

## Enfield Council Housing Performance: Tenant Satisfaction Measures

The Regulator for Social Housing requires every Social Housing landlord to carry out a survey with their tenants and publish the results. There are 21 tenant satisfaction measures used to judge performance. 12 of these are based on responses to a tenant survey. For 2023:

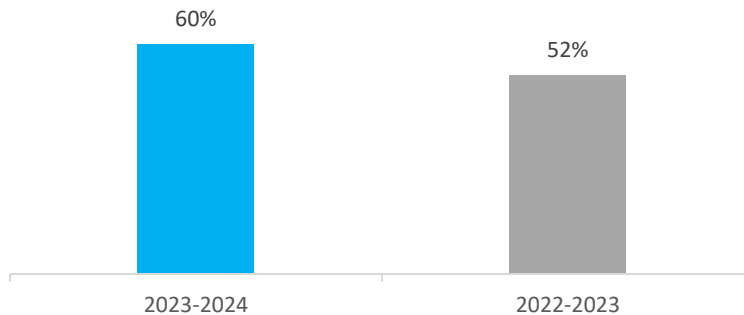
- **1035** tenants completed the survey.
- The data was collected using a face-to-face method of collection.

Respondents were taken from a random sample representative of Enfield Housing stock. This included tenants:

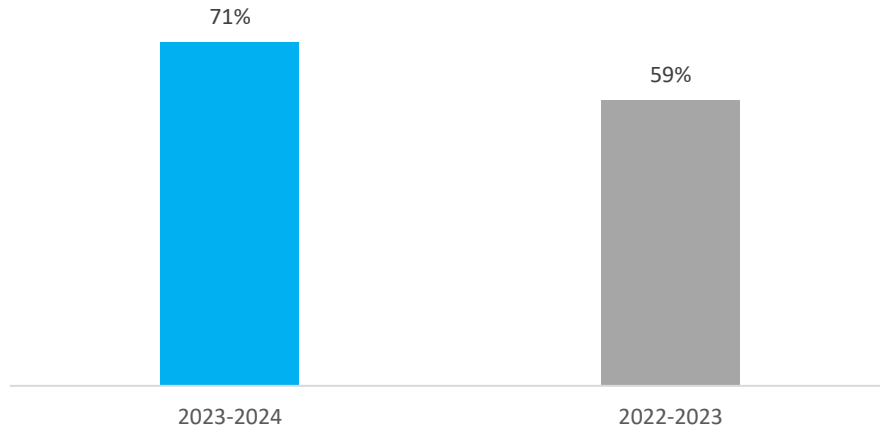
- Living in houses, flats, maisonettes and high rise buildings
- Aged 16 – 65+
- Who are male and female
- Who are disabled and non-disabled
- From a white British, white other, mixed, Asian, Black / Afro - Caribbean or other ethnic background
- Where relevant to the question, had a repair in the last 12 months

The information below shows our findings from those who responded to the survey (rounded to the nearest percent). LCRA stands for our Low Cost Rental Accommodation.

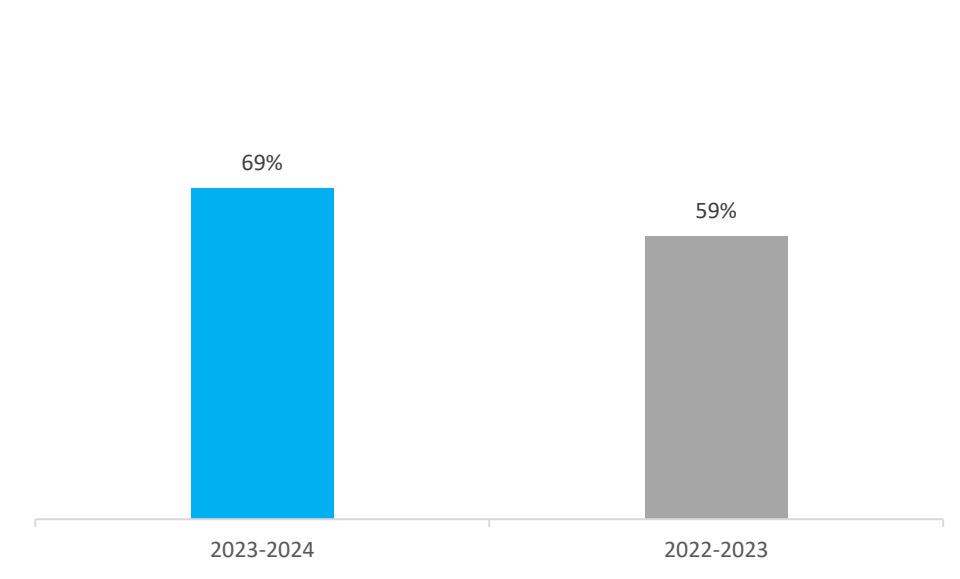
### 1. Proportion of tenants who reported that they are satisfied with the overall service from their landlord LCRA



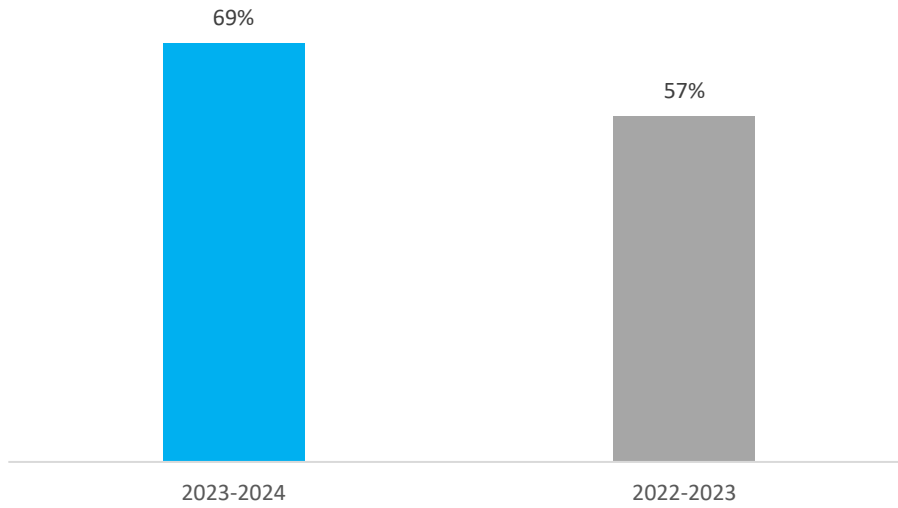
**2. Proportion of tenants who received a repair in the last 12 months who reported they are satisfied with the overall repairs service LCRA**



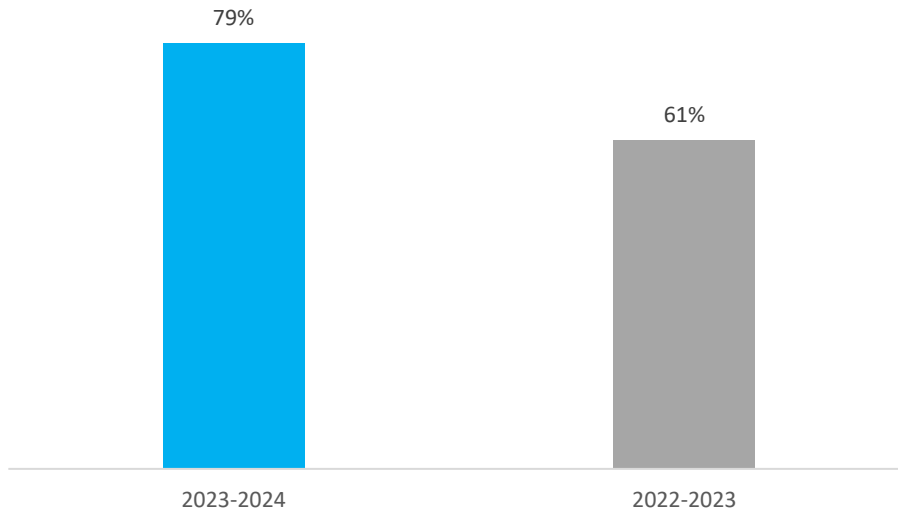
**3. Proportion of tenants who received a repair in the last 12 months who reported that they are satisfied with the time taken to complete the most recent repair LCRA**



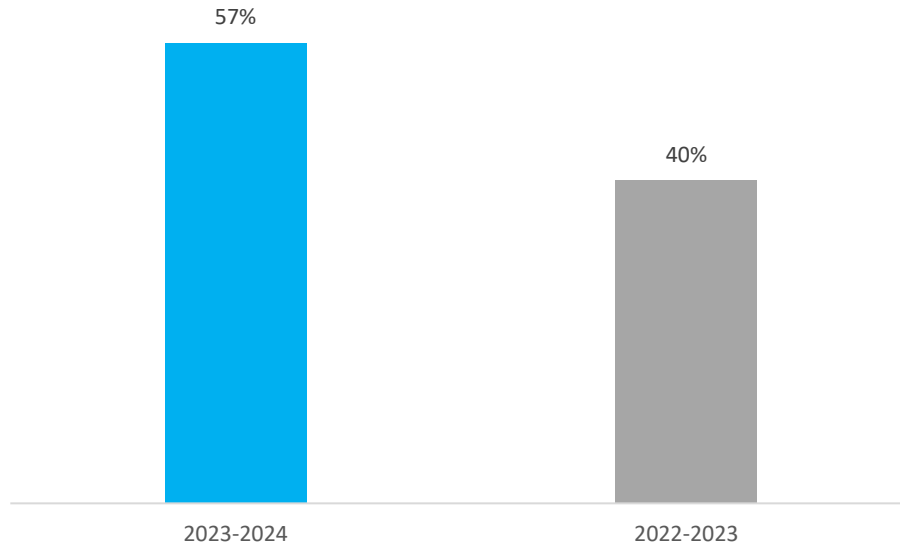
**4. Proportion of tenants who reported that they are satisfied that the home is well maintained LCRA**



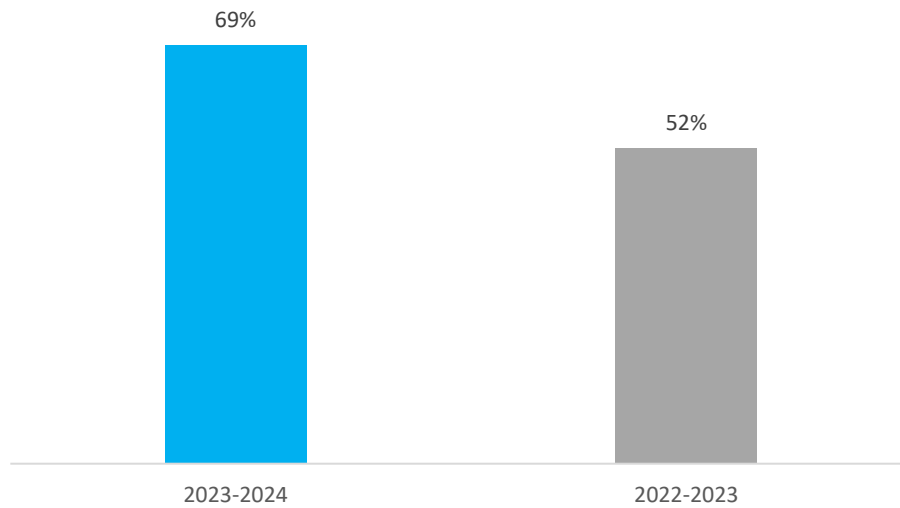
**5. Proportion of tenants who reported that they are satisfied that the home is safe LCRA**



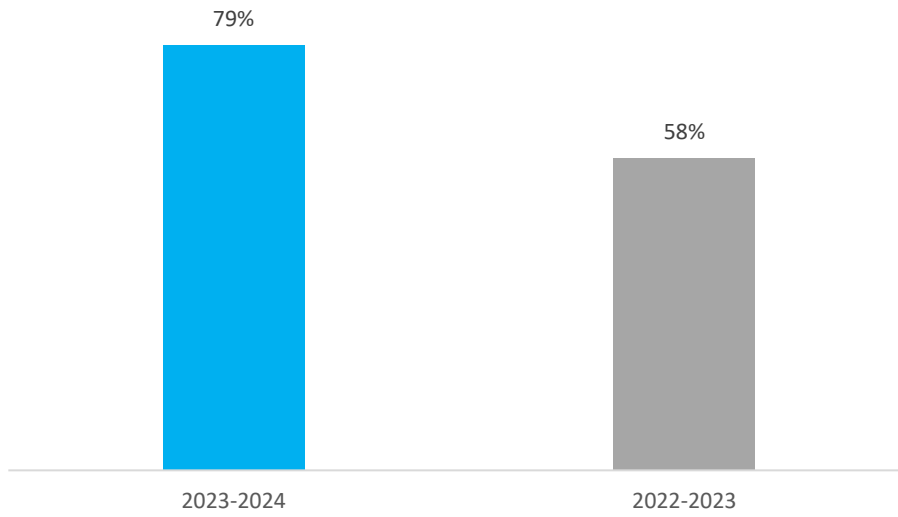
**6. Proportion of tenants who report that they are satisfied that the landlord listens to tenant views and acts upon them LCRA**



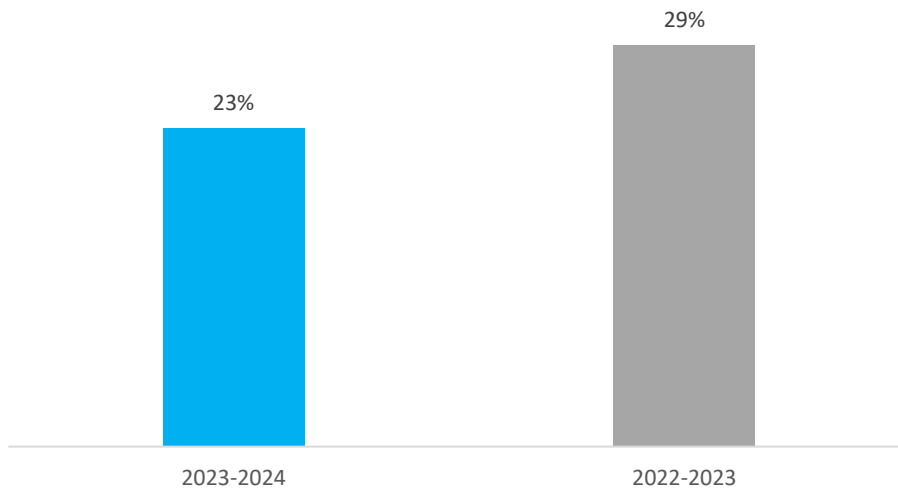
**7. Proportion of tenants who report that they are satisfied that the landlord keeps them informed about things that matter to them LCRA**



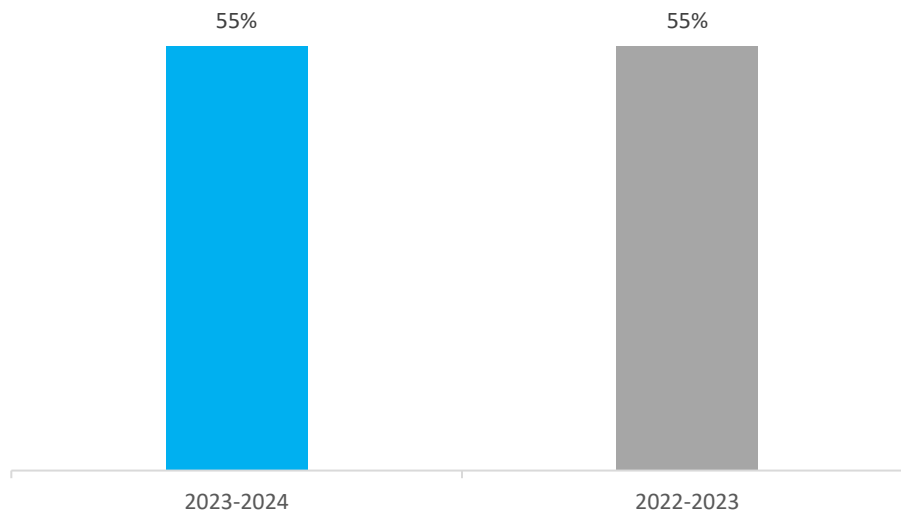
**8. Proportion of tenants who report that they agree their landlord treats them fairly and with respect LCRA**



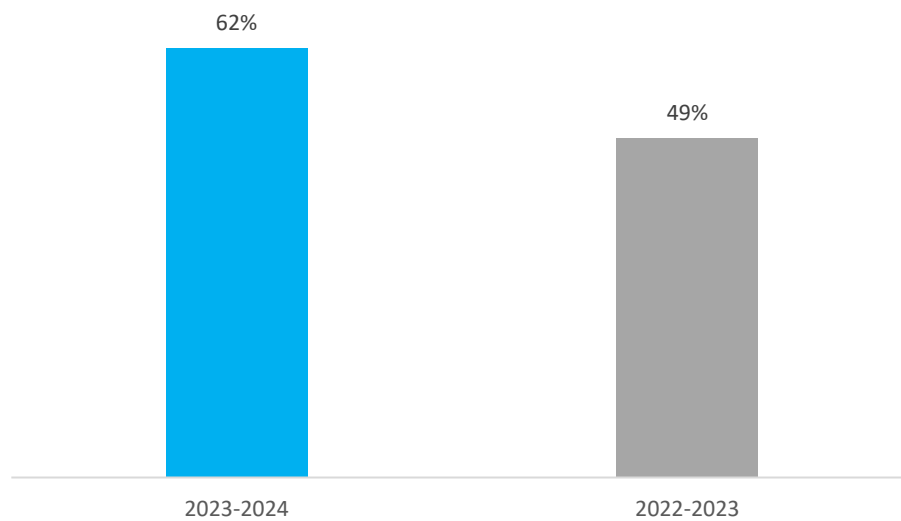
**9. Proportion of tenants who reported making a complaint in the last 12 months who are satisfied with their landlord's approach to handling complaints LCRA**



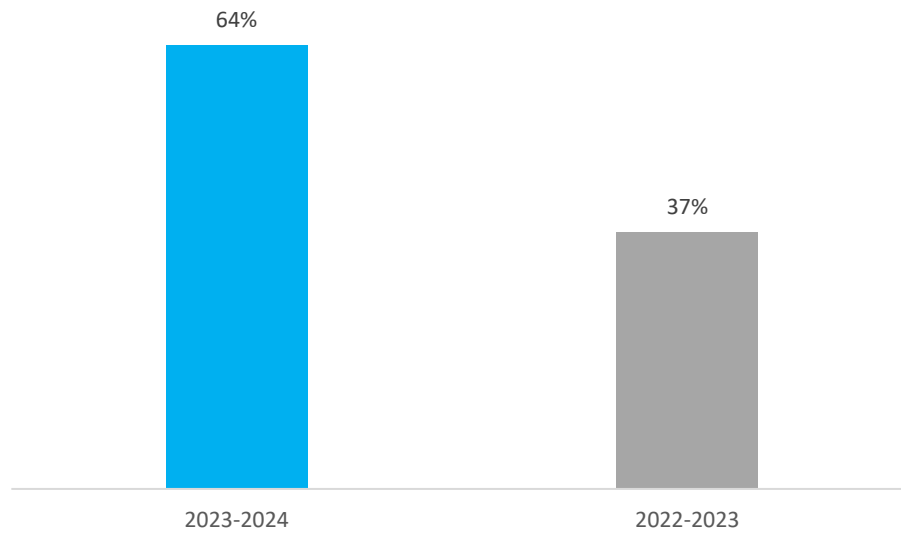
**10. Proportion of tenants with communal areas who reported that they are satisfied that their landlord keeps communal areas clean and well maintained LCRA**



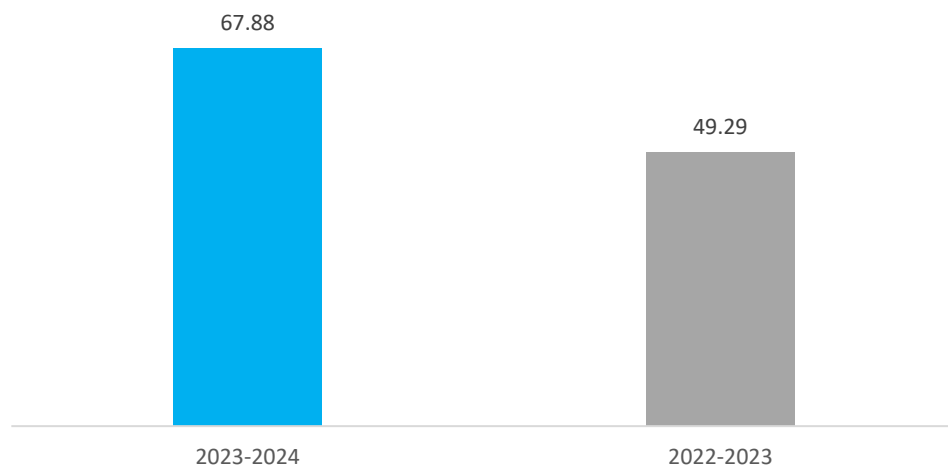
**11. Proportion of tenants who reported that they are satisfied that the landlord makes a positive contribution to neighbourhoods LCRA**



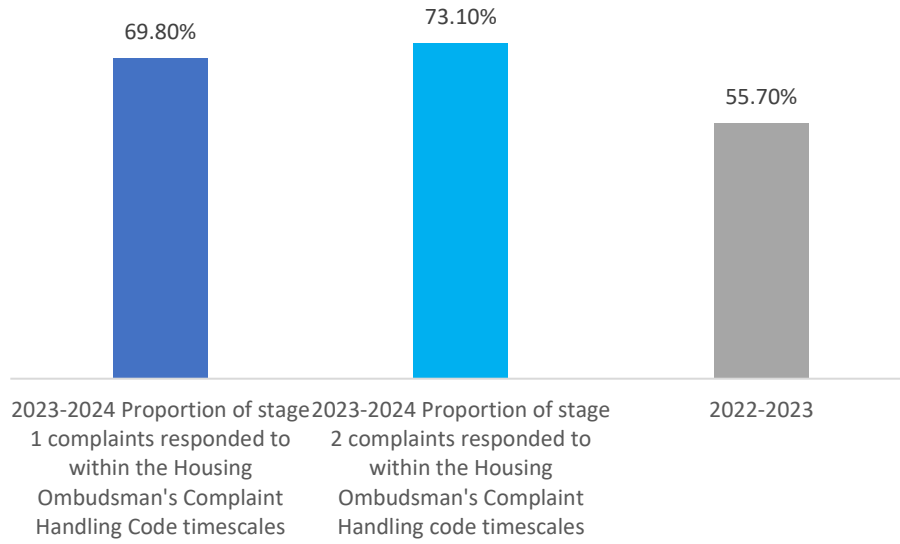
**12. Proportion of tenants who reported that they are satisfied with the landlord's approach to handling anti-social behaviour LCRA**



**13. Complaints relative to the size of the landlord LCRA**

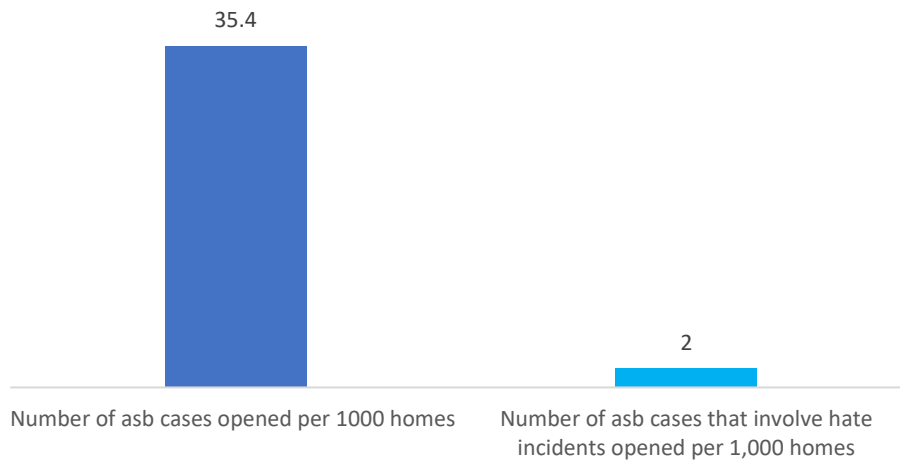


#### 14. Complaints responded to within Complaint Handling Code timescales LCRA



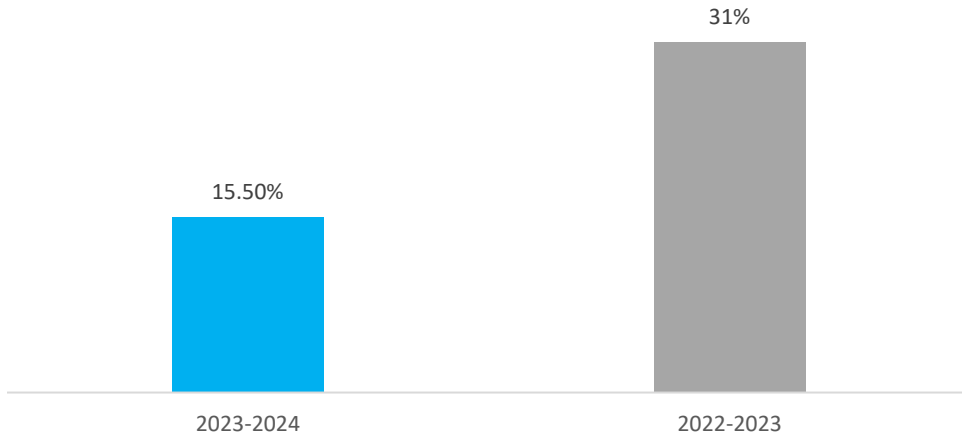
#### 15. Anti-social behaviour cases relative to the size of the landlord

2023-2024

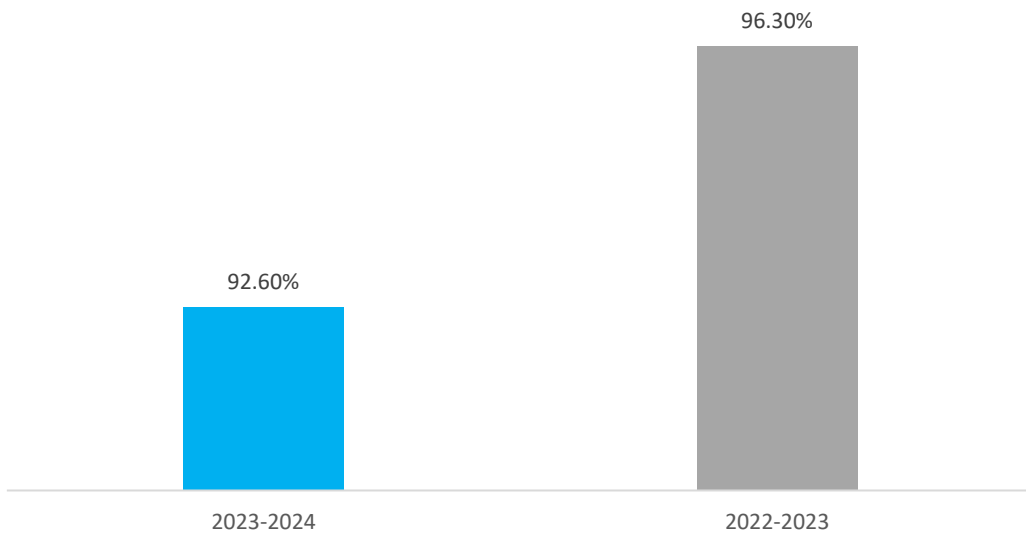




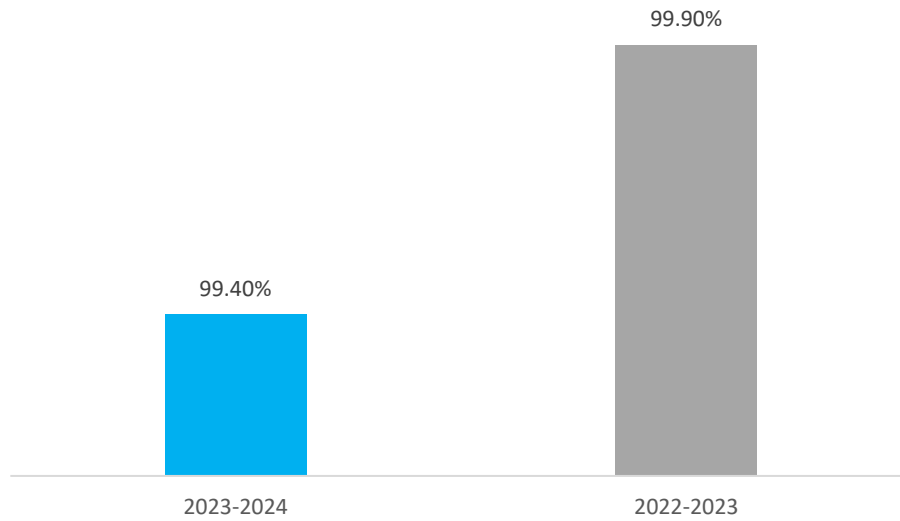
**16. Proportion of homes that do not meet the Decent Homes Standard LCRA**



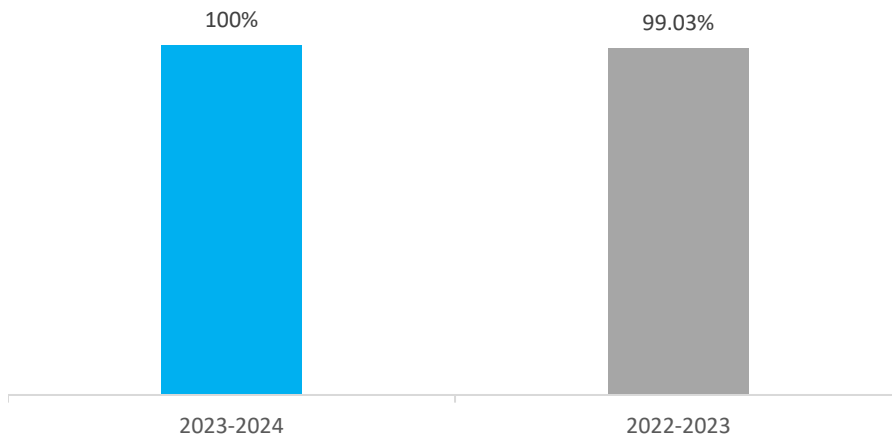
**17. Repairs completed within target timescale LCRA**



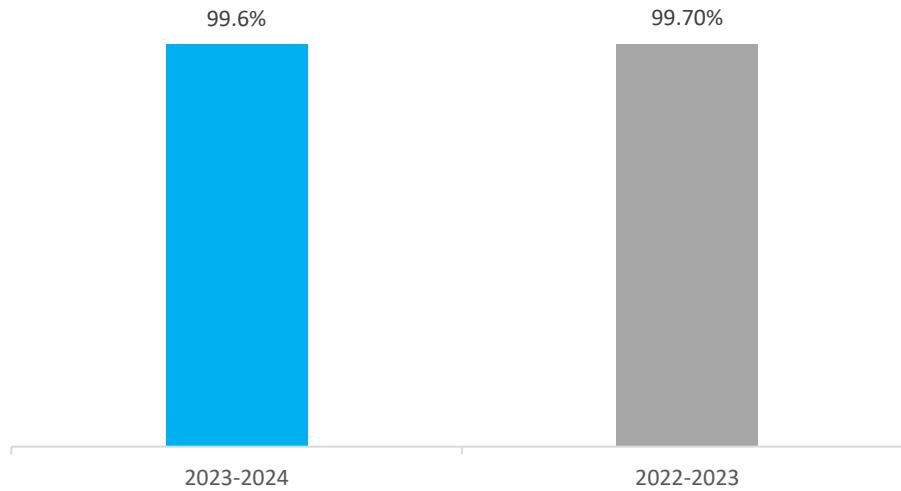
**18. Proportion of homes for which all required gas safety checks have been carried out**



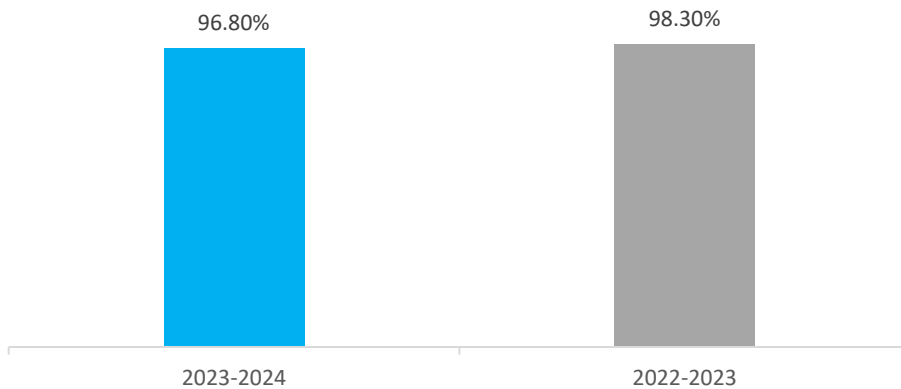
**19. Fire safety checks (% homes for which all required fire risk assessments have been carried out)**



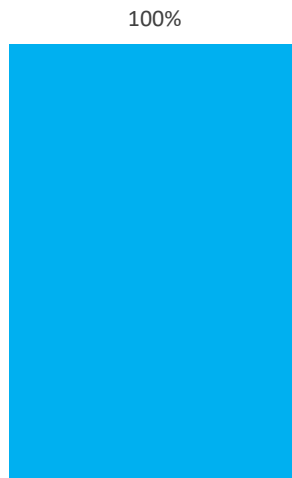
**20. Water safety checks (% homes for which all required legionella risk assessments have been carried out)**



**21. Lift safety checks (% homes for which all required communal passenger lift safety checks have been carried out)**



## 22. Asbestos checks (Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out 2023-2024)



### Responding to your feedback

**Repairs:** In the previous survey, the repairs and maintenance service was a significant reason for overall satisfaction. 60% of tenants who were dissatisfied with the repairs service reported that issues did not get fixed and the repairs were of poor quality.

**We:** Designed a Repairs Improvement Plan and engaged with residents on needs for improvements, providing regular updates to Customer Voice.

**Resident Engagement:** Our most recent survey shows that tenants feeling confident that their views are heard and acted upon was a significant reason for overall satisfaction. Our previous survey asked how residents would like to get involved:

**We:** Are developing a Community Invest Panel to involve residents in decisions on community investment opportunities. We are responding to a survey on how residents prefer to receive information e.g email, leaflets, and are tailoring communications according to preferences.

	General Needs	Sheltered	Leaseholders
Unweighted Base	260	43	265
Receiving information, e.g in the Housing News newsletter	66%	59%	51%
Being involved in a resident's association	34%	32%	23%

Being involved in a leaseholder's forum	0%	0%	58%
Taking part in estate walkabouts	26%	31%	24%
Being involved in Customer Voice, a group which represents Enfield Council tenants and leaseholders	37%	42%	34%
Attending an annual conference	34%	34%	33%
Other	5%	4%	7%
None	8%	9%	3%

**Satisfaction that the home is safe:** Tenants linked their satisfaction with the safety of the home to the need to improve our maintenance service.

**We:** Have continued our stock condition surveys to support the delivery of our Decent Homes programme. Our Decent Homes Programme will ensure 100% Decent Homes Stock by 2026.

**Anti-Social Behaviour (ASB):** Tenants who were dissatisfied with the handling of ASB said that their issue was not resolved and they were not kept up to date with the progress of their complaint:

**We:** Implemented a new ASB policy and a SMS feedback survey. When a case is completed, the team will send out an SMS survey which requests feedback from the resident, including if they are happy with the handling of their case. We have targets for contacting the complainant, victim, and perpetrator in the timeframes outlined in the policy.

We have also developed a Noise app which residents are able to download on their smart phones and use to send a recording to the team for investigation when making noise complaints.

**Complaint Handling:** Tenants who reported having made a complaint in the last year were dissatisfied with the handling of their complaint.

**We:** have enhanced our approach by establishing a dedicated complaints and resolution team to ensure timely and effective communication with residents. Our internal process improvements have resulted in a 30% increase in compliance over the last year. Additionally, recognising that over half of the complaints are related to repairs, we are committed to refining our repair procedures to streamline the experience for our residents, including online repair reporting, making it more efficient and straightforward.

## **What we're working towards**

- 100% Decent stock and a planning approach which sustains the decent homes and any future homes standards by March 2026.
- An annual programme of welfare checks to gather information on our vulnerable tenants and ensure this is recorded effectively on our systems to improve services and meet support needs. We aim to increase our visits to one-person vulnerable households.
- We're developing a Resident Relationship Anti-Social Behaviour Team which will work to support our policy and deliver successful outcomes for tenants. We will work with the Community Safety Unit to target cases which require powers outside of our remit as a landlord.
- We are implementing a Repairs Improvement Plan which will compare our performance to the best of our peers.
- We will review the disrepair policy and are using resident feedback to improve the disrepair service so that we increase the speed of resolutions and reduce disrepair claims.
- We will review our Allocations policy, process and management practice.
- We are working with residents to ensure information on services and performance is shared in an accessible way. This includes looking at our translation services and increasing our digital news output.