


Tenant satisfaction survey: what you told us

With this edition of our tenant newsletter, we are:

- including a summary of the results of our latest tenant satisfaction survey, and
- sharing how we plan to use the feedback you gave us.

Your Views 

Tenant Satisfaction Survey 2023

About the Survey

Between June and August 2023, many of you took part in an important survey. All tenants were invited to participate in the survey via postal, online and telephone questionnaires.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Waltham Forest Housing Association (WFHA) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing WFHA's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.

194 tenants took part out of a total of 325 (112 by post, 51 by telephone and 27 online)

A big thank you to everyone who took part!



We appreciate your feedback!

Our staff (pictured) and Board team want to start by offering a big thank you to everyone who took part in our tenant satisfaction survey. We had a fantastic response and will be using your feedback to help us

plan our work for the next three years. You can read our Business Plan for 2024-27 online at: wfha.org.uk/wp-content/uploads/2024/05/Business-Plan-2024-to-2027.pdf

How we will use your feedback



About our survey

We commissioned Acuity Research to carry out our survey in June 2023.

We wanted to find out how you feel about:

- Your home and communal areas
- The repairs service
- Your neighbourhood
- How well we communicate and engage with tenants
- Damp and mould in your home

We also wanted to check on your sense of wellbeing.

Overall, you gave us a pleasing satisfaction rating of 77%. You can read the rest of the results in the *Your views* leaflet.

The survey results are already helping to shape our future services. Here are some examples.

Listening and communicating

We plan to give you new and better ways to communicate your views.

Our **sheltered housing tenants** will benefit from:

- Changes to the way we make welfare calls
- Weekly surgeries at our schemes
- Monthly coffee mornings
- Quarterly tenant meetings
- Suggestion boxes at all our schemes



For our **general needs tenants**, we will start holding meetings online.

We know people are busy during the daytime, so we will hold these sessions in the evening.

We will let you know more about this in the near future. Watch this space!



Fair access for different tenant groups

Whatever your background or circumstances, we will make sure you have fair access to our services.



With your consent, we will be using a new tenant data form (known as the 'Stay and Connected' form) to collect and analyse information about our tenants.

The data we get will help us to identify trends, see where we need to improve and check that no tenant group is being under-represented. We can then add to or alter our services for particular individuals or groups.

Repairs and maintenance

We will make repairs reporting easy.

We will also keep you informed and up to date about repairs, maintenance and planned improvements. The work we do will always aim to meet tenant needs and provide good value for money.



Anti-social behaviour

We will tackle problems on our estates.

To keep your neighbourhoods safe, we will work with other organisations. These may include local councils, the police and other social housing landlords, where appropriate.

Stay up to date

We will keep you informed about how things are going in our newsletters and on our website.

In the meantime, if you have any questions about the information in the *Your views* booklet, or this newsletter, please get in touch.

We would also be pleased to hear from anyone interested in getting involved or helping to scrutinise our services.

You can contact us by email at: info@wfha.org.uk, or phone 020 8524 6987, option 4, to speak to Linda Wright our Head of Corporate Services.



Our complaints process

We have reviewed and updated our complaints policy and procedure in line with guidance from the Housing Ombudsman.

Both of these documents are on our website, together with a form showing our self-assessment of how well we are doing at meeting the new complaint handling code.

Assessing our performance

The Social Housing Regulator is using a new system for checking the performance of registered housing providers.

Our latest survey was different from previous surveys, because it included new questions set by our Regulator. These form part of a new system to assess the quality of the homes and services being provided by social housing landlords in England.



To comply with the new system, which was introduced in the Government's Social Housing White Paper in 2020, we have to check our performance against a set of revised consumer standards, as well using the new questions to check what our residents think.

The changes mean that you will more easily be able to check our performance against that of other social landlords. They are also giving us valuable information about the ways we can improve.

For more information about the standards we have to meet, go online to: www.gov.uk/government/collections/regulatory-standards-for-landlords

IMPORTANT NEWS: We have moved

In our survey, you told us you wanted us to be more visible around your schemes and estates.

We have responded by moving out to our scheme offices. Our new head office is at Libro Court. We are also working from our offices at Electric House and Wingrove House.

In the coming months, we hope to add a presence at Heathcote Grove Estate too.

Please note that our new postal address for your letters is:

WFHA Libro Court Office
2A Larkswood Road
Chingford
London
E4 9DY



Please note:

Our registered office for any legal notices will remain the same:
31 Church Hill, Walthamstow,
London E17 3RU.



Waltham Forest Housing Association

Write to us at:

WFHA Libro Court Office
2A Larkswood Road
Chingford
London E4 9DY

Email us at:

- info@wfha.org.uk (general queries)
- repairs@wfha.org.uk, or
- complaints@wfha.org.uk

During office hours (weekdays, 9am to 5pm), phone us on 020 8524 6987, then select:

- Option 1 for repairs
- Option 2 for housing management (to pay your rent, talk about benefits or other housing issues)
- Option 4 for governance (to ask about tenant engagement and tenant surveys).

For a non-gas emergency outside office hours, call our emergency contractors on 020 8524 2822.

Out of hours, if your gas heating system fails in severe weather and you have no alternative, call Swale Heating on 01795 503 365.

Our registered address for legal notices is still: 31 Church Hill, Walthamstow, London E17 3RU.

Leave us a voice message

Sometimes when you phone us, your calls may go through to an answerphone.

If this happens, please leave us a message. Tell us your name, a bit about why you are calling and the phone number to call you back on.

No drop-ins: please make an appointment



Our offices are closed to the public – unless you have an appointment.

Our staff now work in multiple locations, including from home.

We are by 'appointment only' to prevent you from making wasted journeys.

