

About the survey

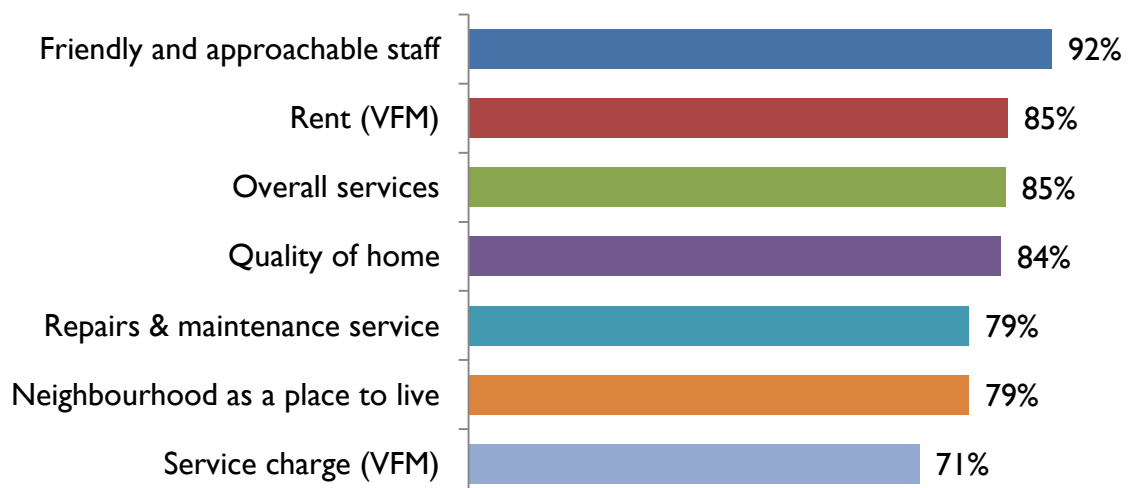
In the winter of 2016 we wrote to a sample of 1,500 residents asking them to take part in our regular survey, asking for your views on how Worthing Homes delivers services and maintains your homes. The survey was carried out by an independent market research company – Acuity.

- The survey was sent to all residents (general needs, sheltered and affordable rent housing). Over 700 residents responded (23%). Thank you to all of you who took part!
- This report contains key results from the survey. The questionnaire was based on HouseMark's STAR (Survey of Residents and Residents) questions, which allows the results to be compared with other landlords.

Satisfaction with key services

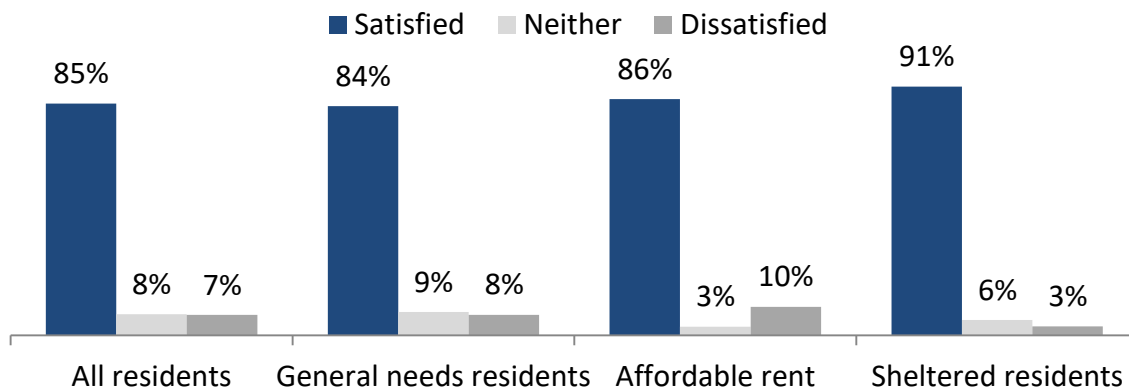
- A high number of Worthing Homes residents are happy with the overall services they receive (85%), with the highest rating awarded to the friendliness and approachability of staff (92%).
- High ratings were also given for the value for money (VFM) of the rent (85%) and the quality of the home (84%).

Satisfaction with key services



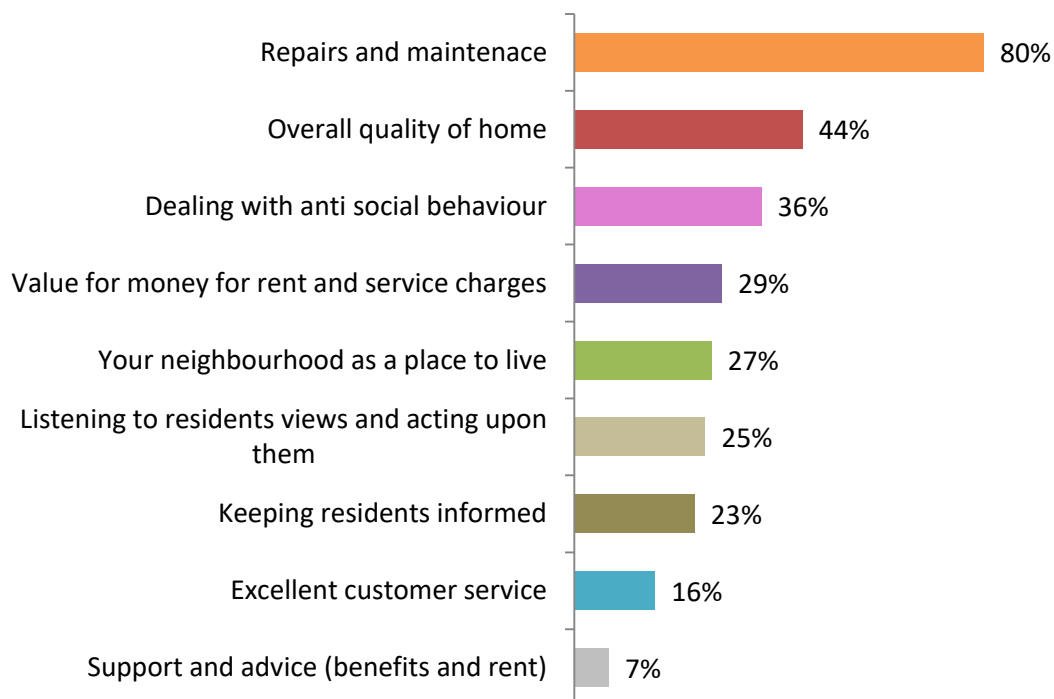
Overall satisfaction

- Six out of seven residents (85%) are satisfied with the services provided by Worthing Homes and just 7% of residents dissatisfied. Far more sheltered residents are satisfied (91%) compared with general needs residents (84%) and those in affordable rent properties (86%).



Service priorities

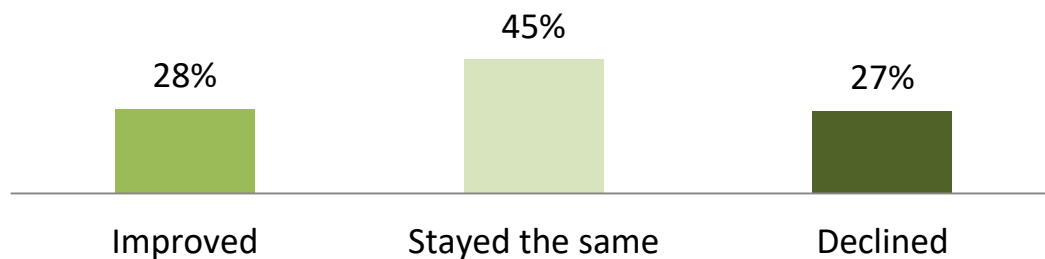
- When asked to identify the three most important services, the majority of residents prioritised the repairs and maintenance service (80%), with the quality of the home the next most important (44%). A third of residents felt it was important that Worthing Homes deals with anti-social behaviour (36%).



- Other services of importance to residents were also highlighted, chiefly value for money, the neighbourhood and communications.

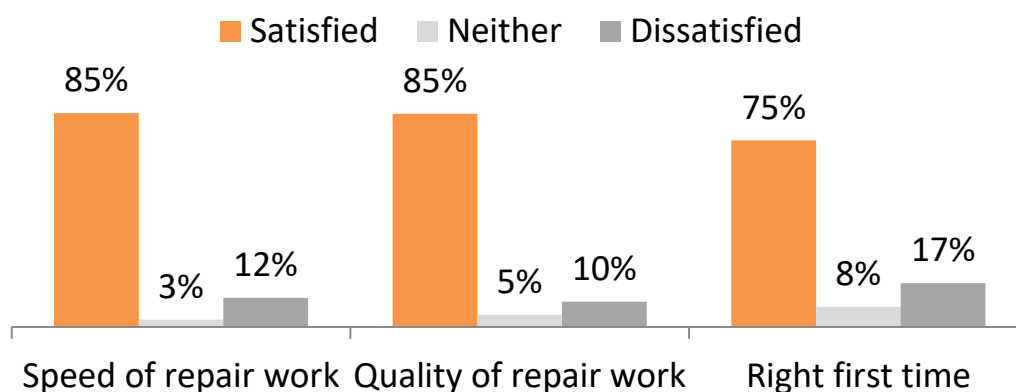
Neighbourhood

- Four out of five residents are satisfied with their neighbourhood as a place to live (79%).
- While many residents felt the neighbourhood had remained the same in the last three years, the remaining residents were split in half. Over a quarter of residents felt that their neighbourhood had improved (28%), while almost as many felt it had declined (27%).



Day to day repairs and maintenance service

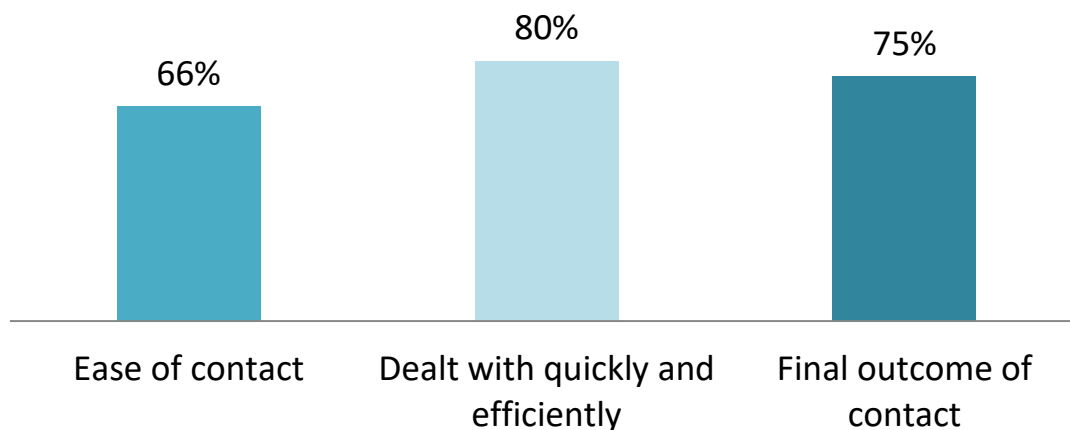
- The majority of residents are satisfied with the repairs & maintenance (79%), with around one in seven dissatisfied (7%). Sheltered housing residents are far more satisfied with the repairs service (90%), compared with residents in general needs (79%) or affordable rent (70%) housing.
- Residents who had reported a repair in the last twelve months gave high ratings for the speed of the repair (85%) and the quality of the work carried out (85%).
- Three-quarters of residents were satisfied with the repair being done “right first time” (75%).



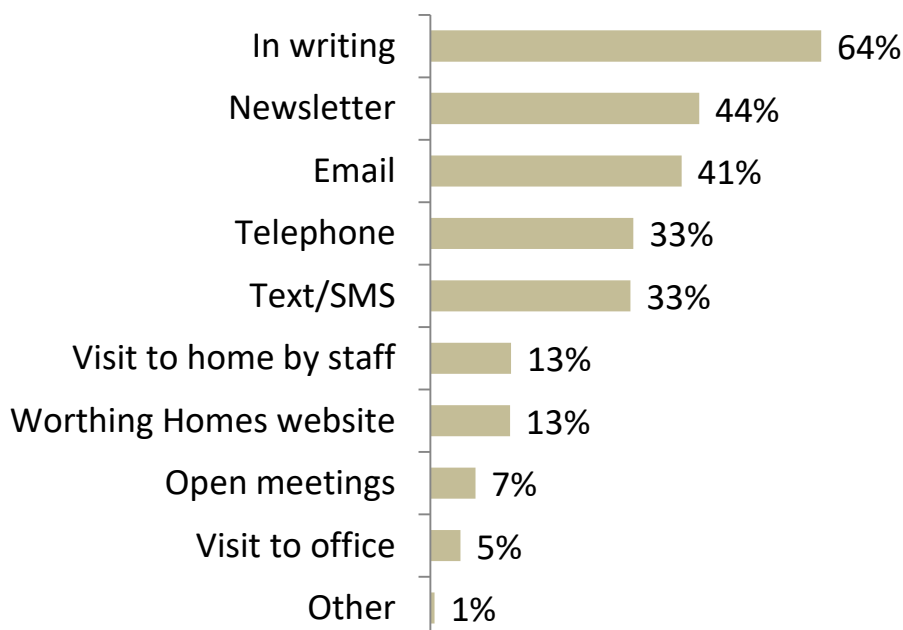
- Four out of five residents are satisfied with the gas servicing arrangements (81%).

Contact with Worthing Homes

- Over two-thirds of residents had contacted Worthing Homes with a query in the twelve months prior to the survey (71%), with more general needs (72%) and affordable rent (78%) residents making contact than sheltered residents (55%).
- Two-thirds of residents found it easy to get hold of the right person (66%).
- 80% of residents found staff able to deal with their query quickly and efficiently and three-quarters were satisfied with the final outcome after contact (75%).

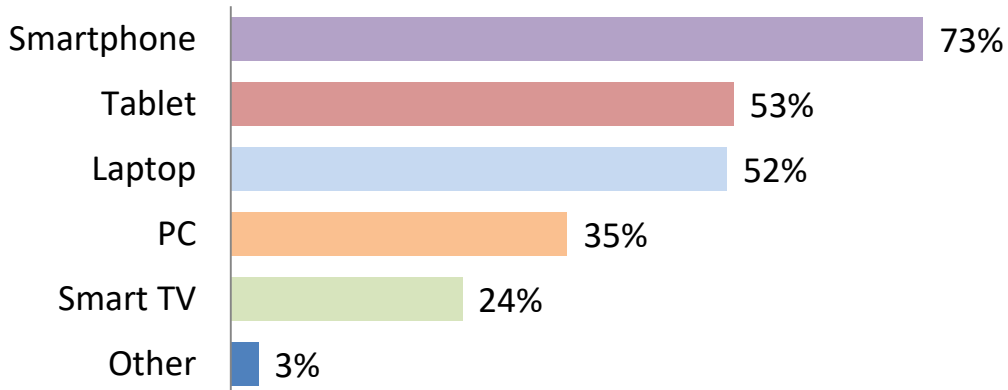


- Two-thirds of residents prefer Worthing Homes to keep them in touch by writing to them (64%), while the newsletter are also popular (44%). Many residents indicated that they would be happy for Worthing Homes to email them (43%) or even send a text/SMS message (33%).

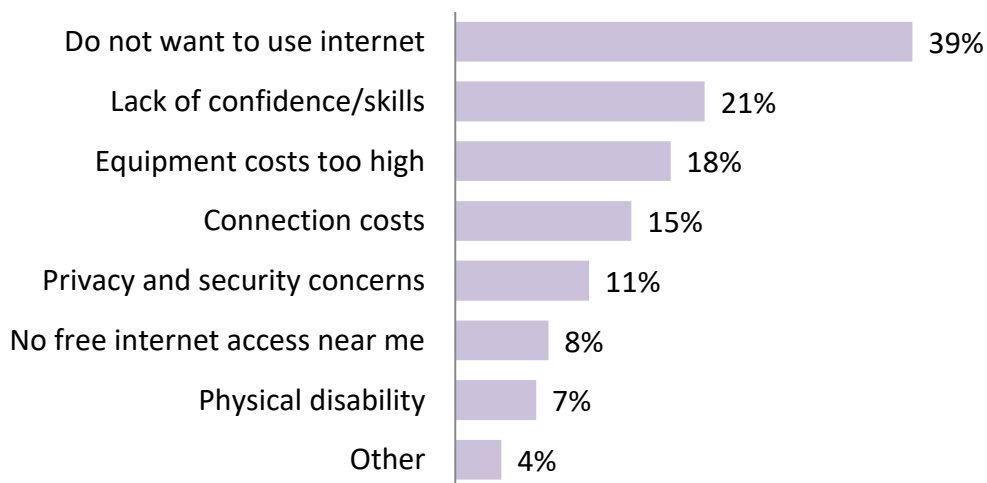


Access to the internet

- A high percentage of Worthing Homes' residents have access to the internet (71%). Some 67% access it at home and 15% have access at work. More general needs (71%) and affordable rent (95%) residents have access than sheltered residents (40%).
- Using a Smartphone is the most popular device (73%), with around half of internet uses having either a tablet or laptop.

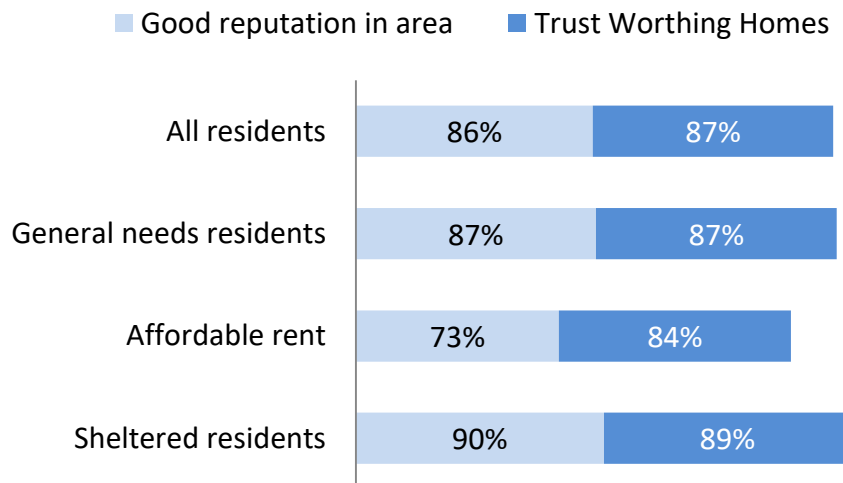


- Two out of five residents who do not have access to the internet do not actually want it (39%).
- Lack of confidence (21%) or high equipment costs (18%) are reasons given by many residents for not using the internet. Other reasons include connection costs (15%), concerns about privacy and security (11%), no free internet access (8%) or physical disability or visual impairment (7%).

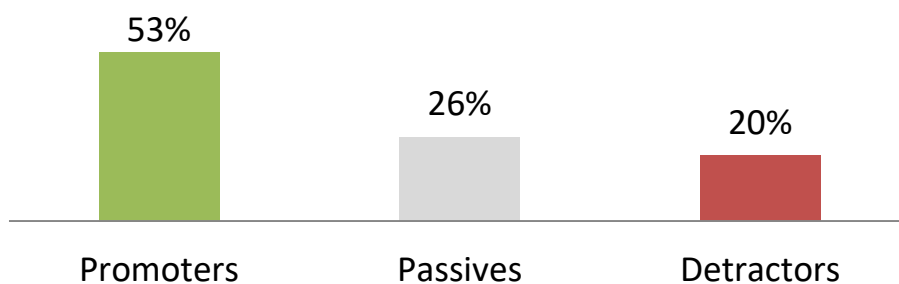


How residents perceive Worthing Homes

- Most tenants agreed that Worthing Homes has a good reputation in their area (86% Yes) and trust Worthing Homes (87% Yes).
- Sheltered residents awarded slightly higher ratings (89% to 95%) compared to general needs and affordable rent residents (77% to 88%). Noticeably fewer affordable rent residents agreed that Worthing Homes had a good reputation in their area (73%) compared with other residents.

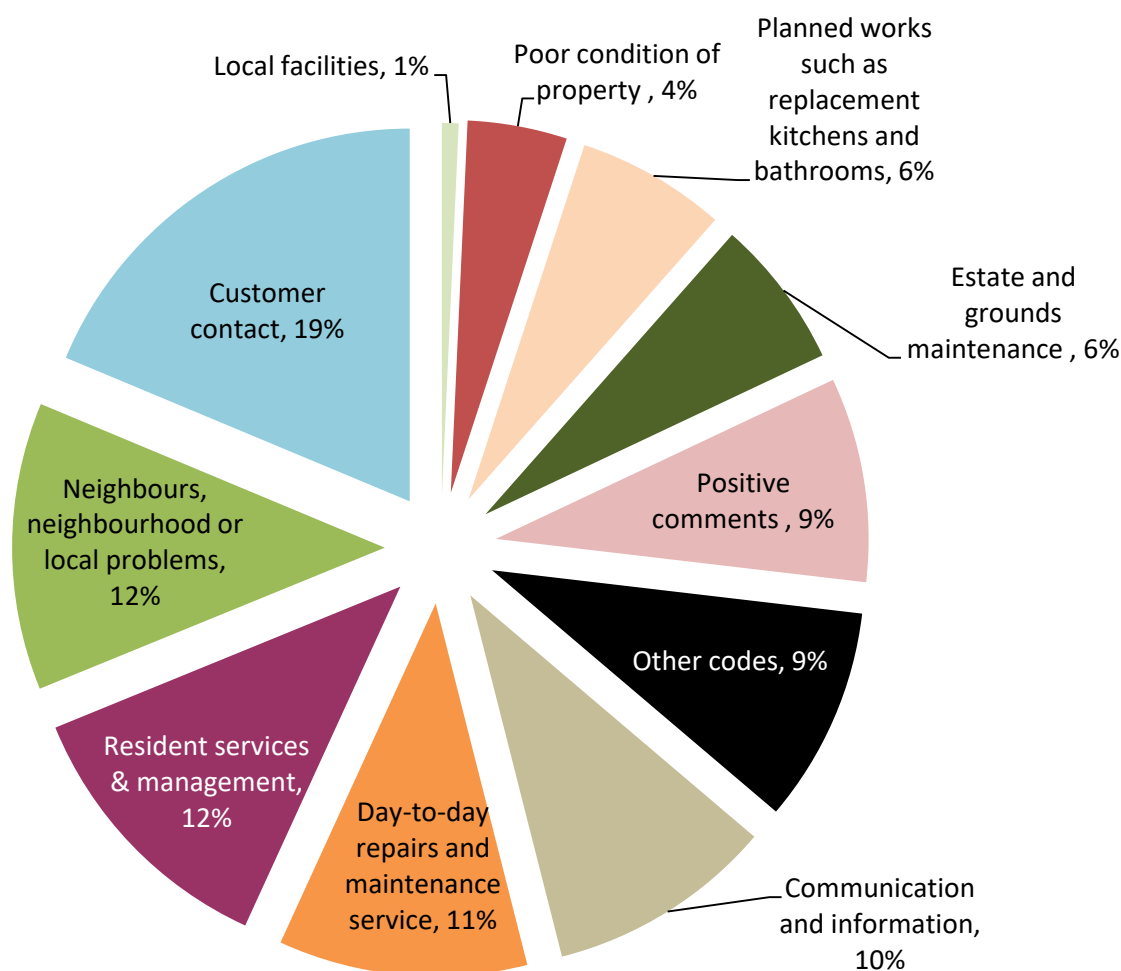


- Residents were also asked - “How likely is it that you would recommend Worthing Homes to family or friends?” The question is used to find out residents’ general attitude towards their landlord and is widely used in other sectors.
- Overall over half of the residents are very loyal and happy to promote Worthing Homes to friends and family and are promoters (53%). A fifth of residents are detractors and are likely to be negative about Worthing Homes (20%).



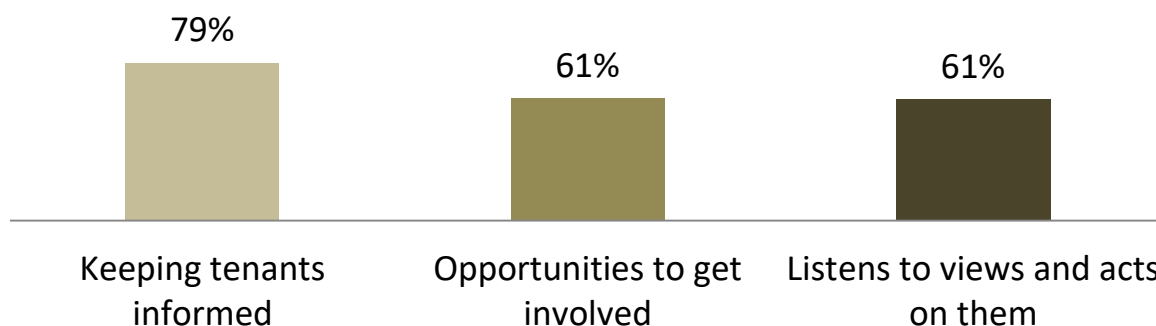
How can Worthing Homes improve its services?

- When asked to identify the one thing Worthing Homes could do to improve its services, some 371 residents responded. Encouragingly some residents said that they are happy with their home and the services provided and that there was nothing that could be improved (9%).
- The majority of residents felt differently and many would like to see improvements to customer services (19%). Linked to this, many residents wanted improved communications (10%).
- Just over one in ten residents mentioned that they would like to see improvements in their neighbourhood (12%), with ASB issues standing out as a top issue. A range of tenancy management issues were mentioned by 12% of residents.
- Around one in ten residents want to see improvements to the repairs service (11%). Linked to this, a number of residents mentioned the need for improvement works (6%) or poor property condition (4%).
- Estate services were mentioned by a small number of residents (6%), with problems often linked to grounds maintenance and communal areas.

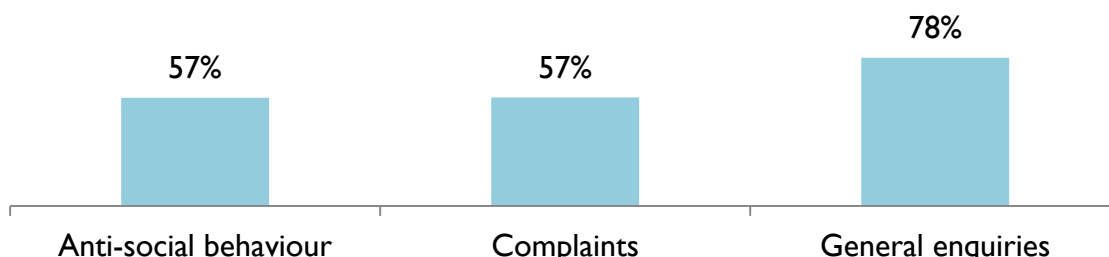


Communication and information

- Four out of five residents felt that Worthing Homes keeps them informed about important matters (79%). While three out of five felt that Worthing Homes provides opportunities to get involved and listens to their views and takes them into account (61%).



- Overall more than half of residents are satisfied with the way in which Worthing Homes deals with anti-social behaviour (57%) and complaints (67%); and three-quarters of residents are satisfied with the way general enquiries are handled.



You say – We do

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

Publish findings for residents

Use findings to plan and improve services

Involve residents in shaping service improvements

If you would like to find out more information about the survey or how to get involved please contact Karen Standing (01903 703170 or kstanding@worthing-homes.org.uk).