



Housing Survey (STAR) 2018/19

STAR 2018/19

□ STAR new combined approach

- First time **general needs** and **retirement life schemes**
- Methodology the same with random stratified sample
 - General Needs 16,000 postal surveys, of which half received an email
 - **Retirement Life** 2,145 postal surveys, of which a quarter had email
- Two questionnaires, some overlapping questions

□ Additional focus on **High Rise**

- Sent to all high rise general needs tenants
- Postal mailout, email and text reminders, plus engagement sessions held in blocks
 - (STAR sample 1,483 + additional 5,426 = 6,909)

Response

□ STAR Survey

- General Needs – 3,549 responses, 22% response rate
 - Responses accurate and representative at:
 - City level to +/- 1.6
 - Area level to +/- 3 (BITMO 4)
 - Ward level to +/- 10
- Retirement Life – 845 responses, 39% response rate
 - City level to +/- 3
- Combined – 4,394, 24% response rate

□ High Rise

- All high rise responses -1,857, 27% response rate
 - Responses accurate and representative at:
 - City level to +/- 2, however +/-5 for comparison with 2016

Overall satisfaction

Indicator	ENE		SSE		WNW		BITMO		General Needs		Change	Retirement Life Scheme		Change	All tenants (sample group)
	2016	2018	2016	2018	2016	2018	2016	2018	2016	2018		2015	2018		2018
Overall satisfaction with services provided	69%	73%	80%	80%	77%	76%	88%	85%	76%	76%	0%	90%	88%	-2%	77%

General Needs - City wide including BITMO remaining constant

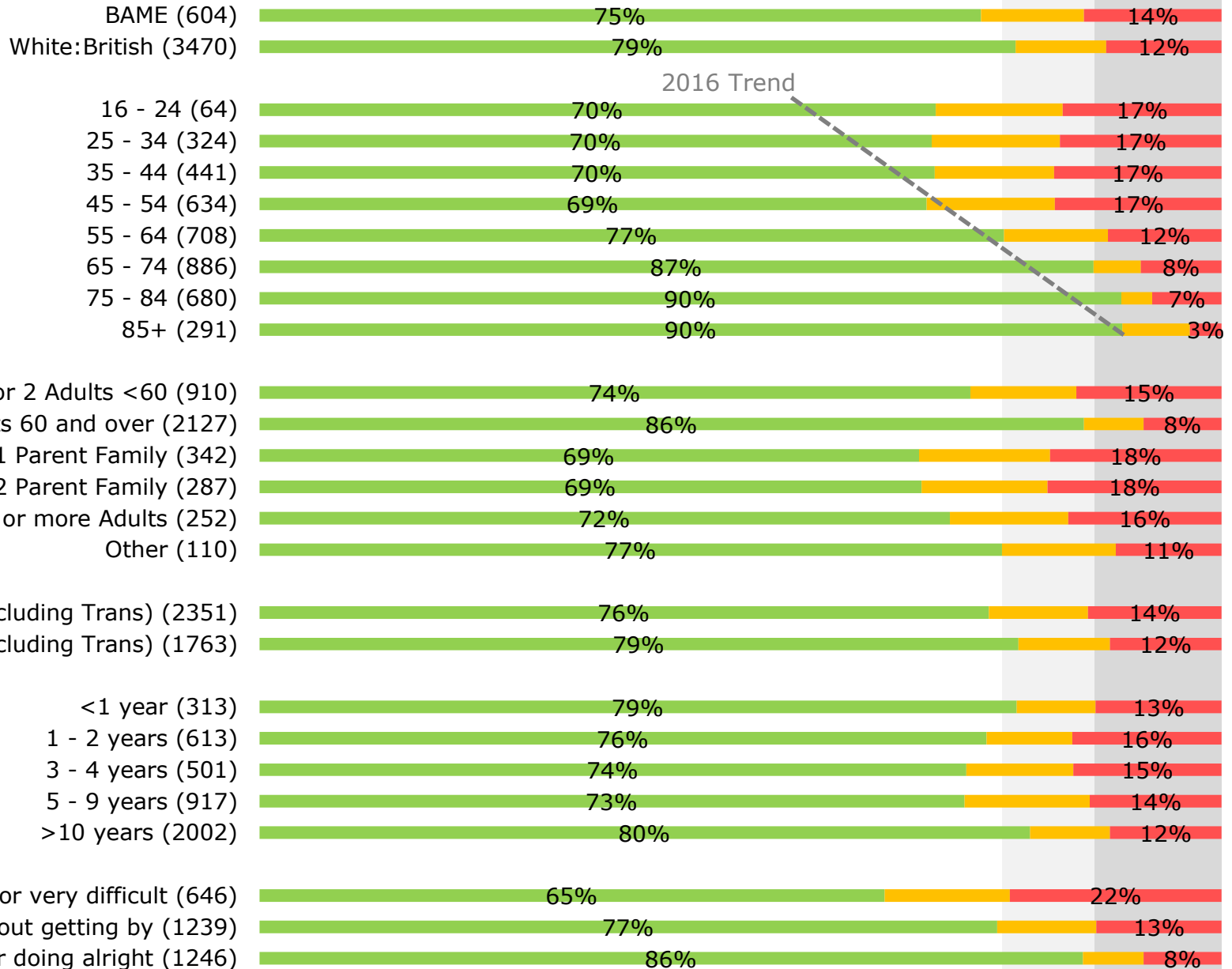
- Within Housing Leeds, rise in satisfaction in ENE 73% (+4%)

Retirement Life – remaining constant at 88% (-2%)

Combined – a new satisfaction score of 77%

High Rise – remaining constant at 73% (+1%)

Overall satisfaction by different groups



Key drivers for overall satisfaction

- Providing an effective and efficient service
- Repairs and Maintenance
- Followed by:
 - The overall quality of the home
 - Listening to views and acting upon them

For **Retirement Life** tenants:

- Listening to views and acting upon them
- The overall quality of the home

Tenant priorities

The top priorities for tenants remain:

- Repairs and maintenance
- Overall quality of the home
- Followed by:
 - Neighbourhood as a place to live
 - Dealing with ASB
 - VFM of rent (and service charges)

The home

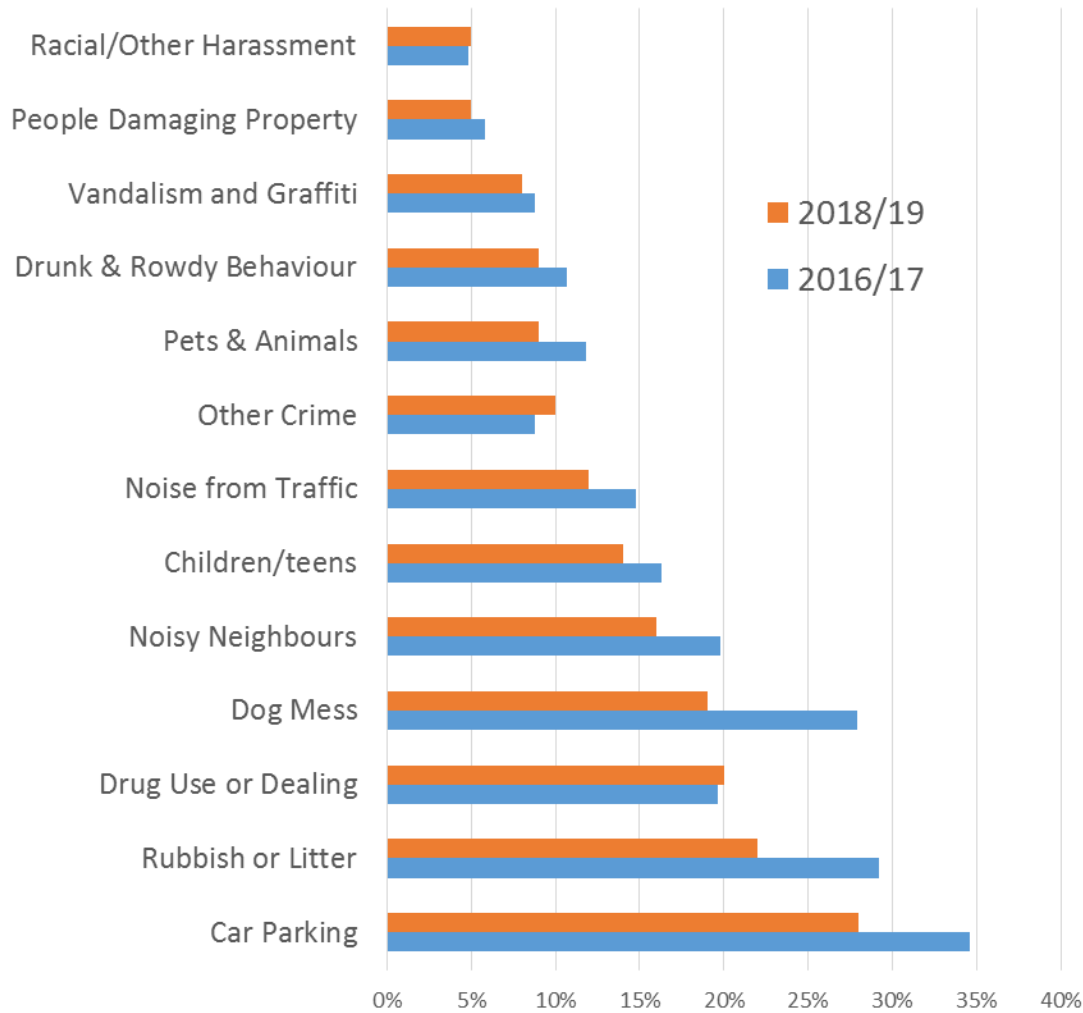
Indicator	ENE		SSE		WNW		BITMO		General Needs		Change	Retirement Life Scheme		Change	All Tenants
	2016	2018	2016	2018	2016	2018	2016	2018	2016	2018		2015	2018		2018
Satisfaction with overall quality of your home	64%	71%	74%	74%	73%	74%	84%	81%	71%	73%	2%	90%	89%	-1%	74%
Satisfaction with repairs and maintenance	60%	67%	74%	73%	73%	68%	85%	83%	70%	69%	-1%	85%	83%	-2%	70%
Heating and insulation is good at keeping your home warm in the winter	59%	61%	67%	70%	63%	65%	69%	71%	63%	65%	2%	82%	79%	-3%	66%
The following refer only to respondents who said they had a repair in the last 12 months															
Satisfaction with ease of reporting your repair	80%	78%	86%	83%	85%	81%	91%	88%	84%	81%	-3%		86%		81%
Satisfaction with the overall quality of work	71%	72%	78%	75%	75%	73%	87%	79%	75%	74%	-1%		89%		75%
Satisfaction with the accuracy of the repair ordered	70%	73%	76%	73%	78%	76%	87%	83%	75%	75%	0%				
the repair was done 'right first time'	62%	64%	70%	66%	67%	65%	81%	71%	67%	65%	-2%				
Satisfaction with the speed of the repair	66%	66%	75%	72%	74%	69%	75%	80%	72%	69%	-3%				

- Increased satisfaction with **overall quality of the home, 73% (+2%)**
 - However decreased for **High Rise 69%, (-3%)**
- Increased Satisfaction for **heating / insulation, 65% (+2%)**
 - However decreased for **Retirement Life, 79% (-3%)**
 - And for **High Rise** has remained low at 44%
- Decreased satisfaction with some **aspects of repair service**

The Neighbourhood

- Neighbourhood as a place to live stayed the same, 73% (+1%)
 - Remained the same for Retirement Life, 90% (-2%)
 - Satisfaction remained lower for High Rise, 66%
- Three quarters reported feeling safe in the local area, 75%
 - Higher for Retirement Life, 89%
 - Slightly lower for High Rise, 70%
- Overall appearance of neighbourhood up, 69% (+3%)
 - Large increase in ENE area, 69% (+7%)
 - Similar result for High Rise to city wide, 66%.
- Grounds maintenance, such as grass cutting, down, 67% (-2%)
 - Large decrease at BITMO to 72% (-8%)
 - Higher satisfaction from High Rise than city wide, 75%

Problems in the Neighbourhood



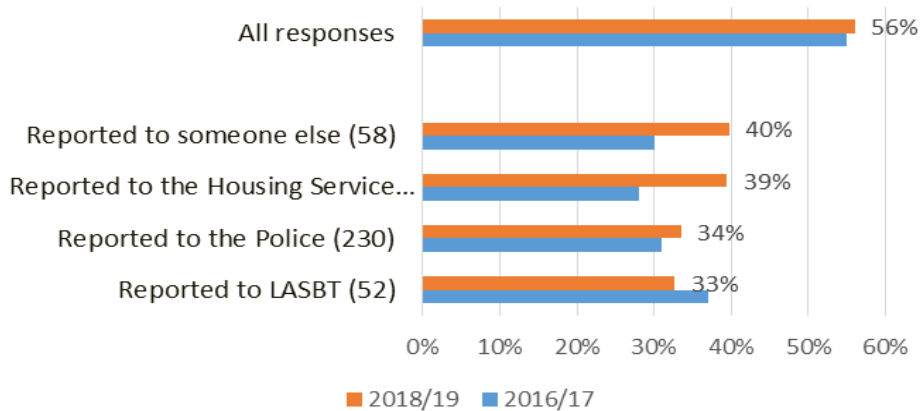
- Issues less likely to be rated as a major problems than last time
- Car parking, rubbish and dog mess less of a major problem
- Drug dealing remained same
- Noisy Neighbours is the standout issue as a Key Driver for satisfaction with neighbourhood

	Car parking	Rubbish or litter	Drug use or dealing	Dog fouling	Noisy neighbours	Children/teens	Noise from traffic	Other crime	Pets and animals	Drunk or rowdy behaviour	Vandalism and graffiti	Racial or other harassment	People damaging property
Adel & Wharfedale	29%	16%	21%	23%	9%	11%	3%	6%	6%	6%	9%	8%	8%
Alwoodley	30%	26%	10%	19%	10%	4%	7%	7%	7%	4%	4%	4%	6%
Aldsley & Robin Hood	30%	12%	12%	20%	16%	10%	16%	10%	10%	4%	2%	6%	2%
Armley	27%	36%	32%	26%	26%	21%	15%	17%	15%	19%	18%	11%	5%
Beeston & Holbeck	28%	41%	22%	28%	23%	17%	12%	18%	13%	13%	15%	6%	9%
Belle Isle EMB	21%	17%	22%	28%	18%	15%	17%	7%	11%	11%	4%	5%	6%
Bramley &Stanningley	27%	22%	18%	18%	14%	19%	13%	12%	11%	5%	6%	4%	5%
Burmantofts & Rich H	29%	23%	19%	18%	18%	17%	12%	9%	10%	16%	11%	7%	8%
Calverley & Farsley	27%	11%	13%	21%	14%	11%	5%	11%	8%	11%	5%	5%	3%
Chapel Allerton	24%	16%	8%	15%	7%	6%	11%	4%	8%	4%	6%	1%	3%
Crossgates &Whinmoor	23%	6%	15%	19%	14%	12%	5%	5%	5%	3%	3%	5%	3%
Farnley & Wortley	30%	27%	22%	21%	21%	18%	6%	14%	11%	10%	6%	4%	6%
Garforth & Swillingt	27%	14%	0%	34%	8%	6%	6%	0%	6%	6%	0%	0%	0%
Gipton & Harehills	21%	25%	21%	18%	19%	18%	14%	13%	9%	10%	7%	6%	3%
Guiseley & Rawdon	44%	8%	13%	10%	8%	5%	5%	8%	3%	5%	3%	0%	0%
Harewood	41%	0%	6%	18%	6%	0%	6%	6%	6%	0%	0%	6%	6%
Headingley & Hyde Pa	24%	41%	25%	21%	32%	12%	13%	19%	6%	27%	27%	13%	15%
Horsforth	40%	19%	14%	15%	8%	4%	6%	2%	8%	4%	0%	0%	2%
Hunslet & Riverside	22%	37%	34%	27%	19%	22%	13%	10%	11%	13%	10%	9%	9%
Killingbeck&Seacroft	29%	22%	27%	18%	18%	20%	18%	15%	11%	12%	12%	8%	8%
Kippax & Methley	31%	11%	17%	21%	15%	11%	6%	7%	4%	7%	2%	2%	4%
Kirkstall	36%	31%	32%	14%	23%	8%	20%	12%	10%	11%	6%	3%	3%
Little Lon & Woodhou	32%	29%	18%	9%	18%	9%	13%	5%	6%	8%	14%	2%	2%
Middleton Park	24%	15%	18%	22%	9%	16%	5%	11%	7%	3%	11%	7%	4%
Moortown	28%	13%	11%	10%	17%	13%	14%	7%	10%	7%	7%	7%	7%
Morley North	30%	7%	13%	18%	12%	5%	5%	5%	9%	3%	5%	3%	3%
Morley South	31%	19%	19%	29%	13%	9%	12%	6%	10%	4%	3%	3%	2%
Otley & Yeadon	23%	10%	22%	19%	14%	6%	4%	4%	9%	4%	1%	3%	1%
Pudsey	32%	15%	19%	16%	13%	9%	14%	7%	7%	6%	4%	2%	4%
Rothwell	32%	16%	20%	16%	16%	23%	6%	15%	7%	9%	7%	4%	7%
Roundhay	44%	12%	13%	13%	13%	10%	8%	5%	11%	3%	5%	5%	5%
Temple Newsam	16%	18%	12%	17%	15%	16%	16%	9%	7%	9%	9%	5%	7%
Weetwood	34%	15%	14%	15%	13%	16%	5%	6%	4%	4%	5%	6%	6%
Wetherby	23%	3%	3%	9%	6%	3%	6%	3%	3%	0%	0%	3%	3%

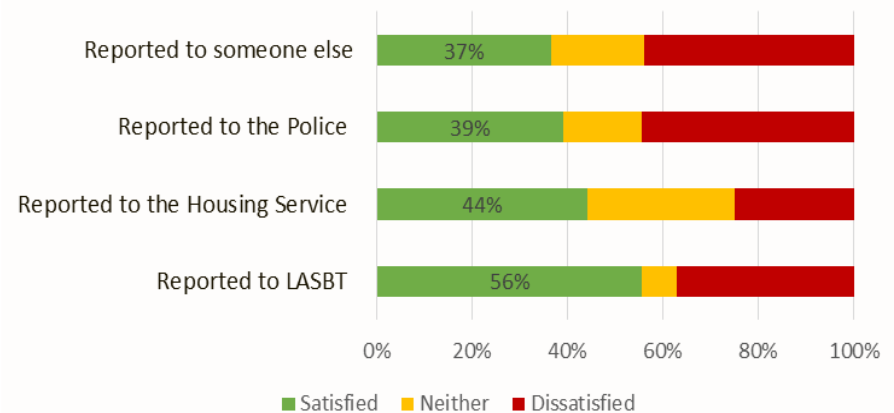
Anti- social behaviour

- Satisfaction with the way the landlord deals with ASB remained constant city wide, 56% (+1%)
 - +5% in ENE to 58%, +3% in WNW to 55%, +2% High Rise to 56%
- Same level of respondents saying they had experienced ASB in the last 12 months, 29% (+1%)
- Still higher levels of dissatisfaction where the respondent said reported ASB, but some upward trends

Satisfaction with the way the landlord deals with ASB

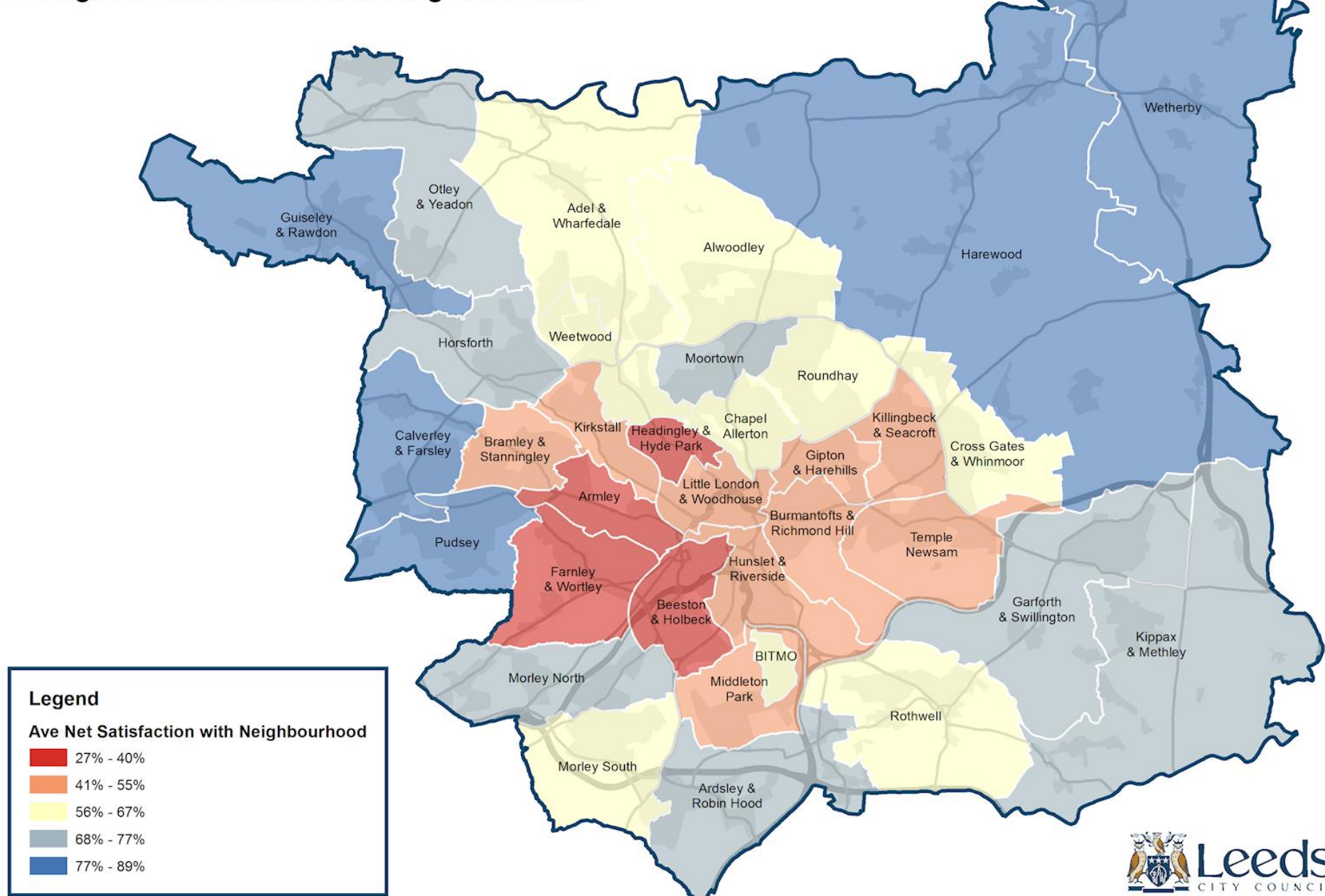


Satisfaction with the way your report of ASB was dealt with



S.T.A.R. Survey 2018

Average Net Satisfaction with Neighbourhood



Legend

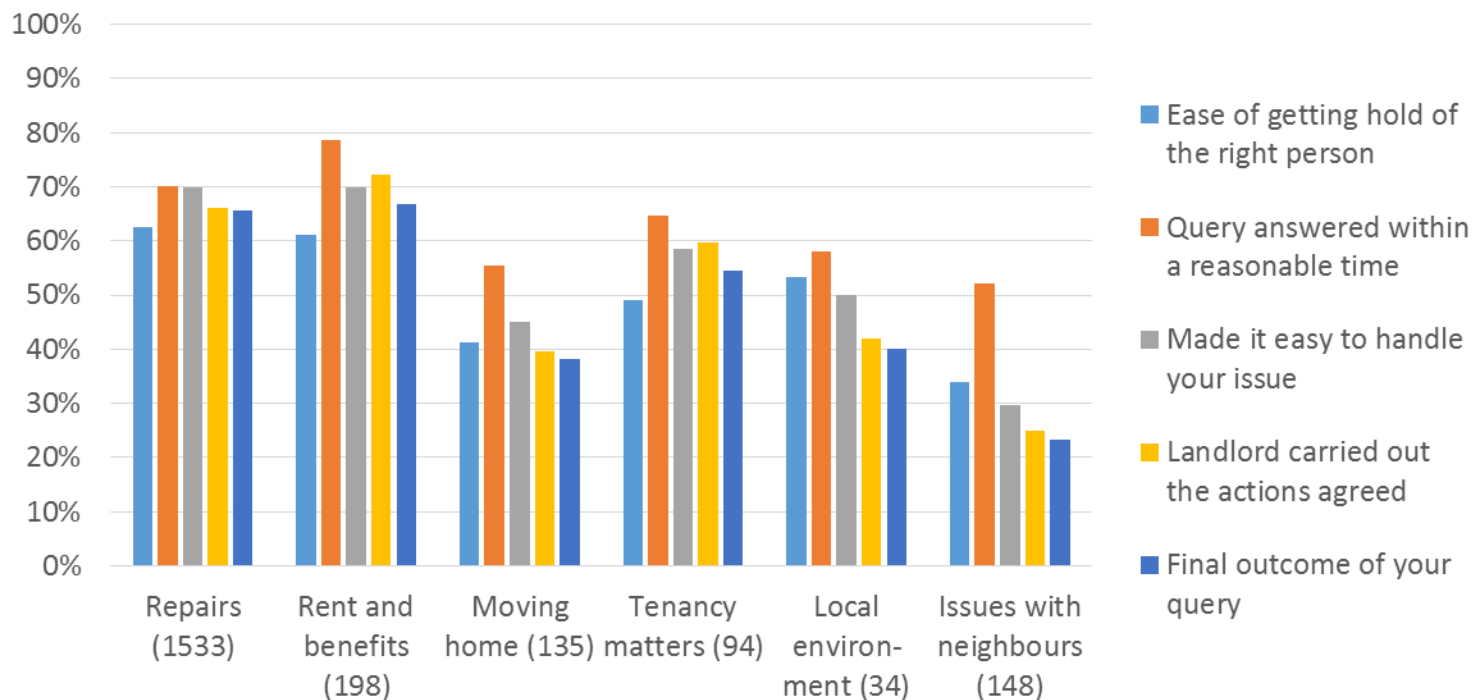
Ave Net Satisfaction with Neighbourhood

- 27% - 40%
- 41% - 55%
- 56% - 67%
- 68% - 77%
- 77% - 89%

Customer service

- Lower volume of contact city wide 69%, (-4%)
 - Channels same as 2016: 57% phone, 33% visit office, 4% email
 - Two thirds of contact for Repairs, 65%
 - 4 in 5 that called Contact Centre was for a Repair, 81%
- Successes
 - Satisfaction that landlord treats you fairly, 74%, (+2%)
 - Increased internet use, 68% (+9%), Retirement Life 44%
- Remaining constant
 - Agree friendly and approachable staff, 78%
 - Dealing with enquiries, 71%, Retirement Life 80%
 - Agree is an effective and efficient service, 68%
 - Satisfaction with the final outcome, 60%
 - Landlord carried out the actions agreed, 61%
 - Easy to get hold of the right person, 58%
- Concerns
 - Satisfaction with moving or swapping home, 39%, (-2%)
 - Query answered in a reasonable time, 68%, (-3%)

Customer service

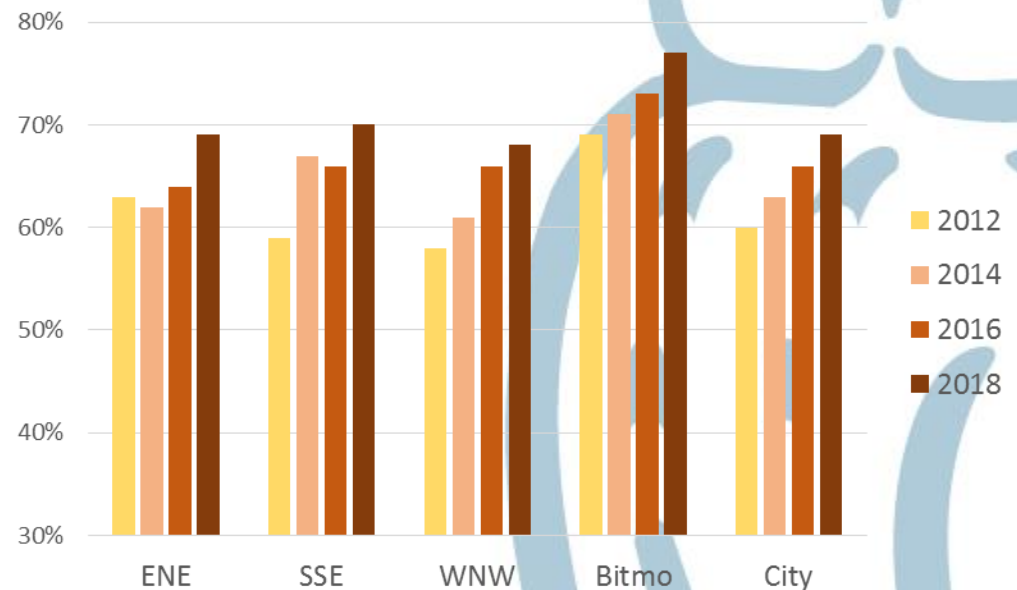


Perceptions

- Agreement that landlord has a good reputation, 60% (+3%)
- Agreement that trust the landlord, 66% (+3%)
 - Also increased for High Rise 68%, (+5%)
- Satisfaction that the landlord listens and acts 56%, (+1%)
- Agree that your landlord is approachable if need advice and support, 69%
 - Similar result for High Rise, 71%

Rent and Current Finances

- Rent provides good VFM, 76% (-1%)
- Advice and support on claiming housing benefit and other welfare benefits, 71% (-1%)
 - Same result for High Rise, 71%
- Advice and support on managing finances and paying rent and service charges, 69% (+3%)
 - Same result for High Rise, 69%
 - Improving trend, year on year since 2012:



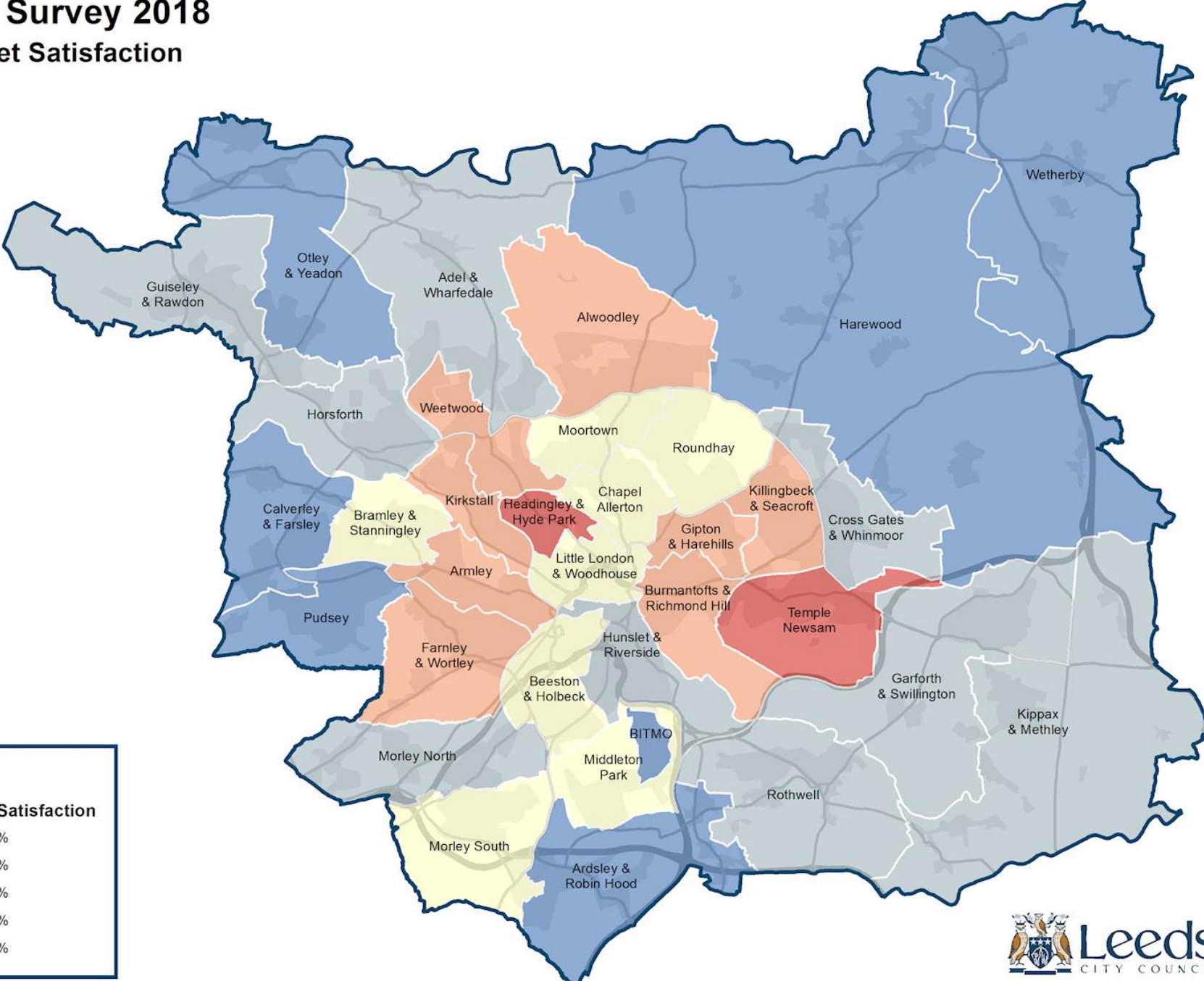
Rent and Current Finances

- 1 in 4 tenants report that welfare reform has had a large impact on them, 27% (+1%)
 - Disabled tenants and those aged 45-64 much more likely to report this.
- Slight increase in tenants reporting that they are in financial difficulty 22% (+3%)
 - Working age tenants, single parents, and those reporting high impact of welfare reform more likely to say in financial difficulty.
- Satisfaction with life nowadays (Mean 6.8), (+0.5) rated as Medium by ONS.



S.T.A.R. Survey 2018

Average Net Satisfaction



Legend

Average Net Satisfaction

- 37% - 42%
- 43% - 52%
- 53% - 60%
- 61% - 66%
- 67% - 78%

Comments

□ 1689 comments for General Needs - E, S, W

- Repairs
- Happy
- Contacting HL
- Heating
- Parking
- Property condition
- Rubbish
- Moving
- ASB

Property and Contracts	
repairs	295
heating	134
property condition	96
damp / mould	50
property improvement	36
adaptations	33
fencing	15
Total	659

Neighbourhood	
rubbish	93
trees	31
cctv	28
roads	27
grass	21
paths	15
Total	215

General	
happy	169
unhappy	17
action	5
Total	191

Housing management comments	
contact	163
neighbour issues	119
parking	114
move	93
asb	84
cleaning	51
rent	39
pets	33
garden	29
letting policy	29
annual home visit	26
pests	23
advice	6
wifi	4
Total	813

Summary

New combined approach to tenant satisfaction

- 12 satisfaction questions, combined result +1%

General Needs

□ Remaining constant

- Majority of core questions including Overall satisfaction
- Many aspects of customer service

□ Increased satisfaction

- Home - Overall quality of the home, Heating and insulation
- Neighbourhood – overall appearance, less major problems
- Customer service – Being treated fairly
- Perceptions – landlord reputation, trust
- Rent and finances – advice and support
- Many increases in satisfaction in the East

□ Decreased satisfaction

- Aspects or repair - Ease of reporting, Speed and Right First Time
- Query answered in a reasonable time
- Moving or swapping home
- Satisfaction with grounds maintenance

Retirement Life

- Much higher satisfaction ratings across the board than General Needs
- Majority remaining constant
- **Decreased satisfaction**
 - Being kept informed
 - Heating and insulation

High Rise

- Majority remaining constant
- Satisfaction with block 65%
- Internal cleaning 66%
- Building exterior 61%
- **Increased satisfaction**
 - Trust
 - Dealing with complaints