

## Tenant satisfaction survey

# What you told us

In May last year, we commissioned Acuity Research to carry out our latest tenant satisfaction survey.

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 our tenants**

In all, a pleasing 79% of you said you were satisfied with us as your landlord. You can read the rest of the results in the *Your views* leaflet provided by Acuity – which we have included with this newsletter.



**79%**  
Said they  
were satisfied

## Why we carry out surveys



**Our Regulator requires us to carry out a Tenant Satisfaction Measures (TSM) survey every two years. It allows the Regulator to compare our services with those of other housing associations.**

Your feedback gives us valuable information about what we are doing well and where we need to improve. It helps us to shape our services around your needs and experiences.

Thank you to everyone who took the time to complete the survey last summer.

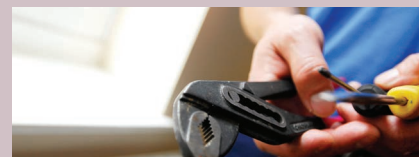
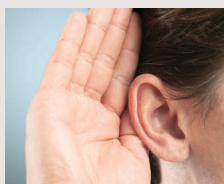
# Our survey action plan

We appreciate that you really like so much of what we are doing and how we do it. We are always trying to improve the services we offer and so we have put in place an action plan to make things even better, based on what you told us.

## Listening to tenants

**You said:** While 63% of you were satisfied that we listened to your views and acted upon them, 17% of you said: "We don't feel listened to."

**We will** provide updates on our action plan in our newsletters during the year.



## Faster repairs

**You said:** While 79% of you said you are satisfied with the time it takes to complete your repair, 17% of you said: "Repairs are good overall, but you could improve the time they take, especially in supported housing."

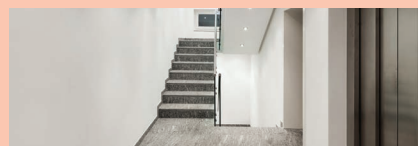
**We will** publish our timescales and performance results. We will target repairs support to our supported schemes.

## Easier ways to give feedback



**You said:** "We want clearer, easier ways to share our views."

**We will** organise events, such as coffee mornings or local meetings, so that you can meet us, tell us what you think and suggest ways we might change your services.



## More visible inspections

**You said:** While 77% of you were satisfied with your communal areas, 11% of you said: "We want more visible estate management."

**We will** publish a scheme walkabouts schedule and invite you to attend.

## Communicating better

**You said:** "Your communication is sometimes inconsistent."

**We will** update and publish our contact handling standard. It will include clear timescales for us to respond to your queries.



## More information about complaints



**You said:** While 54% of you were satisfied with our handling of complaints, 35% of you said: "We want clearer information about complaints and what happens afterwards."

**We will** share details about complaints and what we learned, where appropriate, and will never share names and addresses. We will publish an annual summary on our website and we report this information to our Board.

## Clearer work in neighbourhoods

**You said:** While 74% of you were satisfied with our neighbourhood contribution, 11% of you said: "We're not always sure how WFHA supports local neighbourhoods."

**We will** add updates to our newsletters and website.



## Noise and safety

**You said:** While 72% of you said you were satisfied with our approach to handling anti-social behaviour, 18% of you said: "At times, we feel unsafe."

**We will** share safety updates during our 'staying connected' visits and in our newsletters.

## Clearer service information

**You said:** While 84% were satisfied with the repair and maintenance service, 12% of you said: "We want clearer explanations around repairs, safety and maintenance."

**We will** publish a new *Your Homes* newsletter twice a year.



## More ways to contact us

**You said:** "We want to be able to contact you on and offline."

We will continue to offer multiples ways to contact us and record your preference for how we should contact you.



## Being fairer and more inclusive

**You said:** "Some of us – particularly supported tenants and some ethnic communities – are less satisfied."

**We will** carry out equality impact assessments and, where needed, deliver targeted engagement and services.

## Co-producing services

**You said:** "We want more opportunities to help design or have input into services."

**We will** arrange for our staff team to work with tenants to host an event during the year. Your ideas and involvement will be very welcome!



## More details about Board decisions

**You said:** "We want to know more about decisions that affect our homes."

**We will** publish a summary for tenants after every Board meeting.



## More ways to get involved

**You said:** "We want more say in shaping services."

**We will** work to set up a new involved tenants' group.

## Staying local and personal

**You said:** "We value staff being visible and present."

**We will** carry on engaging with you at your scheme throughout the year, as well as making 'staying connected' visits.



## Easier access to staff support

**You said:** "We want quicker access to help and support."

**We will** free up more staff time for frontline support, by making our admin more efficient.

**More to tell us?** If you have further feedback, or you would like to get involved in shaping our services, we would love to hear from you! Thank you again for your time, honesty and support.



## 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](mailto:info@wfha.org.uk) (general queries)
- [repairs@wfha.org.uk](mailto:repairs@wfha.org.uk), or
- [complaints@wfha.org.uk](mailto: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).

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

## If you need an appointment

**As you know, we moved out of our head office a few years ago, so that more tenants could see us more often.**

We are a very small team – there are only 10 of us, and we are out and about a lot.

Most of you will see us regularly, in or near your buildings. But if you need to see us about something

specific, we may be able to see you more quickly if you make an appointment.

Phone us on 020 8524 6987, option 2, or email us at: [info@wfha.org.uk](mailto:info@wfha.org.uk) and we will get back to you

## 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.

## Emergency repairs when our office is closed

**Our out-of- hours emergency service will sort out problems that affect your immediate health and safety or the structure of the building. Please only use these numbers for genuine emergencies.**

For all other repairs, please call on the next available working day.

### Non-gas emergencies

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

Our contractors will visit to make the situation safe. But they may need to return on another day to complete the repair.

Non-gas emergencies include:

- electrical fittings getting wet
- sewage overflowing indoors
- burst tanks, cylinders or pipes
- a leak you cannot contain
- failure of all lights or all power (but first check the fuse board for tripped circuits and that you have credit on your meter), and

- failure of your electrical heating system in severe weather, where you have no alternative heating available.

### Gas emergencies

If you smell gas or fumes, call Cadent immediately on 0800 111 999.

If your gas heating systems fails in severe weather and you have no alternative, you should call Sureserve Compliance South on 01795 503 365.