



**STROUD  
DISTRICT  
COUNCIL**

# The Results!

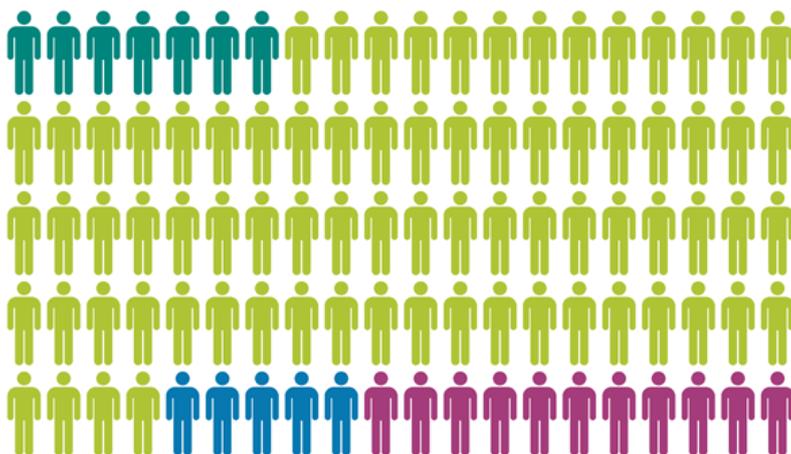
... what you told us

We carried out a satisfaction survey for all **sheltered housing** tenants between October and December 2015 using an independent research company. These results have been compared against the survey we did last year just before the service was restructured. This survey was very important to us, and has helped us to understand what tenants think of the new service now that it has been in place for a year.

The results of the survey have also looked at how other tenants feel about their landlords' services nationally so you will be able to see how we shape up compared to others and whether things have changed for the better (see link below for full report). All sheltered tenants had the chance to answer the survey either by post or online. We were pleased that many of you took part with just over half of you answering the survey. This leaflet tells you the main results from the survey

**84** %

**satisfied overall  
with our services  
7% higher than 2014**



neither

dissatisfied

For a copy of the full report scan the code opposite, or go to:

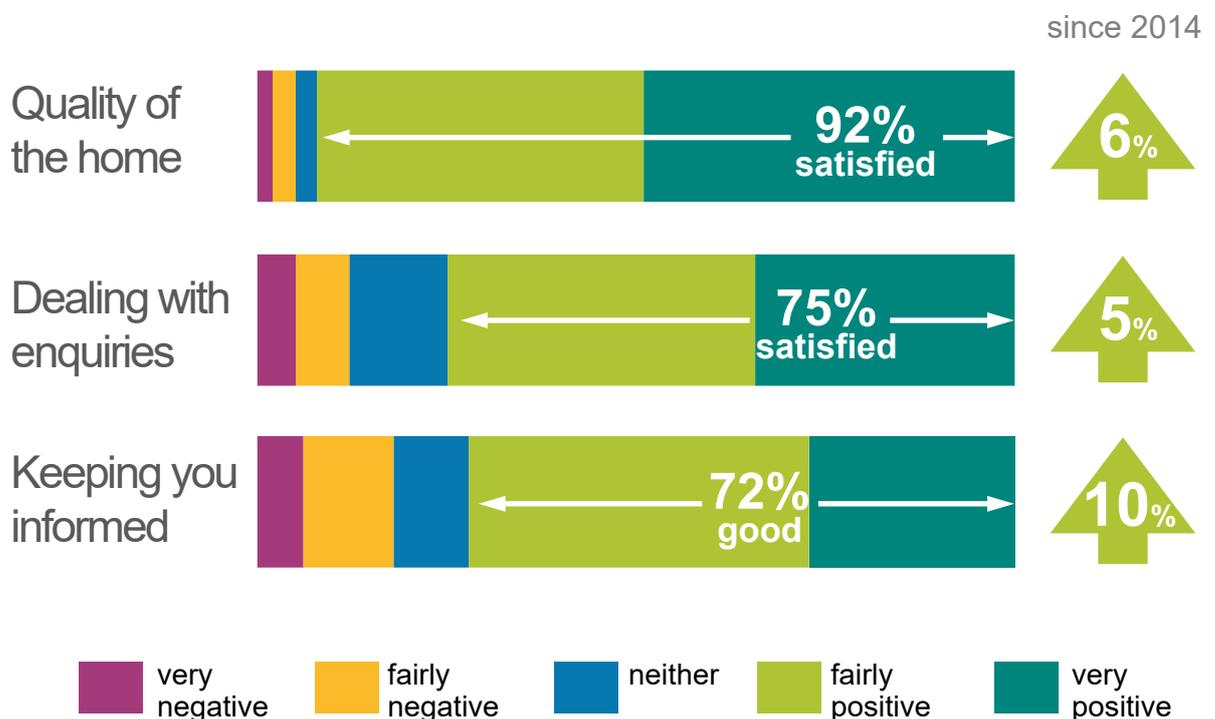
[www.stroud.gov.uk/tenantsurvey2015](http://www.stroud.gov.uk/tenantsurvey2015)



# Services overall

At the end of 2014, resident scheme managers were replaced by site officers and support staff providing more targeted services enabling officers to provide focused care of your scheme as well as for you, based on need. It's therefore very positive to find that satisfaction with the new service has increased by 7% in the last year to 84% with 40% being very satisfied.

This was supported by strong improvements in satisfaction with scheme services, particularly communal cleaning, and with repairs and maintenance. There was also some improvement with core measures in the graph below:



The things that were most important to sheltered tenants were:

**1<sup>st</sup>**

Overall quality of the home

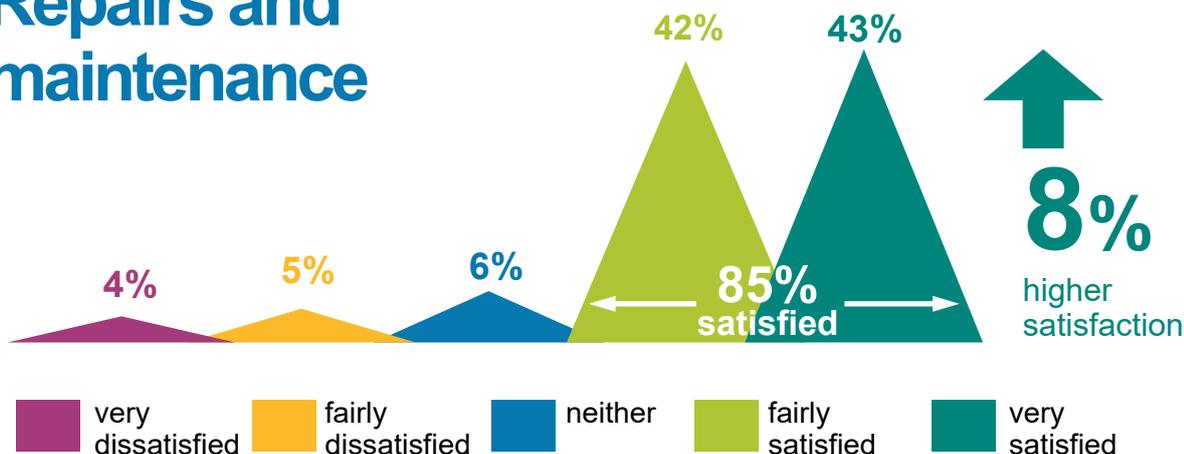
**2<sup>nd</sup>**

Keeping tenants informed about things that might affect them

**3<sup>rd</sup>**

Sheltered Housing Site Officer

# Repairs and maintenance



From April 2016, we will have two new contractors with responsibility for repairs and maintenance, delivering a better, more efficient and tightly managed service.



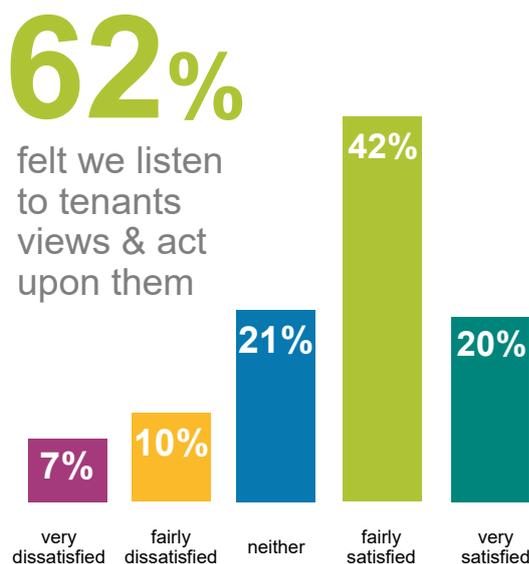
We are really proud that having brought gas serving in-house last summer, 93% of you are satisfied with the service, with the majority being 'very satisfied' (62%).

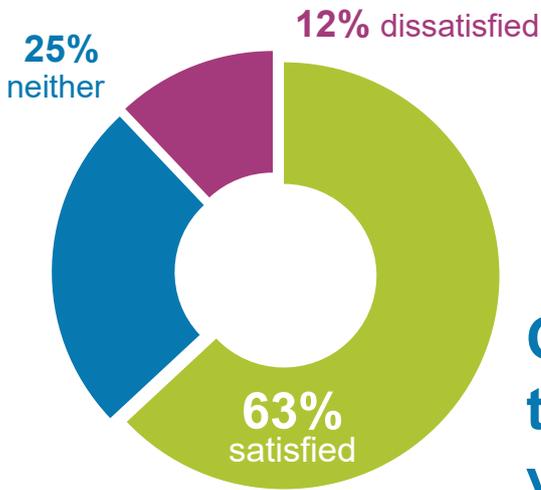


# Information & resident involvement

Tenants made it clear that it is important that we do more to listen to their views and act upon them.

62% were satisfied that we do this at the moment, compared to 17% who were dissatisfied with almost a quarter who couldn't say either way.





## Opportunities to make your views known

We are looking at ways to get a wider range of tenant views and make tenant participation and representation easier and will be in touch with those who expressed an interest in getting involved, shortly.

We have started to roll out road shows to schemes in the survey with low levels of satisfaction with anti-social behaviour (ASB), resident involvement and social activities. The ASB road show took place a month prior to the 2015 survey and we will carry out follow up actions from it in Spring 2016. A resident involvement road show designed to highlight the range of involvement opportunities and available social activities is due to take place shortly. We are also planning community events which will include local sheltered schemes.

From what you've told us in the survey it's clear you are most concerned about communication and this is another area the council wants to focus on particularly around outstanding repairs and maintenance, ASB and complaints. This is also going to be a key priority as the Sheltered Assets Review progresses.

# Thank you!

We would like to thank all of you who took part in the survey.

If you have any comments or suggestions please contact the Resident Involvement team on 01453 754164

[resident.involvement@stroud.gov.uk](mailto:resident.involvement@stroud.gov.uk)

**13%**

of you in the survey already wanted to get involved with helping to improve services!



**STROUD  
DISTRICT  
COUNCIL**