

# Your views



Penge Churches Housing Association - Resident Survey 2021

## About the survey

In April 2021, many of you took part in an important survey.

The survey focused on how happy you are with the way Penge Churches Housing Association (PCHA) delivers key services and maintains your homes. The survey was confidential and carried out by an independent market research company – Acuity Research & Practice.

This report contains key results from the survey in respect of residents' opinions about their homes and the services received.



The survey was sent to all residents, and there was an option to complete the survey online.

A total of

**144**

residents took part. A response rate of 58%!



Thank you to all of you who took part!

If you would like to find out more information about the survey or how to get involved with PCHA please contact us via email: [housing@pcha.co.uk](mailto:housing@pcha.co.uk) or telephone: 020 8659 3055.

## Satisfaction with key services



More than eight out of ten residents are happy with the overall service they receive from PCHA.



Nine out of ten residents are satisfied with the value for money of the rent.

The majority of comments provided by the small number of residents who are not totally satisfied with the overall service provided by PCHA are linked to the repairs service (32 residents), while a small number of residents made comments about customer contact (6 residents). The only issue mentioned by 5 or more residents is the need to address outstanding or forgotten repairs – which may be linked to the lockdown period caused by the pandemic.

## Quality of the home



79% of residents are satisfied with the quality of their home. Encouragingly, even more residents feel safe and secure in their home (89%).

Residents were asked to explain why they are not satisfied with the quality of the home, which have been grouped into themes.

Many of the comments given explaining dissatisfaction with the home are linked to either the condition of the property in terms of damp and mould (10 residents) or that in the resident's opinion improvement works are needed (6 residents).

# Repairs and Maintenance



The majority of residents are satisfied with the repairs & maintenance service overall (80%).

Those that were not satisfied were asked to provide more information. Carrying out forgotten repairs is the only issue reported by more than 5 residents. A small number of residents also mentioned contractor issues, quality of the repair, timescales and that not all repairs are covered in the service level agreement. It is worth noting that some of the comments may relate to the pandemic lockdown period when certain repairs were delayed.

## Customer contact and communication



89%

Nearly all residents feel that PCHA is easy to deal with (89%).



78%

Three quarters of residents are satisfied that PCHA provides opportunities to make their views known.

**Getting involved** - Nearly a fifth of residents said they were interested in finding out more about getting involved in how PCHA is run and getting involved (23%).



## Online portal

Over half of PCHA's residents said that they would use an online portal to allow them to report a repair or check a rent statement (58%).

# Changing services

**Dealing with the pandemic** - Seven out of eight residents are satisfied with the way in which PCHA responded to the pandemic (87%), and even more residents are satisfied with the way in which PCHA communicated with them during the pandemic (90%).

Not all residents noticed a change in the way PCHA delivers its services during the last 12 months due to the pandemic; 38% did, while over half had not noticed any difference (55%).

A number of residents are positive about the changes they had noticed such as communication had improved, and residents appreciated the extra contact and support provided during the pandemic.

A number of comments are less supportive and mentioned they felt COVID-19 was used as an excuse to put some repairs on hold. While others missed the face-to-face contact from visiting the office or felt that it was harder to contact PCHA.

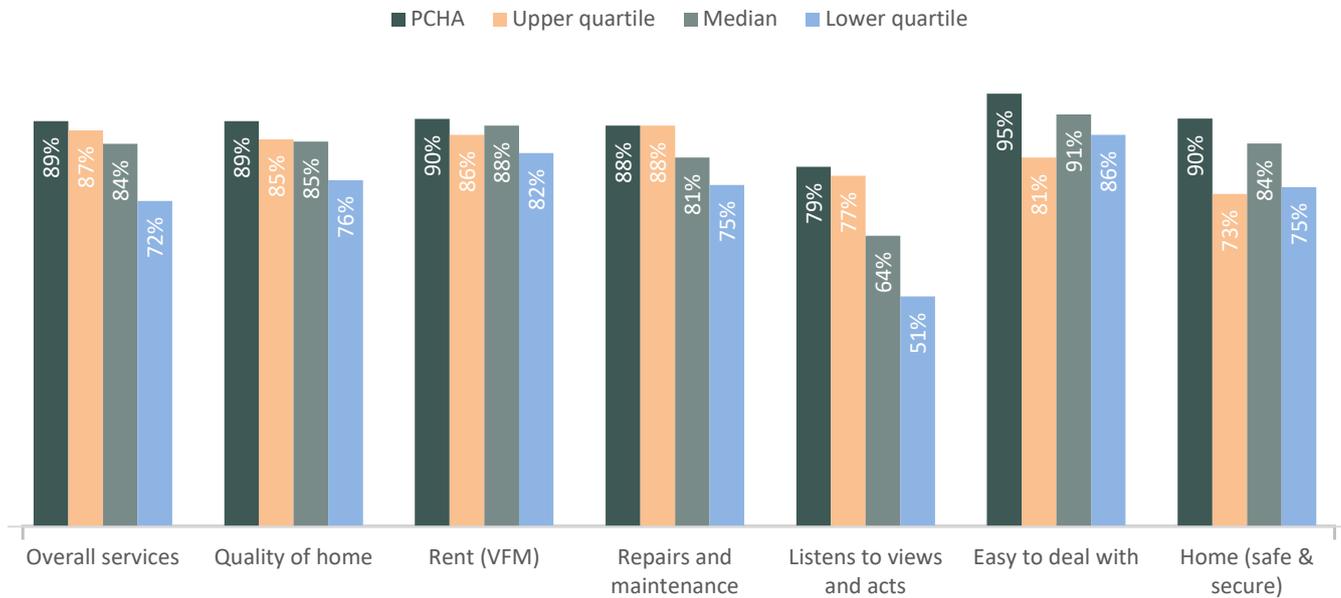
## Dealing with Anti-social behaviour



Two thirds of residents are satisfied with the way PCHA handles anti-social behaviour complaints (67%), while 16% are dissatisfied and a further 16% are neutral.

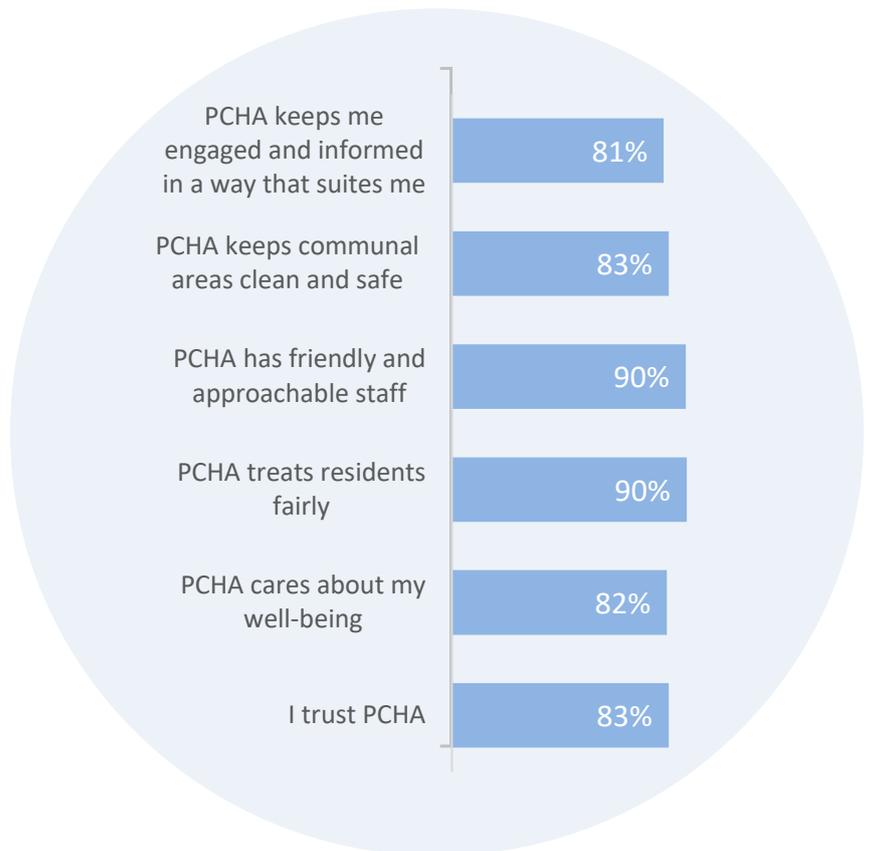
# Comparison with other landlords

We have compared PCHA's results with averages produced by Acuity benchmarking for all general needs residents. Satisfaction overall matched the average rating from other landlords. Elsewhere the performance was mixed with ratings above average (value for money of the rent), listens to views and the home being safe and secure) and below average (quality of the home, repairs and maintenance and being easy to deal with),



## Reputation

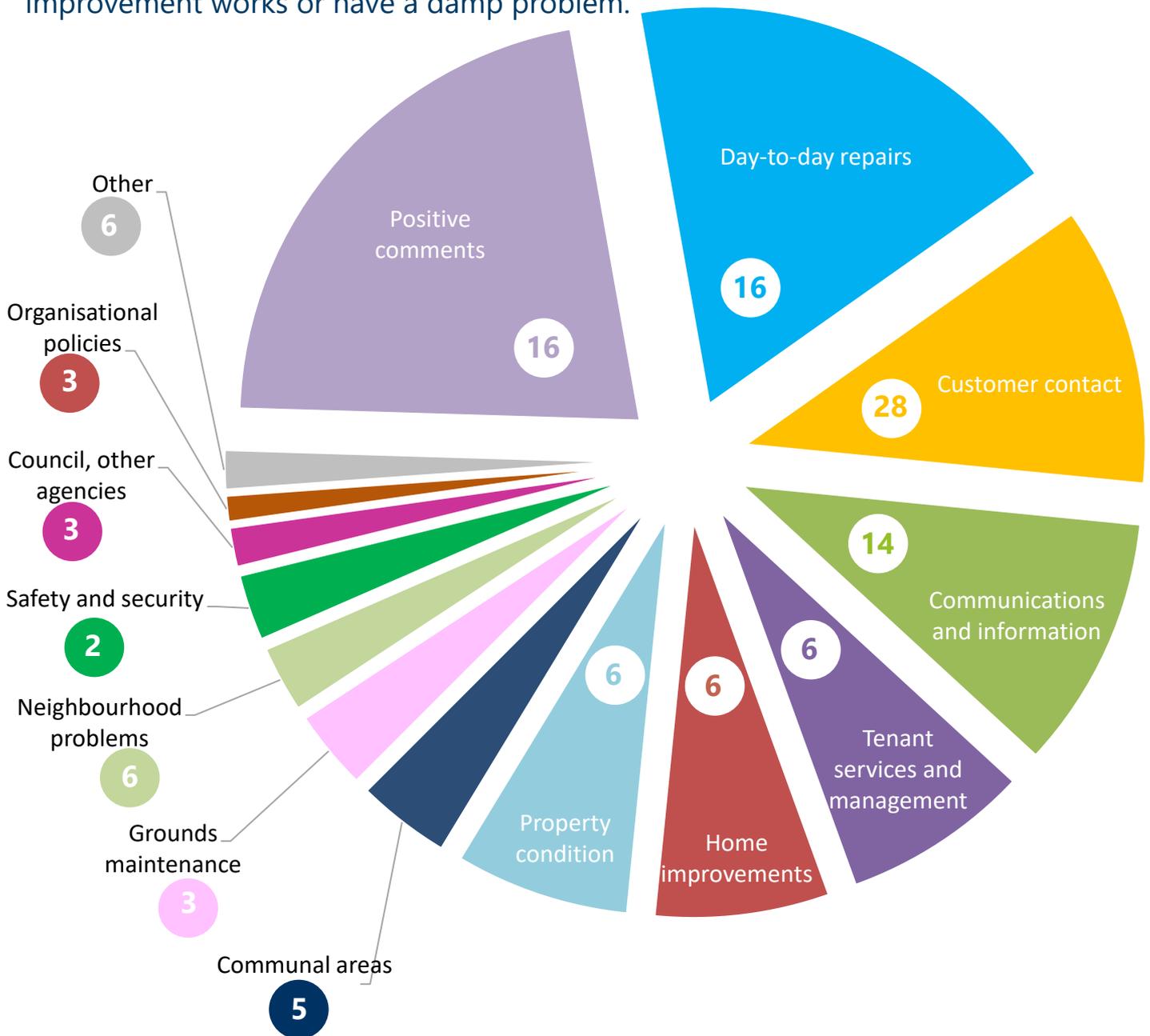
With high ratings across nearly all measures residents clearly think highly of PCHA.



# Improving Services

Residents were asked if there was anything PCHA could do to improve its services. A total of 136 residents provided comments, of which 40 were complimentary about PCHA. The areas where residents would like to see improved services were often linked to the day-to-day repairs service, customer contact & communication and the condition of the property & home improvements.

For the repairs service, some residents commented on the need to improve the contractors, the timescale to complete repairs and the quality of the work. Under customer contact and communications, the comments focused on the need to improve customer care and to keep residents up to date. Under property condition and associated home improvements a number of residents would like improvement works or have a damp problem.



# Recommending PCHA



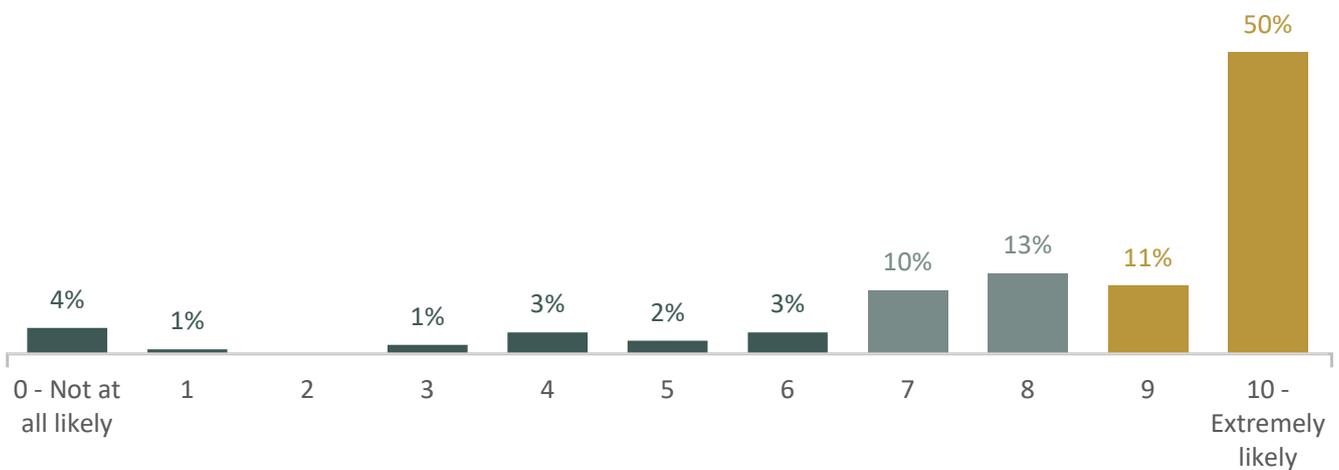
Residents were also asked how likely they would be to recommend PCHA to family or friends. This is a 0-10 point rating, those who would recommend the organisation score 9 or 10, those unsure score 7 or 8 and those who wouldn't recommend them score 6 or below.



Three out of five residents are very loyal and happy to recommend PCHA (61%), 24% are unsure and 15% wouldn't recommend them, feeling rather more negative about the organisation.

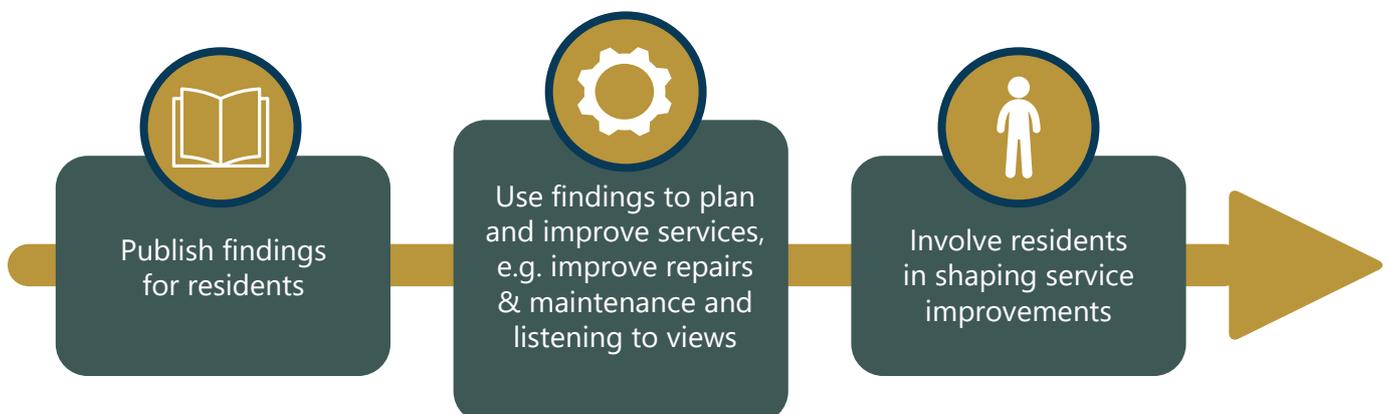


The 'Net Promoter score' for PCHA (the percentage of those who would recommend PCHA less the percentage of those who wouldn't) is 45. This is a strong performance and above average when compared with other housing associations.



## You say – We do

Carrying out this survey is just part of the work PCHA does to involve you in developing services. As well as publishing the results of the survey, PCHA plans to put the findings to good use by working with residents to further improve the services we provide.



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## Next steps!

PCHA appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work very well and those we know can and should improve.

Where you have said that you are happy for us to, we might contact you to discuss an issue you have raised, invite you to participate in other feedback events or to ask for more information.

Thank you very much.



Thank you once again to all of you who took part!