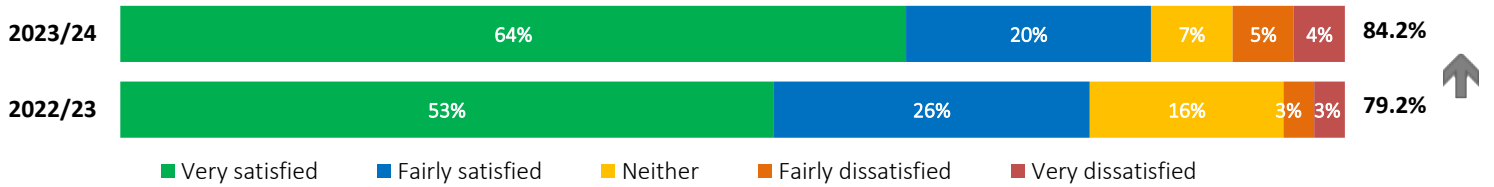
How satisfied or dissatisfied are you that Pine Court Housing Association is easy to deal with?



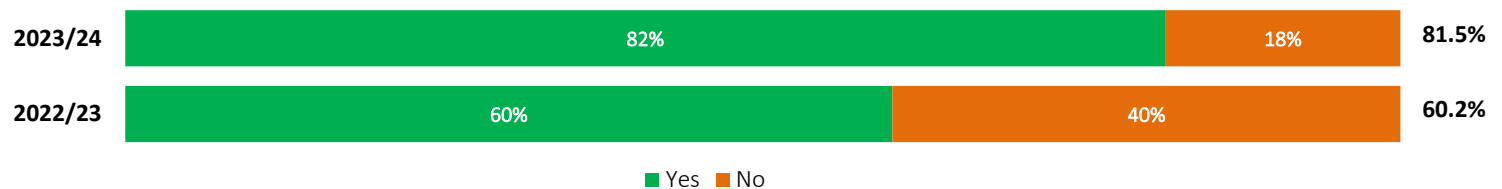
How satisfied or dissatisfied are you that your rent provides value for money?



How satisfied or dissatisfied are you that your service charges provide value for money?



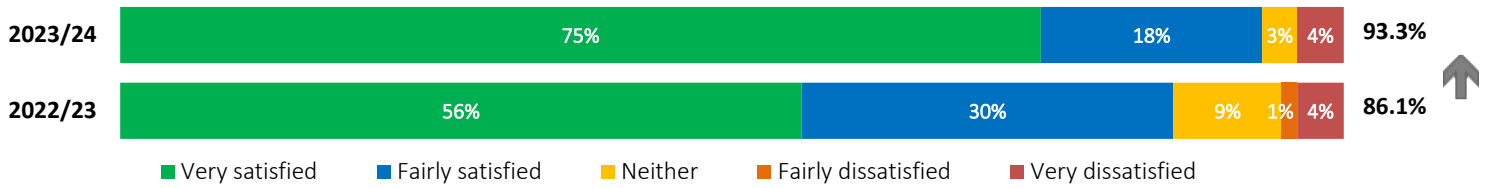
Has Pine Court carried out a repair to your home in the last 12 months?



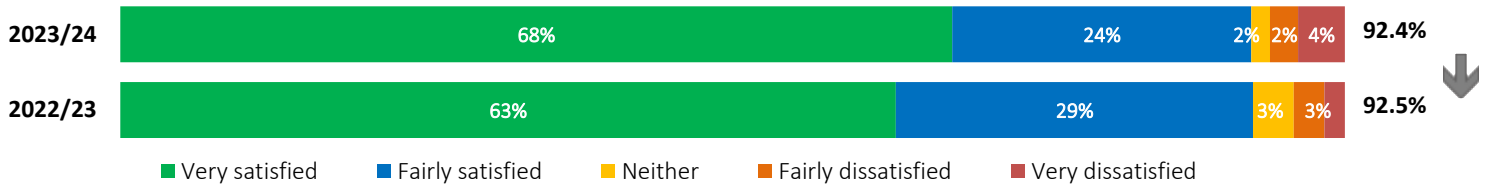
If yes, 'How satisfied or dissatisfied are you with the overall repairs service from Pine Court Housing Association over the last 12 months?'



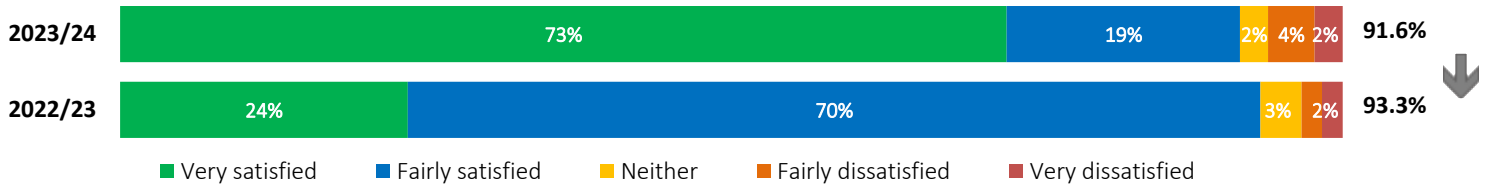
If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



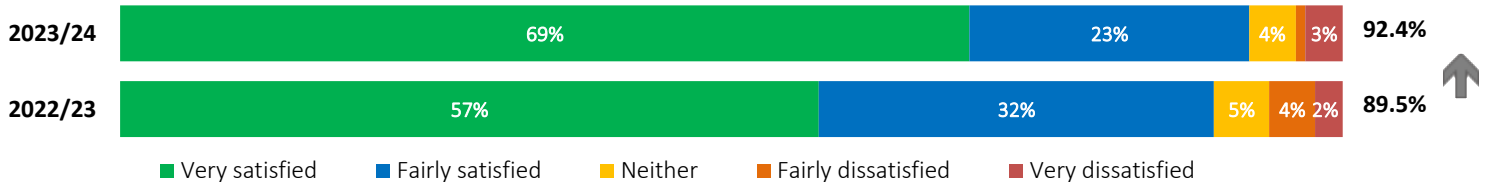
How satisfied or dissatisfied are you that Pine Court Housing Association provides a home that is well maintained?



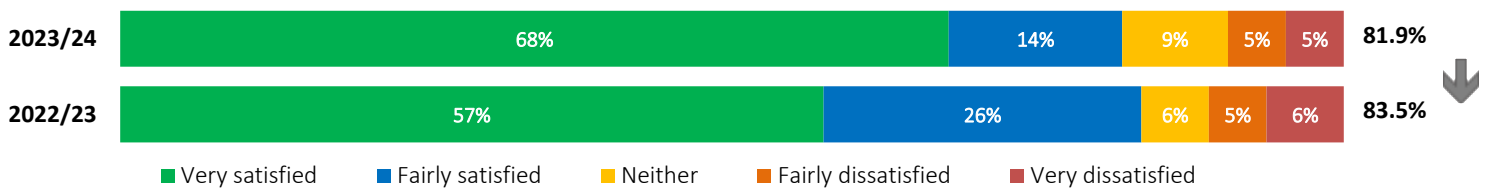
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Pine Court Housing Association provides a home that is safe?



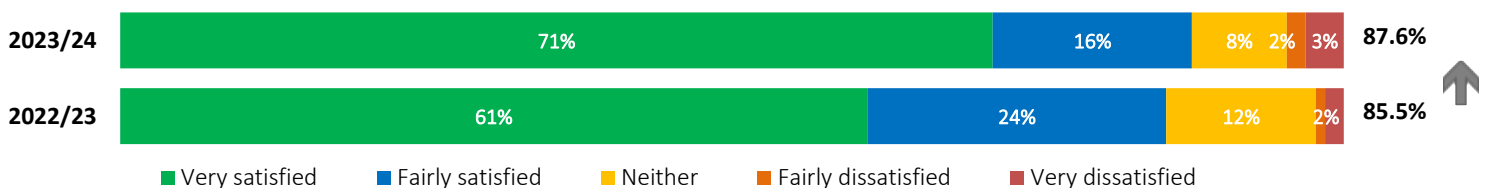
How satisfied or dissatisfied are you with the overall quality of your home?



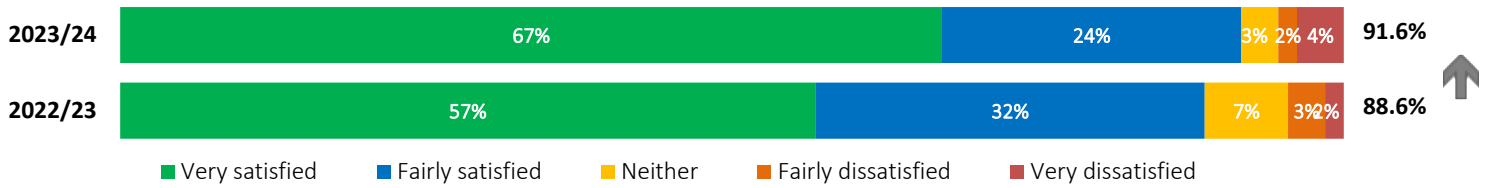
How satisfied or dissatisfied are you that Pine Court Housing Association listens to your views and acts upon them?



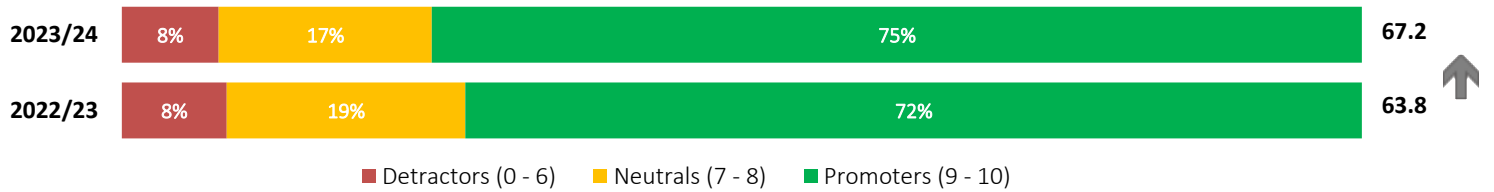
How satisfied or dissatisfied are you that Pine Court Housing Association keeps you informed about things that matter to you?



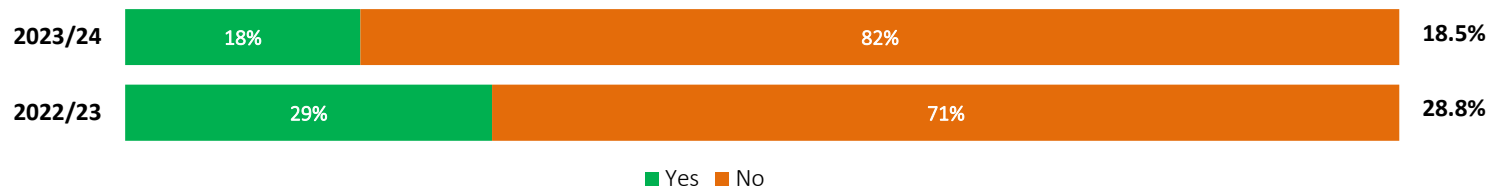
To what extent do you agree or disagree with the following “Pine Court Housing Association treats me fairly and with respect”?



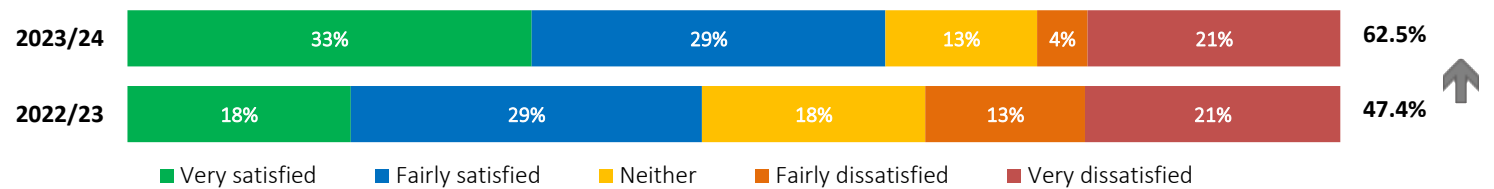
How likely would you be to recommend Pine Court Housing Association to family or friends (on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely)?



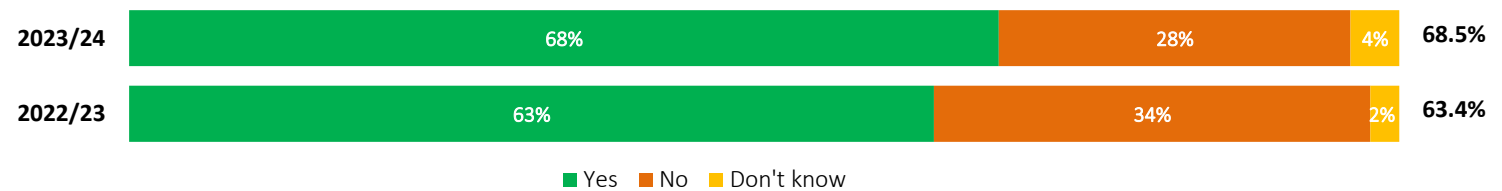
Have you made a complaint to Pine Court Housing Association in the last 12 months?



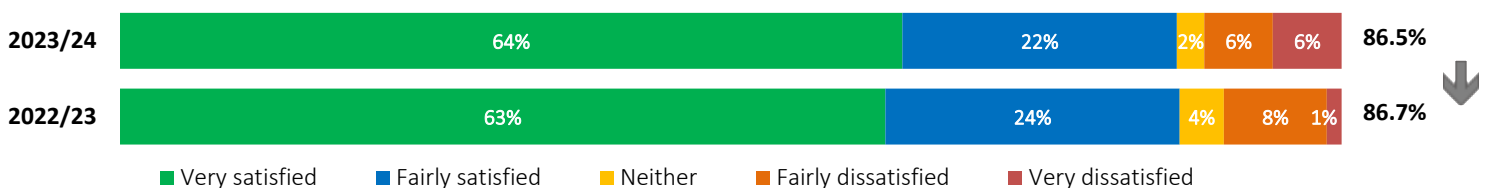
If yes, ‘How satisfied or dissatisfied are you with Pine Court Housing Association’s approach to complaints handling?’



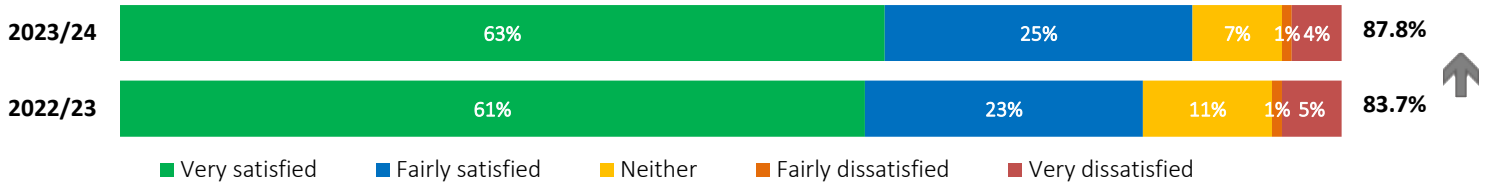
Do you live in a building with communal areas, either inside or outside, that Pine Court is responsible for maintaining?



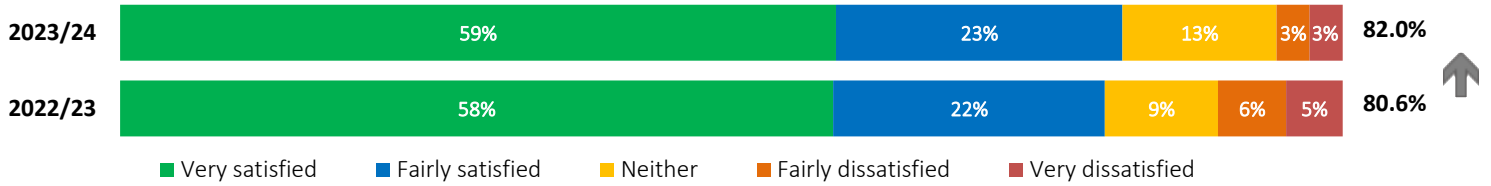
If yes, ‘How satisfied or dissatisfied are you that Pine Court Housing Association keeps these communal areas clean and well maintained?’



How satisfied or dissatisfied are you that Pine Court Housing Association makes a positive contribution to your neighbourhood?



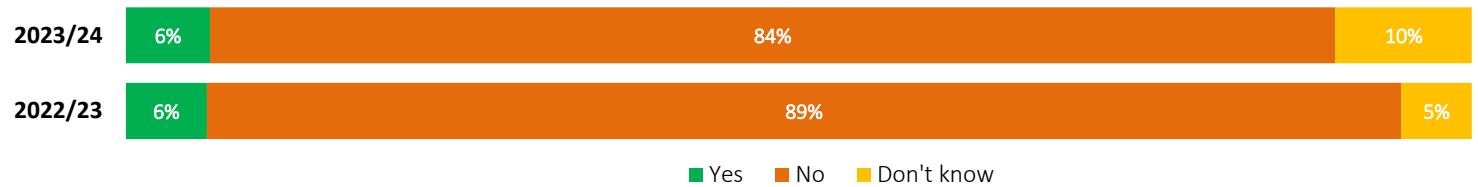
How satisfied or dissatisfied are you with Pine Court Housing Association's approach to handling anti-social behaviour?



To what extent do you agree or disagree with the following? "Pine Court Housing Association are fully committed to Equality, Diversity and Inclusion"



In the last 12 months, have you had any difficulties paying for your accommodation?



As a tenant of Pine Court Housing Association, what are your highest priorities? (Please select the top two)

