**S.Net**

**Housemark Notes - 29 April 2020**

Denise – Housemark

Yvonne

Amanda - Regenda

Carran - Six Town Housing

Cathy – GPHG (and Tracey for 2nd agenda item)

Debbie - Cobalt

Emma & Irene – Plus Dane

Janine - Torus

Keith – Leeds CC

Alison & Syka - Incommunities

Rachel & Tracey – W Lancs DC

Tracey - Habinteg

Questions in the STAR survey have been reduced questions to 5

Regulator heavily involved in consultation, to understand how STAR can help their work on consumer standards, in particular Home Standards on repairs and safety and general satisfaction

Comments from residents and landlords considered – very keen to change the language in the surveys and also to pickup on more local issues: Questions which explore:

* How did you find the call today?
* Those not responding – can they really be considered to be satisfied when satisfaction is gauged?
* VFM is now optional as a question as it was not clear which part of the service or other services that this referred to

New developments in surveys:

* IVR – voice recognitions
* PDA –personal digital assistant
* Multi-channel surveys gather more response

Things to consider:

* Generally, there is a negative bias to on line surveys
* Even older residents on line are less satisfied
* Mood of the country low in 2019 – Brexit related?
* Covid 2020 – impact?
  + resident might have more time
  + see a different and more personal landlords service
  + Housemark have done some specialist surveys on Covid
* Best to compare only with those surveys completed by other landlords in that year
* Larger landlord surveys are less satisfied
* How do we show excellence in building safety – does perception meet reality?
* How do we deal with unsolicited comments?

Lots of debates about survey responses in making the survey:

* Yes/No – text
* Would need to 1-5 at least if this is reflected in numbers

Housemark star rating was considered – but set aside for another time

STAR – Adapt to regulator questions as best as we can

Plus Dane

Emergency only service

Service charge

* Concerns post virus
* Wonder if satisfaction might decline
* Temperature bubble?

6 Town Housing

ASB – residents more unhappy with this

No problems in accessing the home to complete work - gas servicing has been easier to complete

Currently reviewing Covid related survey results

Check ins to the scrutiny group

Like for like comparisons are harder

Doing a survey:

* Who responded?
* Who didn’t?
* Sending this out now

Formally done best on returns via roadshows and asking questions on fun days in the community

Carran to share the survey and report style

Habinteg

Due to disability specialism of Landlord – many residents are quarantined for 12 weeks

Special measures taken for scheme staff

Many contractors issue

FAQ sent out – positive stories from community help

Hard to reach for issues with involvement

Not seen satisfaction impact of this yet

Incom

Rolling by text survey happening

Cobalt

Transactional telephone survey done by staff

A 2-year STAR survey is completed

Leeds CC

* Similar 2yr bi-annual event or postal
* Some short surveys in between
* More people digitally involved now
* Interested in more tenant online meetings and surveys
* More use of surveys in new engagement strategy
* Team – TP Officers
  + Local team – not able to progress some engagement
  + Now engage in support – new relationship – positive response to this
  + Need to build on this for involvement of new residents that we are contacting

**Housemark have 21 yrs. of data status 1999**

Is there a good time to do a survey?

* ASB Youth nuisance: April brings weather warmer so YP more visible
* Expectations drive survey results
* ASB/G maintenance surveys are seasonal
* Responsive repairs could results be impacted by floods
* No seasonal pattern which as reliable
* Sept/Jan/Spring popular times
* Xmas? – no pattern
* Qtr. 3 – always lower satisfaction - never been able to unpick that

Positive moves to increase results:

* Mass mailouts
* Readership mailouts
* 8pm + 9pm calls in the evening
* More engagement when a text is sent to go to landlord/Housemark website