

Your Views

Tenant Satisfaction Survey 2023/24

About the Survey

Across two waves (August and September 2023 and March and April 2024), many of you took part in an important survey. A sample of tenants were invited to take part in the survey via telephone interviews, with some requesting an online survey to complete.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Epping Forest District Council (Epping Forest DC) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Epping Forest DC's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



1,148

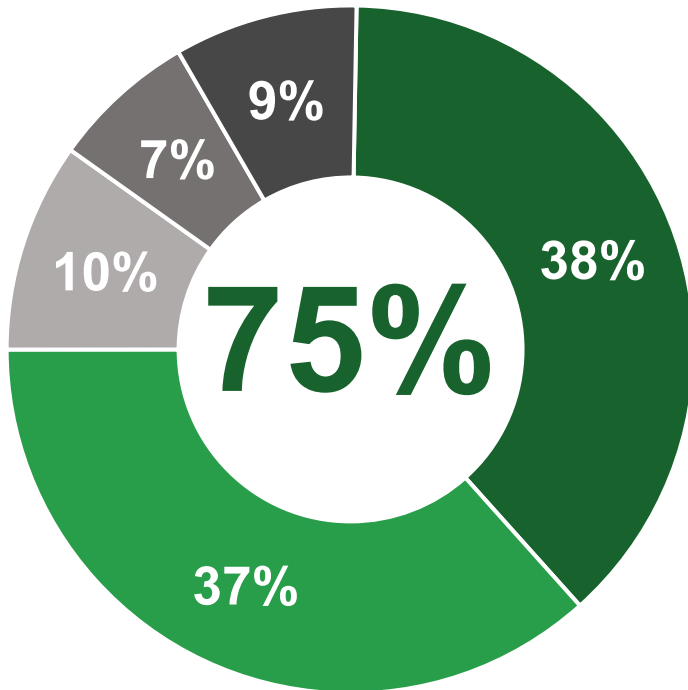
tenants took part
out of a total of
6,363 (1,136 by
telephone & 12
online)

A big thank you to everyone who took part!

Overall Service



Three out of four tenants are satisfied with the overall service provided by Epping Forest DC (75%).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



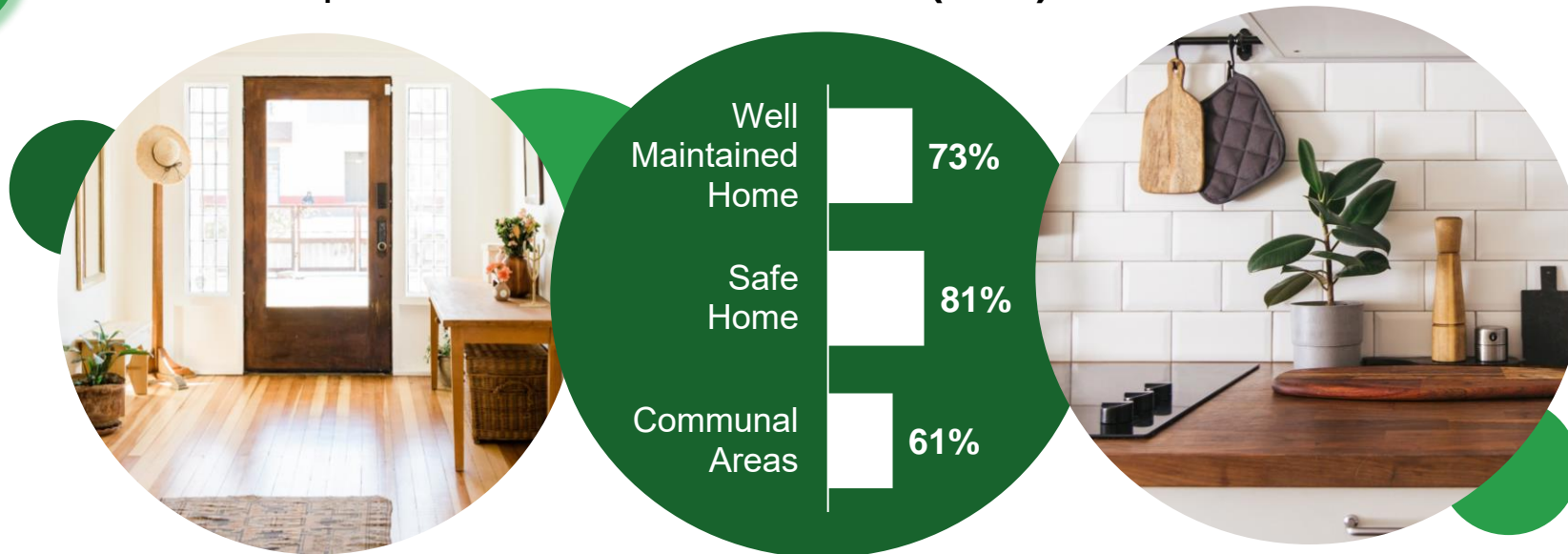
Around three out of four tenants are satisfied that they are provided with a home that is well maintained (**73%**).



Eight out of ten tenants are satisfied that Epping Forest DC provides them with a home that is safe (**81%**).



Three out of five tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**61%**).



Repairs Service



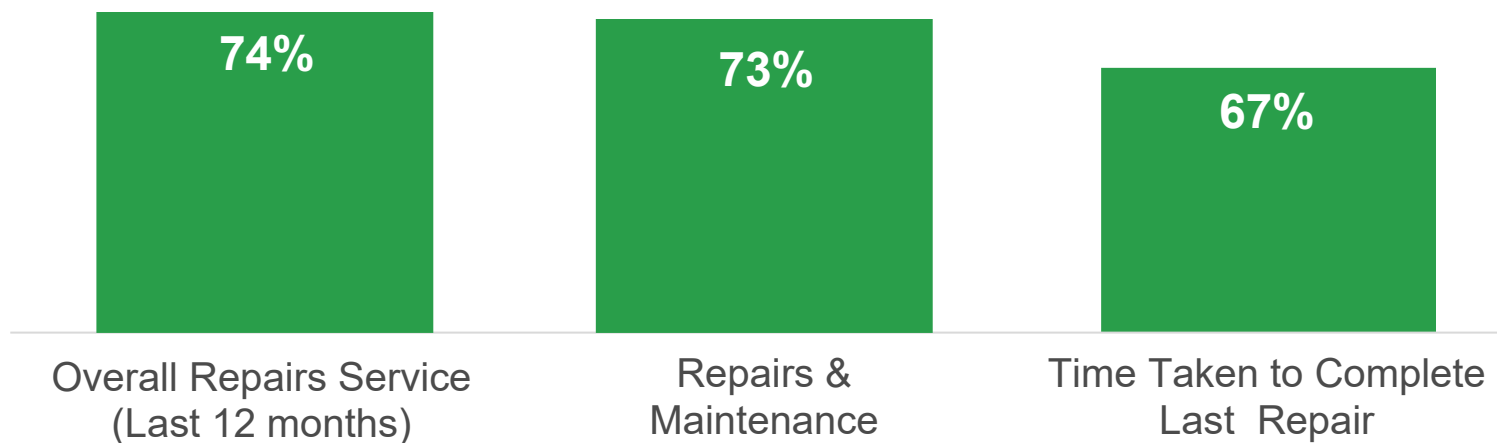
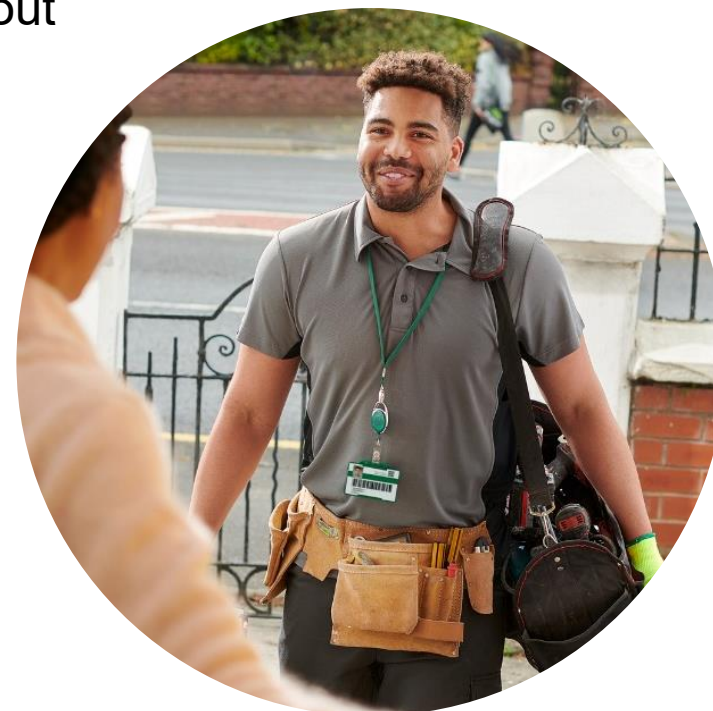
Three out of four tenants that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(74%)**.



Fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(67%)**.



Seven out of ten tenants are satisfied with the way Epping Forest DC deals with repairs and maintenance generally **(73%)**.



59%
of tenants had a repair carried out in the last 12 months

The Neighbourhood



Two-thirds of tenants are satisfied that Epping Forest DC makes a positive contribution to their neighbourhood (**68%**).



Slightly fewer tenants are satisfied with Epping Forest DC's approach to handling anti-social behaviour (**61%**).



Communications and Tenant Engagement



Six out of ten tenants are satisfied that Epping Forest DC listens to their views and acts upon them **(59%)**.



Three out of four tenants are satisfied that they are kept informed about things that matter to them **(74%)**.



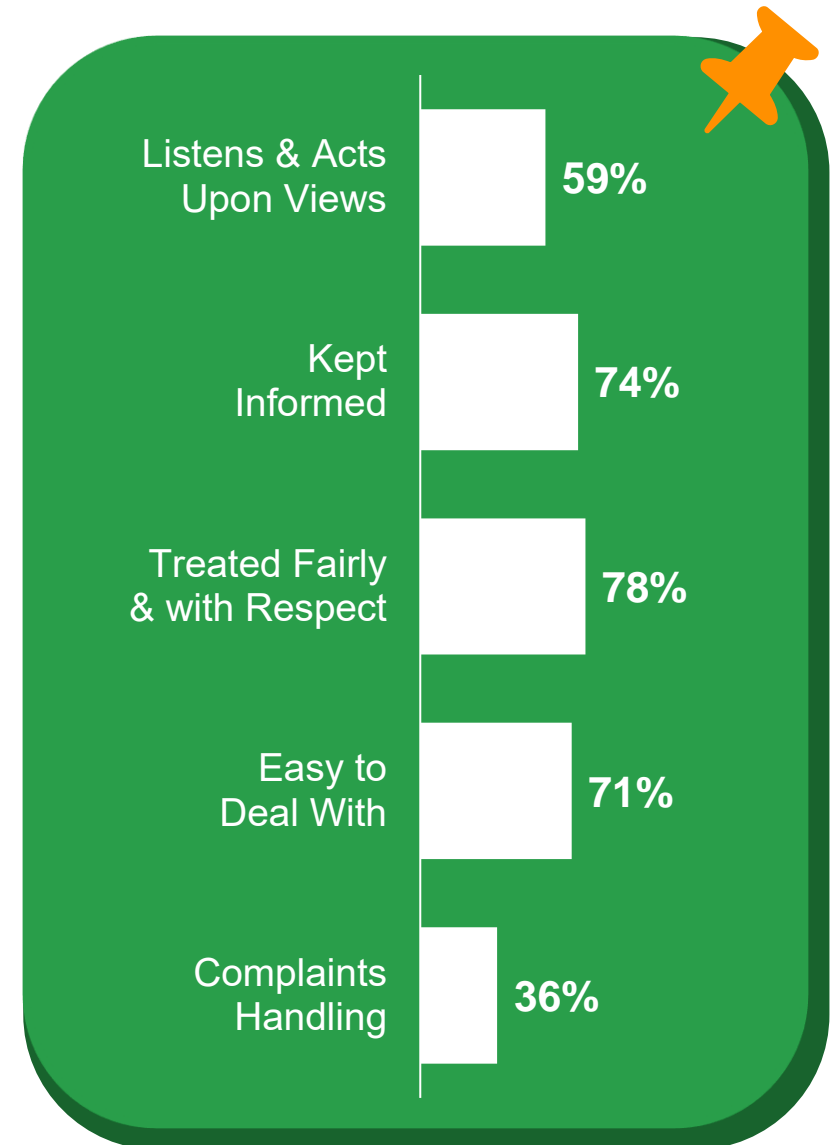
Around eight out of ten tenants agree that they are treated fairly and with respect by Epping Forest DC **(78%)**.



Seven out of ten tenants are satisfied that Epping Forest DC is easy to deal with **(71%)**.



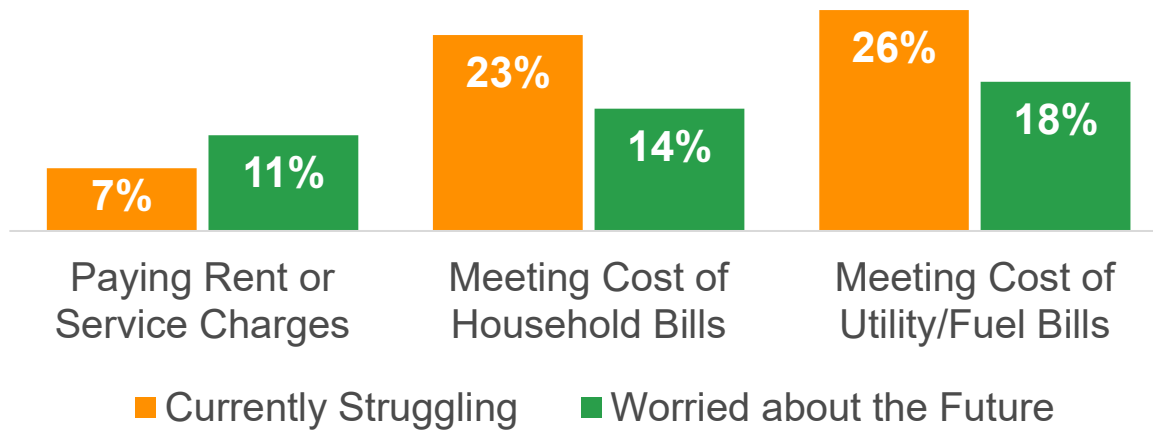
Over one-third of tenants who made a complaint in the last 12 months are satisfied with complaints handling **(36%)**.



Wellbeing



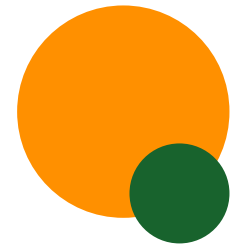
Some tenants are currently struggling to pay their rent or service charges (**7%**), with more struggling to meet the costs of household bills (**23%**) and utility/fuel bills (**26%**). Other tenants are worried about these different payments in the future (between **11%** and **18%**).



Around seven out of ten tenants are satisfied with the energy efficiency of their home (**73%**).



Three out of ten tenants said they currently have damp or mould in their home (**30%**). Of these tenants, **72%** have reported the problem to Epping Forest DC.



Recommending Epping Forest DC



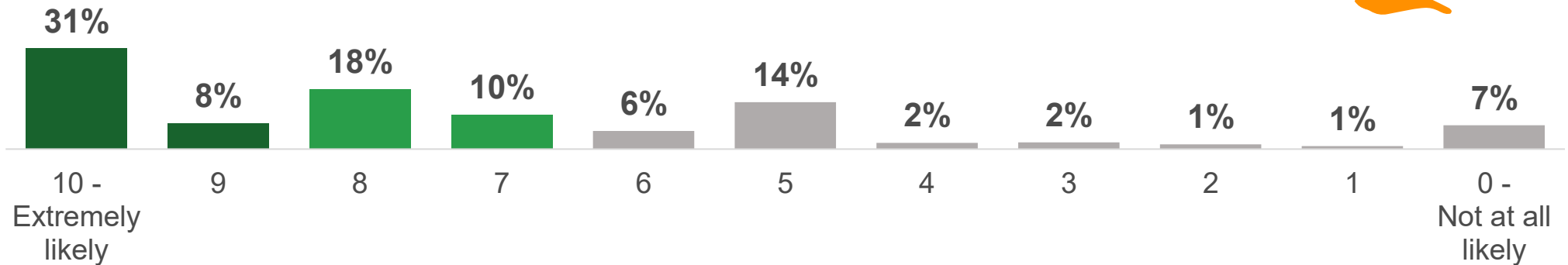
Tenants were also asked how likely they would be to recommend Epping Forest DC to other people. This is a 0-10 point rating. Those who would recommend Epping Forest DC score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Around four out of ten tenants are happy to recommend Epping Forest DC to other people (**38%**). However, **29%** of tenants are unsure and **33%** would not recommend them, feeling rather more negative about the housing services.



The 'Net Promoter Score' for Epping Forest DC (the percentage of those who would recommend Epping Forest DC minus the percentage of those who would not) is **+5**.



Tenants' Comments

Finally, tenants were asked what one thing Epping Forest DC could improve, and 1,074 tenants gave comments.

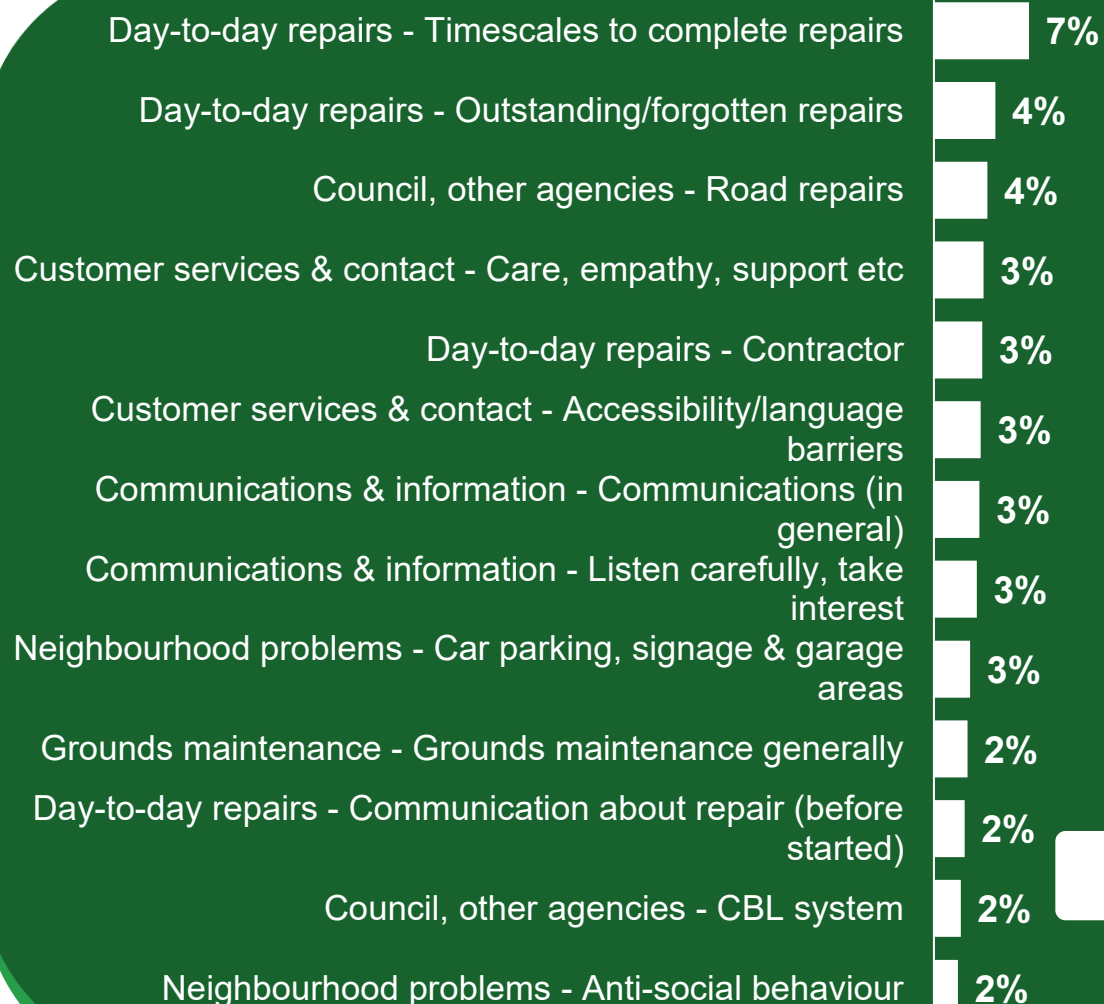


Tenants most frequently referred to the repairs service, including the time taken to complete repairs and outstanding repairs that have not been dealt with.

Tenants also commented on communications and customer service, such as the care, empathy and support received from staff and how they are listened to.

Some tenants mentioned issues around road repairs and car parking, as well as grounds maintenance.

Top comments



Your Views

Epping Forest DC appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Epping Forest DC does to involve you in developing services. As well as publishing the results of the survey, Epping Forest DC plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
e.g., repairs,
communications and
customer service



Involve tenants in
shaping service
improvements



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	1,148
B.	Timing of survey	August and September 2023 and March and April 2024
C.	Collection method(s)	Telephone and online surveys
D.	Sample method	Stratified sample using quotas
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Quotas set by tenure type, area and age to ensure representativeness
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	
I.	Reasons for any failure to meet the required sample size requirements	Required sample size has been met
J.	Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None