

Subject: **SURVEY OF GYBC TENANTS & RESIDENTS**

Report to: ELT 13th January 2020
Housing & Neighbourhoods Committee 23rd January 2020

Report by: Trevor Chaplin, Housing Transformation Manager

SUBJECT MATTER/RECOMMENDATIONS

This report details the survey undertaken of GYBC tenants and leaseholders and the resulting outcomes.

It is recommended that the Housing & Neighbourhoods Committee note the findings of the STAR survey and agree that the results are used to develop service improvement.

1. INTRODUCTION/BACKGROUND

- 1.1 As part of Great Yarmouth Borough Council's (GYBC) ongoing commitment to resident involvement and the improvement of services for all our customers, the Council commissioned a survey of the Council's tenants and leaseholders. To ensure that the survey could be benchmarked with other landlords, the HouseMark STAR (Survey of Tenants and Residents) was used to capture views on the Council's service.
- 1.2 Following a procurement exercise, MEL Research were successful in gaining the contract to conduct the survey. Fieldwork was undertaken during October and November 2019. Draft reports were completed during December 2019.

2.0 SURVEY FINDINGS

- 2.1 MEL Research will provide a presentation to all members at this committee meeting which will detail the main findings. The results of the survey were benchmarked against other the results of other providers to show relative performance.
- 2.2 Infographics of the main findings are attached to this report as Appendix 1 & Appendix 2.

- 2.3 Overall the survey showed good levels of satisfaction in relation to value for money in relation to rents and service charges, but areas of concern in relation to lower than median performance in relation to how complaints and ASB complaints are dealt with and listening to tenants. Satisfaction levels overall where higher for older tenants and for tenants of sheltered housing. Leaseholders overall were less satisfied with the Council's service than tenants across all areas.

3.0 NEXT STEPS

- 3.1 The results of the STAR survey will be used to support our work in how we can improve services with a focus on those areas where there is less satisfaction with the Council's service. The Resident Engagement Officer post, which was recruited in October 2019 will be integral to this and ensuring we are accountable to tenants.
- 3.2 Another survey will be carried out in the next 12 months to establish whether there has been a change in the levels of satisfaction.

4.0 FINANCIAL IMPLICATIONS

None

5.0 RISK IMPLICATIONS

None

6.0 CONCLUSIONS

- 6.1 The STAR Survey has provided valuable data on the views of GYBC tenants and leaseholders which will be used to develop service improvement.

7.0 RECOMMENDATIONS

That the Housing & Neighbourhoods Committee note the findings of the STAR survey and agree that the results are used to develop service improvement.

8.0 BACKGROUND PAPERS

None

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	N/A
Section 151 Officer Consultation:	N/A
Existing Council Policies:	N/A
Financial Implications:	N/A
Legal Implications (including human rights):	N/A
Risk Implications:	N/A
Equality Issues/EQIA assessment:	Survey results will support meeting the needs of vulnerable groups
Crime & Disorder:	N/A
Every Child Matters:	N/A



Survey of Tenants and Residents 2019

General needs and sheltered tenant results

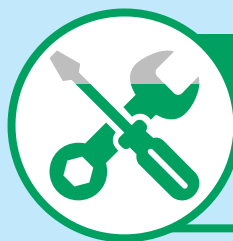
Great Yarmouth Borough Council commissioned M·E·L Research to carry out a survey of tenants and residents (STAR), to gain an understanding of tenants' satisfaction with their homes and the associated services you provide.

83% satisfied with the **overall service provided**



84%

satisfied with the
overall quality of home



77%

satisfied with way **repairs and maintenance** are dealt with

Satisfaction that rent and service charge provides value for money

Rent



89%

Service charge



78%



85%

satisfied with
neighbourhood
as a place
to live

65%

satisfied that **views are listened to and acted upon**





Survey of Tenants and Residents 2019

Leaseholder results

Great Yarmouth Borough Council commissioned M·E·L Research to carry out a survey of tenants and residents (STAR), to gain an understanding of leaseholders' satisfaction with their homes and the associated services you provide.

53% satisfied with the overall service provided



67%

satisfied with the overall quality of home

Satisfaction that service charge provides value for money



37%

66%

satisfied with neighbourhood as a place to live

25%

satisfied that views are listened to and acted upon

