

## Executive Summary

Vectis Housing (Vectis) commissioned Acuity to carry out a resident satisfaction survey. All residents were included in a mixed mode survey, which took place between May and July 2022. The results from the survey are very positive and satisfaction has increased a little since the previous surveys in 2019, they compare very well with other landlords and look even better when seen in the context of generally lower satisfaction across the country. The survey recorded many high ratings including Vectis being easy to deal with (93%), the value for money of the rent (92%), providing a safe and well-maintained home (92%) and Vectis keeping residents informed (91%) – all of which is reflected in the finding that 90% of residents are satisfied with the services provided by Vectis.

## Key findings

### Overall satisfaction

A high percentage of residents are satisfied with the services provided by Vectis (90%), with the tenants (91%) far more satisfied than the shared owners (78%), although it should be noted that there are few shared owners.

### The home & communal areas

The majority of Vectis' residents are satisfied with the overall quality of their home (87%), that it is safe and well-maintained (92%) and with the upkeep of the communal areas (83%).

### Value for money

Over nine out of ten residents are satisfied with the value for money of their rent (92%), and this is higher than that of the service charge (79%).

### The neighbourhood

Eight out of ten residents are satisfied with their neighbourhood as a place to live (81%), but fewer are satisfied with the positive contribution made by Vectis to their neighbourhood (74%), whilst 68% are satisfied with the way Vectis handles anti-social behaviour. The grounds maintenance service is appreciated by 84% with 87% satisfied with their internal communal areas and 86% with the external areas.

### Suggestions for improvement

A total of 161 comments were received suggesting possible improvements to the service, although 12% are positive suggesting no improvement is needed. There is a range of issues mentioned with neighbourhood problems the most popular, car parking and ASB in particular, followed by repairs and grounds maintenance. However, there are no specific issues which many residents focused on, suggesting that no particular aspect is poor, but they would just like general improvement in some areas.

### Perceptions of Vectis Housing

A high percentage of residents find staff friendly and approachable (93%), while 89% feel the service is effective and efficient and 90% say it is the service they would expect. Slightly fewer say Vectis has

a good reputation in the area (81%), while 84% say they trust Vectis and 84% think the Association cares about its residents and their well-being.

**Day-to-day repairs and maintenance service** An excellent 88% are satisfied with the repairs and maintenance service, and this is up 2% since the previous survey. More are satisfied with the repairs service in the last 12 months (89%) and 89% are satisfied with the time taken to complete their most recent repair.

#### Communication and information

91% of residents are satisfied that Vectis keeps them informed about things that might affect them. However, fewer are satisfied with the opportunities to make their views known (87%) and that they listen to their views and act upon them (80%) – however, just 9% are dissatisfied and a further 11% are neither satisfied nor dissatisfied.

#### Tenants and shared owners

Vectis asked that the results are analysed by tenants and shared owners. Only 9 shared owners responded to the survey, so the accuracy of the results is seriously affected, although generally, they are considerably less satisfied than their tenant counterparts. 13%

fewer shared owners are satisfied with the overall service and 44% fewer would recommend Vectis to other people.

#### Further analysis

Throughout the survey high levels of satisfaction are found and the findings are an endorsement of the commitment of Vectis Housing and its staff.

However, slightly lower levels of satisfaction are also found particularly related to communication issues, with the opportunities to make views known and listening to views and acting upon them among the lower ratings.

#### Net Promoter Score

Two-thirds of residents are very loyal and happy to promote Vectis to other people and are promoters (67%). However, 12% of residents are detractors who are likely to have negative views about the organisation, and another 21% are currently passive and could be persuaded one way or the other. The net promoter score for Vectis is 56 which compares very well with other social housing providers.

#### Change over time

Vectis carried out satisfaction surveys in 2015 and 2019 and satisfaction has generally improved on the previous survey. Overall satisfaction is up 1% from 89% in 2019, repairs is up 2%, the service charge 4%, value of the rent 4%, listening to views is up 1% and the opportunities to make views known is up 7%.

Satisfaction with the quality of the home is the same as in 2019 (87%) whilst satisfaction with the neighbourhood as a place to live is down 1%.

#### Comparison with other landlords

The tenants' results are compared against the latest Housemark figures for general needs tenants. Vectis is in the top quartile for all the measures, apart from the neighbourhood, which is in the third quartile.

#### Subgroups

It has been possible to look at the results of the survey from a variety of perspectives based on the area of operation, gender, age, tenancy length and ethnicity.

Vectis operates over 13 areas on the Isle of Wight, although only in six were there 10 or more responses to the survey. Generally, the residents in Ventnor are the most satisfied and those in Newport the least. On overall services 100% in Ventnor are satisfied but just 81% in Newport.

The gender of the residents has little effect, 90% of both are satisfied overall with just small differences between them on the other measures. It is common that satisfaction increases with age and to some extent this is true here, although the under 25s are also highly satisfied. Those in the 25 to 34 are generally the least satisfied.

The length of tenancy also doesn't appear to significantly affect the results, although those of 6 to 10 years tend to be the least satisfied.

There are very few BME residents but generally, they tend to be the more satisfied with the services they receive.

### TSM questions

The Regulator of Social Housing has issued their new draft metrics for measuring performance and satisfaction from next year. These include 12 Resident Satisfaction Measures and Vectis has decided to include these in the survey from this year, to give the opportunity of getting used to using and reporting on these before they become mandatory in April 2023. The metrics are due to be reviewed in the autumn and some may change or be deleted following extensive consultation.

Throughout the survey, satisfaction among Vectis, residents is generally very good and these TSM questions are no exception, with over 80% of residents satisfied on each measure apart from how ASB is handled (68%) and complaints handling (72%).

Including these questions in this survey is a good way to get used to collecting the required information and reporting upon it, ready for their formal introduction next year.

### Recommendations

The survey found very few areas where it could be said that there was a problem and for Vectis

the main challenge will be continuing to maintain high levels of satisfaction. However, they organisation may want to look at the following a little further.

**Neighbourhood problems** – Dealing with ASB received one of the lowest ratings in the survey, although only a relative few are affected. When asked what could be improved, dealing with ASB and car parking top the list and these sorts of issues are the main reason behind residents not feeling safe. These sorts of issues are notoriously difficult to resolve but by working with the residents improvements could be made.

**Communications** – Just 80% feel Vectis listens to their views and acts upon them. The survey asked if residents were interested in further involvement and around 30 said they so this gives a good opportunity to increase involvement further.

**Value for money** – Satisfaction with the value for money of service charges is also one of the lower ratings and around a third of residents say they are struggling with utility bills at the moment, and this is only likely to get worse. In addition 14% of residents say they can't afford to run their heating system. Anything Vectis can do to alleviate these issues is likely to lead to increased satisfaction.