



# Survey of Tenants and Residents (STAR)

## MWS Sheltered Report

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**APPENDIX 1: Questionnaire**

**APPENDIX 2: Respondents' comments** (*under separate cover*)

## **1. SUMMARY OF MAIN FINDINGS**

### **1.1 Tenant profile**

93% of respondents described themselves as White British with 6% describing themselves as White Other.

59% of respondents were women, 41% were men.

25% of respondents were aged under 65, 28% were aged between 65 and 74, 33% were aged between 75 and 84 and 14% were aged 85 plus.

78% of respondents said they or a member of their household had a disability or long-term illness.

### **1.2 Satisfaction with home and general services**

Over nine in ten tenants (92%) were satisfied with the services provided by MWS. 8% were dissatisfied.

58% of tenants responded that they were aware of MWS's published service standards with 42% stating they were not aware.

90% of tenants said they would be very likely or likely to recommend Magna to family or friends with 5% saying they were unlikely or very unlikely to recommend Magna.

Levels of satisfaction with the home and services were very positive, with one area, i.e. service charges providing value for money, receiving a lower level of satisfaction:

96% were satisfied with the overall quality of their home (3% dissatisfied)

92% were satisfied that their rent provided value for money (5% dissatisfied)

79% were satisfied that their service charges provided value for money (9% dissatisfied)

Almost nine in ten tenants (89%) confirmed they currently receive housing benefit either paid directly to them or to Magna.

Tenants were asked if they agreed or disagreed with the following statements regarding services provided by MWS:

96% agreed that Magna has friendly and approachable staff (1% disagreed)

92% agreed that Magna is providing the service they would expect from their landlord (3% disagreed)

88% agreed that Magna treats residents fairly (5% disagreed)

83% agreed that Magna had a good reputation in their area (5% disagreed)

### 1.3 General contact and communication with Magna

Almost eight in ten tenants (78%) had contacted MWS in the last 12 months with a query. The most popular method of contact was via the telephone (69%). Excluding repairs, 19% of those respondents contacting MWS were doing so concerning gardens/communal cleaning/window cleaning/caretaking, 13% of respondents contacted Magna concerning nuisance or ASB, 13% of respondents contacted Magna requesting permission to do something, e.g. new shed, pet ownership and 11% contacted Magna regarding paying rent or service charge query.

Apart from telephone contact, other preferred methods of contacting Magna were:

- 19% Spoke to member of staff on site
- 4% Visited office
- 3% Wrote letter
- 1% E-mailed
- 0% Sent a text message
- 0% Through Magna's website
- 0% Facebook
  
- 4% Used other methods (see literal comments in Appendix 2)

Those who had been in contact with MWS in the last 12 months were asked:

- Whether getting hold of the right person was easy or difficult
- Whether they found staff helpful or unhelpful
- Whether their query was answered within a reasonable time
- About the ability of staff to deal with their query quickly and efficiently
- Whether they were satisfied or dissatisfied with the final outcome of their enquiry

The results were positive:

87% said that they were satisfied that the query was answered within a reasonable time (12% too long)

86% said that staff were helpful (7% unhelpful)

82% said that they found it easy to get hold of the right person (10% it was difficult)

85% were satisfied with the ability of staff to deal with their query quickly and efficiently (6% dissatisfied)

72% were satisfied with the final outcome of their query (16% dissatisfied)

Tenants were asked how satisfied or dissatisfied they are that Magna gives them the opportunity to make their views known. 89% said they were satisfied, whilst 7% were dissatisfied and 4% were neither.

Tenants were asked how satisfied or dissatisfied they are that Magna listens to their views and acts upon them. 78% said they were satisfied, whilst 16% were dissatisfied and 6% were neither.

## 1.4 Neighbourhood

Levels of satisfaction with the neighbourhood were very positive with 92% satisfied with the neighbourhood as a place to live (7% dissatisfied).

Tenants were given a list of possible issues that may affect the quality of life in their neighbourhood and were asked to what extent each had improved or got worse during the last two years. The main problem that had got worse, by some margin, was car parking (34%), followed by dog fouling/dog mess (20%), and noise from traffic (11%).

## 1.5 Promoting neighbourliness

Tenants were asked whether they were satisfied or dissatisfied with the level of neighbourliness shown between residents in their neighbourhood. 83% of respondents said they were satisfied (9% dissatisfied).

23% of respondents said they would benefit from their neighbours being better neighbours

## 1.6 Repairs and Maintenance

Tenants were asked how generally satisfied or dissatisfied they are with the way MWS deals with repairs and maintenance. 92% were satisfied whilst 7% were dissatisfied.

87% of tenants, when last making contact with Magna regarding a repairs query, found getting hold of the right person easy (4% difficult)

94% found staff helpful (2% unhelpful)

94% said their query was answered within a reasonable time (6% said it was not)

96% were satisfied with the ability of staff to deal with their query quickly and efficiently (2% dissatisfied)

90% were satisfied with the final outcome of their query (5% dissatisfied)

All those who had repairs completed were asked how satisfied or dissatisfied they were with different elements of the repairs service. Overall, results were very positive:

94% were satisfied with being told when workers would call (3% dissatisfied)

90% were satisfied with the time taken from raising the issue to finishing the work (6% dissatisfied)

91% were satisfied that the repair had been done 'right first time' (4% dissatisfied)

We asked respondents if they had an appointment made for this repair and if so, was it kept? 10% of respondents said this question was not applicable to them.

Of those respondents to whom this question was applicable, 96% of respondents said yes the appointment was kept. 4% said no

We asked tenants to consider whether they felt areas in their neighbourhood such as external communal decoration, external lighting or fencing, where they were Magna's responsibility, needed repair or maintenance work carried out. The analysis for each question does not include those for whom the question was not applicable.

Of those to whom this question was applicable, 28% said decoration was needed to the outside of their home including communal parts in blocks of flats

Of those to whom this question was applicable, 24% said repair or maintenance work was required to estate roads

Of those to whom this question was applicable, 35% said repair or maintenance work was required to pavements and footpaths

Of those to whom this question was applicable, 29% said repair or maintenance work was required to external lighting

Of those to whom this question was applicable, 31% said repair or maintenance work was required to fencing

We asked tenants whether they felt there was sufficient external lighting outside their home and in communal areas. Of those to whom this question was applicable, 87% said yes, there was sufficient external lighting.

## **1.7 Grounds maintenance, cleaning and caretaking**

Tenants were asked how satisfied or dissatisfied they are with the grounds maintenance services, such as grass cutting in their area, where this is carried out by Magna. Of those to whom this question was applicable, 75% said they were satisfied (22% dissatisfied).

We asked tenants how satisfied or dissatisfied they are with the overall cleaning and caretaking services provided by Magna.

Of those to whom this question was applicable, 91% were satisfied with the overall cleaning and caretaking services provided by Magna for internal communal areas (4% dissatisfied)

Of those to whom this question was applicable, 86% were satisfied with the overall cleaning and caretaking for external communal areas (7% dissatisfied)

Of those to whom this question was applicable, 76% were satisfied with communal window cleaning (11% dissatisfied)

We asked if our services had improved, stayed the same or got worse over the last 12 months:

Of those to whom this question was applicable, 75% said the grounds maintenance services had improved or stayed the same over the last 12 months

Of those to whom this question was applicable, 96% said the overall cleaning and caretaking services in respect of the internal communal areas had improved or stayed the same over the last 12 months

Of those to whom this question was applicable, 91% said the overall cleaning and caretaking services in respect of the external communal areas had improved or stayed the same over the last 12 months.

Of those to whom this question was applicable, 92% said communal window cleaning had improved or stayed the same over the last 12 months

## **2. INTRODUCTION**

### **2.1 Background**

MWS commissioned the Policy, Governance & Research team at Magna Housing Group to carry out and analyse their 2015 sheltered satisfaction survey (Survey of Tenants & Residents (STAR)). This report contains the research findings.

In 2012 MWS carried out a STAR survey of all their residents (including sheltered). In 2015 the decision was taken to survey general needs and sheltered residents through STAR.

### **2.2 STAR**

We offered an incentive of entry into a prize draw to win one of six prizes of £100 of shopping vouchers. The questions within the 2015 STAR survey were put together following extensive discussion between directors and heads of service. Each question had to earn its place as valid. A number of questions are the same as those asked in 2012 or very similar in wording. All these questions are still very relevant to service delivery and designed to make comparisons using the results of the 2015 STAR survey with the 2012 STAR survey as to whether improvements and changes made to service delivery following the 2012 STAR have been sustained by reported improved satisfaction in the 2015 STAR survey.

New questions included in the 2015 STAR cover promoting neighbourliness and the service delivery of communal cleaning, window cleaning, caretaking and grounds maintenance.

### **2.3 Methodology**

On 4 September 2015, we sent a copy of the sheltered STAR survey to 496 MWS sheltered tenants. 94 tenants, for whom we had email addresses, received the survey by email; the remaining 402 tenants received it through the post. 5 web surveys failed to deliver, following which we sent out paper copies of the survey to the relevant tenants. The survey closed on 23 October 2015, achieving an overall response of 49% (243).

### **2.4 Analysis of results**

Figures are generally calculated as a proportion of respondents who answered each question – that is, excluding No Reply. Not all figures add to 100%. This may be due to rounding, or because each respondent is allowed to give more than one answer to the question.

Furthermore, we often report on a combination of scores, for example the percentage of respondents who are satisfied with a given element. This involves adding together the number of people who were 'very satisfied' and 'fairly satisfied' and calculating the figure as a percentage of the number of respondents to that question. For this reason, the overall 'satisfied' score can be slightly different to the score obtained when adding together the 'very satisfied' and 'fairly satisfied' as displayed on the chart.

We have calculated the minimum number of people we needed to survey in order to obtain results that reflect the target population to an acceptable level of accuracy. We have tested our results at the 95% confidence level and were aiming for a margin of error of  $\pm 3\%$ .

We sent out 496 surveys, receiving back 243. The minimum sample size required to provide a margin of error of  $\pm 3\%$  is 339. We have calculated that the actual margin of error is  $\pm 4.4\%$ . The industry standard for an acceptable margin of error is actually  $\pm 5\%$  for which we would have only required 217 returns, so this is a good return.

## **2.5 Weighting**

As this survey covers only MWS sheltered housing respondents who are all older people living in West Somerset, no weighting was required.

## **2.6 Structure of this report**

The main body of the report is divided into the following sections, which look at the survey results in detail:

Tenant profile

Satisfaction with home and general services

Contact and communication with Magna

Your neighbourhood

Promoting neighbourliness

Repairs and maintenance

Grounds maintenance, cleaning and caretaking

Further comments

Further analysis

Benchmarking

Comparisons with MWS Sheltered STAR 2012 survey

Recommendations

Appendix 1 Copy of survey questionnaire

Appendix 2 Listing of respondents' comments (*under separate cover*)

### 3. TENANT PROFILE

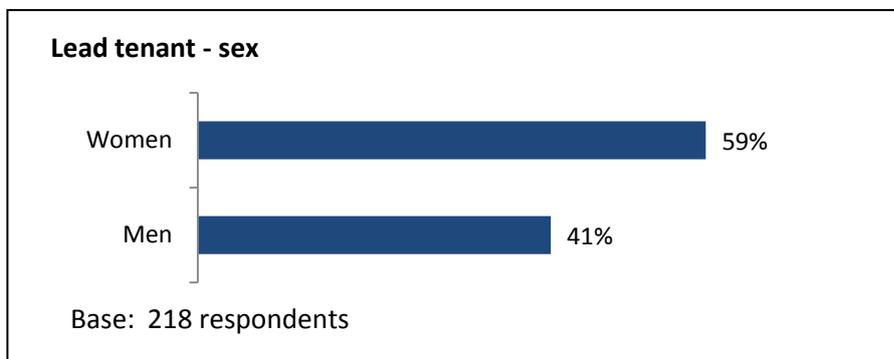
#### 3.1 Introduction

This section of the report profiles sex and age, household composition, ethnicity, incidence of illness/disability, and receipt of housing benefit.

#### 3.2 Sex and age

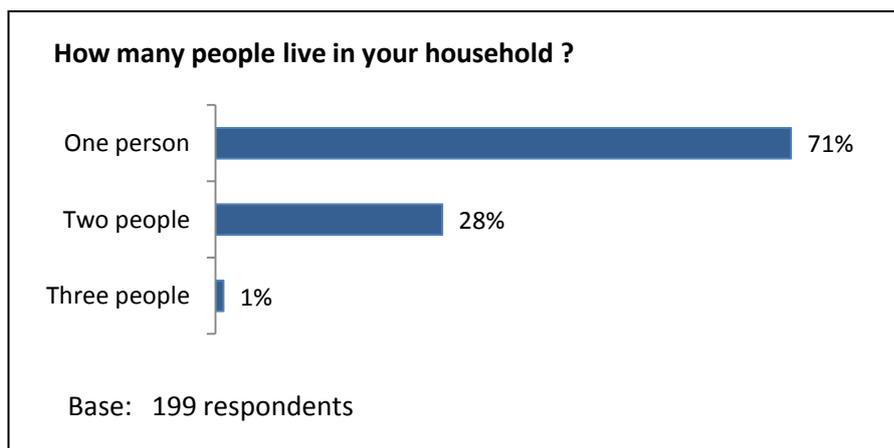
59% of respondents were women and 41% men.

25% of respondents were aged under 65, 28% were aged between 65 and 74, 33% were aged between 75 and 84 and 14% were aged 85 or over.



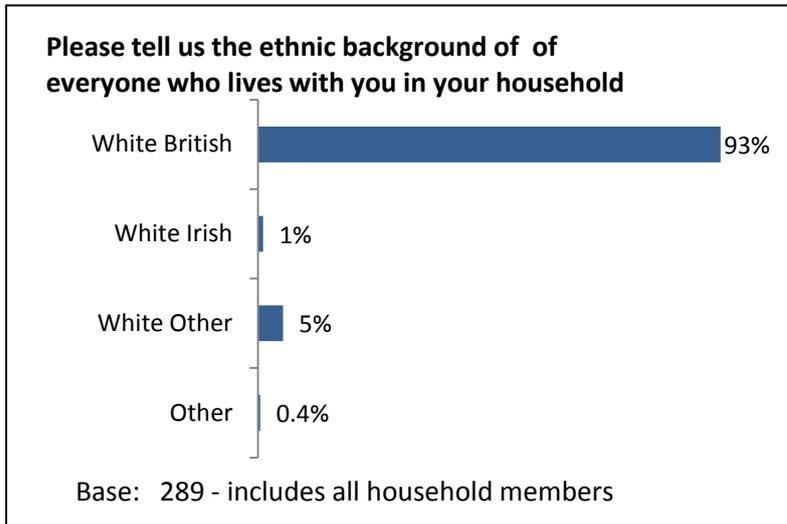
#### 3.3 Household composition

71% of respondents described their household as being a one person household, with 28% of respondents describing their household as being a two person household. 1% described their household as being a three person household.



### 3.4 Household ethnicity

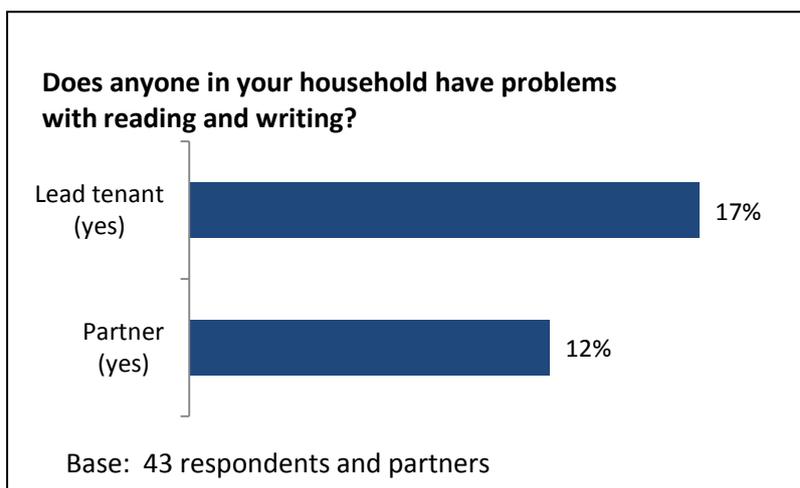
93% of respondents described themselves as White British with 6% describing themselves as White Irish or White Other.



86% of respondents answered this question.

### 3.5 Problems with reading and writing

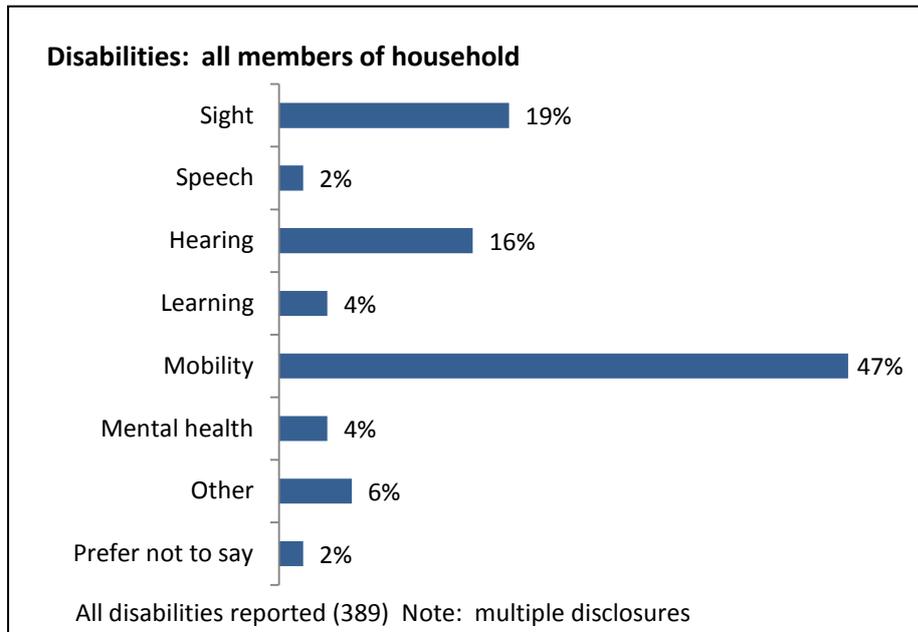
17% of respondents and 12% of their partners said they had problems with reading and writing.



Overall, 2% of respondents said they preferred not to say and the majority of lead tenants and partners indicated they had no problems.

### 3.6 Incidence of illness/disability

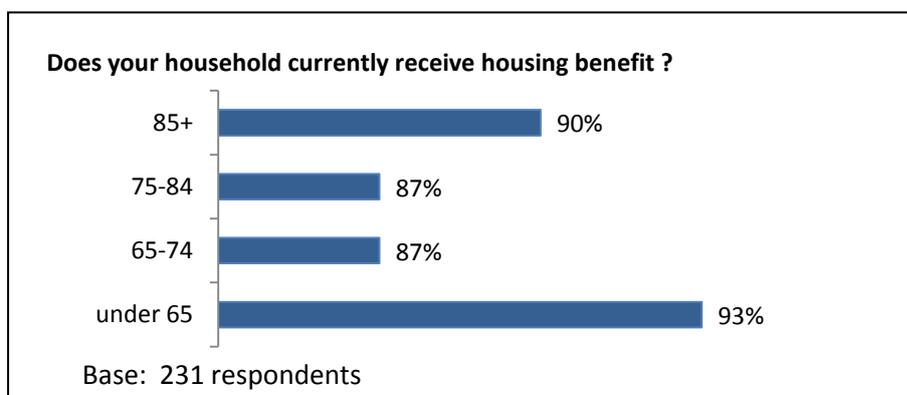
78% of respondents said that they or someone in their household had a long-term illness, health problem or disability. All age groups showed a similar percentage of respondents with mobility disabilities. Older respondents were more likely to say they had sight or hearing problems than younger respondents. Younger respondents were more likely to say they had learning or mental health problems (albeit very few in number) than older respondents.



'Other' could indicate long term illnesses such as heart disease, cancer, diabetes etc.

### 3.7 Housing benefit

89% of respondents overall confirmed they received housing benefit, 40% male and 60% female. Of those under 65 years old, 93% of respondents were receiving housing benefit and of those aged over 85 years, 90% were receiving housing benefit.



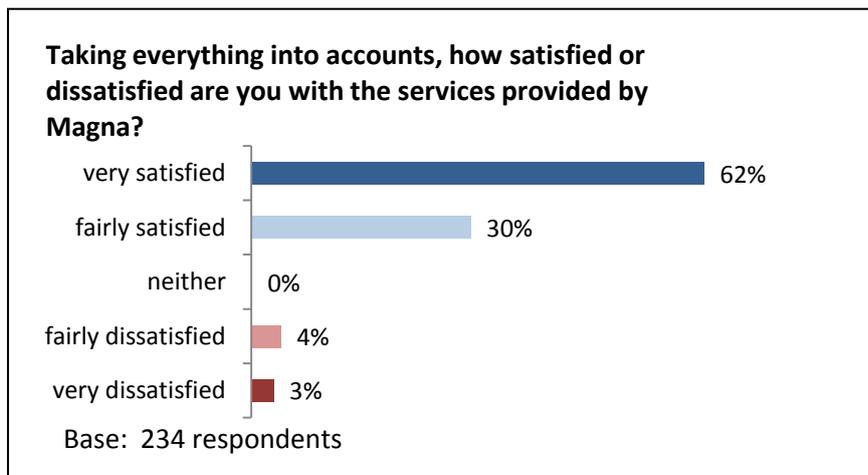
## 4. SATISFACTION WITH YOUR HOME AND GENERAL SERVICES

### 4.1 Introduction

This section looks at satisfaction with MWS as a landlord, satisfaction with the services provided, and value for money.

### 4.2 Overall satisfaction with MWS

Over nine in ten tenants (92%) were satisfied with the services provided by MWS. 8% were dissatisfied.



Results by age:

Under 65	90% satisfied (10% dissatisfied, 5 respondents*)
65-74	92% satisfied (6% dissatisfied, 4 respondents*)
75-84	93% satisfied (7% dissatisfied, 5 respondents*)
85+	90% satisfied (10% dissatisfied, 3 respondents*)

\* dissatisfied respondents

There was little difference in satisfaction between the age groups. The base count for '85 years+' was smaller than the other groups and the results for this age group should be viewed with caution.

Generally, older respondents are more satisfied than younger respondents. This may be due to service related factors (e.g. older people may receive more satisfactory services or services that are more suited to their needs) but it may be also due to other factors. It could be argued that older people are easier to satisfy because they have lower expectations.

We asked tenants if they were aware of Magna's published service standards. 58% of respondents said yes with 42% saying no.

Younger respondents, namely those aged under 65 years old, were more likely to say they were unaware of the standards.

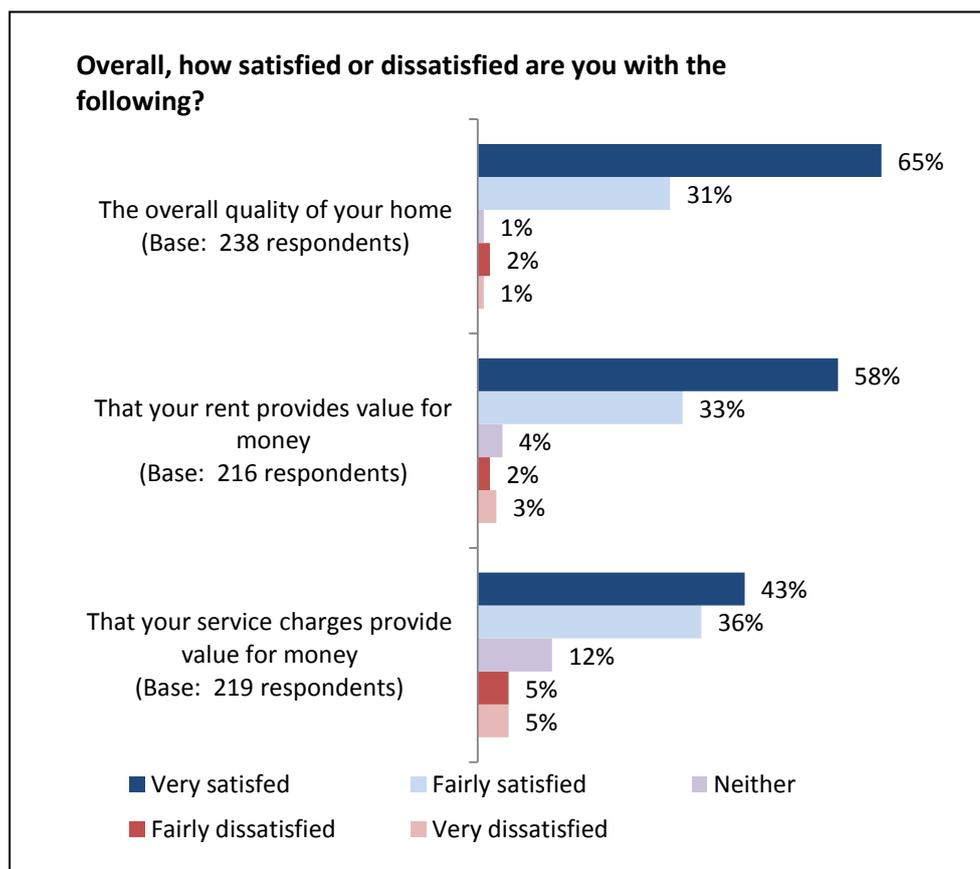
### 4.3 Satisfaction with the home and general services

Levels of satisfaction with the home and general services were very positive:

96% were satisfied with the quality of their home (3% dissatisfied)

92% were satisfied with the value for money for their rent (5% dissatisfied)

79% were satisfied that their service charge provided value for money (9% dissatisfied)



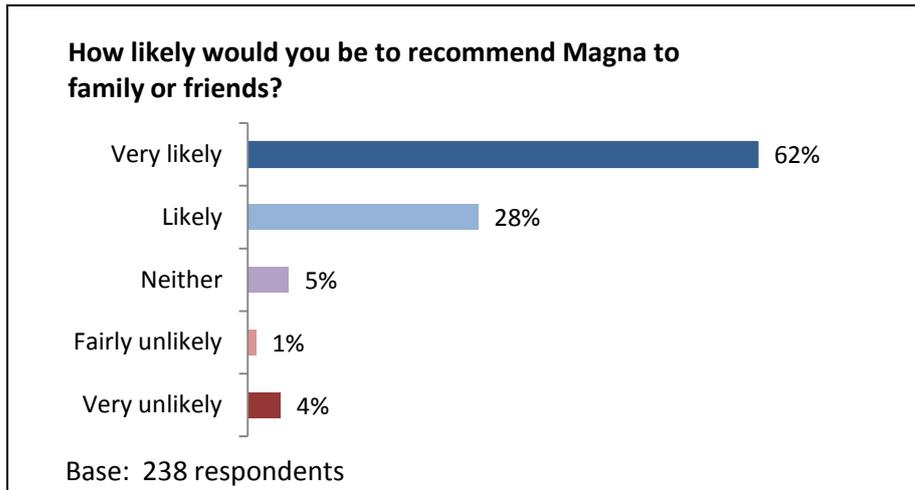
There were some patterns in responses across all three questions:

Satisfaction increased with age for all questions

Men tended to be more satisfied than women

### 4.4 Recommending Magna

Tenants were asked how likely they would be to recommend Magna to family or friends. Nine in ten respondents (90%) said they would recommend Magna to their family or friends (5% unlikely).



Respondents were asked to give reasons why they would or would not recommend Magna to their family or friends. Comments are listed at appendix 2. Follow up details, including names and contact details (where applicable) have been sent to relevant staff to follow up.

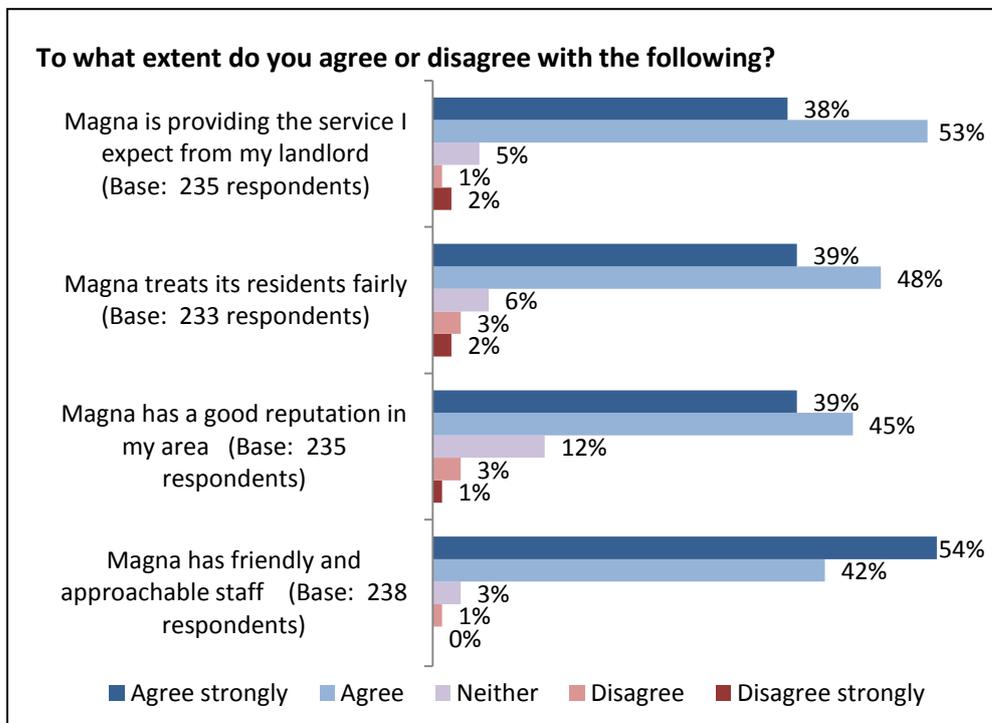
Tenants were asked if they agreed or disagreed with a number of statements relating to MWS. In general, the statements received very high scores:

92% agreed Magna is providing the service expected from their landlord (3% disagreed)

88% agreed Magna treats its residents fairly (5% disagreed)

83% agreed Magna has a good reputation in their area (5% disagreed)

96% agreed Magna has friendly and approachable staff (1% disagreed)



There were some patterns in response across these questions:

Satisfaction increased with age for all questions

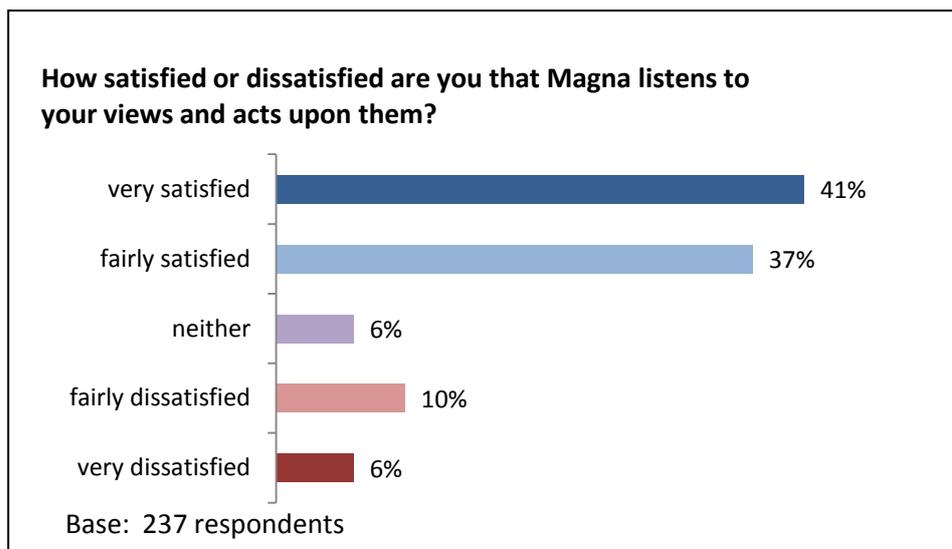
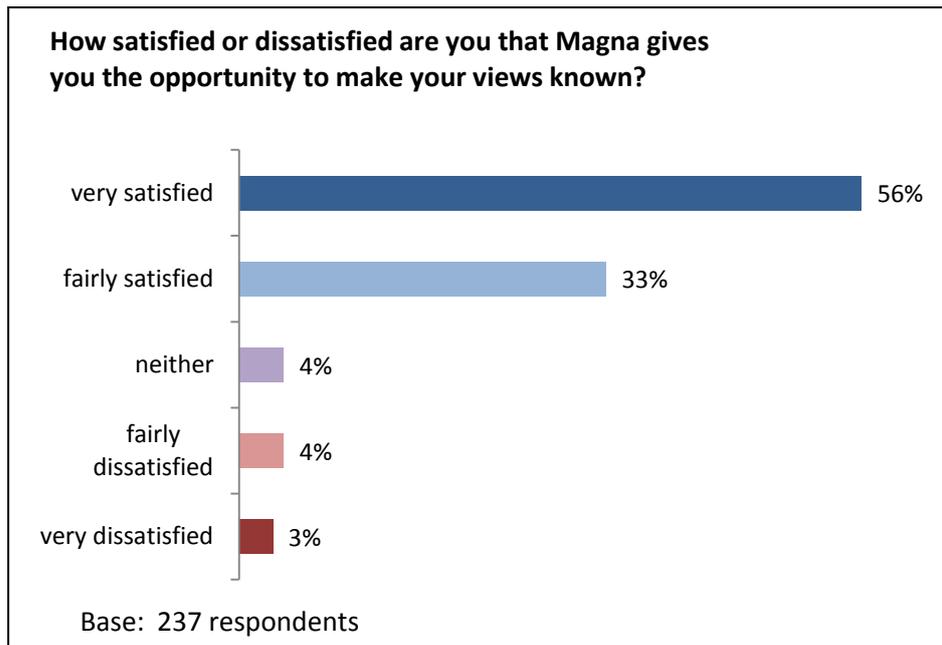
Male respondents tended to be more satisfied than female respondents

#### 4.5 Making your views known

We asked respondents how satisfied or dissatisfied they were that Magna gives them the opportunity to make their views known. We also asked how satisfied or dissatisfied they were that Magna listened to their views and acted upon them.

89% of respondents were satisfied that Magna gave them the opportunity to make their views known (7% dissatisfied)

78% of respondents were satisfied that Magna listened to their views and acted upon them (16% dissatisfied)



Satisfaction increased by age for both questions

Male respondents were more likely to be satisfied than female respondents

## 5. GENERAL CONTACT AND COMMUNICATION

### 5.1 Introduction

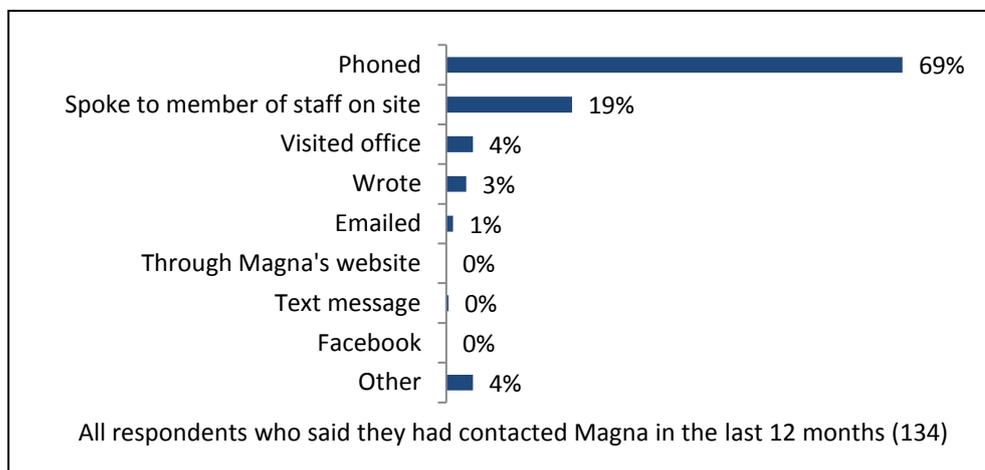
This section looks at contact with MWS in terms of whether tenants had had contact in the last 12 months, how tenants have had contact, what they had contact about and the quality of service they received when making contact.

78% of respondents said they had contacted Magna in the last 12 months with a query

### 5.2 Method of contact

Almost seven in ten respondents (69%) had contacted MWS in the last 12 months by telephone. Respondents aged 85+ years were less likely to telephone MWS but more likely to speak to member of staff on site. Respondents aged 65 - 74 years were more likely to visit the MWS office than other age groups. Very few respondents were likely to write.

'Other' ways of contacting Magna have been listed in appendix 2.



### 5.3 Reasons for contacting Magna

The main reasons for contacting Magna were concerning 'other' (35%) and we invited respondents to give detail in the form of literal comments. Most of the 'other' comments were concerning repairs. The next most popular reason for contacting Magna was 'gardens/communal cleaning/window cleaning/caretaking' (19%) followed by 'nuisance or anti-social behaviour' (13%) and 'request permission to do something, e.g. new shed, pet ownership' (13%). These were followed by 'paying rent or service charge query' (11%).

Older respondents aged 75+ years were more likely to have contacted Magna regarding 'gardens/communal cleaning/window cleaning/caretaking'.

Younger respondents aged 65 - 74 were more likely to have contacted Magna regarding 'nuisance or anti-social behaviour' or 'request permission to do something, e.g. new shed, pet ownership' query.

All age groups were likely to contact Magna regarding 'paying rent or service charge query'.

Respondents' comments were asked for and are listed at appendix 2. Follow up details, including names and contact details (where applicable) have been sent to relevant staff to follow up.

## 5.4 Quality of contact

Those who had been in contact with Magna in the last 12 months were asked:

Whether getting hold of the right person was easy or difficult

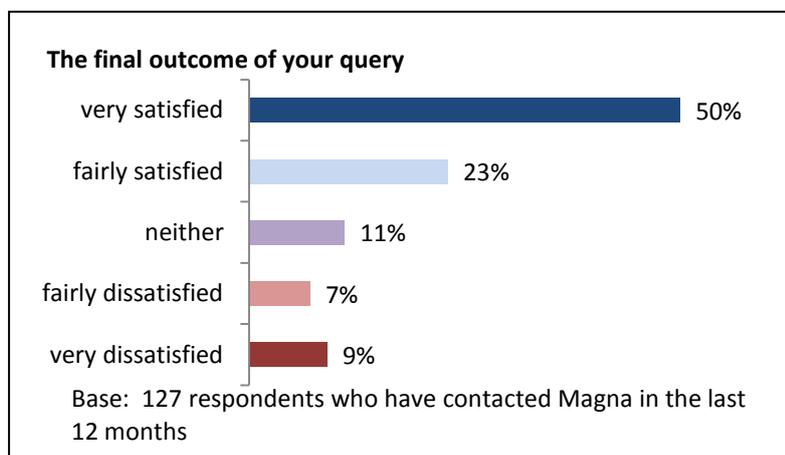
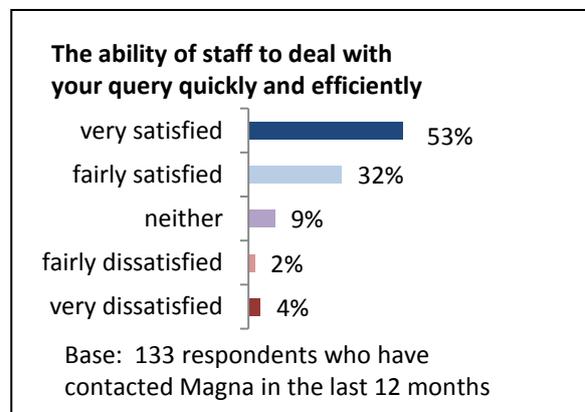
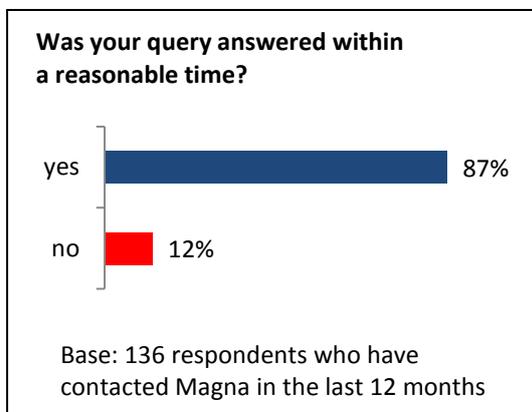
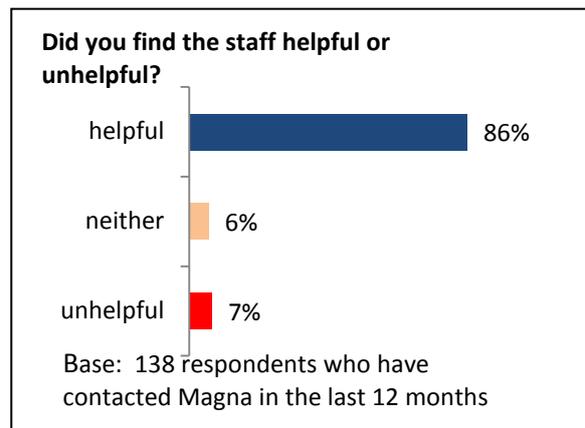
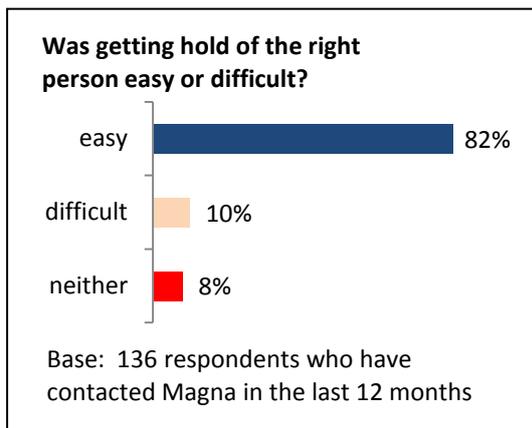
Whether they found staff helpful or unhelpful

Whether their query was answered within a reasonable time

About the ability of staff to deal with their query quickly and efficiently

Whether they were satisfied or dissatisfied with the final outcome of their query

The charts below illustrate the findings of the above questions:



The results were mixed:

87% felt their query was answered within a reasonable time (12% not)

86% said the staff were helpful (7% unhelpful)

85% were satisfied staff were able to deal with their query quickly and efficiently (6% dissatisfied)

82% said they found it easy to get hold of the right person (10% said that it was difficult)

72% were satisfied with the final outcome of their query (16% not)

Male respondents were more likely to be satisfied than female respondents

Older respondents were much more likely to be satisfied than younger respondents

## 6. NEIGHBOURHOOD

### 6.1 Introduction

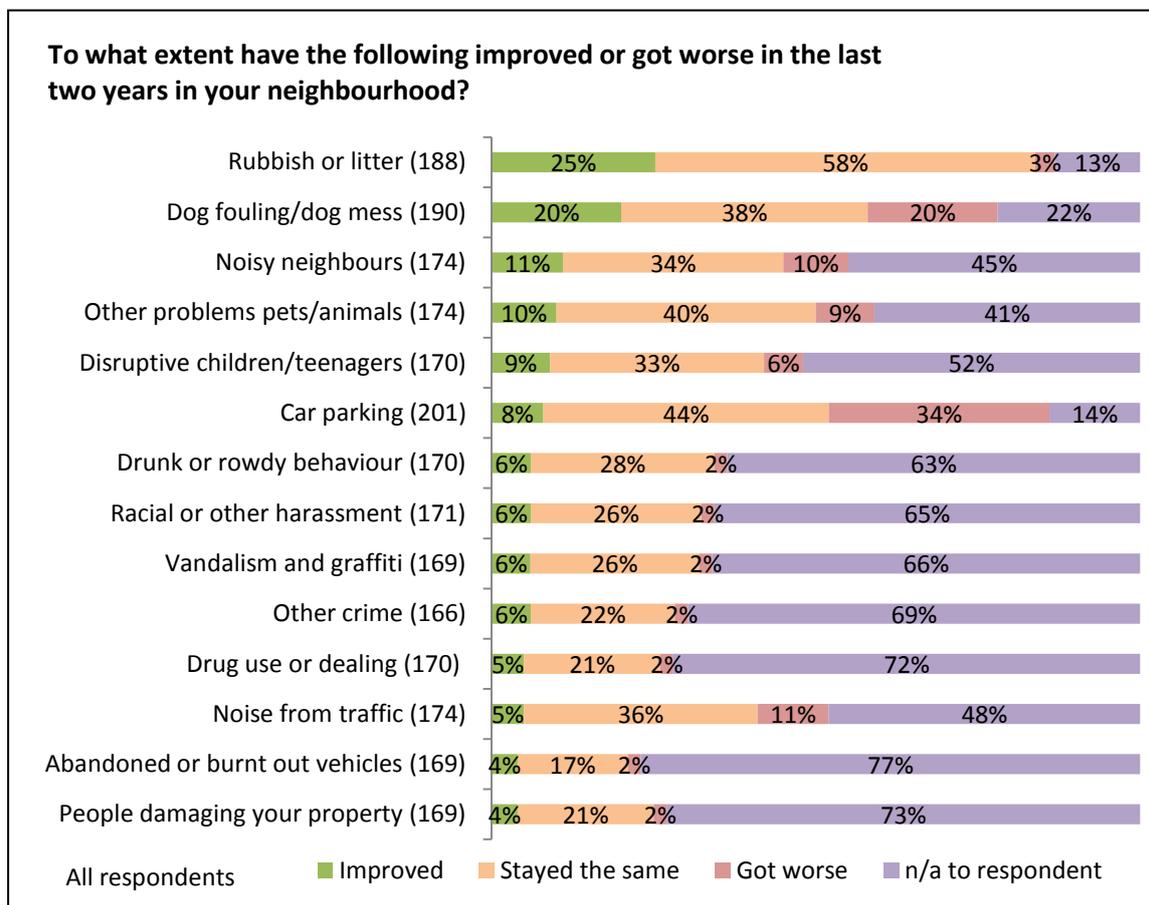
This section looks at satisfaction with the neighbourhood as a place to live.

Levels of satisfaction with the neighbourhood were generally positive:

92% were satisfied with the neighbourhood as a place to live (7% dissatisfied)

### 6.2 Neighbourhood problems

Tenants were given a list of possible issues that may affect the quality of life in their neighbourhood and were asked whether, in their opinion, the issues had improved, stayed the same or got worse in the last two years. Respondents were asked to indicate whether each 'issue' was applicable to them.



Results indicate that in respect of potential neighbourhood 'problems', respondents have most concerns about rubbish or litter, car parking and dog fouling.

Respondents indicated the following:

Problems that had most 'improved' over the last two years were rubbish or litter (25%), dog fouling/dog mess (20%) and noisy neighbours (11%).

Respondents also indicated:

Problems that had 'stayed the same' were rubbish or litter (58%), car parking (44%) and other problems with pets and animals (40%)

Problems that had 'got worse' were car parking (34%), dog fouling/dog mess (20%) and noise from traffic (11%)

Respondents indicated that rubbish or litter (13% not applicable), car parking (14% not applicable) and dog fouling/dog mess (22% not applicable) were more applicable to them than other listed 'problems'.

Further analysis may help to pinpoint whether there are particular areas where there are specific problem 'trouble spots'.

There was no clear evidence that younger, rather than older respondents, were more likely to say that each was a problem in their neighbourhood. However, younger people (under 65) were less concerned than older people regarding car parking. Respondents over 75 were more concerned about dog fouling/dog mess than younger respondents.

Respondents who classed themselves or a household member as disabled, compared to those without a disabled household member, were more likely to say that car parking, noisy neighbours, and dog fouling/dog mess were a problem.

Results can be seen in the tables below:

% Problem - improved	Total
Rubbish or litter	25%
Dog fouling/dog mess	20%
Noisy neighbours	11%
Other problems pets/animals	10%
Disruptive children/teenagers	9%
Car parking	8%
Drunk or rowdy behaviour	6%
Racial or other harassment	6%
Vandalism and graffiti	6%
Other crime	6%

Drug use or dealing	5%
Noise from traffic	5%
Abandoned or burnt out vehicles	4%
People damaging your property	4%

% Problem – stayed the same	Total
Rubbish or litter	58%
Car parking	44%
Other problems with pets and animals	40%
Dog fouling/dog mess	38%
Noise from traffic	36%
Noisy neighbours	34%
Disruptive children/teenagers	33%
Drunk or rowdy behaviour	28%
Vandalism and graffiti	26%
Racial or other harassment	26%
Other crime	22%
People damaging your property	21%
Drug use or dealing	21%
Abandoned or burnt out vehicles	17%

% Problem – got worse	Total
Car parking	34%
Dog fouling/dog mess	20%
Noise from traffic	11%
Noisy neighbours	10%

Other problems pets/animals	9%
Disruptive children/teenagers	6%
Rubbish or litter	3%
Racial or other harassment	2%
Drug use or dealing	2%
Drunk or rowdy behaviour	2%
Abandoned or burnt out vehicles	2%
Other crime	2%
People damaging your property	2%
Vandalism and graffiti	2%

Respondents were asked for their comments, all of which are listed at appendix 2, each alongside the individual respondent's postcode in order to clarify the postal area where the comment is based. Follow up details, including names and contact details (where applicable) have been sent to relevant staff.

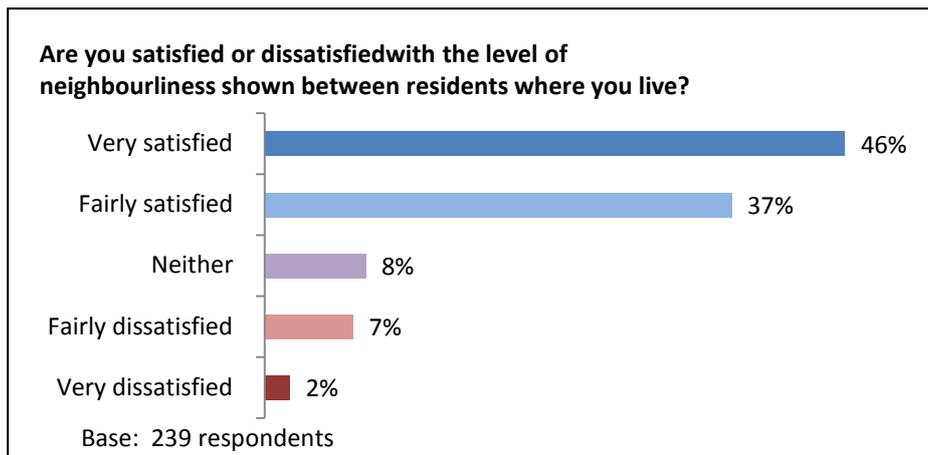
## 7. PROMOTING NEIGHBOURLINESS

### 7.1 Introduction

Magna would like to promote greater levels of neighbourliness between residents.

Tenants were asked if they were satisfied or dissatisfied with the level of neighbourliness shown between residents where they lived. Results were fairly positive:

83% of respondents were satisfied with the level of neighbourliness shown between residents where they lived (9% dissatisfied)



Both men and women were equally satisfied with the level of neighbourliness shown between residents where they lived (each 83%).

Satisfaction with level of neighbourliness shown by age group:

Under 65 years	85% satisfied
65 – 74 years	87% satisfied
75 – 84 years	81% satisfied
85 years+	77% satisfied

### 7.2 Better neighbours and being more neighbourly

We asked tenants if they would benefit from their neighbours being better neighbours to them. 23% said yes they would whilst 77% said no.

Of those who said yes they would benefit:

- 23% were men
- 27% were aged under 65 years
- 22% were aged between 65–74 years
- 17% were aged between 75– 84 years
- 26% were aged 85 years+

Of those with a disability:

35% of respondents with a sight disability, 29% of respondents with a mental health disability, 25% of respondents with a speech impediment, 25% of respondents with a learning disability and 21% of respondents with a mobility disability said they would benefit from their neighbours being better neighbours.

Tenants were also asked for their comments on what would help them to be more neighbourly towards their neighbours.

Comments were generally mixed but take on a different perspective when linked to the age group and sex of the respondent making them. See appendix 2 for full literal comment listing including relevant age group.

## 8. REPAIRS AND MAINTENANCE

### 8.1 Introduction

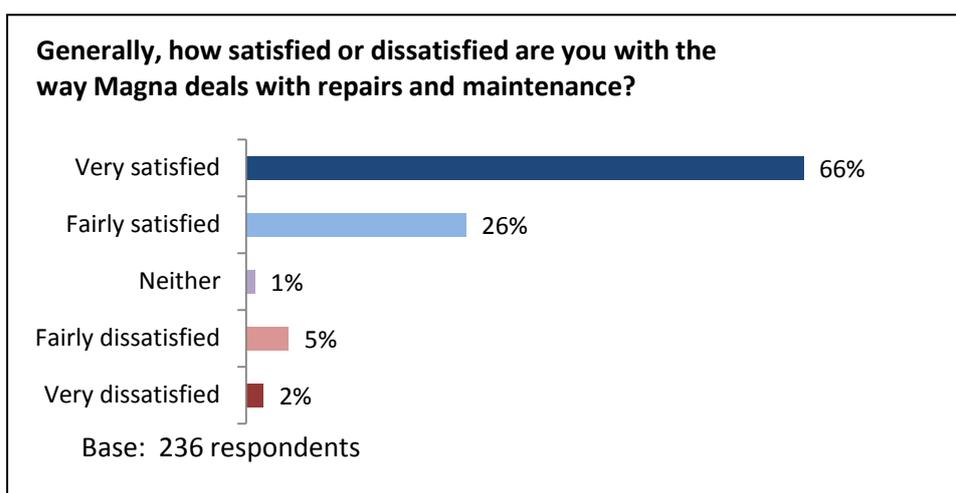
This section looks at overall satisfaction with repairs and maintenance services, making contact with Magna regarding repairs queries, and satisfaction with the quality of the repairs service.

In addition, this section looks at the neighbourhood in respect of Magna's responsibility to tenants and whether repair or maintenance work should be carried out to infrastructure where applicable.

We also asked respondents if, in their opinion, there was sufficient external lighting outside their home and in communal areas.

### 8.2 Overall satisfaction with the repairs and maintenance service

Tenants were asked how satisfied or dissatisfied they were with the way MWS dealt with repairs and maintenance. 92% were satisfied while 7% were dissatisfied.



Older respondents were more likely to be satisfied than younger respondents

Men were more likely to be satisfied than women

Respondents who said they had a mobility or mental health disability were less likely to say they were satisfied than those with other disabilities

### 8.3 Quality of contact with Magna regarding repairs query

We asked tenants when last making contact with Magna regarding a repairs query:

Was getting hold of the right person easy or difficult?

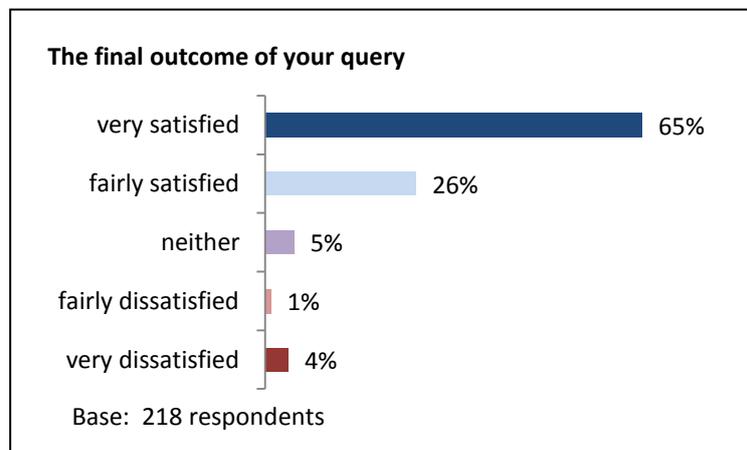
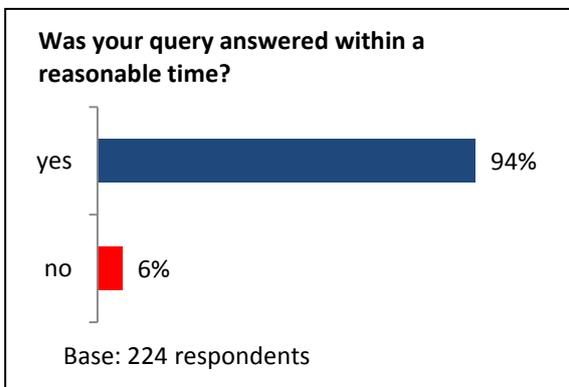
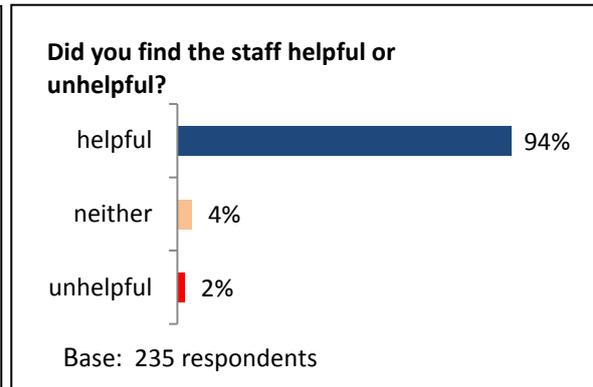
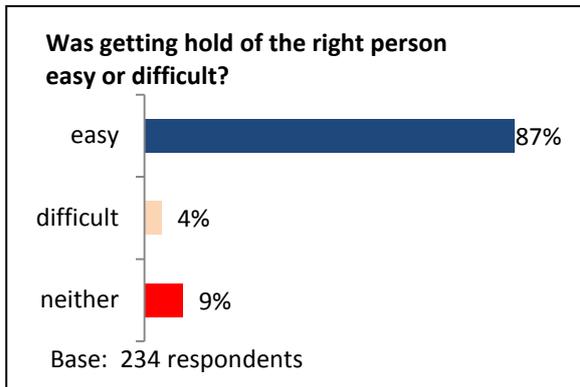
Did they find the staff helpful or unhelpful?

Was their query answered within a reasonable time?

About the ability of staff to deal with their query quickly and efficiently

Whether they were satisfied or dissatisfied with the final outcome of their query

The charts below illustrate the findings:



Satisfaction was very high:

96% were satisfied that staff were able to deal with their query quickly and efficiently (2% dissatisfied)

94% felt their query was answered within a reasonable time (6% not)

94% found the staff helpful (2% unhelpful)

88% said that it was easy to get hold of the right person (4% saying it was difficult)

90% were satisfied with the final outcome of their query (5% dissatisfied)

Older respondents were much more likely to be satisfied with the quality of contact they received when reporting a repairs query.

Men were more likely to be satisfied than women.

Respondents who said they had a sight, hearing, mobility or mental health disability were more likely to find it difficult in getting hold of the right person.

Respondents who had a hearing or mobility disability were more likely to find staff unhelpful.

Respondents who had a hearing, mobility or mental health disability were more likely to say their query was not answered within a reasonable time.

Respondents who had a sight, hearing or mobility disability were more likely to be dissatisfied with the ability of staff to deal with their query quickly and efficiently.

Respondents who had a sight, hearing, mobility or mental health disability were more likely to be dissatisfied with the final outcome of their query.

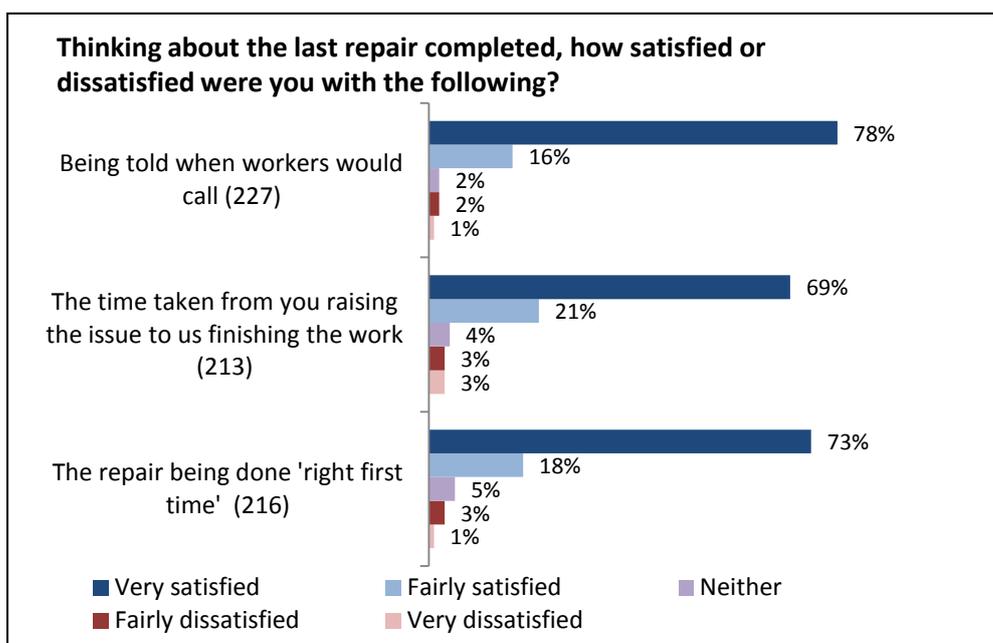
#### 8.4 Rating of repair service

Respondents were asked how satisfied or dissatisfied they were with different elements of the repair service in respect of their last repair completed:

94% of respondents were satisfied with being told when workers would call (3% dissatisfied)

90% were satisfied with the time taken from raising the issue to finishing the work (6% dissatisfied)

91% were satisfied with the repair being done 'right first time' (4% dissatisfied)



Older respondents were more likely to be satisfied than younger respondents.

Respondents who had a hearing, learning, mobility or mental health disability were more likely to be dissatisfied with being told when workers would call.

Respondents who had a sight, hearing, learning, mobility or mental health disability were more likely to be dissatisfied with the time taken from raising the issue to finishing the work.

Respondents who had a sight, hearing, or mobility disability were more likely to be dissatisfied with the repair being done 'right first time'.

In addition, we asked respondents if they had an appointment made for their repair, was it kept. 10% of respondents said this question was not applicable to them.

Of those respondents to whom this question was applicable, 96% said it was kept (4% not)

### 8.5 Magna's neighbourhood responsibilities – repairs and maintenance

We listed the following areas of neighbourhood infrastructure and asked respondents if, where these areas were Magna's responsibility, they thought repair or maintenance work needed to be carried out. Areas concerned were:

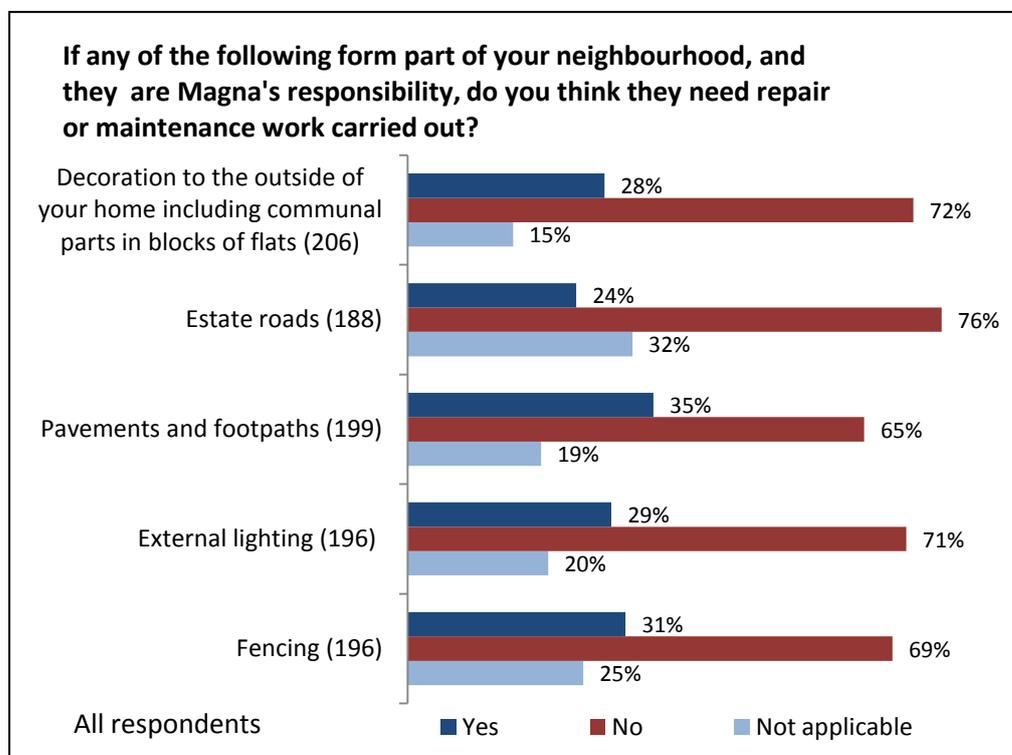
Decoration to the outside of homes including communal parts in blocks of flats

Estate roads

Pavements and footpaths

External lighting

Fencing



Of those to whom this question was applicable, 28% of respondents said that decoration to the outside of their home, including communal parts in blocks of flats was required (72% said not required). 15% of respondents said this question was not applicable to them.

Of those to whom this question was applicable, 24% said that repair or maintenance work was required to estate roads (76% not required). 32% of respondents said this question was not applicable to them.

Of those to whom this question was applicable, 35% said that repair or maintenance work was required to pavements and footpaths (65% said not required). 19% of respondents said this question was not applicable to them.

Of those to whom this question was applicable, 29% said that repair or maintenance work was required to external lighting (71% not required). 20% of respondents said this question was not applicable to them.

Of those to whom this question was applicable, 31% said repair or maintenance work was required to fencing (69% not required). 25% said this question was not applicable to them.

Younger respondents aged under 65 and 65 -74 were much more likely to say that repair or maintenance works were required to the neighbourhood infrastructure where they are Magna's responsibility

Respondents with a sight, hearing or mobility disability were very likely to say that repair or maintenance works were required to the neighbourhood infrastructure where they are Magna's responsibility

Men were more likely than women to say that repair or maintenance works were required to estate roads and fencing whilst women were more likely than men to say repair or maintenance works were required to communal parts in blocks of flats and pavements and footpaths

Respondents were asked to give detail alongside their response. Each comment is listed in Appendix 2 alongside the relevant postcode to help pinpoint any potential problem areas that require repair or maintenance work to be carried out. Details, including names and contact details (where applicable), have been sent to relevant staff to follow up.

In addition, we asked respondents if they felt there was sufficient external lighting outside of their home and in communal areas.

87% of respondents said yes there was sufficient external lighting (13% not)  
3% overall of respondents said the question was not applicable to them

Respondents with a sight, hearing, mobility, learning or mental health disability were more likely to say there was not sufficient external lighting outside their home and in communal areas.

We asked respondents for their comments on the sufficiency of external lighting outside their home and in communal areas. These comments are all listed in appendix 2 alongside relevant postcodes to help pinpoint any potential problem areas that require attention to lighting. Details, including names and contact details (where applicable) have been sent to relevant staff to follow up.

## 9. GROUNDS MAINTENANCE, CLEANING AND CARETAKING

### 9.1 Introduction

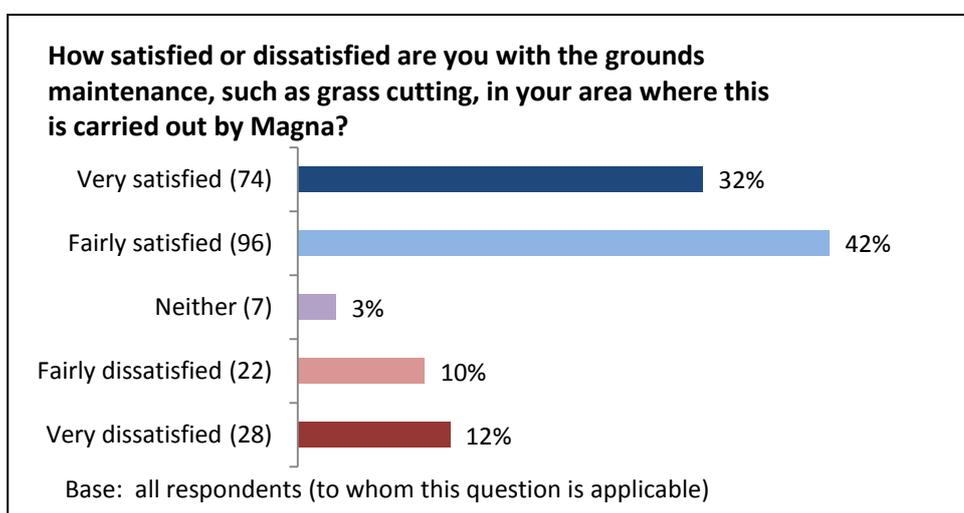
We asked questions about satisfaction with MWS's grounds maintenance (grass cutting, hedge trimming, etc.) as well as satisfaction with the overall cleaning and caretaking services in flats and communal areas (where applicable).

### 9.2 Grounds maintenance

Respondents were asked how satisfied or dissatisfied they were with the grounds maintenance, such as grass cutting, in their area where this is carried out by MWS.

4% of respondents said this question was not applicable to them

Of those respondents to whom this question was applicable, 75% were satisfied with the grounds maintenance such as grass cutting, in their area where this is carried out by MWS (22% dissatisfied).



Satisfaction with the grounds maintenance by age group:

Under 65 years	73% satisfied
65 – 74 years	64% satisfied
75 – 84 years	77% satisfied
85 years +	82% satisfied

Women (78%) were more likely to be satisfied with the grounds maintenance than men (69%).

Respondents who had sight, hearing, learning, mobility or mental health disabilities were more likely to be dissatisfied.

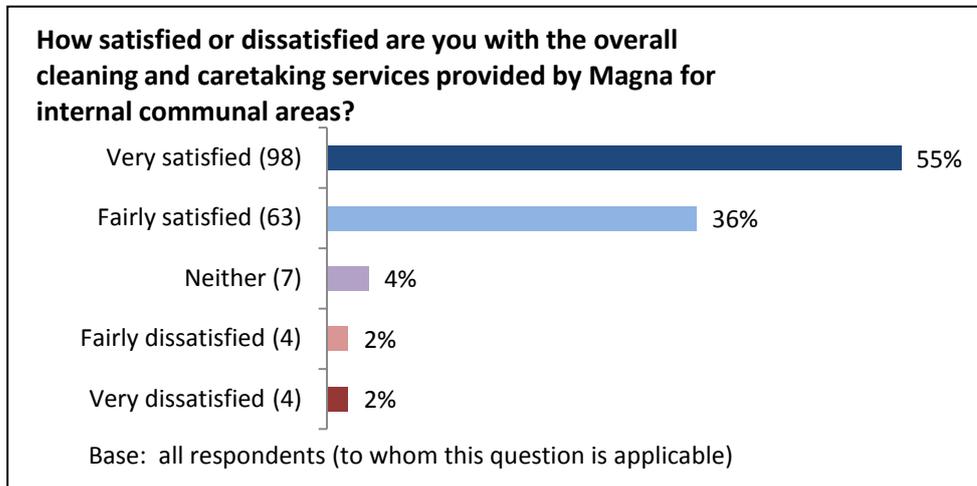
### 9.3 Magna cleaning and caretaking services

Respondents were asked how satisfied or dissatisfied they were with the overall cleaning and caretaking services in respect of internal and external areas and communal window cleaning provided by Magna.

### 9.3.1 Internal communal areas

25% of respondents said overall cleaning and caretaking services provided by Magna for internal communal areas were not applicable to them.

Of those respondents to whom this question was applicable, 91% were satisfied (4% dissatisfied)



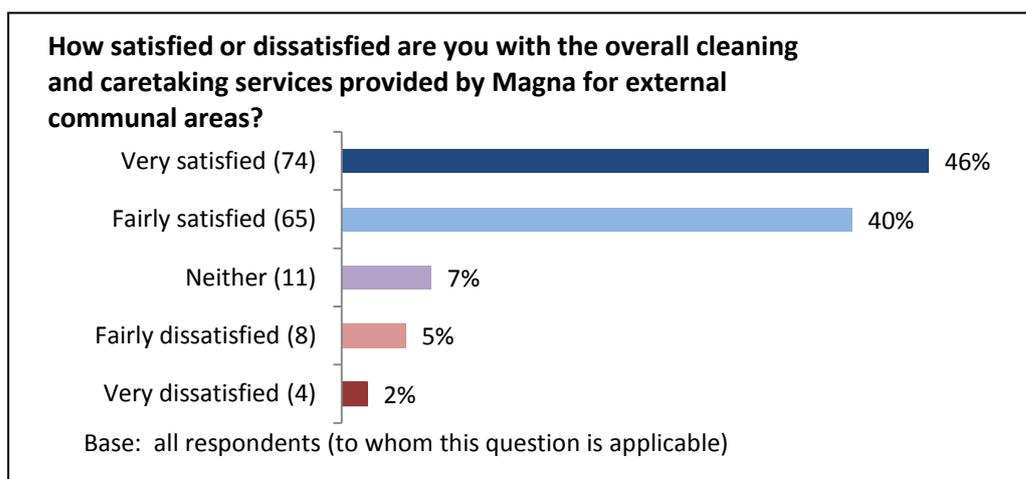
There were no significant differences in satisfaction between men and women. Respondents aged 65 – 74 years were more likely to be dissatisfied.

Respondents who said they had a hearing, mobility or mental health disability were more likely to be dissatisfied.

### 9.3.2 External communal areas

21% of respondents said overall cleaning and caretaking services provided by Magna for external communal areas were not applicable to them.

Of those to whom this question was relevant 86% were satisfied (7% dissatisfied)



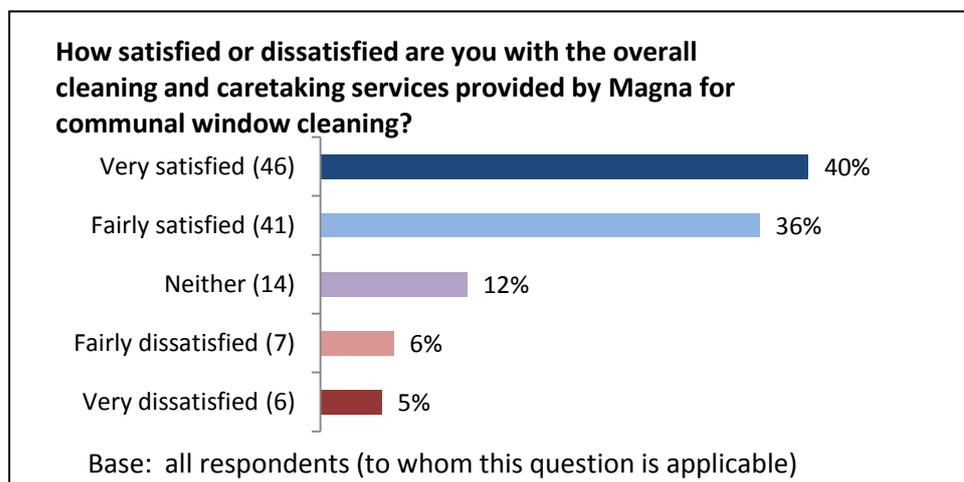
As with the internal cleaning and caretaking, there were no significant differences in satisfaction between men and women. Older respondents (85 years +) were all satisfied.

Respondents who said they had a sight, hearing, learning, mobility or mental health disability were more likely to be dissatisfied.

### 9.3.3 Communal window cleaning

44% of respondents said overall cleaning and caretaking services provided by Magna for communal window cleaning were not applicable to them.

Of those to whom this question was relevant 76% were satisfied (11% dissatisfied)



There were no apparent differences in satisfaction with the communal window cleaning service between men and women. Younger respondents (under 65) were more likely to be dissatisfied with the communal window cleaning service.

Respondents who said they had a mobility disability were more likely to be dissatisfied.

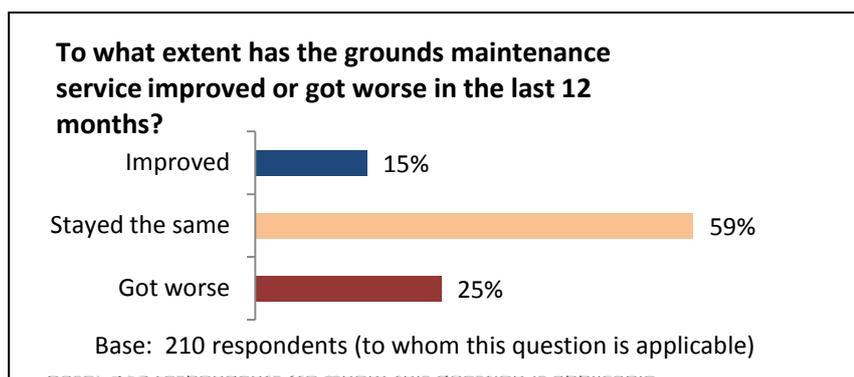
### 9.4 Improvements to grounds maintenance, cleaning and caretaking services

We asked respondents to what extent grounds maintenance, cleaning and caretaking services had improved or got worse over the last 12 months.

#### 9.4.1 Grounds maintenance

9% of respondents said grounds maintenance services provided by Magna were not applicable to them.

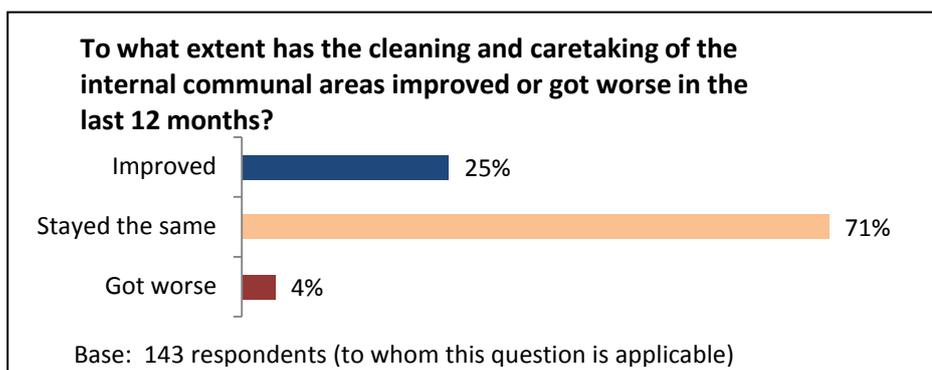
Of those to whom this question was relevant 15% said the grounds maintenance service had improved and 59% that it had stayed the same. 25% said it had got worse.



### 9.4.2 Internal communal areas

29% of respondents said overall cleaning and caretaking services provided by Magna for internal communal areas were not applicable to them.

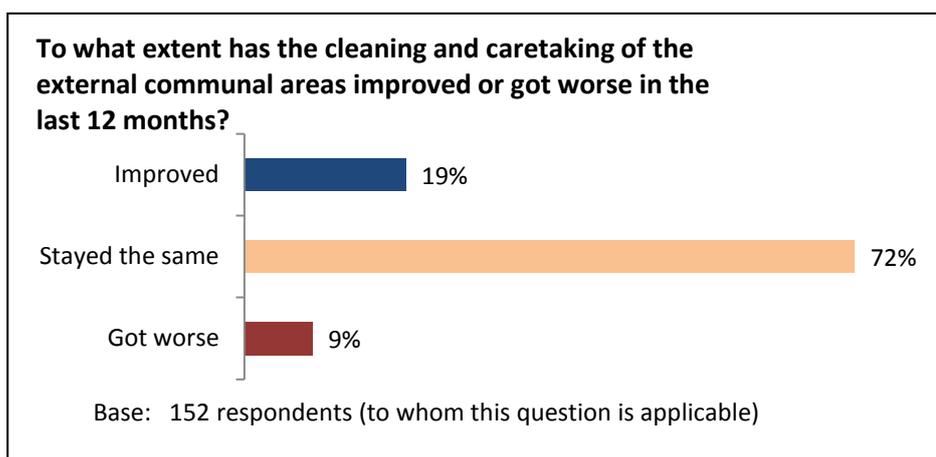
Of those to whom this question was relevant 25% said the cleaning and caretaking service of the internal communal areas had improved and 71% that it had stayed the same. 4% said it had got worse.



### 9.4.3 External communal areas

25% of respondents said overall cleaning and caretaking services provided by Magna for external communal areas were not applicable to them.

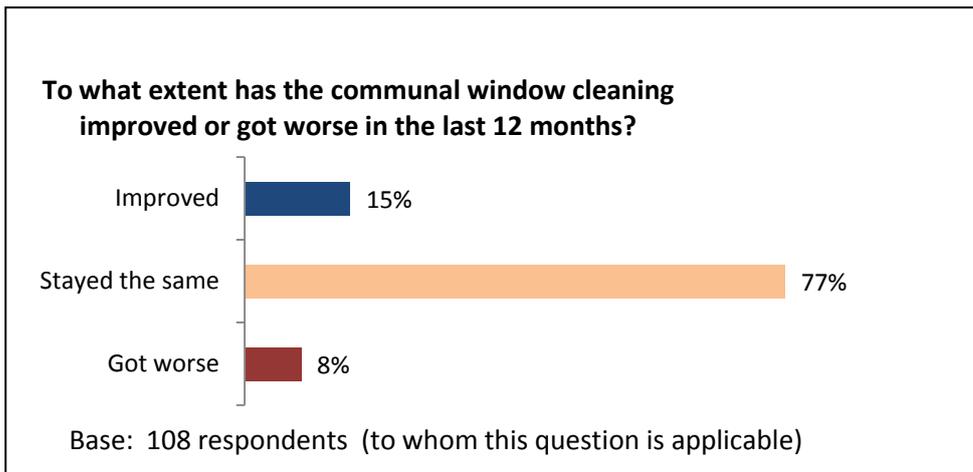
Of those to whom this question was relevant 19% said the overall cleaning and caretaking service of the external communal areas had improved and 72% that it had stayed the same. 9% said it had got worse.



### 9.4.4 Communal window cleaning

47% of respondents said communal window cleaning services provided by Magna was not a service that was applicable to them.

Of those to whom this question was relevant 15% said the communal window cleaning and caretaking service had improved and 77% that it had stayed the same. 8% said it had got worse.



Respondents were asked if they had any comments or suggestions regarding Magna’s cleaning, caretaking and grounds maintenance services. These comments are all listed in appendix 2 alongside relevant postcodes to help pinpoint any potential problem areas that require attention. Details, including names and contact details (where applicable) have been sent to relevant staff to follow up.

## **10. FURTHER COMMENTS**

### **10.1 Introduction**

Respondents were asked if they had any further comments or suggestions on how Magna can improve services. A listing is included in appendix 2.

Details, including names and contact details (where applicable) have been sent to relevant staff to follow up.

## 11. FURTHER ANALYSIS

### 11.1 Introduction

Key driver analysis (KDA) is a common market research technique used to explore the correlation between resident responses to different survey questions. For example, it is frequently used to look at what factors most influence satisfaction.

It is based on a statistical technique known as regression analysis. In regression analysis the relationship between a dependent variable (in this case general satisfaction) and several independent variables is analysed. From the analysis it can be ascertained which of the independent variables have most influence over the dependent variable. The top three most influential factors are called the 'key drivers'.

For our STAR KDA we took the question 'Taking everything into account, how satisfied or dissatisfied are you with the services provided by Magna Housing?' as the dependent variable and satisfaction with the following as the independent variables:

- The overall quality of your home
- That your rent provides value for money
- That your service charges provide value for money
- The way Magna listens to your views and acts upon them
- Your neighbourhood as a place to live
- The way Magna deals with repairs and maintenance

The degree of influence for each independent variable was calculated. The degree of influence is called a coefficient.

We have used the HouseMark STAR Analysis of findings 2013/14 'Housing for older people' median quartile percentage for 'overall satisfaction' as a vertical divider between high and low satisfaction.

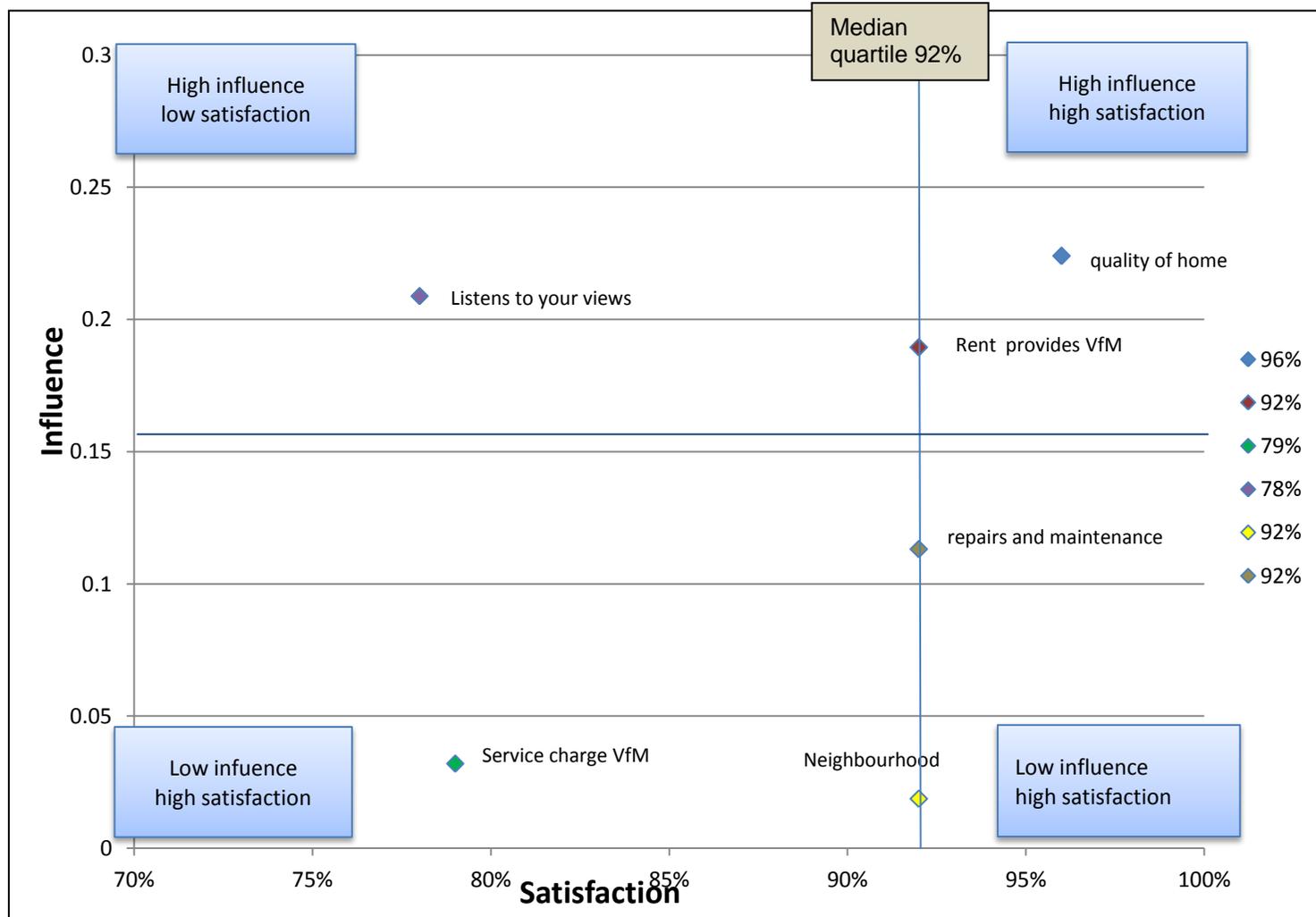
### 11.2 Key driver analysis coefficient score

The higher the coefficient score, the higher the influence on general satisfaction:

Question	% satisfied	Coefficient
Overall quality of your home	96%	0.224
Listens to your views	78%	0.208
Rent provides value for money	92%	0.189
Satisfaction with repairs and maintenance	92%	0.113
Service charges provide value for money	79%	0.032
Satisfaction with your neighbourhood	92%	0.018

After the measures of influence were calculated, they were plotted onto a chart alongside the percentage of those satisfied. The vertical median quartile divider line has been plotted at 92% and the horizontal co-efficient divider line has been plotted at 0.151.

### Overall satisfaction of services



The high/low satisfaction divider is set at the median quartile line for 'satisfaction with services provided by your housing association' taken from the HouseMark STAR benchmarking findings 2013/14. For 'housing for older people', the median quartile is 92%.

#### **11.4 Results: 2015 STAR SH**

Comparing influence with satisfaction highlights factors for improvement. Those independent variables which are high influence but low satisfaction are most likely to increase general satisfaction if improved.

The three key drivers of satisfaction for STAR 2015 were:

- 'Quality of home (high influence, high satisfaction)
- 'Listens to your views' (high influence, low satisfaction)
- 'Rent provides value for money' (high influence, high satisfaction)

'Quality of home' had the biggest influence on overall satisfaction with Magna services followed by 'listens to your views', followed by 'rent provides value for money'.

'Listens to your views' falls into the 'high influence/low satisfaction' quadrant of the chart suggesting that this variable would most increase overall satisfaction if service improved.

Other drivers of satisfaction:

- 'Repairs and maintenance' (high influence, high satisfaction) had the next biggest influence
- 'Service charges provide value for money' (low influence, low satisfaction) had little influence
- 'Satisfaction with neighbourhood' (low influence, high satisfaction) had the least influence

#### **11.5 Results: 2012 STAR GN**

The same analysis had been undertaken for the 2012 STAR SH results and 'rent provides value for money' (high influence, low satisfaction) had the biggest influence over general satisfaction with Magna's services. 'The way enquiries are dealt with' (not asked in 2015 STAR) and 'listens to your views' had the next biggest influences.

These were followed by 'service charges provide value for money' and 'repairs and maintenance'. 'Quality of home' had little influence and 'neighbourhood' had the least influence.

#### **11.6 Comparisons: 2015 STAR GN and 2012 STAR GN**

KDA paints a different picture of influences in 2015 in comparison with 2012. The biggest influence in 2015, 'quality of home' was placed fifth in 2012 in the 'low influence, high satisfaction' quadrant. In 2015 it had moved to 'high influence, high satisfaction' and had the biggest influence of all the independent variables.

'Listens to your views' has moved to having the second biggest influence of all the independent variables in 2015 from third place in 2012, remaining in the 'high influence, low satisfaction' quadrant.

'Rent provides value for money' has moved from having the biggest influence of all the independent variables in 2012 to having the third biggest influence in 2015 and from the 'high influence, low satisfaction' quadrant to the 'high influence, high satisfaction' quadrant.

'Repairs and maintenance' has moved from having the fifth biggest influence in 2012 to having the fourth biggest influence in 2015, remaining in the 'low influence, high satisfaction' quadrant.

'Service charges provide value for money' has moved from having the fourth biggest influence in 2012 to fifth biggest influence in 2015, dropping from 'high influence, low satisfaction' in 2012 to 'low influence, low satisfaction' in 2015.

'Neighbourhood' had the least influence in 2012 and was situated in the 'low influence, low satisfaction' quadrant. In 2015 a seven percentage point rise in satisfaction has seen this independent variable moving to the 'low influence, high satisfaction quadrant' in 2015, although it would appear this variable still has the least influence of the six independent variables.

## **12. BENCHMARKING**

### **12.1 Introduction**

HouseMark published their latest STAR benchmarking report in April 2015. This report was based on results from the STAR surveys conducted by 139 organisations in the 2013/14 financial year. The 2014/15 results will be published in April 2016. It is recommended that benchmarking results are updated once full figures for 2014/15 are available.

The charts below set out the combined positive (i.e. the proportions of very and fairly satisfied added together) median scores for the participating organisations for the seven core STAR questions for housing for older people (sheltered) surveys:

- Cor1 overall satisfaction
- Cor2 satisfaction with home
- Cor3 satisfaction with neighbourhood
- Cor4 rent provides value for money
- Cor5 service charges provide value for money
- Cor6 repairs and maintenance
- Cor7 listens to views and acts upon them

The scores for MWS and MHA Sheltered are set out for each of the questions for benchmarking purposes.

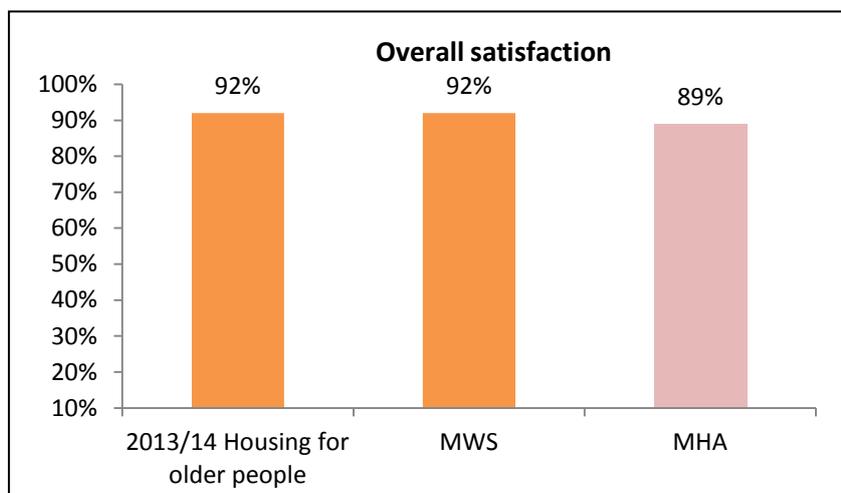
We have included the combined positive score for entry to the upper, median and lower quartiles, together with the highest and lowest score for each core STAR question as reported in the benchmarking report. This enabled us to assess the appropriate quartile for MWS and MHA based on levels of satisfaction reached in our STAR survey.

### **12.2 About the participating organisations**

139 organisations had submitted some STAR data for one or more surveys undertaken in 2013/14. The largest sector represented was housing associations, which would be expected as there are many more housing associations than ALMOs or local authority landlords. The median stock size was 7,022.

### 12.3 Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your social housing provider]?

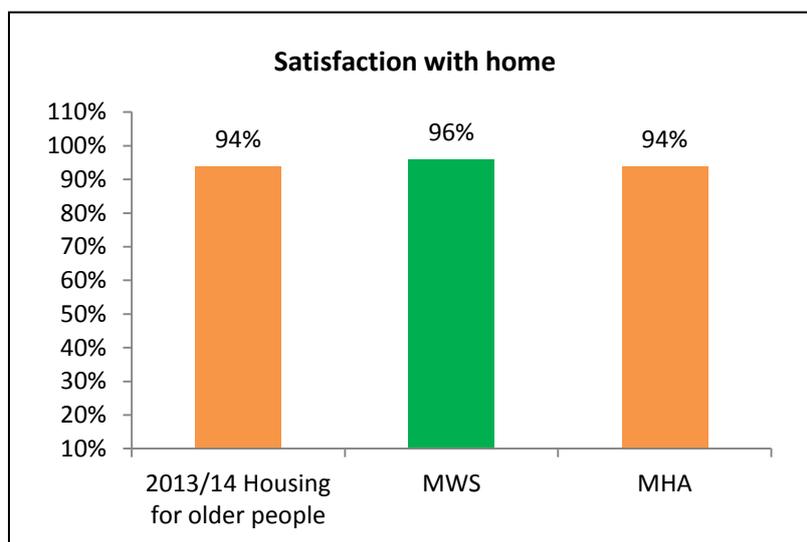


Combined positive score	Upper quartile %	Median %	Lower quartile %	Highest %	Lowest %	No. of orgs.
Housing for older people	94	92	88	99	72	75

The combined positive scores indicate that MWS would be in the median quartile and MHA would be in the lower quartile.

### 12.4 Satisfaction with home

How satisfied or dissatisfied are you with the overall quality of your home?

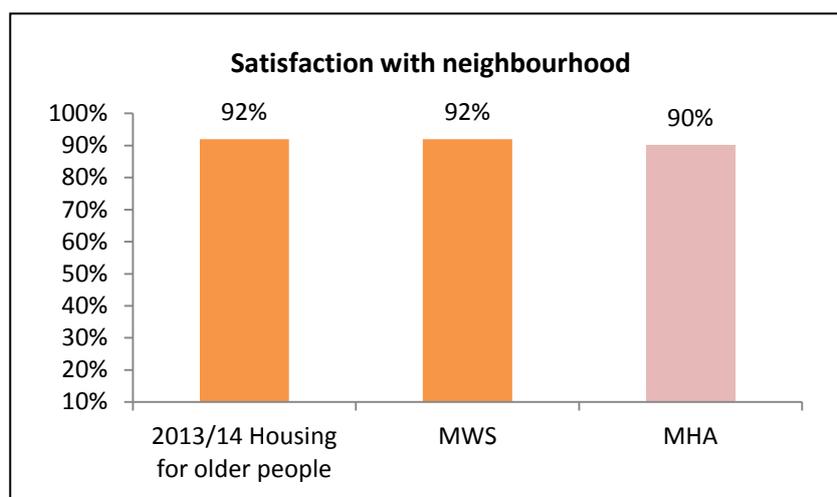


Combined positive score	Upper quartile %	Median %	Lower quartile %	Highest %	Lowest %	No. of orgs.
Housing for older people	95	94	91	100	75	70

The combined positive scores indicate that MWS would be in the upper quartile and MHA would be in the median quartile.

## 12.5 Satisfaction with neighbourhood

How satisfied or dissatisfied are you with your neighbourhood as a place to live?

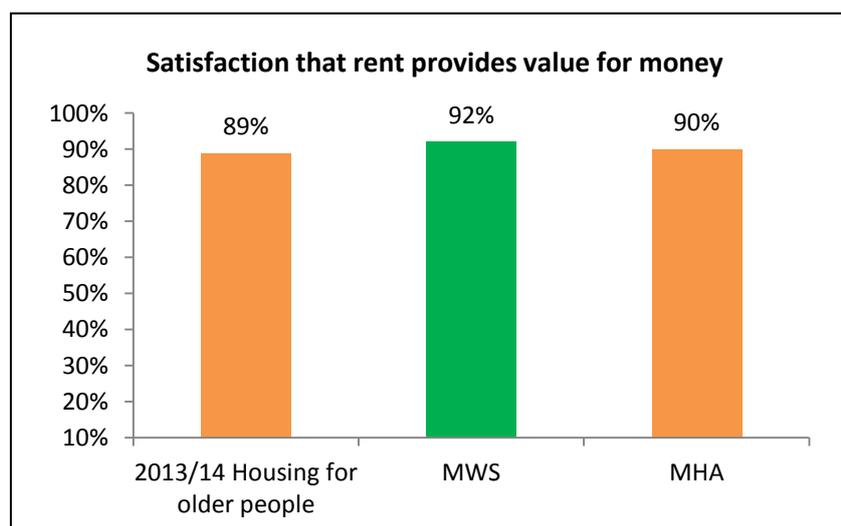


Combined positive score	Upper quartile %	Median %	Lower quartile %	Highest %	Lowest %	No. of orgs.
Housing for older people	95	92	90	100	74	75

The combined positive scores indicate that MWS is in the median quartile and MHA would be in the lower quartile.

## 12.6 Satisfaction that rent provides value for money

How satisfied or dissatisfied are you that your rent provides value for money?

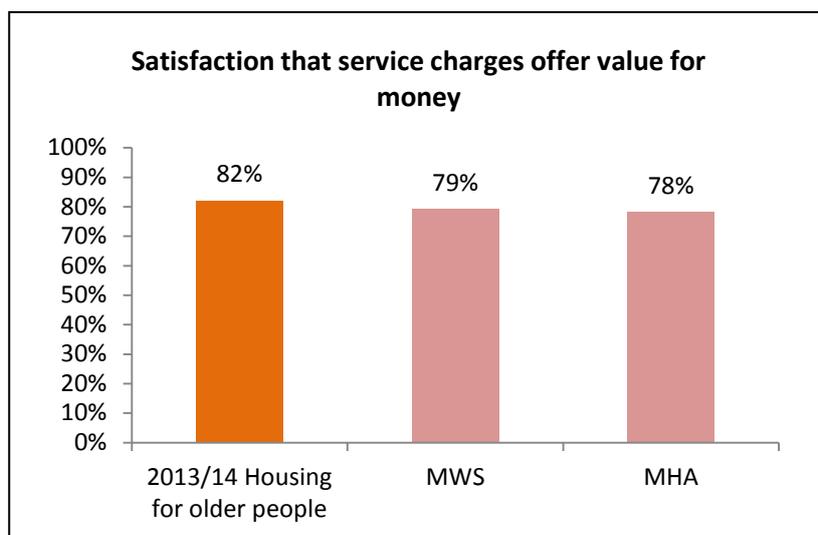


Combined positive score	Upper quartile %	Median %	Lower quartile %	Highest %	Lowest %	No. of orgs. %
Housing for older people	92	89	85	97	74	72

The combined positive scores indicate that MWS is in the upper quartile and MHA would be in the median quartile.

## 12.7 Satisfaction that service charges offer value for money

How satisfied or dissatisfied are you that your service charges provide value for money?

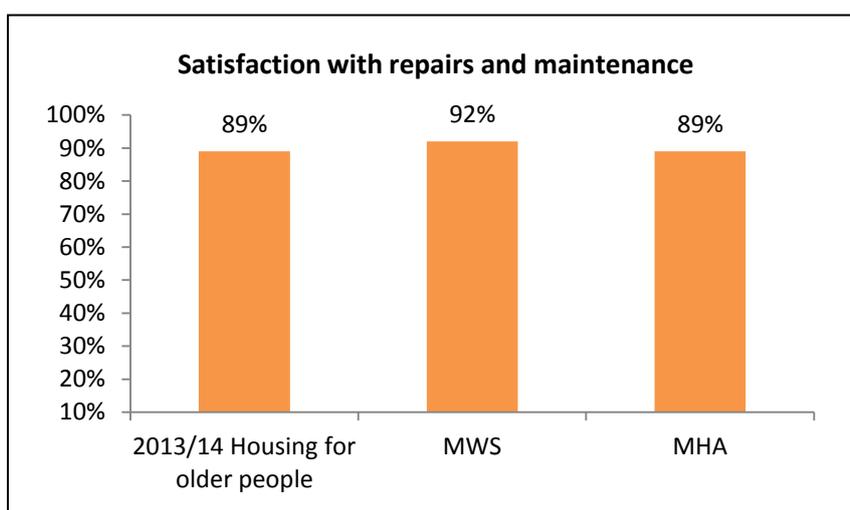


Combined positive score	Upper quartile %	Median %	Lower quartile %	Highest %	Lowest %	No. of orgs %
Housing for older people	86	82	78	100	68	54

The combined positive scores indicate that both MWS and MHA would be in the lower quartile.

## 12.8 Satisfaction with repairs and maintenance

Generally, how satisfied or dissatisfied are you with the way [your social housing provider] deals with repairs and maintenance?

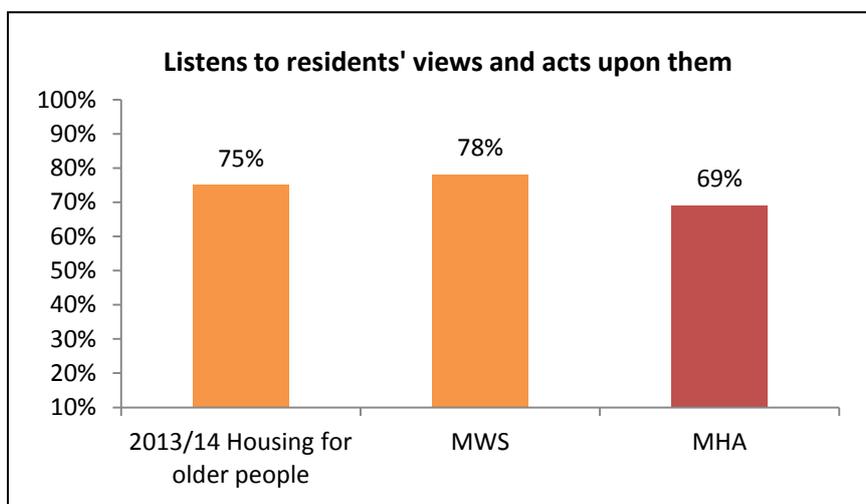


Combined positive score	Upper quartile %	Median %	Lower quartile %	Highest %	Lowest %	No. of orgs.
Housing for older people	93	89	83	100	71	73

The combined positive scores indicate that both MWS and MHA would be in the median quartile.

## 12.9 Satisfaction that the landlord listens to views and acts upon them

How satisfied or dissatisfied are you that [your social housing provider] listens to your views and acts upon them?



Combined positive score	Upper quartile %	Median %	Lower quartile %	Highest %	Lowest %	No. of orgs.
Housing for older people	81	75	70	100	55	71

The combined positive scores indicate that MWS would be in the median quartile and MHA would be below the threshold of the lower quartile.

## **13. COMPARISONS WITH MWS SHELTERED STAR 2012 SURVEY**

### **13.1 Introduction**

STAR was first carried out by Magna in 2012 when all residents were surveyed. All tenures were sent a slightly different version of the survey and results were analysed separately. The 2015 survey has only been sent to sheltered and general needs tenants with the general needs survey including 'under occupancy' as an extra section.

For the purpose of comparison to 2012 STAR sheltered results, the table overleaf shows 2015 results broken down by MWS and MHA. Those results shaded green show an increase in satisfaction since 2012. Those shaded red show a decrease in satisfaction and the area shaded amber shows no change in satisfaction.

### **13.2 Results**

Results of the MWS sheltered STAR 2015 survey shows that satisfaction has improved in a number of service areas since the 2012 STAR, with five out of the seven core questions indicating higher satisfaction. However, 'overall satisfaction with services has decreased by 1 percentage point from 93% to 92%.

Of the five core questions where satisfaction has increased in 2015 since 2012, 'satisfaction with neighbourhood' has increased by 7 percentage points from 85% to 92%. 'Satisfaction with quality of home' has increased by 2 percentage points from 94% to 96%, 'satisfaction rent provides VfM' has increased by 2 percentage points from 90% to 92%, 'satisfaction service charges provide VfM' has increased by 2 percentage points from 77% to 79%, and 'Magna listens to views and acts upon them' has increased by 2 percentage points from 76% to 78%. 'Satisfaction with repairs and maintenance' has remained at 92%.

Satisfaction in respect of contact and communication with Magna has dropped in 2015. The only area to increase in satisfaction since 2012 is 'query answered in reasonable time' which has increased in satisfaction by 1 percentage point from 86% to 87%. Satisfaction for 'ease of contact' has dropped by 1 percentage point from 83% to 82% and satisfaction regarding 'helpful staff' has dropped by 1 percentage point from 87% to 86%. Satisfaction that 'query dealt with quickly and efficiently' has dropped by 4 percentage points from 89% to 85% and satisfaction for 'outcome of query' has declined by 6 percentage points from 78% to 72%.

Comparisons of the 2012 and 2015 STAR surveys show that satisfaction has improved in 6 of the 12 questions common to both surveys.

13.3 Headline results: STAR 2015 2012 sheltered survey comparison chart						
Question	Overall result* 2015 % satisfied	Overall result* 2012 % satisfied	MWS Sheltered		MHA Sheltered	
			2015	2012	2015	2012
Overall satisfaction with services	89%	90%	92%	93%	89%	88%
Overall satisfaction with quality of home	94%	95%	96%	94%	94%	95%
Satisfaction rent provide VfM	90%	90%	92%	90%	90%	91%
Satisfaction service charges provide VfM	78%	79%	79%	77%	78%	79%
Magna listens to views and acts upon them	72%	72%	78%	76%	69%	71%
Satisfaction with neighbourhood	91%	88%	92%	85%	91%	89%
Satisfaction with repairs and maintenance	90%	88%	92%	92%	89%	87%
Ease of contact	78%	77%	82%	83%	76%	75%
Helpful staff	83%	85%	86%	87%	82%	84%
Query answered in reasonable time	84%	86%	87%	86%	83%	85%
Query dealt with quickly and efficiently	81%	84%	85%	89%	80%	83%
Outcome of query	70%	77%	72%	78%	69%	77%

\*Overall result includes MWS and MHA sheltered results combined

## **14. RECOMMENDATIONS**

### **14.1 Introduction:**

The results of the survey show that sheltered tenants are generally satisfied with the services they receive from MWS in 2015, with five of the seven core questions showing an improved satisfaction level when compared to the 2012 STAR survey. However, satisfaction with the overall service received from MWS has declined by 1 percentage point from 93% in 2012 to 92% in 2015. The 2015 survey has revealed some areas where further work may be required. Some of these are highlighted below:

### **14.2 Satisfaction with service charges:**

Satisfaction has increased by 2 percentage points from 77% to 79% but MWS is lower quartile when compared to other landlords (median level 82%). It would be worthwhile to review the information that we provide to tenants who pay service charges, as well as the services that they pay for.

### **14.3 Satisfaction with rent:**

Satisfaction has increased by 2 percentage points from 90% to 92% since 2012 and MWS is upper quartile on this measure. Analysis shows that whether rent provides value for money has the third biggest influence on general satisfaction with MWS's sheltered services. We should do as much as we can to publicise the fact that rents will be reducing by 1% for the next 4 years, as this is good news for tenants and presents an ideal opportunity to improve satisfaction still further.

### **14.4 Satisfaction with dealing with queries:**

Whilst satisfaction has improved on query answered in reasonable time, it has declined in all other areas of contact and communication. Ease of contact is down 1 percentage point from 83% to 82%, helpfulness of staff is down 1 percentage point from 87% to 86%, queries being dealt with quickly and efficiently is down 4 percentage points from 89% to 85% and outcome of query is down 6 percentage points from 78% to 72%. Further analysis may help to establish whether there is lower satisfaction for queries in particular service areas. The STAR results should be used to help inform work on the 2016/17 Service Improvement Review of customer service.

### **14.5 Repairs service: access and rating of service**

Whilst satisfaction levels are high on quality of contact regarding repairs queries, the results show that tenants with disabilities were more likely to be dissatisfied with certain aspects. It would be worth reviewing the arrangements in place for accessing and delivering the service. The STAR results should be used to help inform work on the 2016/17 Service Improvement Review of customer service.

#### 14.6 **Satisfaction with grounds maintenance:**

Whilst 74% are satisfied with grounds maintenance, 22% are dissatisfied (including 12% very dissatisfied). 25% say that the service has got worse (although 15% feel it has improved). Particular attention should be paid to grounds maintenance in the 2016/17 Service Improvement Review of estate management.

#### 14.7 **Publicising results and action:**

More generally, we should publicise the results of this STAR survey to residents and outline the action we are taking/plan to take. This will help to demonstrate to tenants that we listen to their views and act upon them.

#### 14.8 **Free text comments:**

Attention should be paid to the free text comments that tenants have made as these may give an insight into tenants' views on particular services. Where relevant and where the tenant is happy for us to contact them, we should follow up any problems with the individual tenant concerned.

Please note: SNAP survey software does not transfer survey detail very easily to WORD

## Magna STAR Survey 2015

The STAR survey is the most important survey that we ask you to take part in. Your views are extremely important to us and will help shape the services which are available to you. Your responses will be handled confidentially.

To say thank you to all of you who take part in the survey, we will enter you into a prize draw with the opportunity of winning one of six prizes of £100 shopping vouchers.

If you have any queries regarding the survey, contact Gail Pearson, research assistant on 01305 216077 or if you would prefer to complete the survey over the telephone or by post, contact Lisa Holmes, customer insight officer on 01305 216086.

### General questions

**Taking everything into account, how satisfied or dissatisfied are you with the services provided by Magna? TICK ONE BOX ONLY**

62.0%	Very satisfied	29.9%	Fairly satisfied	0.4%	Neither
4.3%	Fairly dissatisfied	3.4%	Very dissatisfied		

**Overall, how satisfied or dissatisfied are you with the following? TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall quality of your home	64.7%	31.1%	1.3%	1.7%	1.3%
That your rent provides value for money	58.3%	33.3%	3.7%	1.9%	2.8%
That your service charges provide value for money	43.4%	35.6%	11.9%	4.6%	4.6%

**How satisfied or dissatisfied are you that Magna gives you the opportunity to make your views known? TICK ONE BOX ONLY**

56.1%	Very satisfied	32.9%	Fairly satisfied	3.8%	Neither
4.2%	Fairly dissatisfied	3.0%	Very dissatisfied		

**How satisfied or dissatisfied are you that Magna listens to your views and acts upon them? TICK ONE BOX ONLY**

40.9%	Very satisfied	37.1%	Fairly satisfied	5.9%	Neither
9.7%	Fairly dissatisfied	6.3%	Very dissatisfied		

**Are you aware of Magna's published service standards? TICK ONE BOX ONLY**

57.7% Yes 42.3% No

**How likely would you be to recommend Magna to family or friends? TICK ONE BOX ONLY**

62.2% Very likely 28.2% Likely 5.0% Neither  
0.8% Unlikely 3.8% Very unlikely

Please give reasons why 100.0%

**To what extent do you agree or disagree with the following? TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING**

	Agree strongly	Agree	Neither	Disagree	Disagree strongly
Magna is providing the service I expect from my landlord	38.7%	53.2%	4.7%	1.3%	2.1%
Magna treats its residents fairly	39.5%	48.5%	6.4%	3.4%	2.1%
Magna has a good reputation in my area	38.7%	44.7%	11.9%	3.4%	1.3%
Magna has friendly and approachable staff	54.2%	41.6%	3.4%	0.8%	0.0%

## General contact and communication with Magna

**Have you contacted Magna in the last 12 months with a query?**

78.1% Yes 21.9% No

**How did you last contact Magna? TICK ONE BOX ONLY**

69.4% Phoned 0.0% Through Magna's website  
3.0% Wrote 1.5% Emailed  
3.7% Visited office 0.0% Sent a text message  
18.7% Spoke to member of staff on site 0.0% Facebook  
3.7% Other - please state

100.0%

**In the last 12 months what did you last have contact with Magna about? (excluding repairs) TICK ONE BOX ONLY**

3.4% Giving notice and moving home  
1.7% Exchanging home (mutual exchange)  
11.1% Paying rent or service charge query  
12.8% Nuisance or anti-social behaviour  
18.8% Gardens/communal cleaning/window cleaning/caretaking  
12.8% Request permission to do something, e.g. new shed, pet ownership  
1.7% Changes to your tenancy agreement e.g. change of name  
2.6% Advice on your tenancy agreement  
35.0% Other - please state

100.0%



## Promoting neighbourliness

Magna would like to promote greater levels of neighbourliness between its residents. To help us achieve this, please answer the following questions

Are you satisfied or dissatisfied with the level of neighbourliness shown between residents where you live? **TICK ONE BOX ONLY**

46.0%	Very satisfied	37.2%	Fairly satisfied	7.9%	Neither
6.7%	Fairly dissatisfied	2.1%	Very dissatisfied		

Would you benefit from your neighbours being better neighbours to you? **TICK ONE BOX ONLY**

22.9%	Yes	77.1%	No
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What would help you to be more neighbourly towards your neighbours? *please give detail*

100.0%

## Repairs and maintenance

Generally, how satisfied or dissatisfied are you with the way Magna deals with repairs and maintenance? **TICK ONE BOX ONLY**

65.7%	Very satisfied	26.3%	Fairly satisfied	0.8%	Neither
4.7%	Fairly dissatisfied	2.5%	Very dissatisfied		

When last making contact with Magna regarding a repairs query, was getting hold of the right person easy or difficult? **TICK ONE BOX ONLY**

87.2%	Easy	3.8%	Difficult	9.0%	Neither
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Did you find the staff helpful or unhelpful? **TICK ONE BOX ONLY**

94.0%	Helpful	1.7%	Unhelpful	4.3%	Neither
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Was your query answered within a reasonable time? **TICK ONE BOX ONLY**

93.8%	Yes	6.3%	No
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How satisfied or dissatisfied were you with the following: **TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The ability of staff to deal with your query quickly and efficiently	72.2%	23.5%	2.1%	0.4%	1.7%
The final outcome of your query	64.7%	25.7%	5.0%	0.9%	3.7%

Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? **TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Being told when workers would call	78.0%	16.3%	2.2%	2.2%	1.3%
The time taken from you raising the issue to us finishing the work	69.0%	21.1%	3.8%	3.3%	2.8%
The repair being done 'right first time'	72.7%	18.1%	5.1%	2.8%	1.4%

**If you had an appointment made for this repair, was it kept? TICK ONE BOX ONLY**

86.4% Yes                      3.5% No                      10.1% Not applicable

**If any of the following form part of your neighbourhood, and they are Magna's responsibility, do you think they need repair or maintenance work carried out? TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING**

	Yes	No	Not applicable
Decoration to the outside of your home including communal parts in blocks of flats	23.8%	60.7%	15.5%
Estate roads	16.5%	51.6%	31.9%
Pavements and footpaths	28.6%	52.8%	18.6%
External Lighting	23.0%	56.6%	20.4%
Fencing	23.5%	51.0%	25.5%
			100.0%

*please give detail*

**Is there sufficient external lighting outside of your home and in communal areas? TICK ONE BOX ONLY**

83.8% Yes                      12.8% No                      3.4% Not applicable  
100.0%

*please give detail*

## Grounds maintenance, cleaning and caretaking

These questions are about grounds maintenance (grass cutting, hedge trimming) etc as well as cleaning and caretaking services in communal areas of flats and sheltered housing. Please answer these questions for any or all of the services you receive and tick 'not applicable' for any you don't receive.

If you are not sure whether you receive one or all of these services, you can check this on your service charge statement which we send you twice a year in February and September. A charge for services will be itemised on this statement, even if the actual cost is paid by housing benefit.

**How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area where this is carried out by Magna? TICK ONE BOX ONLY**

31.4% Very satisfied                      40.7% Fairly satisfied                      3.0% Neither  
9.3% Fairly dissatisfied                      11.9% Very dissatisfied                      3.8% Not applicable

**How satisfied or dissatisfied are you with the overall cleaning and caretaking services provided by Magna? TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Internal communal areas	41.9%	26.9%	3.0%	1.7%	1.7%	24.8%
External communal areas	36.1%	31.7%	5.4%	3.9%	2.0%	21.0%
Communal window cleaning	22.8%	20.3%	6.9%	3.5%	3.0%	43.6%

**To what extent have the following services improved or got worse in the last 12 months? TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING**

	Improved	Stayed the same	Got worse	Not applicable
Grounds maintenance	13.9%	54.1%	22.9%	9.1%
Internal communal areas	17.8%	50.0%	3.0%	29.2%
External communal areas	14.2%	53.9%	6.4%	25.5%
Communal window cleaning	7.8%	40.5%	4.4%	47.3%

**If you have any comments or suggestions regarding our cleaning, caretaking and grounds maintenance services, please use the space below**

100.0%

## Further comments

**If you have any further comments or suggestions on how we can improve any of our services please use the space below**

100.0%

**To help us improve our services and address any specific issues you have highlighted, we would like to pass on any comments or suggestions you make to the relevant staff member or team within Magna. This involves passing on information that may identify you and where you live. Please tick the box if you would prefer to remain anonymous.**

**Please note that if you prefer to remain anonymous this may prevent action being taken as a result of any specific comments you have made.**

## About You

**DATA PROTECTION: We collect the information below to show we are not discriminating against you or anyone else. All responses are handled confidentially.**

**a. Does your household currently receive housing benefit (either paid directly to you or to Magna?)**

88.7% Yes                      11.3% No

**b. How many people live in your household including children?**                      100.0%

**c. Please tell us the gender (sex) of everyone who lives with you in your household**

	Male	Female
Lead tenant	41.3%	58.7%
Partner	25.5%	74.5%
Person 3	62.5%	37.5%
Person 4	0.0%	100.0%
Person 5	0.0%	0.0%
Person 6	0.0%	0.0%

**d. Does anyone in your household have problems with reading and writing?**

	Yes	No	Prefer not to say
Lead tenant	16.7%	82.0%	1.4%
Partner	12.5%	83.3%	4.2%
Person 3	28.6%	71.4%	0.0%
Person 4	0.0%	0.0%	0.0%
Person 5	0.0%	0.0%	0.0%
Person 6	0.0%	0.0%	0.0%

**e. Please tell us the age of everyone who lives in your household**

Lead tenant	100.0%
Partner	100.0%
Person 3	100.0%
Person 4	0.0%
Person 5	0.0%
Person 6	0.0%

**f. Do you consider anyone in your household to have a disability or long term illness?**

	Yes	No	Prefer not to say
Lead tenant	78.3%	18.6%	3.2%
Partner	66.7%	27.5%	5.9%
Person 3	50.0%	50.0%	0.0%
Person 4	0.0%	0.0%	0.0%
Person 5	0.0%	0.0%	0.0%
Person 6	0.0%	0.0%	0.0%

**g. If yes to question f, Please tick ALL that apply for each person**

	Sight	Speech	Hearing	Learning	Mobility	Mental Health	other	Prefer not to say
Lead tenant	19.4%	2.8%	26.1%	7.8%	79.4%	18.9%	23.3%	2.8%
Partner	13.5%	2.7%	24.3%	2.7%	86.5%	13.5%	13.5%	5.4%
Person 3	0.0%	0.0%	0.0%	25.0%	0.0%	50.0%	50.0%	0.0%
Person 4	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Person 5	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Person 6	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**h. Please tell us the ethnic background of everyone who lives with you in your household**

	Lead tenant	Partner	Person 3	Person 4	Person 5	Person 6
White British	100.0%	26.2%	3.3%	0.0%	0.0%	0.0%
White Irish	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
White Other	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Asian or Asian British -Bangladeshi	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Asian or Asian British -Chinese	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Asian or Asian British -Indian	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Asian or Asian British -Pakistani	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Any other Asian background	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Black or Black British -African	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Black or Black British -Caribbean	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Any other Black background	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mixed race: White and African	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mixed race: White and Asian	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mixed race: White and Caribbean	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Any other Mixed background	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Prefer not to say	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Other	50.0%	0.0%	0.0%	0.0%	0.0%	50.0%
						100.0%

*Please specify*

**Are you happy to be entered into the prize draw to win £100 of shopping vouchers?**

86.7% Yes  
13.3% No

**If you would like to be included in the prize draw, please provide the following details so that we can contact you if you win.**

Email address (if you have one) 100.0%  
Preferred contact telephone number 100.0%

**You will find a copy of Magna's prize draw rules on the Magna Housing Group website at [www.magna.org.uk](http://www.magna.org.uk) or you may obtain a copy from the PGR team, Hollands House, Poundbury Road, Dorchester, Dorset DT1 1SW.**

The 'About You' information you supply may be used to check/update your personal details in your file on our 100.0% computer system. If you do not want this information to be used to check/update your details please tick the box to the left. Please be assured that this information is handled confidentially and separately to your survey responses.

**Thank you very much for giving us your views**

