

Tenants' Satisfaction Survey (Housing, Angela Horsey)

Synopsis of report:

This report outlines the arrangements made to undertake the recent Tenants' Satisfaction survey

Recommendation(s):

That Members note the background to, and findings of, the Tenants' Satisfaction survey

1. Context and background of report

- 1.1 Throughout October tenants have had the opportunity to complete an online satisfaction survey, to say what they think of the landlord services provided by the Council. The results will be presented to the meeting.
- 1.2 Runnymede has 2,843 council tenants. No large-scale satisfaction survey of tenants has been undertaken for over 10 years. The Tenant and Leaseholder Engagement Strategy puts a greater emphasis on listening to our customers in ways that are convenient to them, and to responding to customer feedback. The results will also provide a baseline assessment of our current performance in advance of regulatory changes to be enacted in the Social Housing (Regulation) Bill, under which the Regulator of Social Housing will become a proactive consumer regulator.
- 1.3 RBC had made a successful bid for the government's Prop Tech Engagement fund, which supports the widespread adoption of digital citizen engagement tools and services.

2. Runnymede Council Tenants: What do you think?

- 2.1 Using 'Prop Tech' resources, the online satisfaction survey was designed with social impact Tech company Built ID, who hosted the survey at [Give My View](#).
- 2.2 The fourteen questions were based around 'industry standard' questions to enable benchmarking but were also designed to be quick and easy to complete to encourage participation, using images, emojis, etc. Social media, direct mailing and the Council's website were used to encourage residents to have their say. Paper forms with pre-paid envelopes were posted on request.
- 2.3 The responses have been analysed by Built ID. Following the presentation of the survey results to this meeting, the findings will be published on the website, in the tenants' newsletter in the spring, and will be used to inform business decisions going forward.

3. Policy framework implications

- 3.1 The Housing Business Centre Plan includes a commitment to undertaking a satisfaction survey of tenants this year. The Prop Tech funding made it possible to conduct a digital survey instead of the traditional STAR survey.

3.2 The Tenant and Leaseholder Engagement Strategy includes the following aims:

- Improved customer satisfaction as we learn from service user feedback
- Better value for money as we focus on tenants and leaseholders priorities
- Increased diversity of residents who chose to engage.

4. Resource implications/Value for Money

4.1 Funding for on-going satisfaction surveys will be included in next year's Business Centre Plan for approval.

5. Legal implications

5.1 None.

6. Equality implications

6.1 The digital survey aimed to reach tenants who have been under-represented in traditional surveys and customer feedback methods, especially younger people.

7. Environmental/Sustainability/Biodiversity implications

7.1 There are no known implications

8. Conclusions

8.1 The digital Tenants' Satisfaction survey was open during October. Members are asked to note the reasons and arrangements made for conducting the survey, the plans for publishing the findings, and the results of the survey which will be presented at the meeting.

(To resolve)

Background papers

None