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# Westfield HA TSM Survey

2024 Report

May 2024

Prepared by: Acuity Research & Practice

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# Introduction

Westfield HA is a small community housing association based in Westfield, Workington with around 600 properties spread across West Cumbria. The aim is to provide high quality, affordable homes to those in need.

Westfield has undertaken an in-house survey, under the guidance of Acuity to provide a survey to comply with the requirements of the Regulator of Social Housing and using the prescribed resident Satisfaction Measures.

Acuity has been commissioned to collate and analyse the data from this survey and produce a report on the findings.

In the later part of 2023, Westfield ran a TSM survey as a pilot, but this was not fully compliant with the requirements of the Regulator, so they repeated the process in the first three months of 2024, using a fully compliant questionnaire. The survey was completed in two main ways, firstly, residents were interviewed by Westfield staff as part of the annual tenancy visits, this providing the majority of the responses, and then the front-line staff called a number of residents to complete the survey by a telephone interview. Both the face-to-face and telephone interviews are valid methods for data collection, and it is up to the landlord to choose the most appropriate method, bearing in mind the size of the organisation and resources available. It is recognised that face-to-face interviews can result in higher levels of satisfaction but can help to reach some residents who would not normally take part in such surveys.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with under 2,500 properties achieve a sampling error of at least  $\pm 5\%$  at the 95% confidence level, this would require a response from 234 residents, although this was always going to be difficult given the small number of residents involved. At the close of the survey, 156 responses had been received and this response is high enough to conclude that the findings are accurate to within  $\pm 6.75\%$ . Whilst this is a little outside the guideline figure it still represents a good return of 26% and as a census method was used, at least all residents had the opportunity to respond, if they so wished.

Being a smaller housing provider, Westfield felt it would be difficult to analyse the results and produce a report so have asked Acuity to do this. Therefore, this report is based on the 156 responses provided by Westfield.

The aim of this survey is to provide data on residents' satisfaction, which will allow Westfield HA to:

- Provide information on residents' perceptions of current services
- Compare the results with previous surveys, where possible
- Compare the results with other landlords (where appropriate)
- Report to the Regulator from April 2024 onwards.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from multiple decimal places in the results file to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.



95%

### Overall Satisfaction

Satisfaction with the range of services delivered by Westfield is high with many measures receiving over 90% satisfaction. This includes satisfaction with the overall services provided at 95%, whilst there is even higher satisfaction for the safety of the home and keeping residents informed, treating them fairly, the neighbourhood as a place to live and being easy to deal with.

Just two measures received satisfaction levels below 80%, these being the upkeep of the communal areas (75%) and the handling of complaints where just 18% of residents were left satisfied. However, just seven residents made complaints, so care needs to be taken when considering this result.

## Key Metrics Summary 2024



93% Quality of home



92% Anti-social behaviour



92% Well maintained home



96% Easy to deal with



99% Safe home



90% Listens & Acts



89% Repairs - Last 12 months



99% Keeps you informed

85% Time taken - Last repair



97% Treats fairly & with respect



75% Communal areas clean & well maintained



18% Complaints handling



94% Positive contribution to neighbourhood



88% Rent - Value for money



97% Neighbourhood as a place to live



91% Service charge - Value for money



# Overall Satisfaction



# Overall Satisfaction



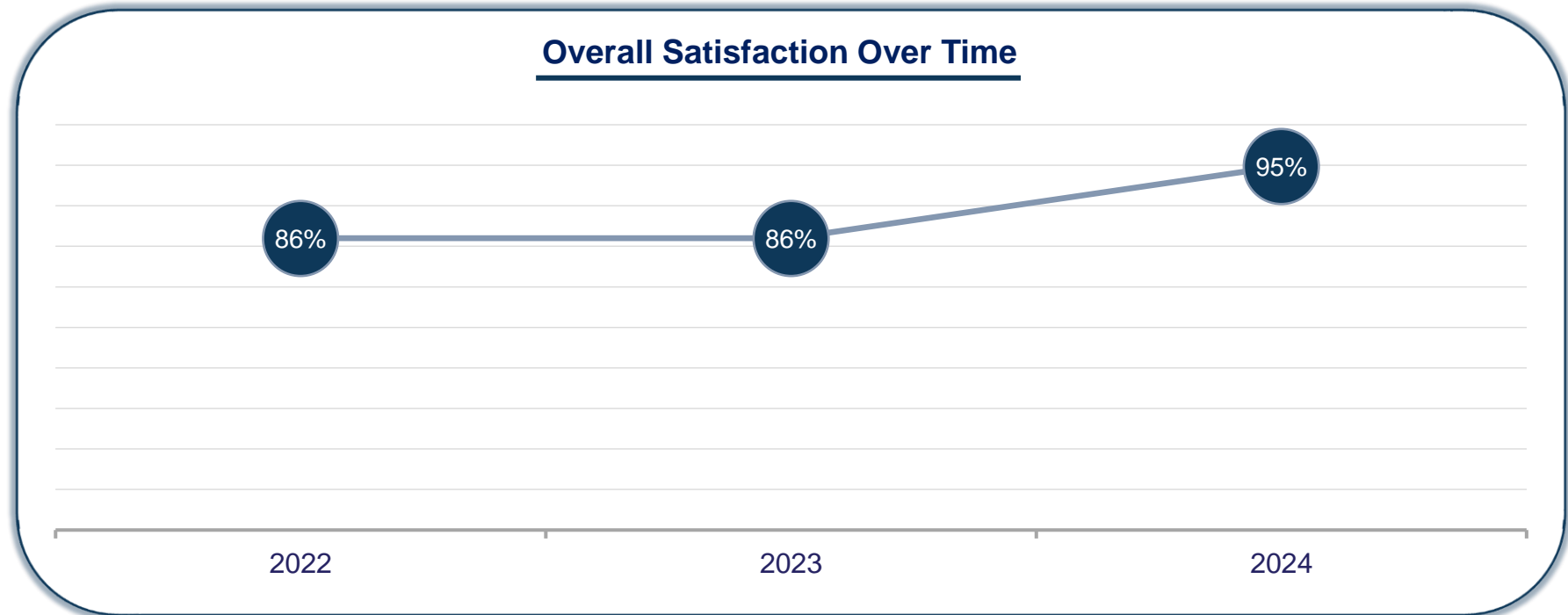
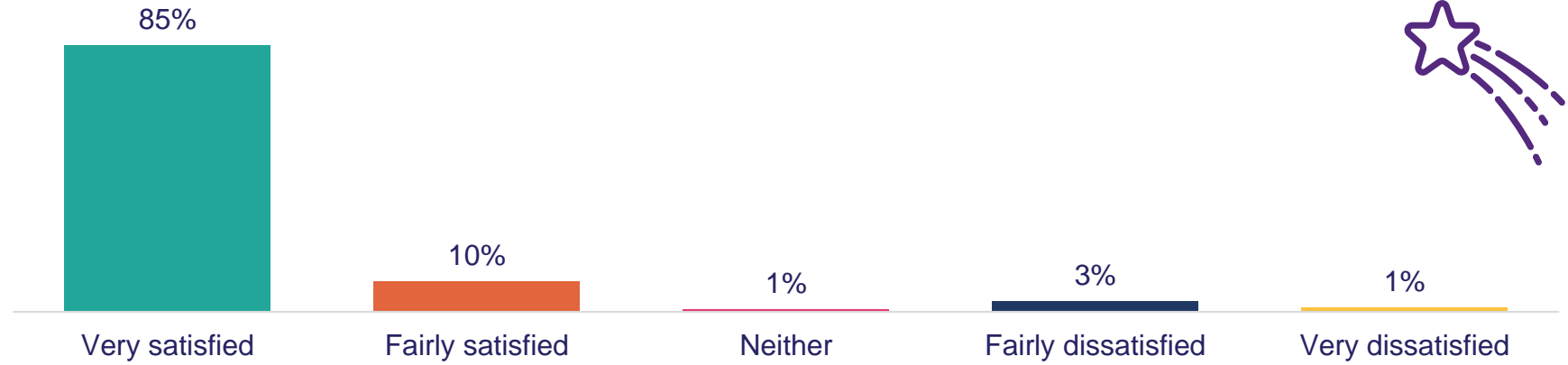
Firstly, residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Westfield HA?” This is the key metric in any resident perception survey.

Over nine out of ten residents are satisfied (95%), with considerably more very satisfied (85%) than fairly satisfied (10%). Just 4% of residents are dissatisfied, with the remaining 1% neither satisfied nor dissatisfied.

Westfield undertook a satisfaction survey in 2022 and a pilot TSM survey in 2023, and the charts shows the changes in satisfaction over these three surveys.

Overall satisfaction was the same in 2022 and 2023 but has seen a jump to 95% in 2024.

It will be interesting to see whether this is a one-off result or start of a positive trend.



# Comments – Overall Satisfaction

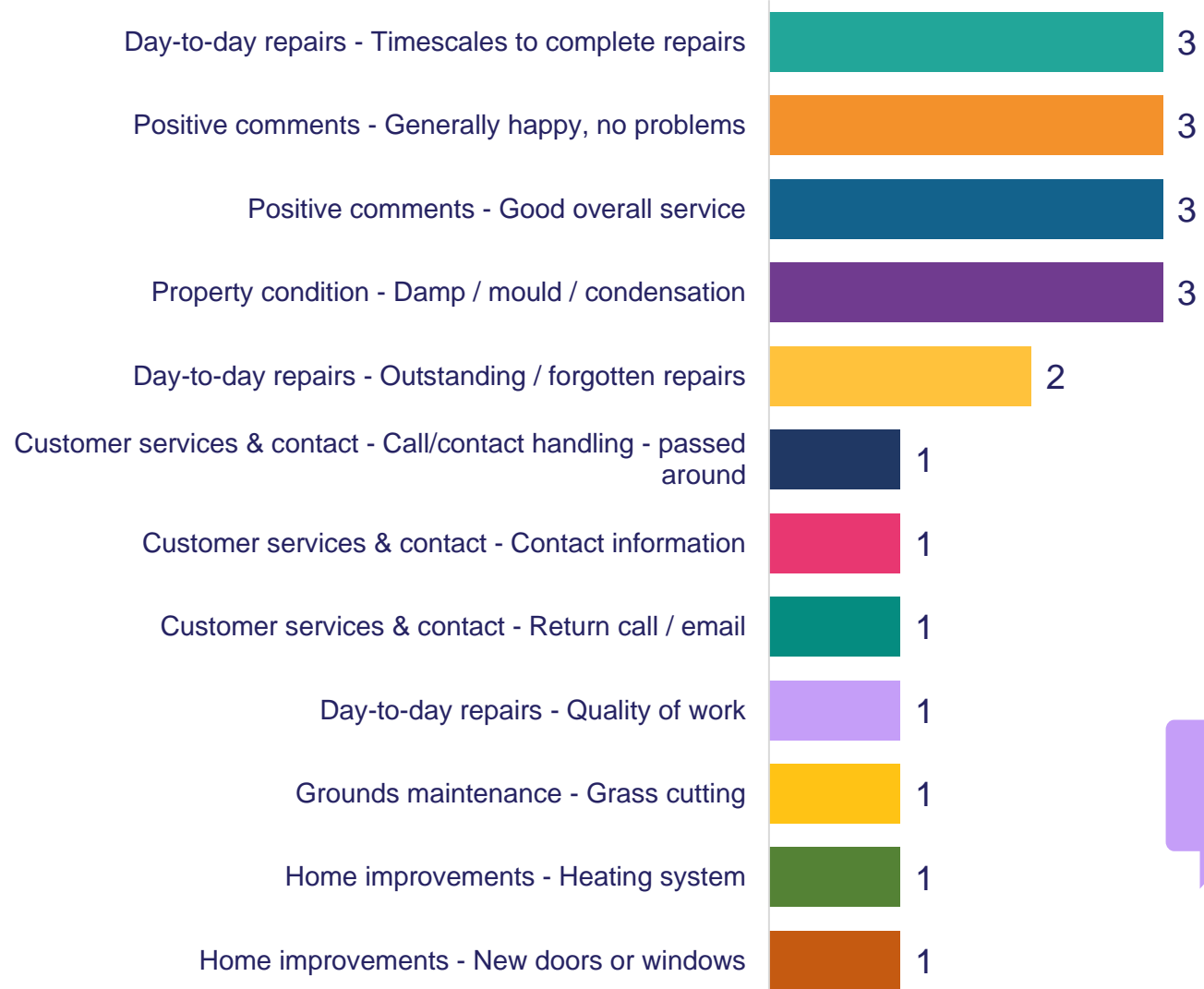
The residents were asked to comment about the overall service they receive for Westfield, and 22 residents left comments, some with multiple subject areas. The relatively small number of comments reflects the high level of satisfaction with the services and many of the comments are positive about the current services.

Of the more negative comments, some residents mention the time to complete repairs, dealing with outstanding repairs and the quality of work.

There are three comments specifically mentioning problems with damp and mould in the home, with some residents wanting improvements to their home, in the form of better heating and new doors and windows.

Customer service also attracts some comments, in particular, residents want their calls to be handled better and for calls to be returned when promised.

Overleaf shows examples of these comments in full, with the full set available on the online dashboard. These comments help to provide further insight into what residents like and dislike about the service and can be used to target areas in need of improvement.



Number of respondents: 22

# Overall Satisfaction – Example Comments

## Positive comments

*“Staff really pleasant and the jobs get done, no complaints. Thinks our service is exceptional.”*

*“Anything that has been asked has been done.”*

*“Clean up day is fantastic.”*

*“Very good, helped out of a situation was in.”*

*“Very helpful and a very good housing association.”*

*“Westfield are great, they really listen and care about their tenants.”*

## Day-to-day repairs & property condition

*“Don't think that some things are dealt with promptly, boiler has been taped up for 18 months. Gas/electric meter door come off taped it on.”*

*“Had to wait over 21 days for certain repairs.”*

*“In general, we are happy but not happy with the time taken to sort our repairs out.”*

*“Never had any issues.”*

*“Bathroom - new bath panel and new skirting boards requested heard nothing back. Window seals have all gone very draughty - log a job today. Switches and light in kitchen don't work - log a job today.”*

*“Reported repairs and been fobbed off blaming covid.”*

*“Waiting for damp works reported in Dec - every time work is done it's making the issue worse.”*

## Other matters

*“Communication - calls back, too many people to speak to no continuity.”*

*“Was good but not now, don't know any staff.”*

*“Grass cutting - Water/solar panels since fluid been changed it's got worse. Tank is always cold. Cooper & Pattinson - no hot water at sink how to work the water.”*

*“Home because I had to get in quick and had an impact on finances. Despise the parking on the street, parking on the estate terrible why can't the communal grassed areas be made into parking?”*

*“More help with decoration, actually doing it.”*

*“Room for improvement with rent.”*





**Keeping Properties in Good Repair**

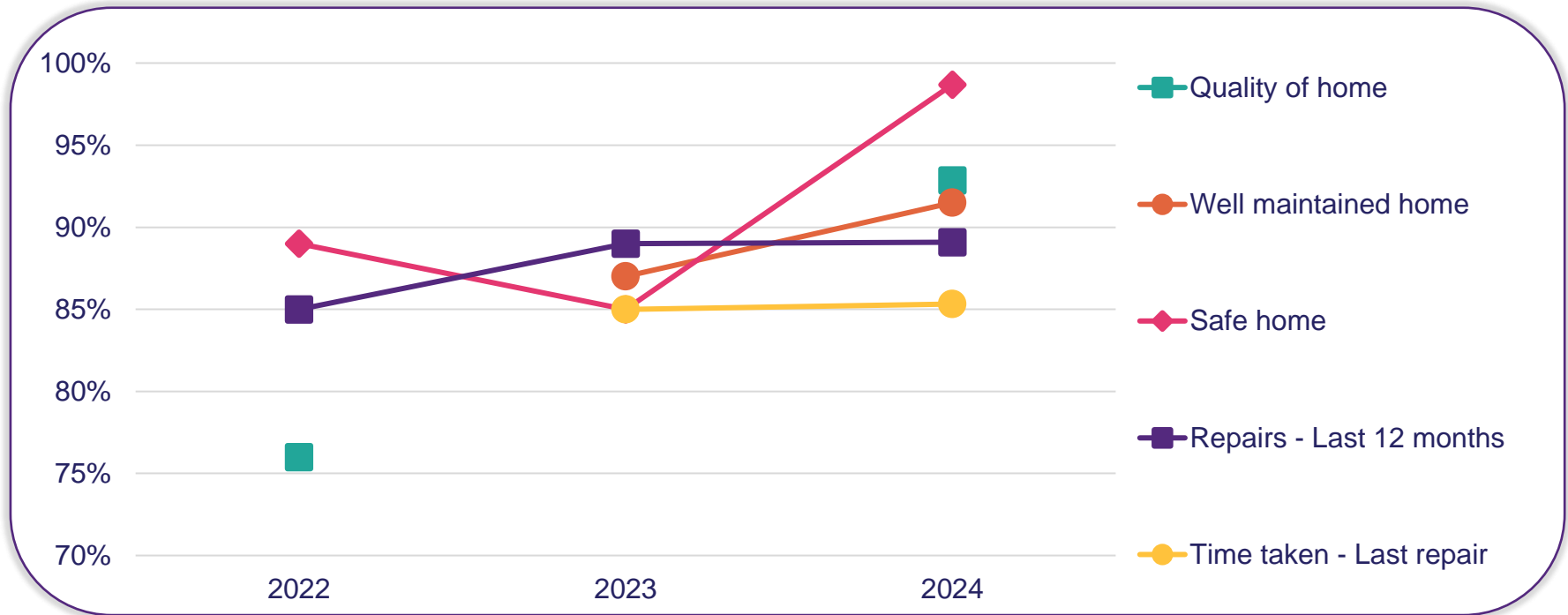
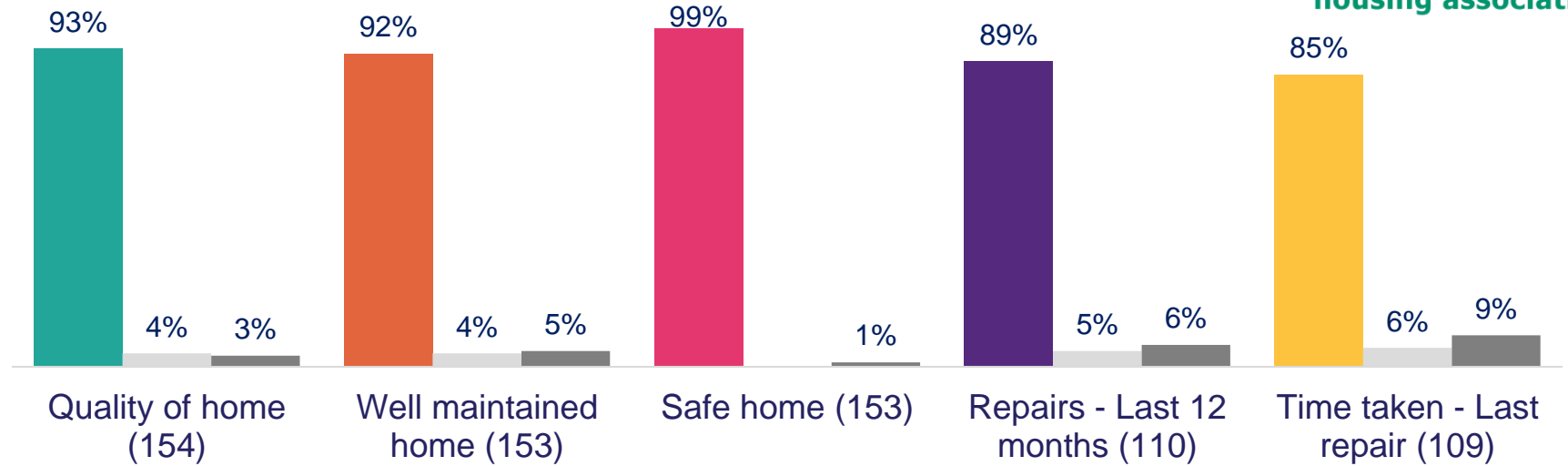


# Keeping Properties in Good Repair

Satisfaction with the home is very high with 93% satisfied with its quality, 92% that it is well-maintained and 99% with its safety. Satisfaction with the maintenance of the home is up from 85% in 2023 and for its safety it is up by 14 percentage points (p.p) from 85%.

Two-thirds of residents said they had a repair completed by Westfield in the last 12 months and 89% of these are satisfied with the repairs service during this period, this being the same as in the previous survey.

Slightly fewer are satisfied with the time taken to complete the most recent repair, this also having remained at the same level as in 2023. Very few are dissatisfied with the time taken, just 9%.



# Comments – Repairs & Maintenance

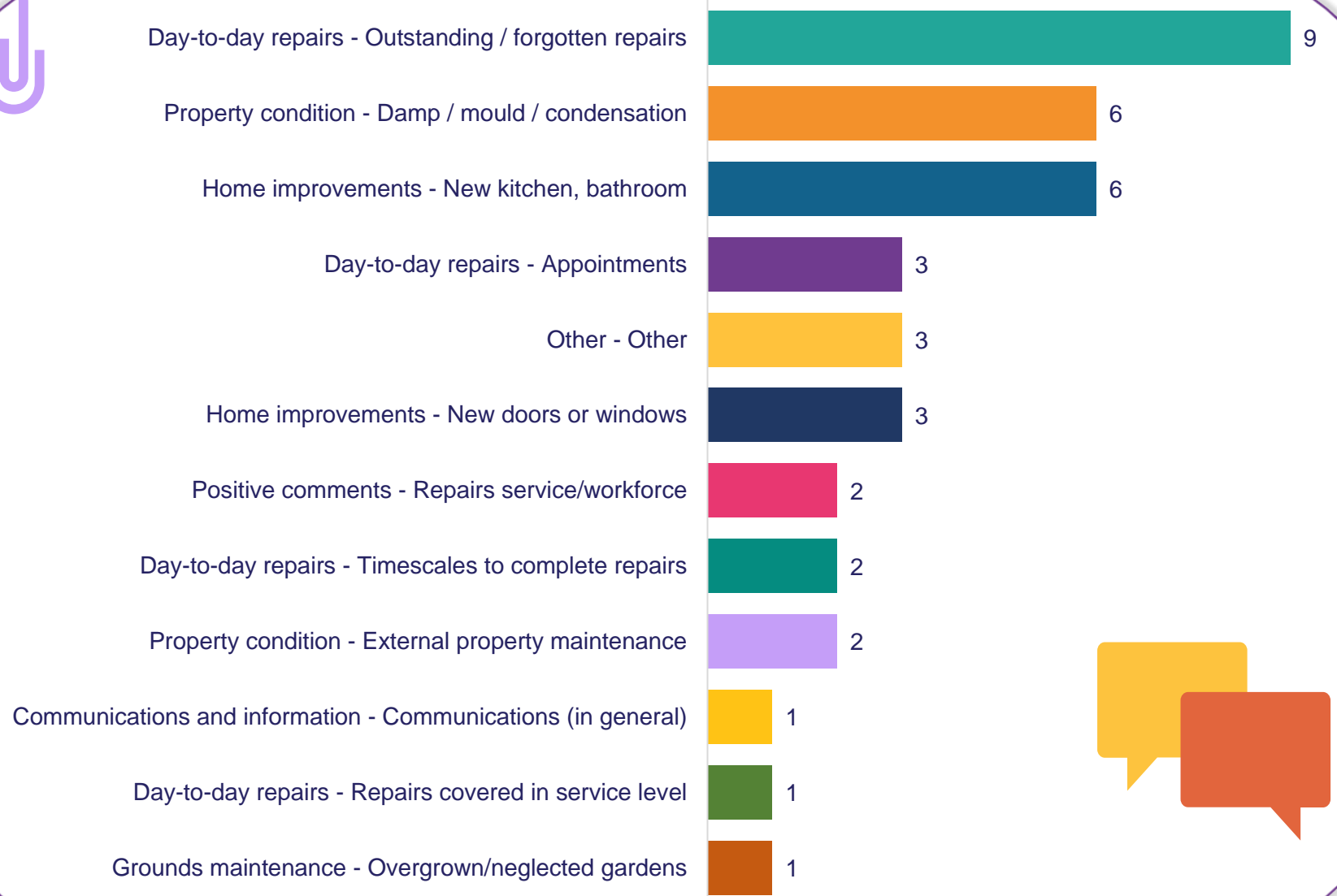
Residents were then asked to provide comments about the repairs and maintenance service, and 39 residents left comments.

Whilst no specific issues stands out significantly above the rest, the most comments do relate to repairs that are outstanding or appear to have been forgotten. There are also further comments about the repairs service itself, including the appointments system, the time to complete repairs and what repairs are covered in the service level.

Some residents again mention issues with damp and mould in their homes, whilst others would like improvements to their home with updated kitchens and bathrooms and new doors and windows.

Other issues mentioned include external maintenance, communications and grounds maintenance.

Again, examples of the comments are shown overleaf to help gain a better understanding of how residents feel about the repairs service.



Number of respondents: 39



# Repairs & Maintenance – Comments

## Day-to-day repairs – Outstanding/forgotten repairs

*“AFM - came filled boiler and were supposed to come back and fit thermostat- Rang tenant but they weren't available AFM man said he would ring back but not done so nothing since Mon 22nd Jan 24.”*

*“In an emergency jobs are completed but other jobs are forgotten. Repairs not complete: Kitchen Drawers. Side gate hanging off. Bedroom door, previous tenant punched hole.”*

*“Initial response to boiler repair was good but the man who came didn't have correct part and said he be back - That was 3pm Friday 5 weeks ago and not been back.”*

*“Job raised to address draughty windows with CSG - CSG going out next week 1/3/24 to fit parts and windows.”*

## Day-to-day repairs – Other issues

*“Don't put card through if just dropping by only if appointments made (plasterers).”*

*“Happy with Westfield - Crozier's came wrong day then didn't turn up another day when tenant waited in. Tried to say they'd been but no one was in but that wasn't true. Tenant took day off work to wait for them. Been now and measure but waiting work done.”*

*“Had to chase repair before getting done.”*

*“Like to be kept up to date with progress.”*

*“When kitchen was replaced left gap around units also in bathroom.”*

*“Repairs seem to take longer and there has been some miscommunication.”*

## Property condition – Damp & mould

*“Been ongoing problem with mould in bedroom. Still waiting for response to recent pictures taken on 17/11/2023 and emailed to repairs email same date.”*

*“Damp & mould/salt plaster around window plus still waiting for fence replaced that was told would happen 3 years ago-never heard anything more.”*

*“Roof and windows old tenant thinks they should be due to be replaced. Damp and mould ongoing in property - bathroom (getting replaced) front box room smells damp and mould around ceiling.”*

*“Mould in bedrooms all over clothes. Has decorated multiple times and mould comes through every time.”*

*“Ongoing issues with damp and mould in the property, time taken to complete repairs.”*

## Other matters

*“Communication could be better.”*

*“Garden was a mess with plants when they moved in - totally overgrown now. Was told by contractor he would see about a decorating grant but heard nothing back.”*

*“Requested new doors as the old ones were not closing properly - feel got like fobbed off has replaced the 2 living room doors now but others still the same.”*

*“Kitchen could do with being updated - cupboard doors falling off, worktops dropping.”*

*“Guttering not been cleared.”*

*“Solar panels ongoing issue.”*

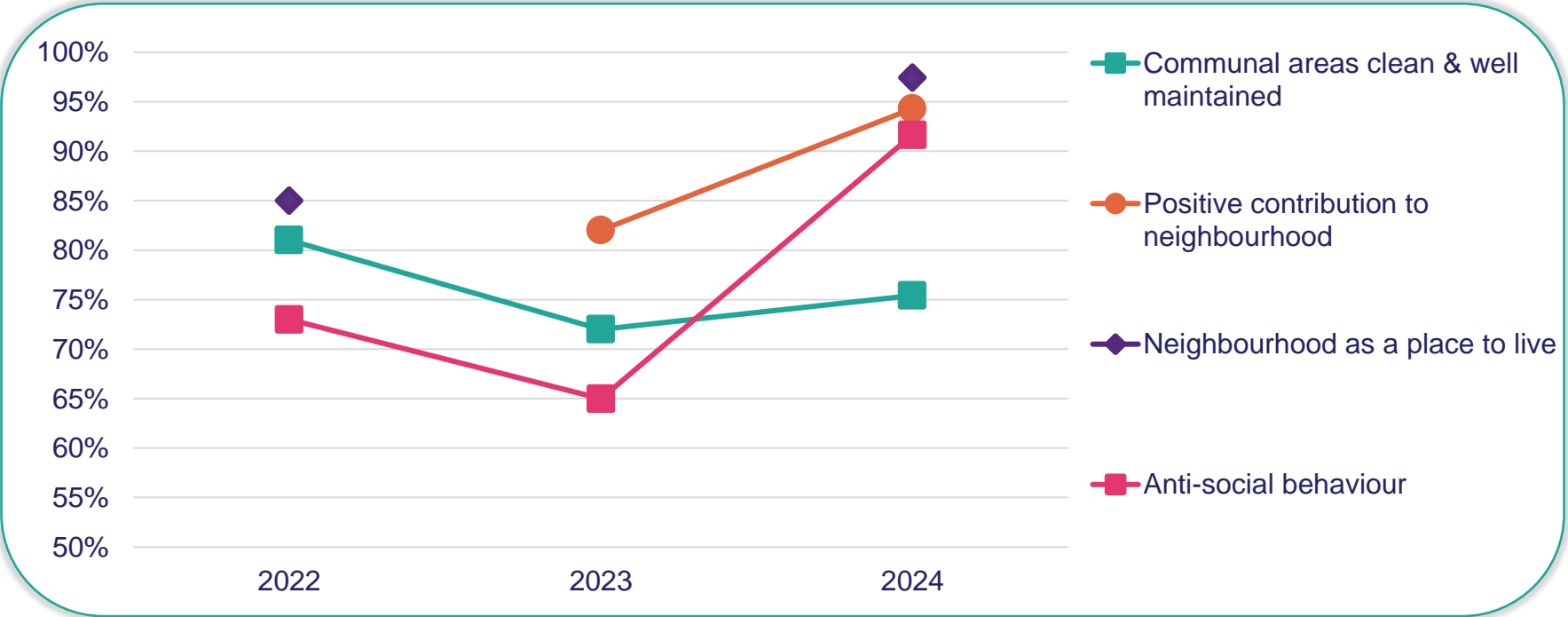
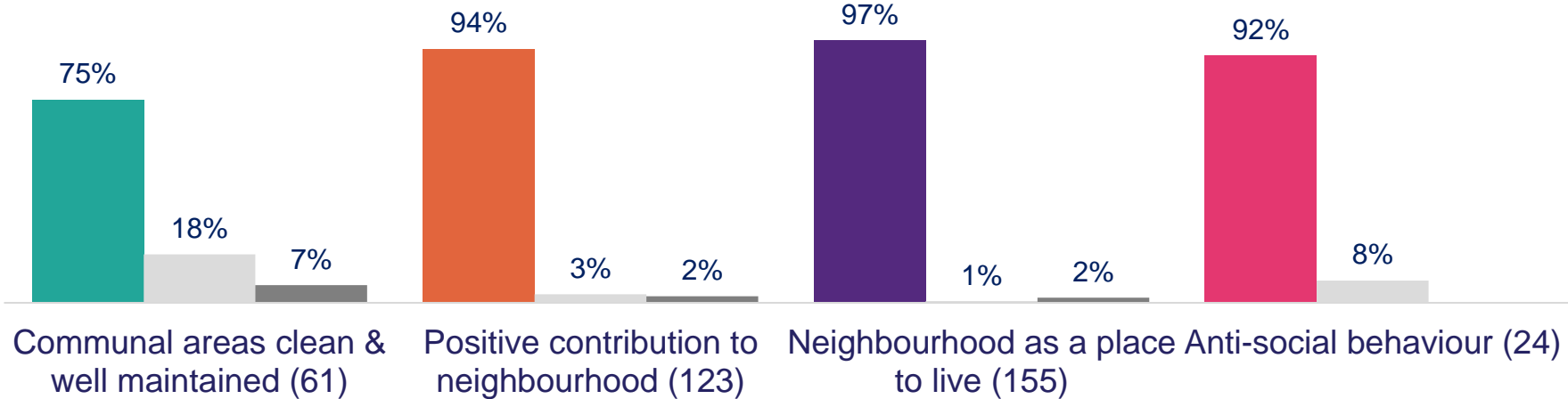
*“Properties still very cold even after insulation put in - bills are now expensive. Very hot in summer....”*



# Responsible Neighbourhood Management



# Responsible Neighbourhood Management



A little under a third of residents said they live in a building with communal areas, inside or outside, that Westfield is responsible for maintaining. Of these, 75% are satisfied with their upkeep, with just 7% dissatisfied and a further 18% neither satisfied nor dissatisfied. Satisfaction with the maintenance is up a little since 2023 from 72% to 75%.

However, far more are satisfied that Westfield makes a positive contribution to their neighbourhood (94%), this having risen from 82% in 2023.

Also, the vast majority of residents are satisfied with their neighbourhood as a place to live (97%), just 2% being dissatisfied. This question was used in the 2022 survey when 85% were satisfied, but not in 2023 and this is not part of the suite of TSM questions.

Finally in this section, 24 of the 156 residents responded to this question about the handling of anti-social behaviour and 92% of these are satisfied and none are dissatisfied, this having increased by 27p.p since 2023.



# Comments – Community Services

Following on from the questions relating to the neighbourhood and community-based services, residents were asked to comment about the services in their area; 17 comments were received.

Again, nothing stands out significantly, but the comments are split between issues relating to grounds maintenance and neighbourhood problems.

Of the grounds maintenance issues, three relate to the grass cutting but also mentioned are issues around the fences and gates, and flowerbed and tree maintenance.

The top issue in the neighbourhood is with the car parking but residents also mention problems with rubbish and litter in the area, dogs, neighbours' gardens and the community spirit, whilst one resident feels the reputation of the area is going downhill.

Examples of these comments are, again, shown overleaf.



Number of respondents: 17

# Community Services – Comments

## Grounds maintenance – Grass cutting

*“Grass cutting appalling. Need a residents’ parking only sign on Ashmore Gardens.”*

*“Grass doesn’t get cut on Goodman Road.”*

*“Grass not cut very well.”*

## Grounds maintenance – Other issues

*“Fence is falling to bits - Gate broken.”*

*“Fencing doesn’t look nice - when is the fencing getting done as garden fence is rotten. Neighbourhood area deteriorating visually.”*

*“Raised beds aren’t maintained.”*

*“Elderberry trees need attention and some more litter picking.”*

## Neighbourhood problems – Car parking

*“Difficult to access her car now that the bungalows have been built where I used to park. Having to carry shopping etc - quite a distance.”*

*“Issues mentioned about parking.”*

*“Parking is horrendous.”*

## Neighbourhood problems – Other issues

*“Neighbourhood not the same now, no community feel.”*

*“Dog mess outside property - don’t know whose dog is making the mess.”*

*“Needles and glass on play area.”*

*“The area is covered in litter area is covered in litter and dog muck - advised tenant to report to Cumberland Council and dog muck - advised tenant to report to Cumberland Council.”*

*“Issues mentioned about parking.”*





**Respectful & Helpful Engagement**



Over nine out of ten residents find Westfield HA easy to deal with (95%), are satisfied that they are kept informed about things that matter to them (99%) and agree that they are treated fairly and with respect (97%). Satisfaction has increased by 9p.p for how residents are kept informed and by 7p.p for being treated fairly.

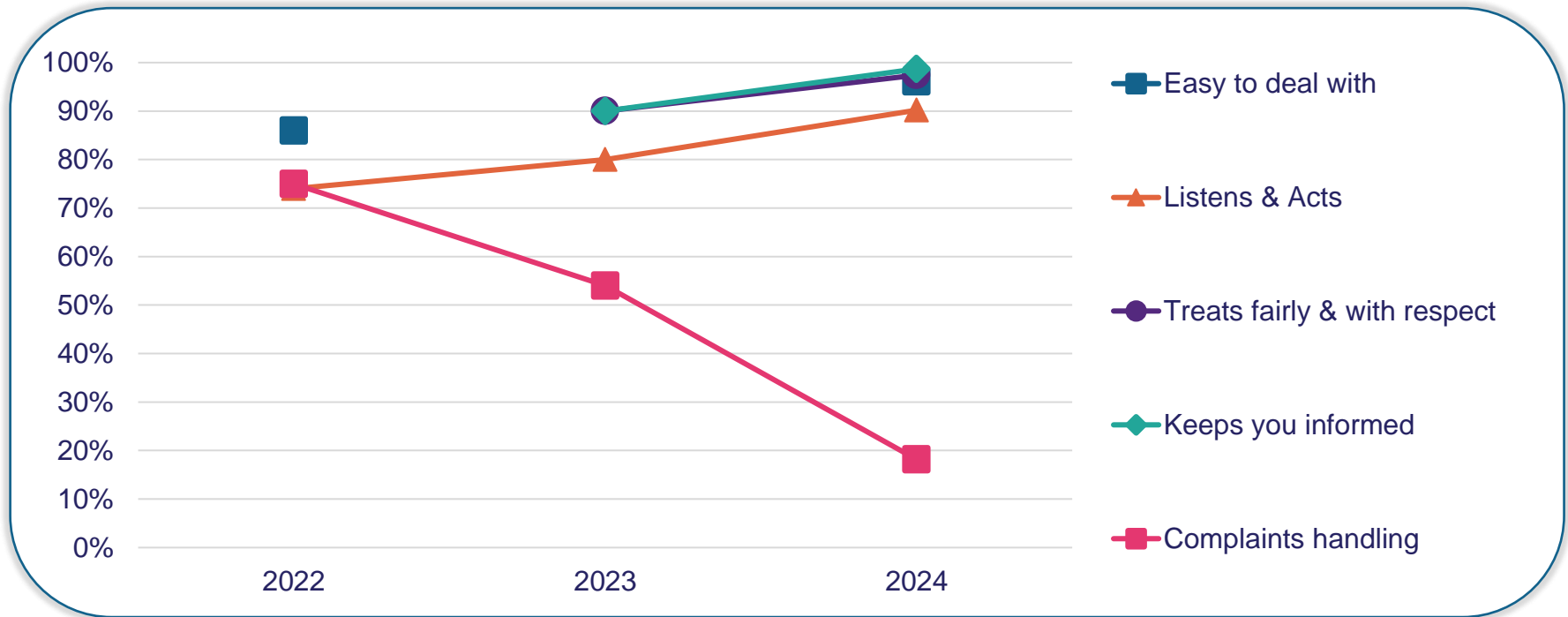
Slightly fewer residents are satisfied that Westfield HA listens to their views and acts upon them (90%), although satisfaction has increased by 10p.p compared with the previous survey. Satisfaction with this metric can be influenced by a range of interactions residents have with their landlords, including the handling of repairs and anti-social behaviour.

Dissatisfaction is very low for these measures, with 5% or fewer residents dissatisfied.

Just seven residents said they had made a complaint to Westfield in the last 12 months, although it is not clear how many are genuine complaints or service requests yet to be fully actioned. However, just 18% of these responding to this question are satisfied with its handling, although only 9% are dissatisfied. Satisfaction has fallen from 54% in 2023.



# Respectful & Helpful Engagement



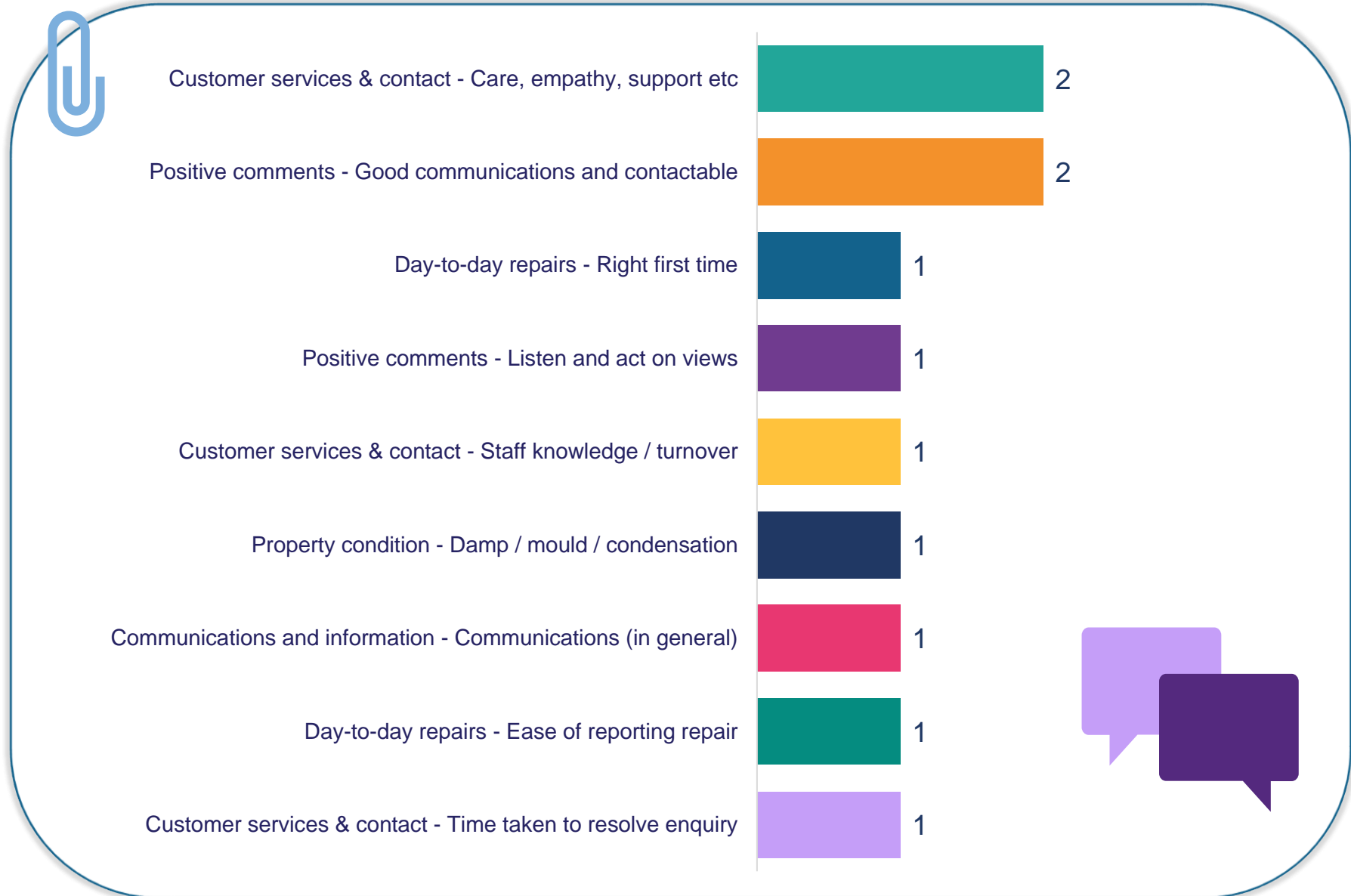
# Comments – Communication & Engagement

Just 11 residents commented about the communications and engagement, a reflection on the high levels of satisfaction with the different aspects of contact with Westfield.

Given the small number of comments, nothing seems significant, with just two residents suggesting the staff could show a little more care, empathy and support when they make contact.

However, three residents left positive comments about the current service, with individual comments about reporting repairs, staff turnover, damp and mould and the time to resolve issues.

These comments are shown overleaf.



Number of respondents: 11

# Communication & Engagement – Comments

## Customer service & contact and communications

*“Lack of communication between WHA and tenant.”*

*“Feels discriminated against because of issue with employer who is a previous contractor of ours.”*

*“Made to feel like they’ll get what they get in terms of repairs etc. Comments made by staff and attitude about repairs and that tenant could pay for it to be done themselves rather than reporting it.”*

*“Communication - too many people and no continuity.”*

## Other issues

*“Reporting repairs and not being logged by the office after visit for property survey.”*

*“2023 I said I needed a new boiler, and it took 3 call outs for them to change it.”*

*“Happy with the newsletter and the leaflet came in the post as well as the communication about what is available from Westfield.”*

*“Sending out the newsletter keeps me up to date, letters for Gas checks etc always very through.”*

*“Always someone there to listen.”*

*“Damp and mould.”*

# Comments – Complaints

Just four comments were received about the complaint handling and two of these are positive, *“Had to make a complaint (sometime ago) really happy with how dealt with & resolved.”* Also, *“Happy with how it was dealt with.”*

The other two comments relate to maintenance issues with one saying the person they spoke to was rude, *“Reported a complaint to maintenance about flue not fitted in the loft - full of carbon monoxide. Who she spoke to was very rude.”*

Also mentioned is the repairs appointment system, *“Sure Maintenance not making appointments just turning up. Said they’d carded but didn’t.”*

Overall, there are very few complaints and whilst satisfaction is low, so is dissatisfaction with the remaining residents neither satisfied nor dissatisfied.



Number of respondents: 4





# Value for Money



# Value for Money

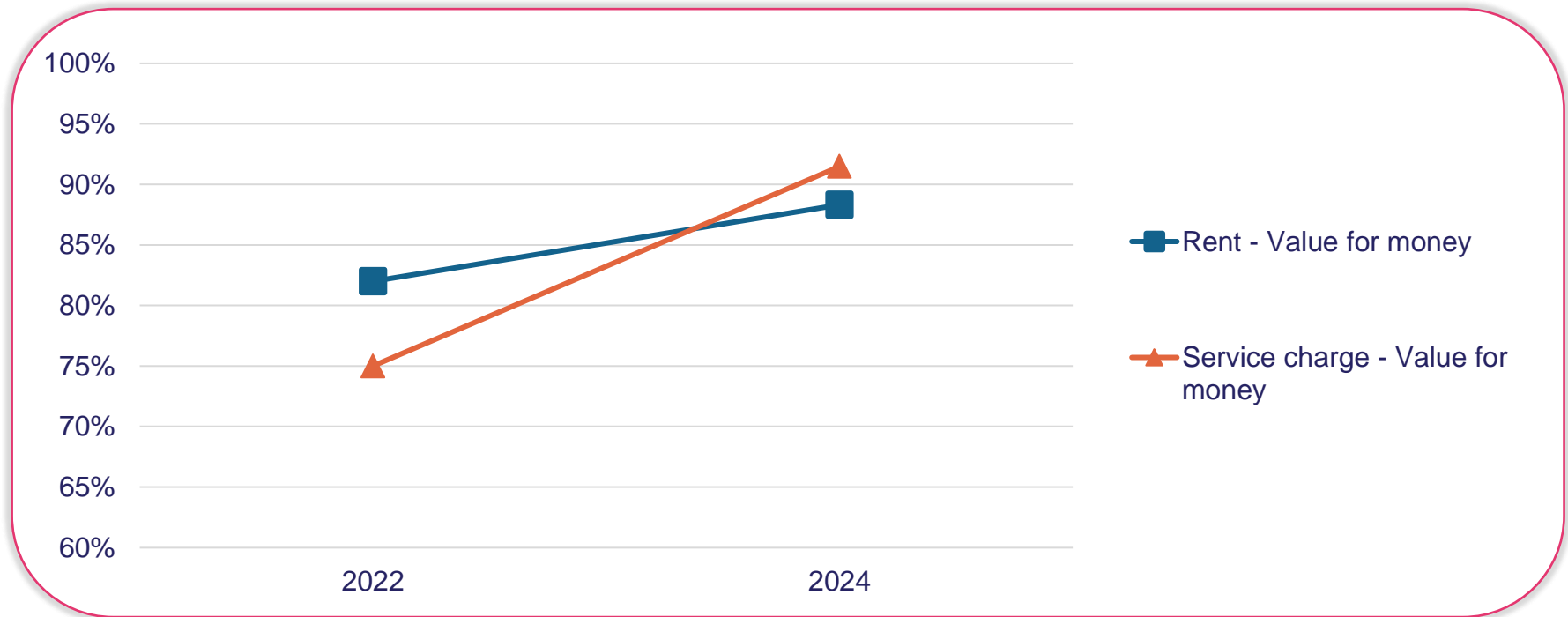
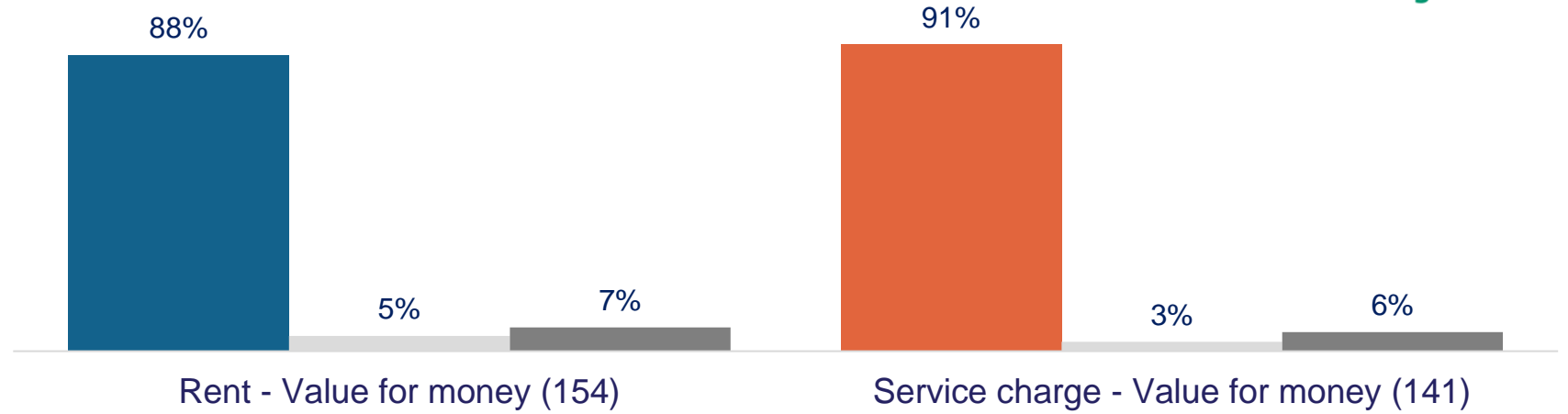
Satisfaction with the value for money of the rent and services charges is good and improving.

Nearly nine out of ten residents are satisfied with the value for money of their rent, and this has increased from 82% in the previous survey.

Even more are satisfied with the value for money of the service charges, up from 75% to 91%. This is a little unusual as often residents are less satisfied with their service charges than with their rent.

Dissatisfaction is low, just 7% and 6% respectively.

Given the current cost-of-living crisis, this represents a good outcome.



# Comments – Value for Money

When asked to comment about the value for money of the rent or service charges, 23 residents left comments.

Of these, over half refer to the value with most saying they feel the rent is too high, examples of these comments are shown overleaf.

However, the remaining comments relate to other services, particularly about the repairs service and condition of their properties.

It is, perhaps, expected that residents would feel under pressure with rent increases given the current cost-of-living crisis, and value for money is thrown more into focus than previously.



Number of respondents: 23



# Value for Money – Comments

## Value for Money

*“Don't think Service Charge is worth the money we pay.”*

*“Feel rent increase is over the top especially since they need new windows etc - JOB RAISED.”*

*“Feels the rent is quite high for the condition of the house - draughty and no insulation - needs new windows etc. Feels new tenants get their houses gutted whereas her's was in a state when she moved in.”*

*“Not happy with the increase.”*

*“Rent is quite expensive - was told by a former member of staff that they pay high rent because of the cost of us buying the property. The conservatory has since been knocked down feel like she is paying for the cost of purchase and works.”*

*“Rent increase seems excessive only given a few weeks notice.”*

*“Shocked by how much it has gone up but understand why. Pay service all year round but grass only gets cut in summer.”*

## Other issues

*“Because jobs aren't getting done - house not up to scratch.”*

*“Repairs not being done - property not in good condition.”*

*“Need update on when all windows and doors are due to be replaced internal and external.”*

*“Pretty happy with the value for money.”*

*“Feel as though property is run down & disappointed with condition. Felt everything hard been hard work to get done. Feel as though windows have been put in but not finished off.”*

*“Damp and mould in house - doesn't want to live there.”*

*“Would be happier if house was providing better facilities in regard to drafts etc. Compared to age of property it is not performing where it should be.”*

*“Not happy that pays more than neighbour.”*



## Further Comments



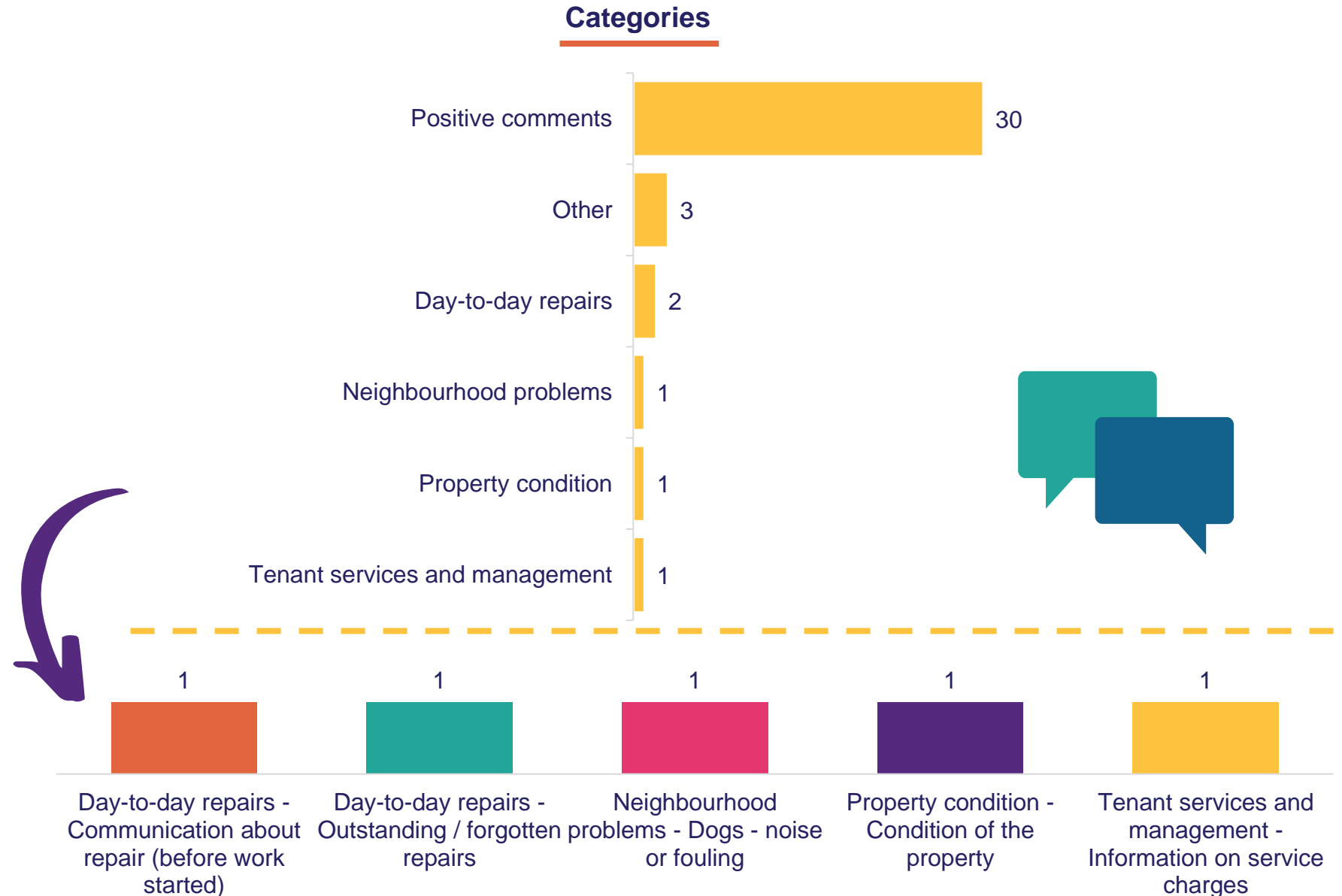
# Further Comments

Residents were asked if they had anything else to say, and 33 residents gave comments, some with multiple subjects.

The vast majority of these are positive, either saying they are generally happy with no problems, they like to good overall service or they like their home.

There are very few negative comments, the individual ones being highlighted opposite. These include some issues again about the repairs service, particularly dealing with outstanding repairs and communications about repairs.

Overleaf shows some of these, focusing on the positive comments made, which tend to be a reflection of the high levels of satisfaction shown throughout this report for the services delivered by Westfield.



Number of respondents: 33

# Further Comments – Comments

## Positive comments \_Generally happy, no problems

*“All good.”*

*“All round 100% happy - staff are great.”*

*“Both totally happy with WHA. WHA been brilliant.”*

*“Brilliant landlord.”*

*“Very happy to be with the association and have been for 24 years now.”*

*“Very happy, been here 11 years and never had a problem. Repairs is good and contractors are very good.”*

*“Westfield has a heart.”*

*“Westfield have always been good the lasses on front desk are great.”*

*“WHA are the best - knock spots of the rest.”*

*“Would highly recommend WHA they're brilliant.”*

## Positive comments – Good overall service

*“Overall, really good service provided.”*

*“Overall, very good and happy with Westfield.”*

*“Very happy with the services that Westfield provide and very happy with Westfield as a landlord.”*

*“Very happy with WFH being landlord and the service that is provided in all areas.”*

## Positive comments - Other

*“Staff are great, and any queries tenant has had have been dealt with.”*

*“Fairly happy, like where I live. Want to be here for a good while.”*

*“Happy with home.”*

*“Loves the house and the area, very satisfied with Westfield. Only dissatisfaction was with the repair for the doors as took longer than expected, however I have never had an issues with the repairs service at Westfield.”*

*“Think they great. Always look after my property.”*

*“Very very happy with where he lives and with WHA been there 37 years.”*

## Other issues

*“Many tenants believe the rent is going up because of the new bungalows and feel money spent on them would have been best used on existing houses. More communication needed to explain to tenants about rent increases.”*

*“Just want to know jobs are going to be done, don't want to feel as though we can't come to Westfield about issues.”*

*“Not happy with the amount of dog fouling in the area. Think WHA should employ a day warden to patrol the area.”*



# Trends



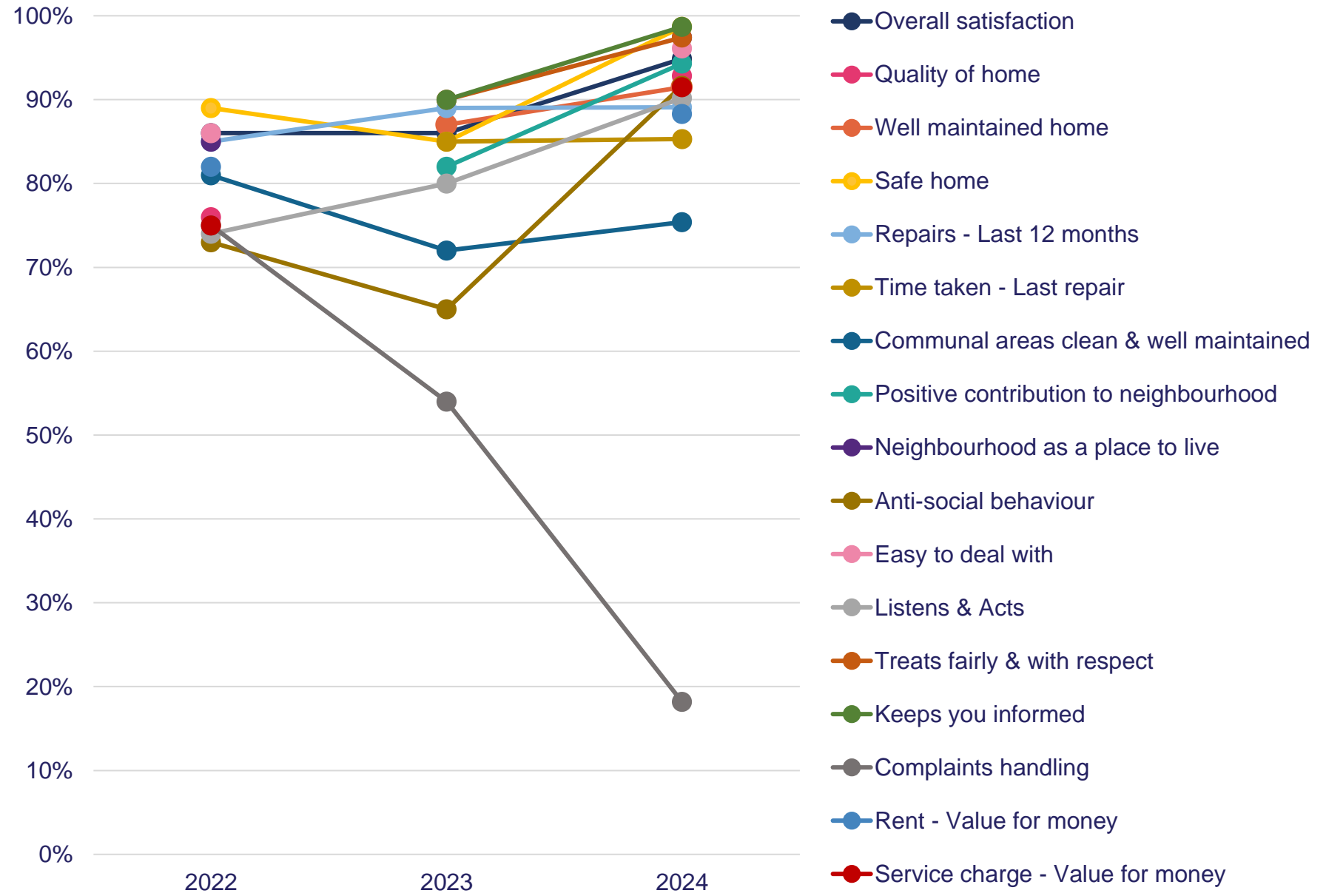
# Trend Over Time

Satisfaction has increased on all comparable measures since the previous survey with just one decreasing and two measures staying the same.

Overall satisfaction is up by 9 percentage points with even bigger increases for the provision of a safe up (up 14p.p), the positive contribution to the neighbourhood (up 12p.p), how Westfield listens to residents' views and acts upon them (up 10p.p) and 27p.p more are satisfied with the handling of ASB.

Just the handling of complaints sees a fall in satisfaction, down 36p.p from 54% to 18%, although very few are dissatisfied.

Satisfaction with the repairs service in the last 12 months and the time to complete repairs has stayed the same at 89% and 85%, respectively.



# Year on Year Change

The table to the right also illustrates the results for 2024, compared with those from 2022 and 2023 (where possible).

This once again highlights how many of the measures have increased or stayed stable, which is very positive given the context that Westfield HA has been operating in during this period.

Some non-TSM questions were included in the 2022 survey but not in 2023, the quality of the home, the neighbourhood as a place to live, being easy to deal with and the value for money of both the rent and service charges. In all these, satisfaction has increased between 6p.p and 17p.p.

It should be noted that for changes to be statistically significant they would need to exceed the combined margins of error for the two surveys, in this case around 13 percentage points, so some do exceed these figures, in particular the handling of both ASB and complaints.

	2022	2023	2024	Change
Overall satisfaction	86%	86%	95%	9%
Quality of home	76%	--	93%	17%
Well maintained home	--	87%	92%	5%
Safe home	89%	85%	99%	14%
Repairs - Last 12 months	85%	89%	89%	0%
Time taken - Last repair	--	85%	85%	0%
Communal areas clean & well maintained	81%	72%	75%	3%
Positive contribution to neighbourhood	--	82%	94%	12%
Neighbourhood as a place to live	85%	--	97%	12%
Anti-social behaviour	73%	65%	92%	27%
Easy to deal with	86%	--	96%	10%
Listens & Acts	74%	80%	90%	10%
Keeps you informed	--	90%	99%	9%
Treats fairly & with respect	--	90%	97%	7%
Complaints handling	75%	54%	18%	-36%
Rent - Value for money	82%	--	88%	6%
Service charge - Value for money	75%	--	91%	16%





# Understanding Satisfaction





# Satisfaction & Dissatisfaction

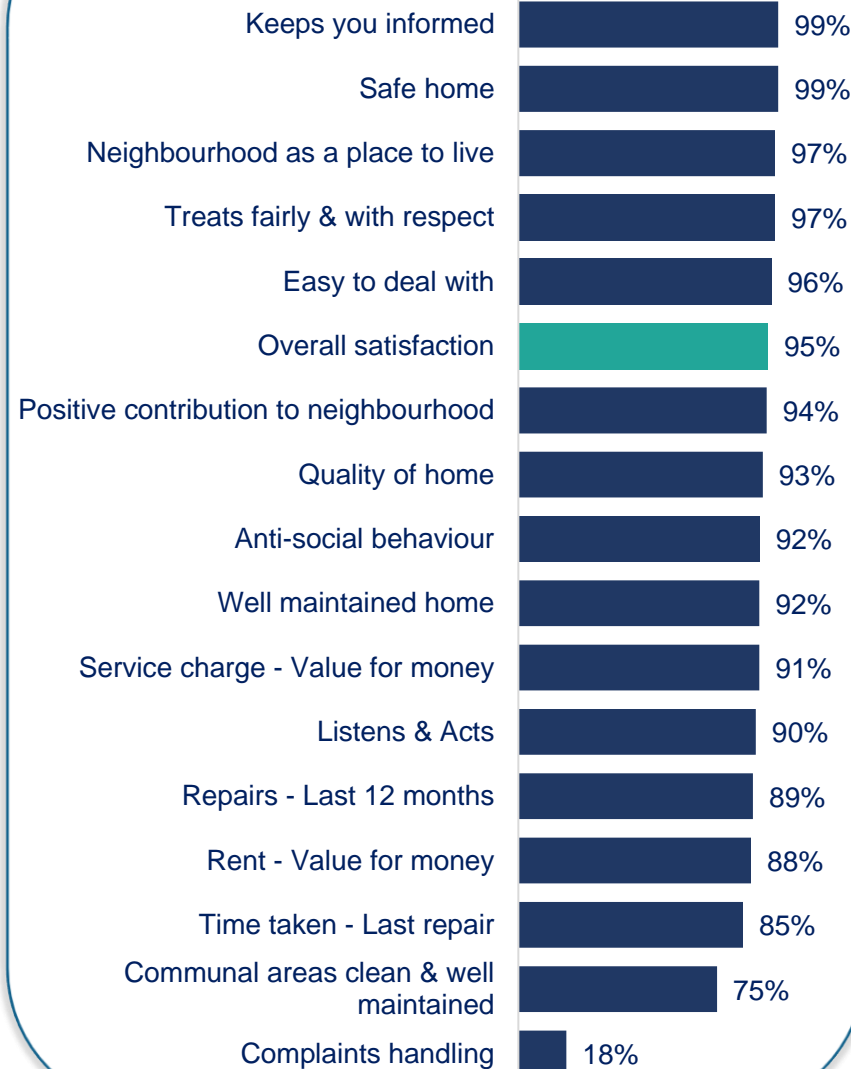
The charts opposite summarise the levels of both satisfaction and dissatisfaction across the full range of measures within the survey.

This shows very high levels of satisfaction and correspondingly low dissatisfaction. All measures received 85% satisfaction or higher, including overall satisfaction at 95%, with the exception of the upkeep of the communal areas (75%) and complaint handling (18%), although this only affects a handful of residents.

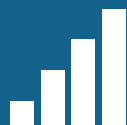
No measure has received more than 10% dissatisfaction, even complaint handling where 9% are dissatisfied and for the overall service, just 4% are dissatisfied.

This is an excellent set of results which have largely increased since the last survey.

## Satisfaction with measures



## Dissatisfaction with measures



# Benchmarking – Acuity Clients (LCRA)

It is also possible to compare performance on the core questions against Acuity clients that have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected from Q1 to Q3 2023/24.

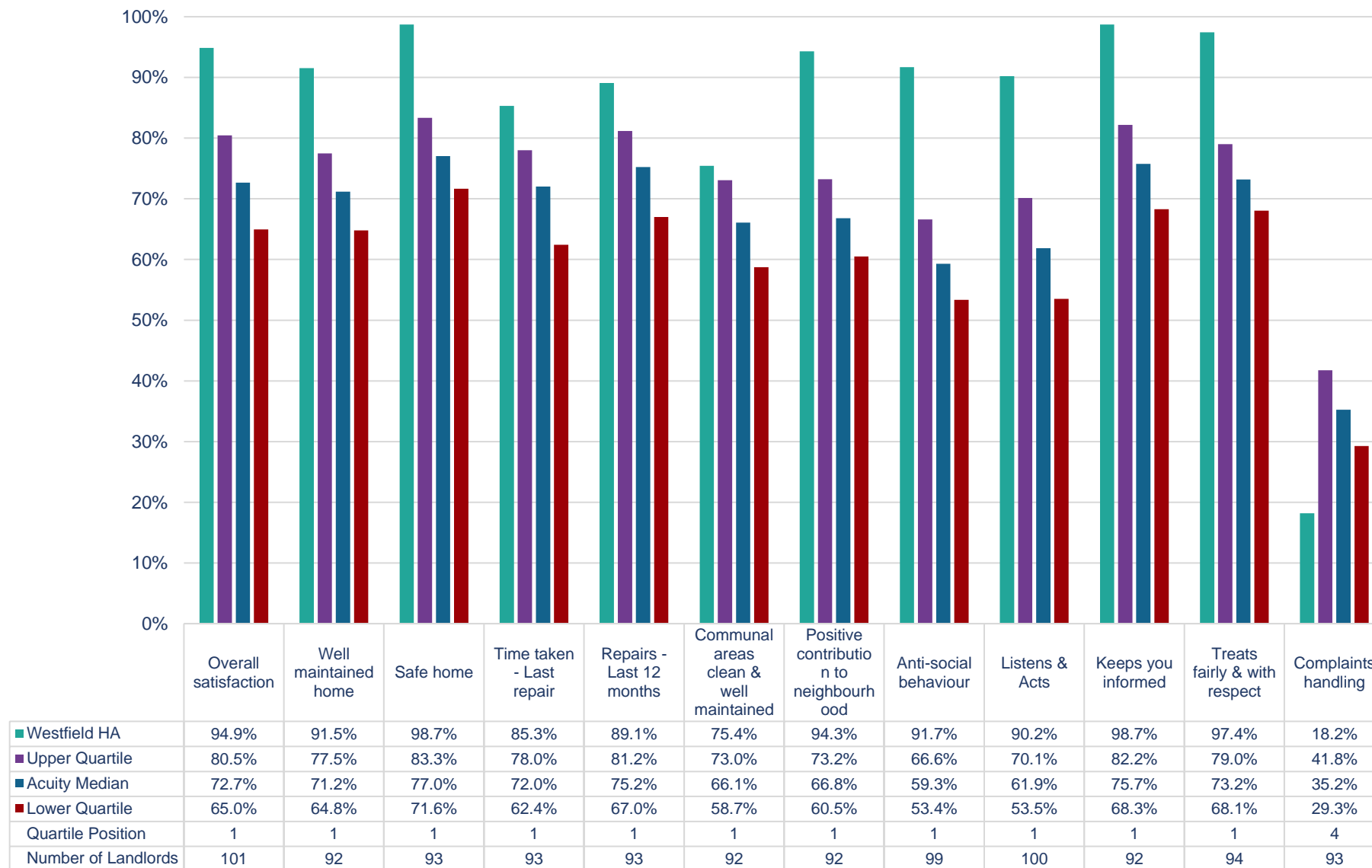
All of Westfield HA's ratings are above the median, and all but one are in the top quartile – the only exception being the handling of complaints, which is in the lower quartile.

Overall satisfaction exceeds the group median by 22.2%.

However, whilst there is now around 100 landlords in this benchmarking group, they vary in terms of type, size and location, so do not directly match the characteristics of Westfield, although this does help to provide some context to the results.

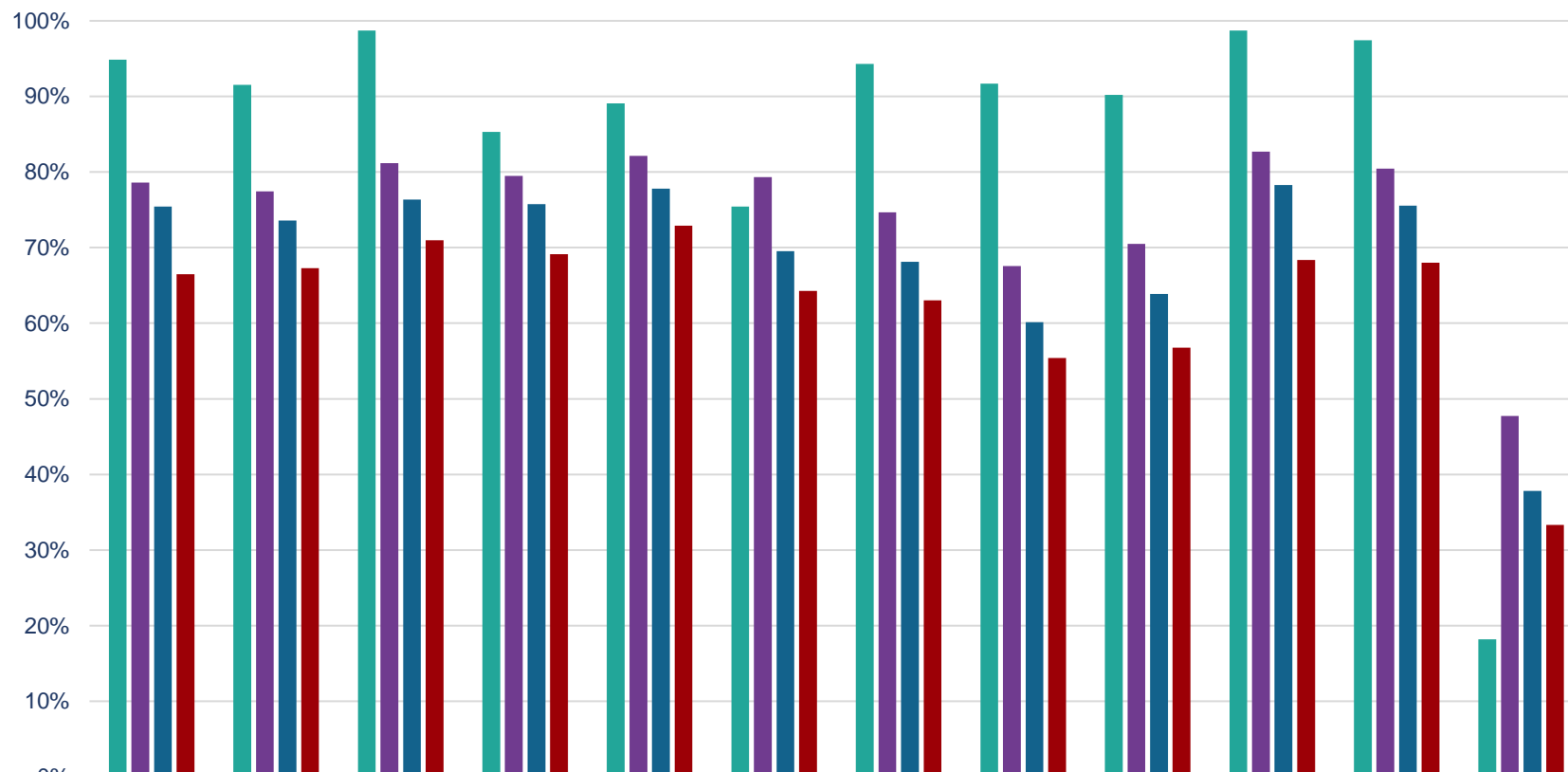
Later this year, all landlords will publish their TSM results so a much greater opportunity will develop to provide more accurate peer groups and more robust benchmarking.

Satisfaction Levels Acuity Median Q1 - Q3 23/24



# Benchmarking – Acuity Clients (LCRA, <1,000)

Satisfaction Levels Acuity Median Q1 - Q3 23/24



	Overall satisfaction	Well maintained home	Safe home	Time taken - Last repair	Repairs - Last 12 months	Communal areas clean & well maintained	Positive contribution to neighbourhood	Anti-social behaviour	Listens & Acts	Keeps you informed	Treats fairly & with respect	Complaints handling
■ Westfield HA	94.9%	91.5%	98.7%	85.3%	89.1%	75.4%	94.3%	91.7%	90.2%	98.7%	97.4%	18.2%
■ Upper Quartile	78.6%	77.5%	81.2%	79.5%	82.1%	79.3%	74.6%	67.5%	70.5%	82.7%	80.5%	47.7%
■ Acuity Median	75.4%	73.6%	76.3%	75.8%	77.8%	69.5%	68.1%	60.1%	63.9%	78.3%	75.6%	37.8%
■ Lower Quartile	66.5%	67.3%	71.0%	69.1%	72.9%	64.3%	63.0%	55.4%	56.8%	68.4%	68.0%	33.3%
Quartile Position	1	1	1	1	1	2	1	1	1	1	1	4
Number of Landlords	25	25	25	25	25	25	25	25	25	25	25	25

Given the size of Westfield, it is perhaps, more appropriate to just compare the results against other landlords with fewer than 1,000 properties.

Again, Westfield compares very well with all but two measures in the top quartile, including the overall satisfaction with the services provided.

The only exceptions are for the upkeep of the communal areas, which falls into the second quartile and the handling of complaints, which remains in the lower quartile.



# National Context

As shown throughout the report, satisfaction has generally increased since the last survey, but is this bucking the trend in the sector nationally?

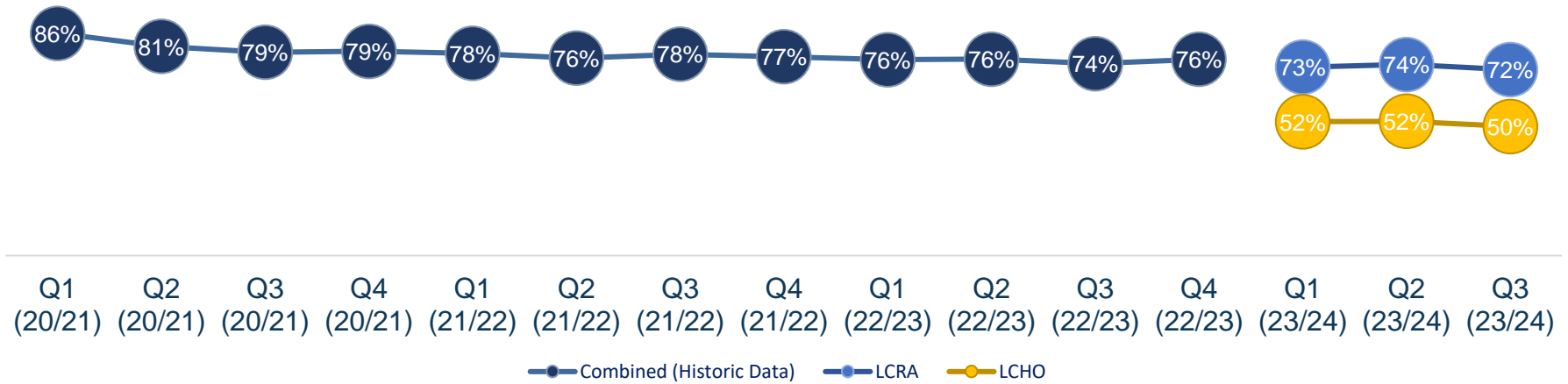
When considering the results, it is important that the national context and external factors should also be taken into account. For example:

- Cost of Living Crisis
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

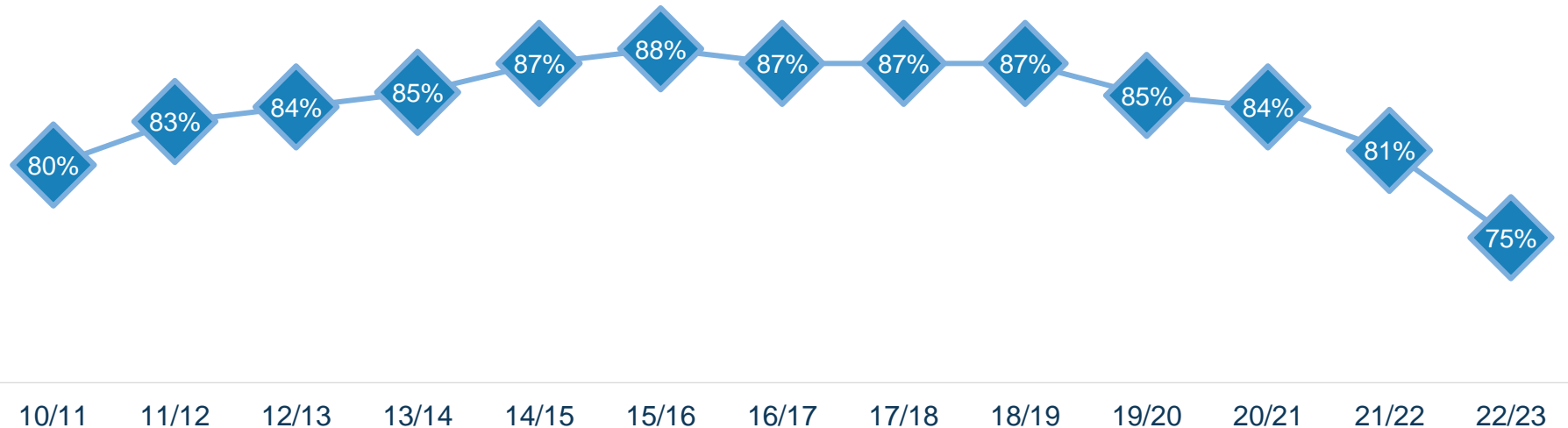
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members with a peak in 2015/26 and a slow decline since, this starting even before the disruption caused by the pandemic.

### Overall Services (Acuity Clients)



### Satisfaction with services provided (NHF/Housemark median - general needs)

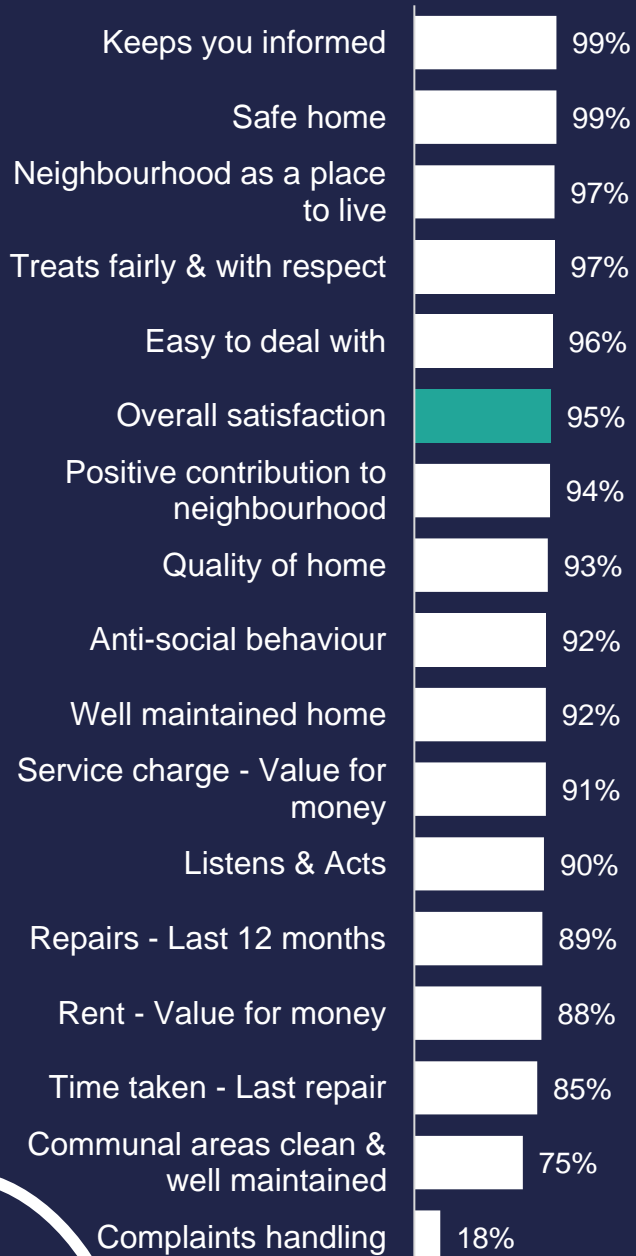




# Summary of Results



## Satisfaction 2024



# Summary of Results



Following completion of a pilot survey at the end of 2023, Westfield completed a further survey in the early part of 2024 to be fully compliant with the requirements of the Regulator of Social Housing. The survey was completed using face-to-face interviews, as part of the Association's annual tenancy visits, as well as a telephone survey to reach out to those not receiving a visit. At the close of the survey a total of 156 responses were received, giving a margin of error of  $\pm 6.75\%$ , just a little outside the recommended figure of  $\pm 5\%$ . The questionnaire had been checked and approved by acuity to ensure it meets the requirements of the Regulator.

Overall, the survey shows very good levels of satisfaction with the services provided by Westfield HA, with 11 of the 12 TSMs being in the top quartile when compared with a range of landlords who have completed TSM surveys over the past year. Over nine out of ten residents are satisfied with the overall service provided by Westfield HA (95%), while just 4% are dissatisfied. This ranks among the highest-performing metrics in this survey. However, satisfaction is even higher for the keeping residents informed and the provision of a safe home (both 99%), the neighbourhood as a place to live and how Westfield treats its residents fairly and with respect (both 97%) and being easy to deal with (96%). Just two measures fall below 85% satisfaction, these being the upkeep of the communal areas (75%) and just 18% are satisfied with the handling of their complaints, although this does affect very few residents.

No measures have in excess of 10% dissatisfaction, the most for the time taken to complete repairs and complaint handling (both 9%), and just 4% are dissatisfied with the overall services.

The survey included several open-ended questions giving residents the opportunity to expand on their answers and reasons for any dissatisfaction. Whilst many of the comments are positive about the current service, some mention some issues with the repairs service, including dealing with outstanding repairs and the time to complete repairs, whilst some have problems with damp and mould in their homes. In terms of the community services, car parking presents an issue at some of the areas as does grass cutting and general grounds maintenance.

Compared with the pilot survey, which was carried out in 2023, satisfaction has generally improved. Satisfaction is up 9p.p overall with 17p.p more satisfied with the quality of the home and 27p.p for the handling of ASB. However, there are 36p.p fewer satisfied with the handling of complaints, although this based on very few responses.

# Recommendations

Westfield was formed in 1950 by United Steel Companies Ltd but has evolved and developed over the years including the transfer of 223 from Allerdale Council in 1993. The Association now owns over 600 properties and apart from housing services, it includes the Footsteps Nursery, providing early learning for around 200 children.

The survey reveals many areas of very good performance, but it has also highlighted some areas where improvements could be made.

The comments made by residents give insight into what they are most concerned about and will help Westfield HA target services that may need some improvement.

Shown opposite are some recommendations that Westfield HA may wish to follow up on to help improve satisfaction in the future.



## How complaints are dealt with

The handling of complaints is the lowest-performing metric in the survey, with just 18% of residents satisfied, although only 9% are dissatisfied, and this is based on very few respondents. However, it is also very difficult to tell whether the complaints made are genuine or are service requests yet to be fully actioned, a problem faced by many since the introduction of these questions to the TSMs and recognised by the Housing Ombudsman. With Westfield, as many of the interviews were conducted face-to-face it is likely that interviewers were able to answer queries as to what constitutes a complaint, as a result, far fewer were received than would be expected from other surveys.

When considering future surveys Westfield may consider using further questions to see where the main problems lie and how the process could be improved. Complying with the Ombudsman's code of practice is an important element to show that Westfield is positive about complaints and that they will be dealt with professionally.

## Repairs and maintenance

Satisfaction with the repairs and maintenance service is good and compares well with other landlords; 89% are satisfied with the overall service in the last 12 months, and 85% are satisfied with the time to complete repairs. However, when asked about the repairs service and what could be improved, tenants most frequently mention the time it takes to complete repairs and dealing with those repairs which remain outstanding. Some tenants suffer with damp and mould in their homes. These issues are linked and are a common trend among other social landlords. Satisfaction with the general maintenance of the home is high, but some would like improvements such as updated kitchens and bathrooms and new doors and windows.

Problems with damp and mould tend to take priority and can delay work on other, less urgent matters, and this can also add to the time taken to respond to repair requests. In addition, landlords are facing cost increases and, in some areas, shortages of materials and labour. Communication is most important here, so residents are fully aware of the timescales involved and when any delays occur. Clearly, most repairs go off without a hitch but there is still some room for improvement, and the repairs service is one that hasn't seen increases in satisfaction since last year. A focus on clearing up outstanding works is likely to lead to increased satisfaction.

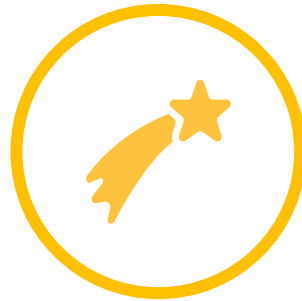


# Recommendations



## Communal areas

Although only a third of residents live in a building with communal areas, satisfaction with the upkeep of these areas is one of the lowest in the survey at 75%. When asked why, residents are split between problems with the grounds maintenance and neighbourhood problems. In particular, there have been problems with the grass cutting and flower bed and tree maintenance. Westfield have recognised this and have employed a new contractor, and time will tell whether performance will increase. Neighbourhood problems such as car parking, rubbish, litter and dogs affect the enjoyment of these areas, so if Westfield can address these issues and respond quickly to ongoing issues, again satisfaction is likely to increase.



## Maintaining satisfaction

Satisfaction has generally increased since the previous survey of last year and the range of satisfaction across the different services is now very high, comparing very well with other social landlords, most measures having 90% or higher satisfaction. Many of the interviews for the survey were completed face-to-face and the Regulator recognises that this may result in higher satisfaction, and this appears to be the case, although using this approach can also help to reach groups who would not normally take part in such surveys.

Given this high level of satisfaction, the challenge for Westfield will be maintaining this, particularly when satisfaction has been falling across the sector. However, Westfield is committed to delivering high quality services and working with its residents to maintain, and even increase, satisfaction levels.

This page continues with suggestions which Westfield may wish to look at to help improve its services even further.



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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