

thirteen

Managing and building homes

thirteen

View our latest satisfaction performance from July 2017.









At Thirteen we are committed to understanding where we are performing well, and where we need to improve.

We test satisfaction across different areas of the business to see how our customers feel about the services we provide. This update contains analysis of satisfaction results, including how we compare to previous months.

Satisfaction Analysis. Overview of Contents

1. Table summary – key satisfaction indicators July 2017.
2. Satisfaction analysis per survey
3. Quarterly analysis for key indicators TLF Satisfaction Index definition and analysis (gas and repairs).

Satisfaction Surveys. Overview July 2017

Satisfaction Performance July 2017					
Service Area / Team	Survey	Indicator	Average Satisfaction Score	No. of Responses	Comparison to Previous Month
Scores out of 10					
Empty Property	Moving Home Experience Survey	Overall satisfaction with property standard	8.25	138	
Customer Relations Team	Complaints Customer Satisfaction Survey	Satisfaction with the way complaint was handled	9.45	11	
Investment	Investment Satisfaction Survey	Overall service received	9.00	3	
Neighbourhoods (New Home Advisors)	New Homes Settling In Survey	Overall satisfaction with support, advice and assistance provided	9.28	64	
Market Facing	Repairs Satisfaction Survey	Satisfaction with how most recent repair was dealt with	8.00	1	No surveys conducted in June 2017
Thirteen Care and Support	Leavers' Survey	Overall satisfaction with service received	9.67	6	
Thirteen Care and Support	New Customer Survey	Overall satisfaction with service received so far	9.00	6	
ASB	ASB Satisfaction Survey	Overall standard of service experienced	9.91	11	No surveys conducted in June 2017
Property Service	Gas Servicing Customer Satisfaction Survey	Service provided by the workmen	9.7	80	
Property Service	Repairs Customer Satisfaction Survey	Service provided by the workmen	9.3	320	
Scores out of 100					
Money Advice	Money Advice Satisfaction Survey	Overall satisfaction with service provided	No surveys conducted in July 2017	N/A	N/A

Moving Home Experience Survey

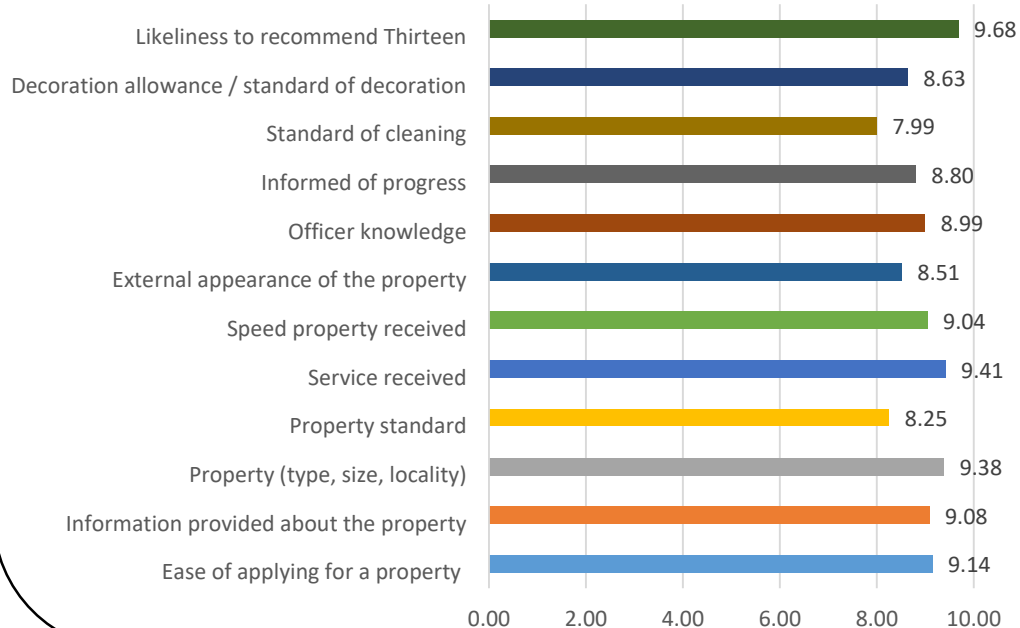
Who, What & When:

- Surveys conducted between 3rd – 31st July 2017
- 138 surveys were conducted
- Majority of respondents were from local authority Stockton-On-Tees, followed by Middlesbrough, Hartlepool, Redcar, Darlington and County Durham.

Customer responses: Why did you choose Thirteen?

- “Wanted to leave private rental sector and Thirteen has good reputation as landlord” “Was evicted had no choice”
- “Reliable organisation and cheap rent” “Many people trust Thirteen” “Bigger property than private ones”
- “Had the accommodation I wanted” “Because I was already a customer and right to buy is good if I want to buy in the future”

'Moving Home Experience Survey' - average satisfaction scores July 2017



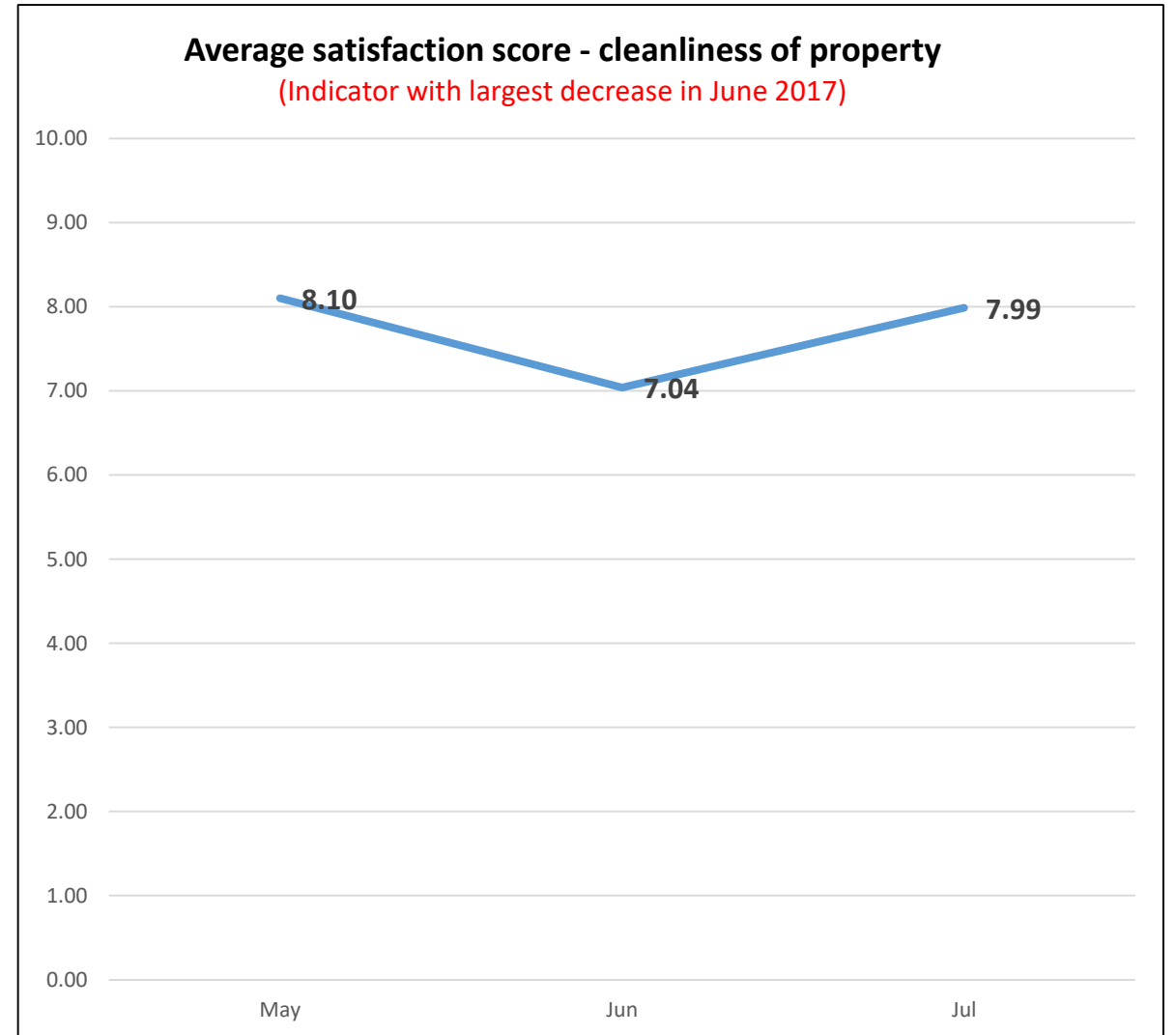
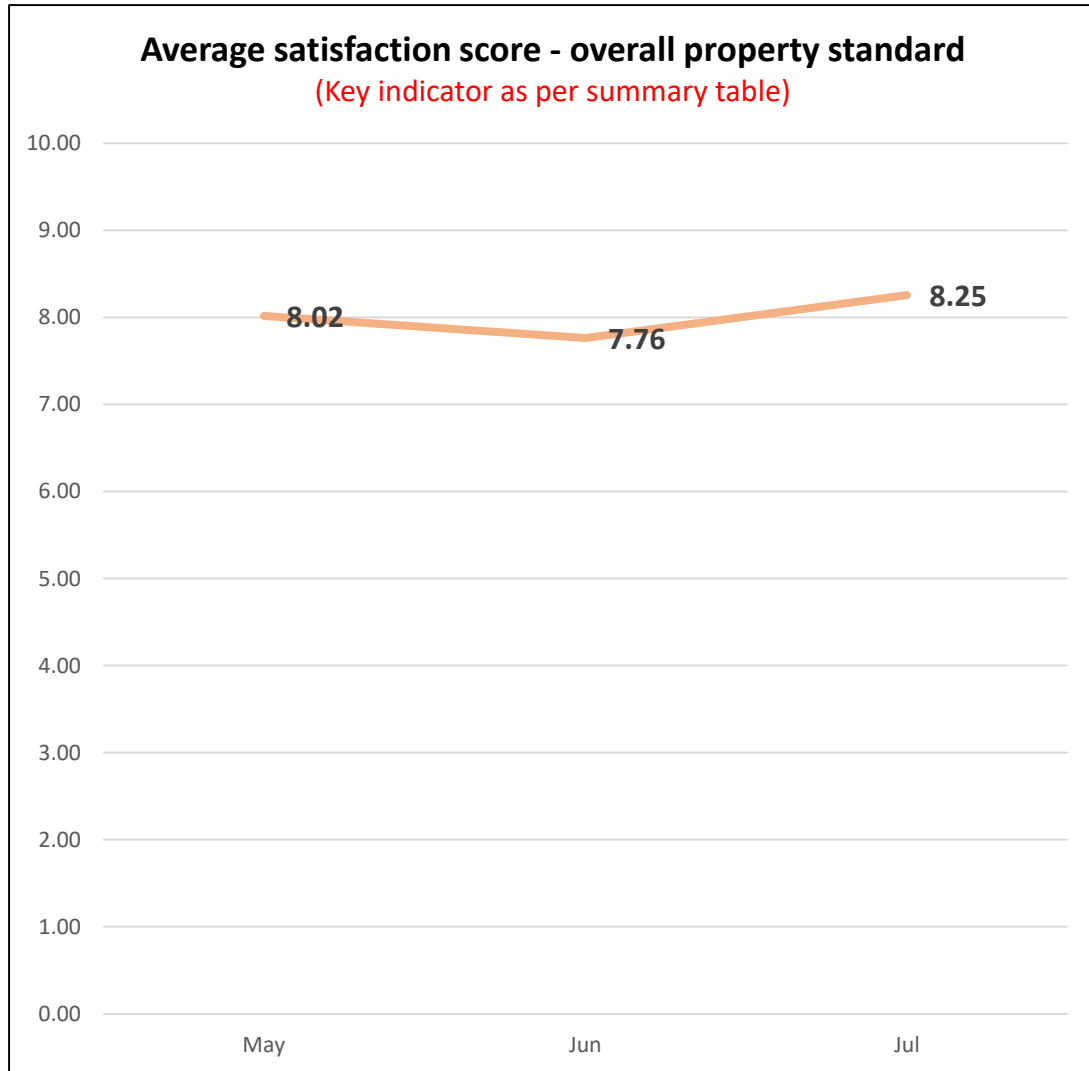
Less satisfied / more satisfied than June 2017



Comments:

- The average satisfaction scores for the majority of indicators (10/12) have increased from June to July 2017.
- Average satisfaction score for 'Decoration allowance / standard of decoration' has the largest decline with a difference of 0.16.
- Satisfaction for 'Standard of cleaning' increased the most (by 0.95).
- Comparison of 'likelihood to recommend Thirteen' is now possible – this has improved by 0.69 from June 2017.

Moving Home Experience Survey Q1 (May-July 2017-18) Analysis



Complaints Customer Satisfaction Survey

Who, What & When:

- 11 Surveys conducted between 7th-11th July 2017
- 6/11 respondents were female, 5/11 male
- All respondents felt that they were treated fairly and sensitively at all times.

Customer responses:

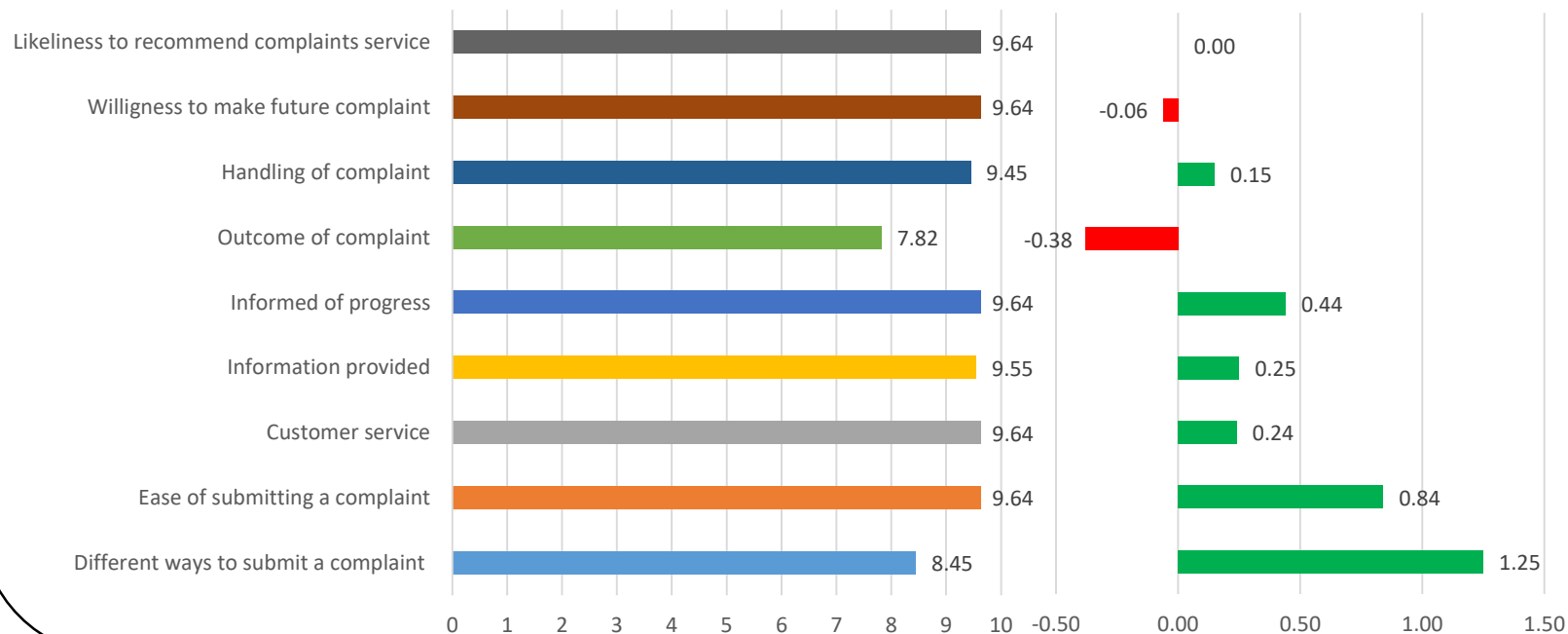
“Still not resolved but advised it will be soon”

“Wasn’t dealt with until a complaint was finally submitted”

“Excellent - really appreciate their care and concern as I am a vulnerable tenant”

“On the website it was easy [to submit the complaint] but on the telephone it was difficult so put it in writing”

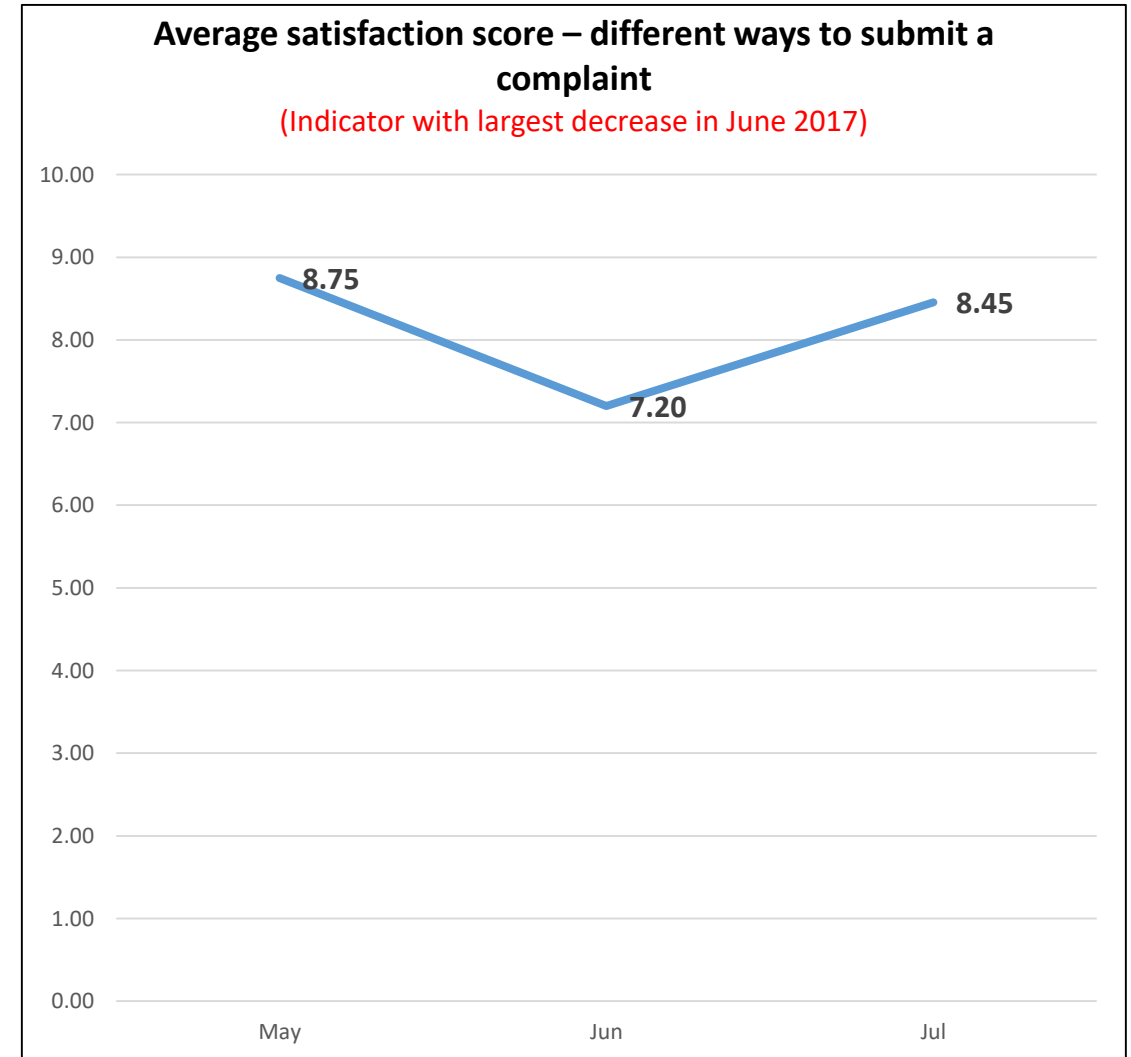
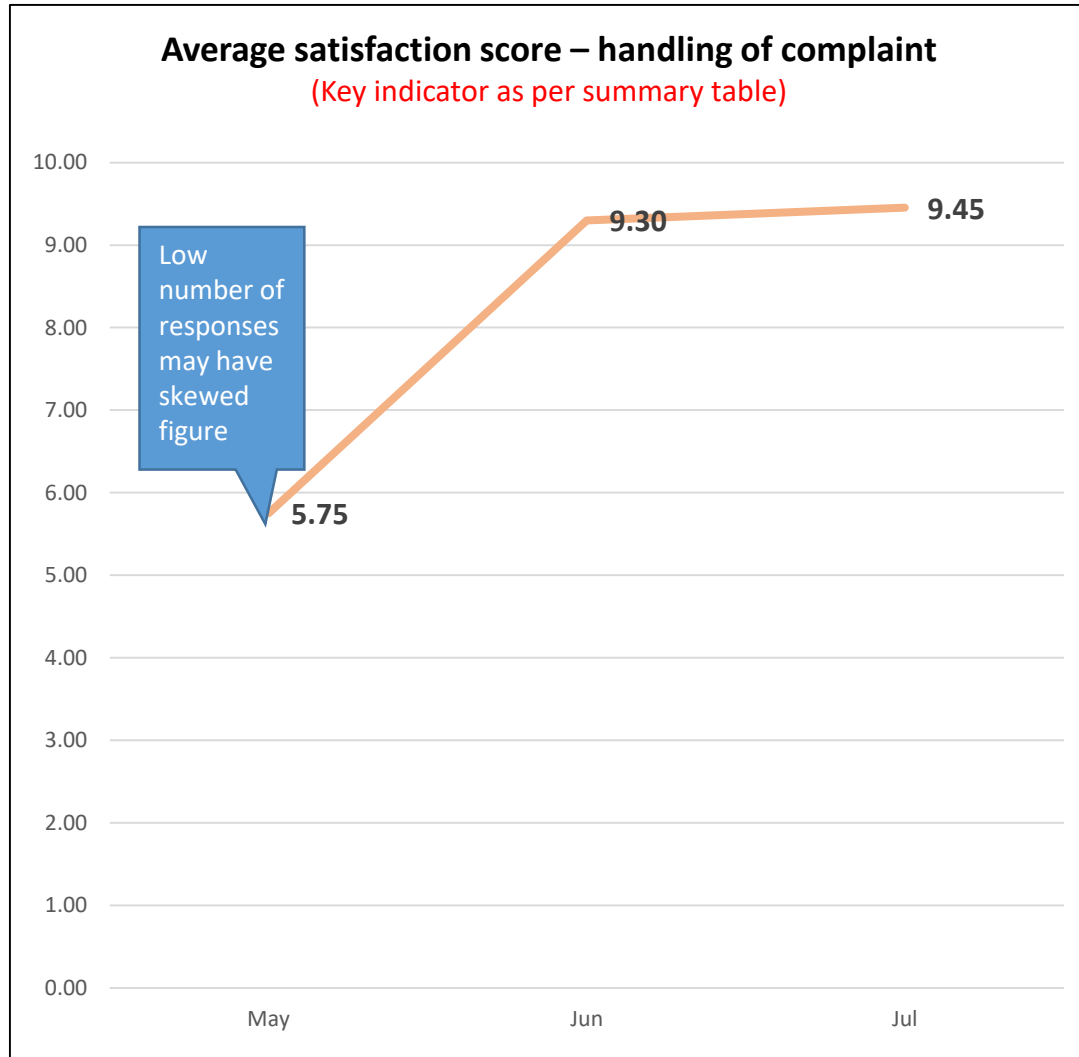
Average satisfaction scores Complaints Satisfaction Survey July 2017



Comments:

- Average satisfaction scores for 6/9 indicators has increased from June 2017.
- The largest decrease for average satisfaction score was for the indicator ‘outcome of complaint’ with a difference of -0.38 compared to June 2017.
- The largest increase in average satisfaction score for indicator ‘different ways to submit a complaint’ with an increase of 1.25.
- Average satisfaction score for ‘likelihood to recommend complaints service’ remained exactly the same for July and June 2017.

Complaints Customer Satisfaction Survey Q1 (May-July 2017-18) Analysis



Investment Satisfaction Survey

Who, What & When:

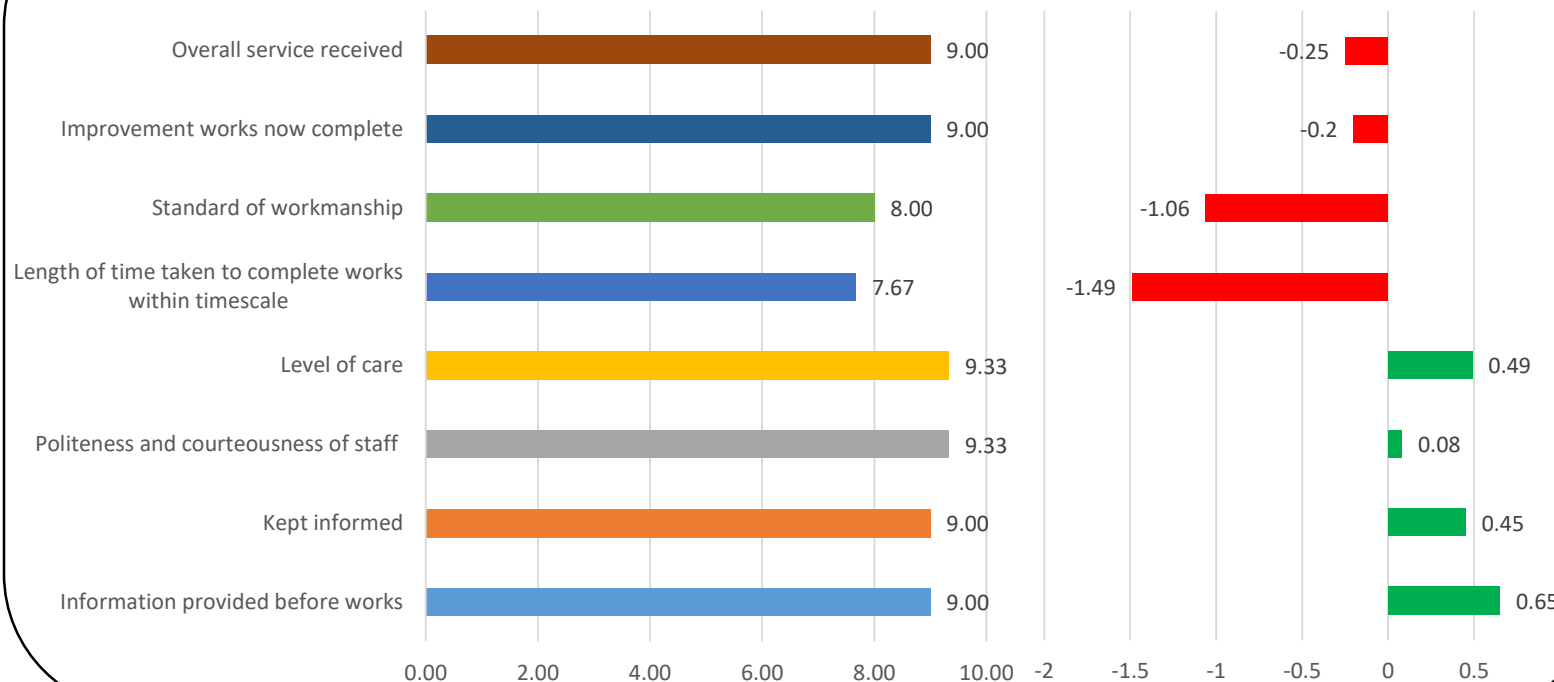
- 3 responses
- 2 respondents reside in Middlesbrough and 1 resides in Stockton.
- Thirteen carried out 1 investment work, Blands also carried out 1 and Hodgson Sayers carried out 1.

Customer responses:

“I have tiles left un-grouted - box to pipes was left out for me to put back. I rang up regarding this but no one returned call”.

“Cycle facilities are non-existent. Car park gates a vexation to most of the residents especially for people with spinal problems - having to hump the stop poles out of the ground. Evidently nobody was consulted about the fitting of these impractical gates”.

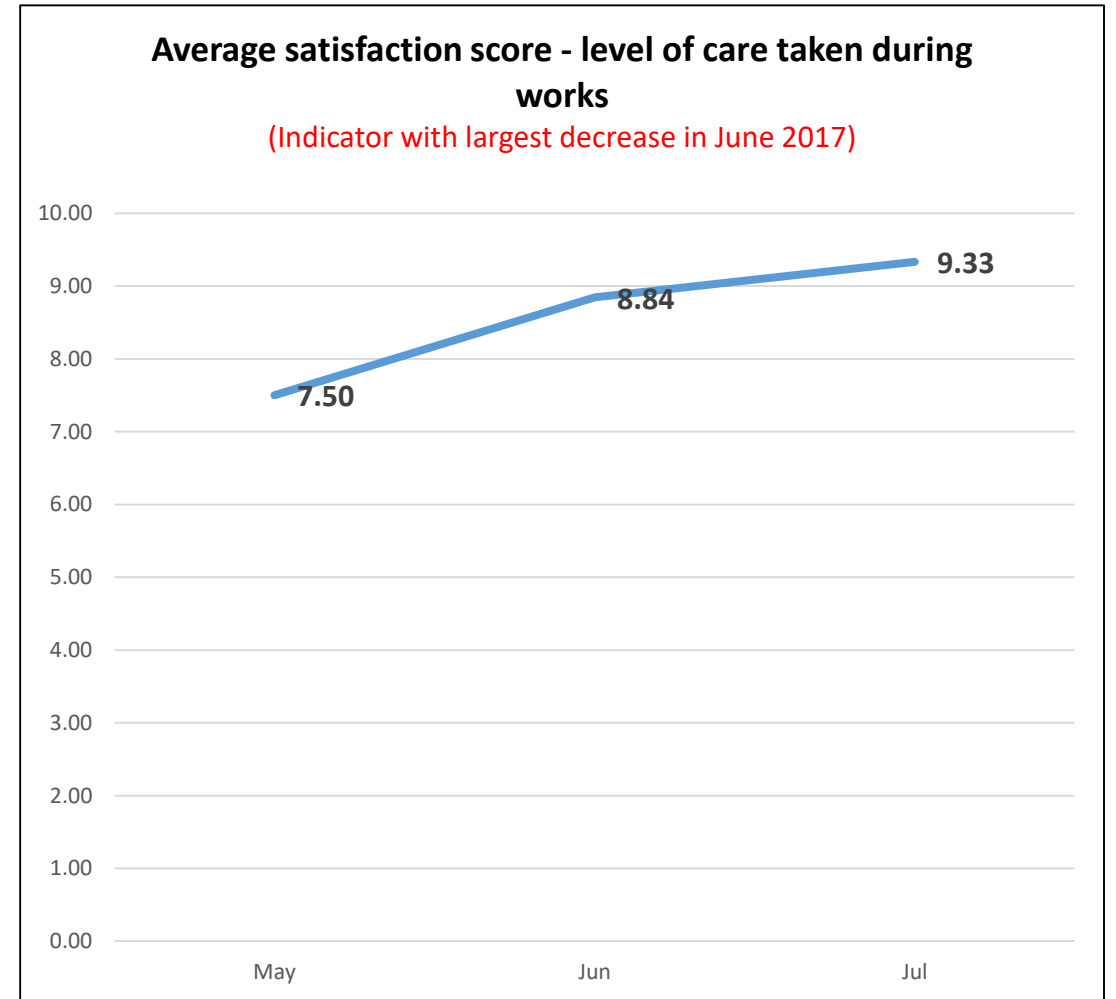
Average satisfaction scores Investment survey July 2017



Comments:

- Half of average satisfaction scores across all indicators have increased, and half have decreased since June 2017.
- Average score for indicator ‘length of time taken to complete works within timescale’ has decreased the most (-1.49).
- Average score for indicator ‘information provided before works’ has increased the most.
- Satisfaction scores for ‘level of care’ and ‘politeness and courteousness of staff’ are jointly highest at 9.33.

Investment Satisfaction Survey Q1 (May-July 2017-18) Analysis



New Homes Settling In Survey

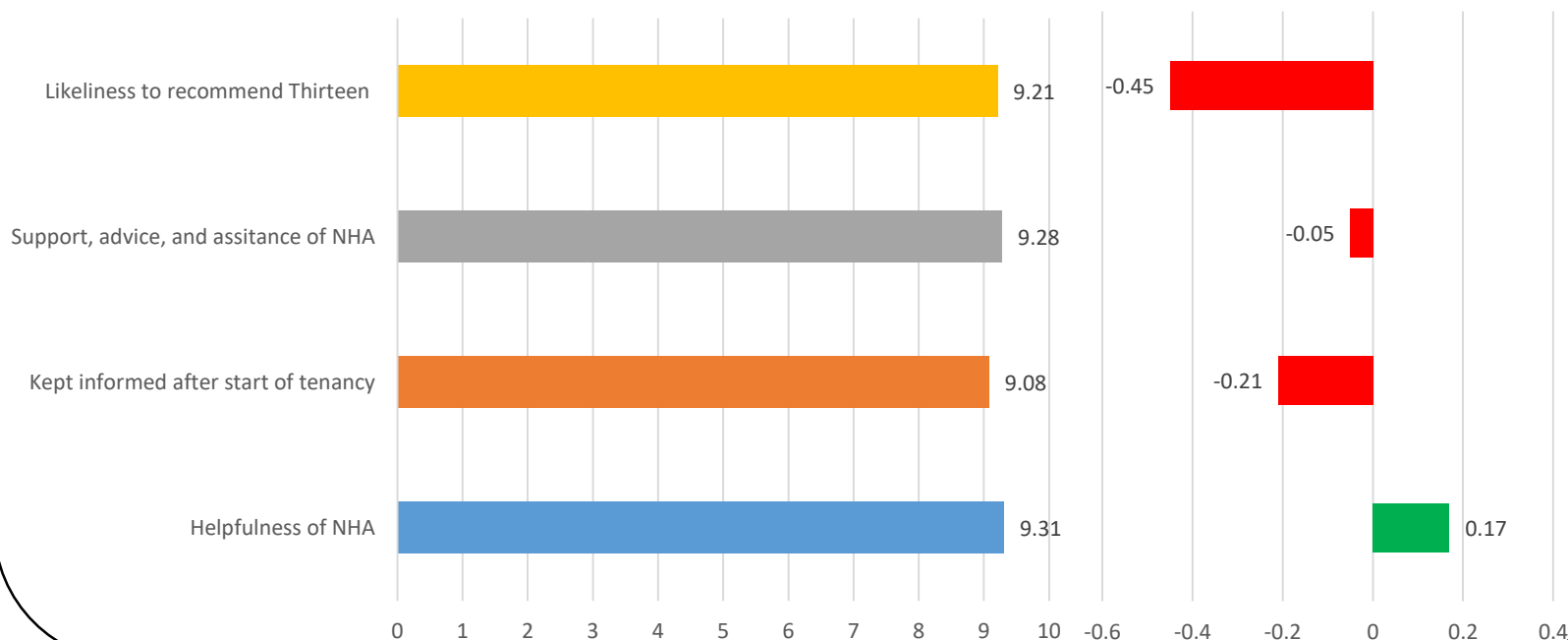
Who, What & When:

- 64 surveys completed between 3rd-31st July 2017
- Majority of respondents reside in Hartlepool (39), followed by Middlesbrough (25).

Customer responses: What can we do to improve the New Homes Advisor service?

- “No improvements, very impressed”
- “Work full time later appointments or weekends would be ideal”
- “Repairs should be addressed prior to moving in. Repair dates unrealistic”
- “Communication improvement, did not get response to emails”
- “Advice on how to gain access to [service]”

Average satisfaction scores New Homes Settling In survey July 2017



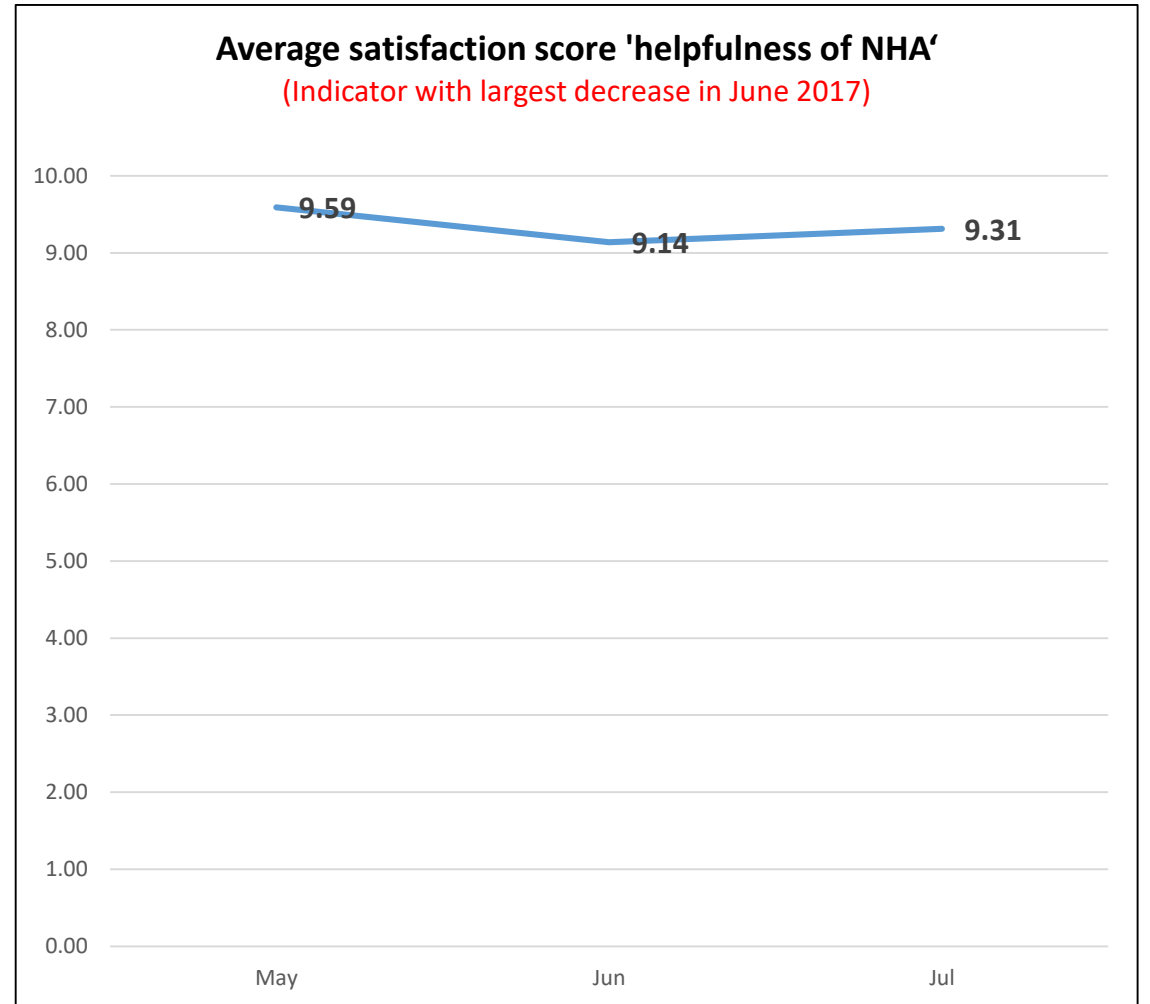
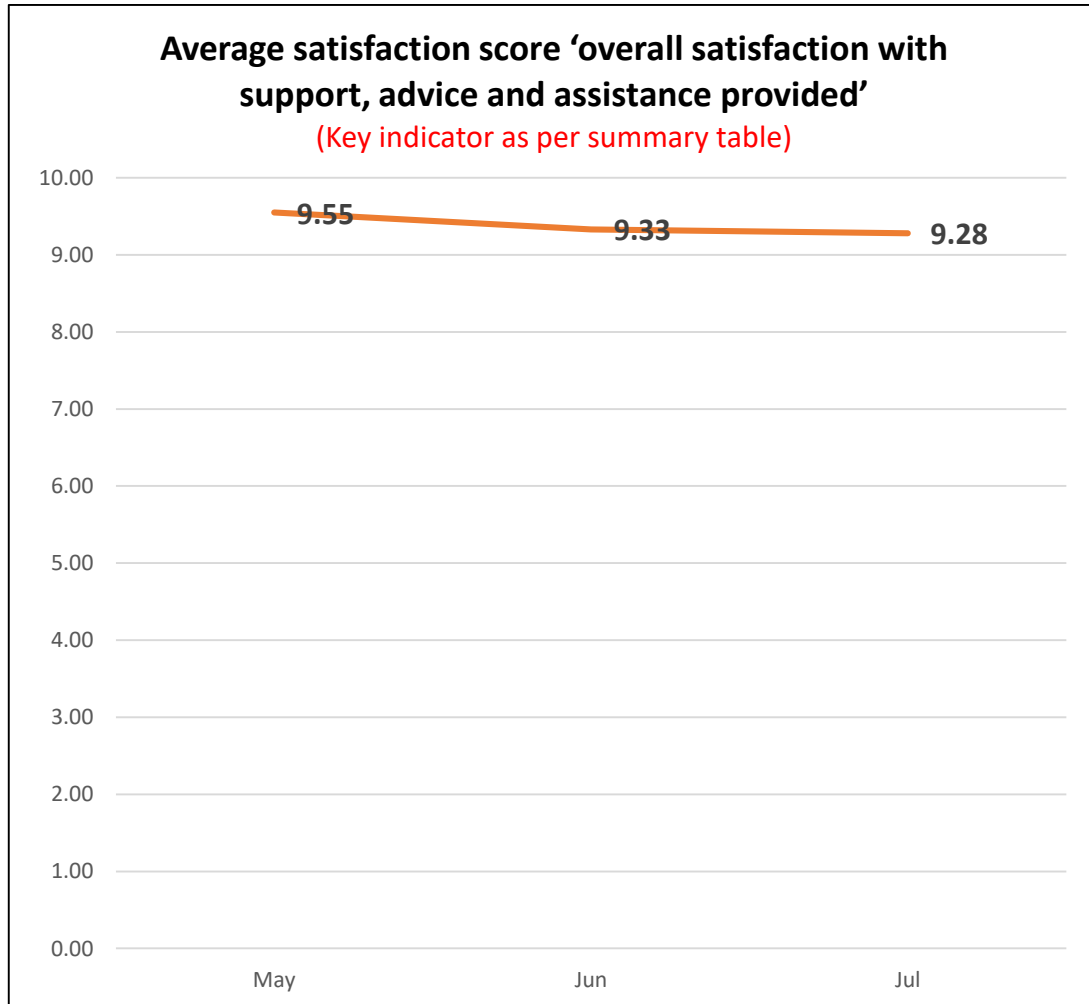
Comments:

- Majority of average satisfaction scores have decreased across 3/4 indicators.
- Largest decrease in average score for indicator “likelihood to recommend Thirteen” (-0.45).
- Average score for “helpfulness of NHA” has increased by 0.17.

Further analysis:

- 96.72% of respondents said that queries were dealt with in a timely manner, while 3.28% said they were not.
- 95.08% of respondents said that the NHA provided information and updates using the method requested, 4.92% said that this was not the case.

New Homes Settling In Survey Q1 (May-July 2017-18) Analysis



Market Facing Team Repairs Satisfaction Survey

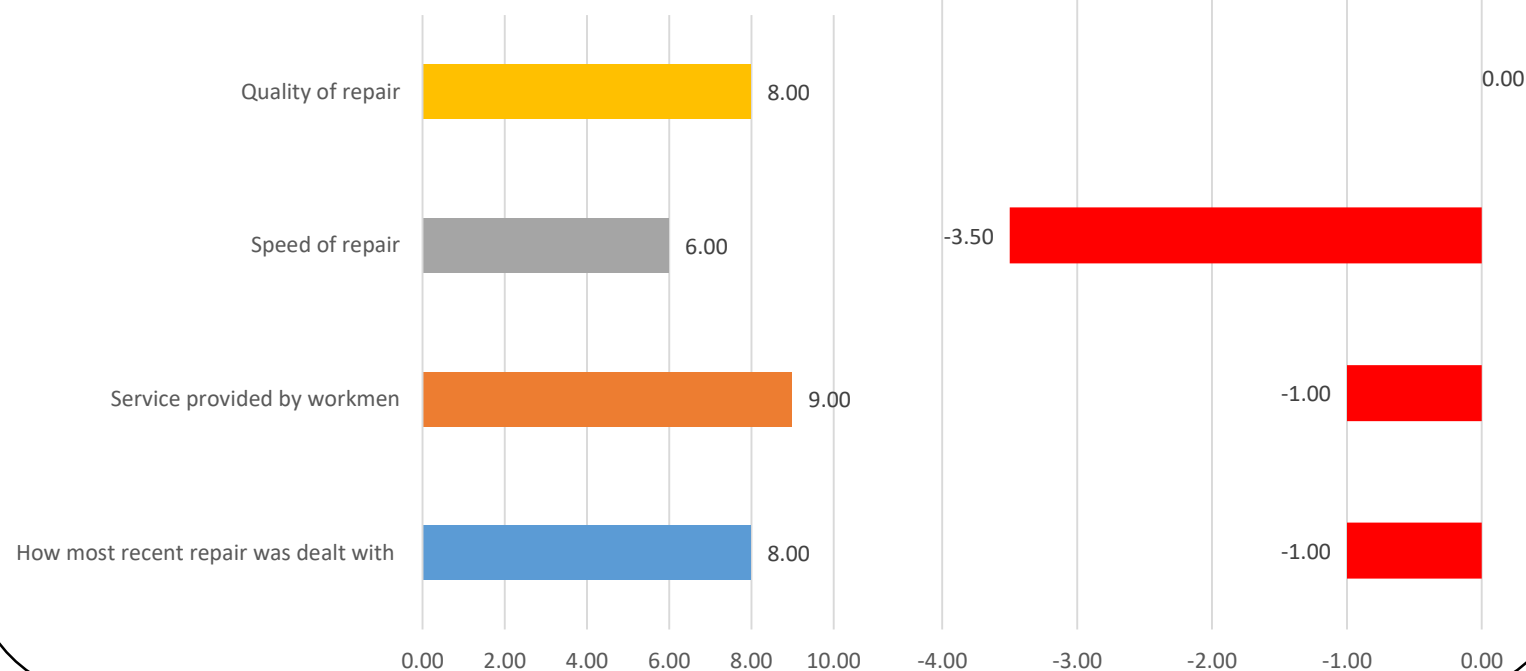
Who, What & When:

- 1 respondent in July 2017
- Survey conducted on 14th July 2017

Customer responses:

N/A

Average satisfaction scores Market Facing Repairs
Satisfaction survey July 2017



Comments:

- No responses were collected in June 2017 – therefore results have been compared to May 2017 instead (consisted of 3 respondents).
- However low response rates for July and May will affect validity of data, therefore comparison and application of survey data should be treated with caution.
- Most average satisfaction scores (3/4) from May to July 2017 have decreased.
- ‘Speed of repair’ has decreased the most (by -3.50).
- Average satisfaction score for ‘quality of repair’ has remained the same in May and July 2017.
- Improvements to survey will enable us to report on which elements of the repairs service are most important to Market Facing customers.

ASB Satisfaction Survey

Who, What & When:

- 11 surveys conducted between 19th – 26th July 2017
- 7/11 respondents were female, 4/11 male
- 1/11 respondents were the victim of hate crime
- No respondents had used restorative justice solutions.

Customer responses:

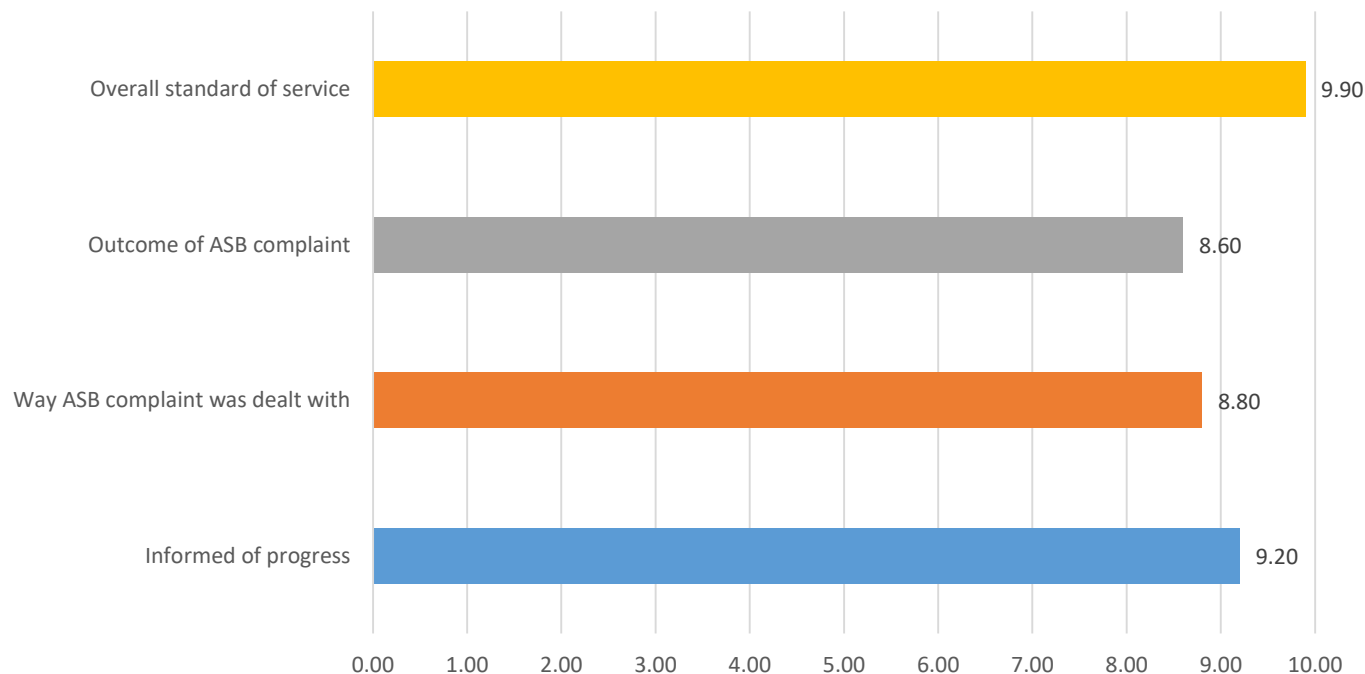
“All solved talking now and friends again”

“Happy with service and outcome”

“Well looked after dealt with quickly handled well”

“Unhappy as felt perp needed to move, but understood it wasn't down to us [Thirteen], it was other agencies that made that decision. Delighted with how we [Thirteen] were”

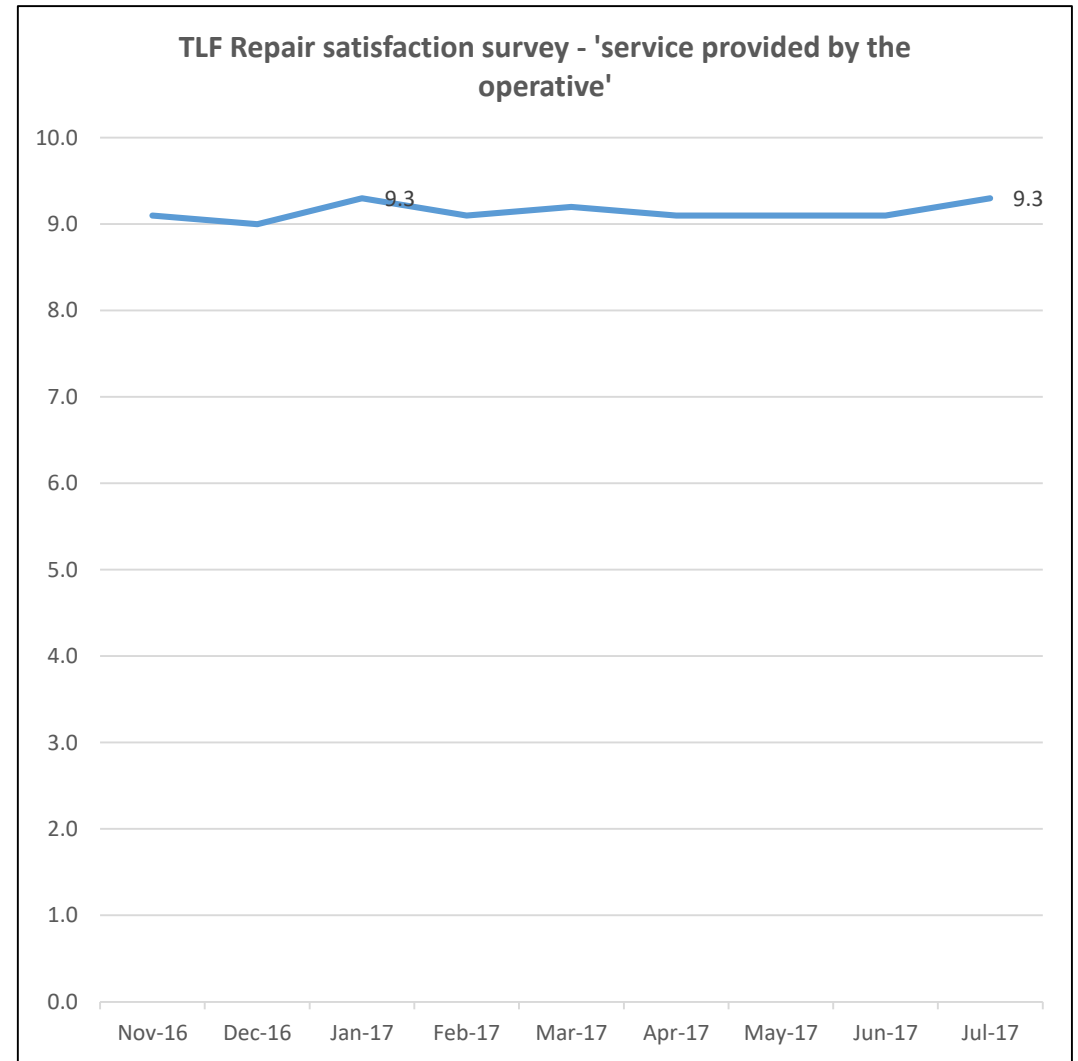
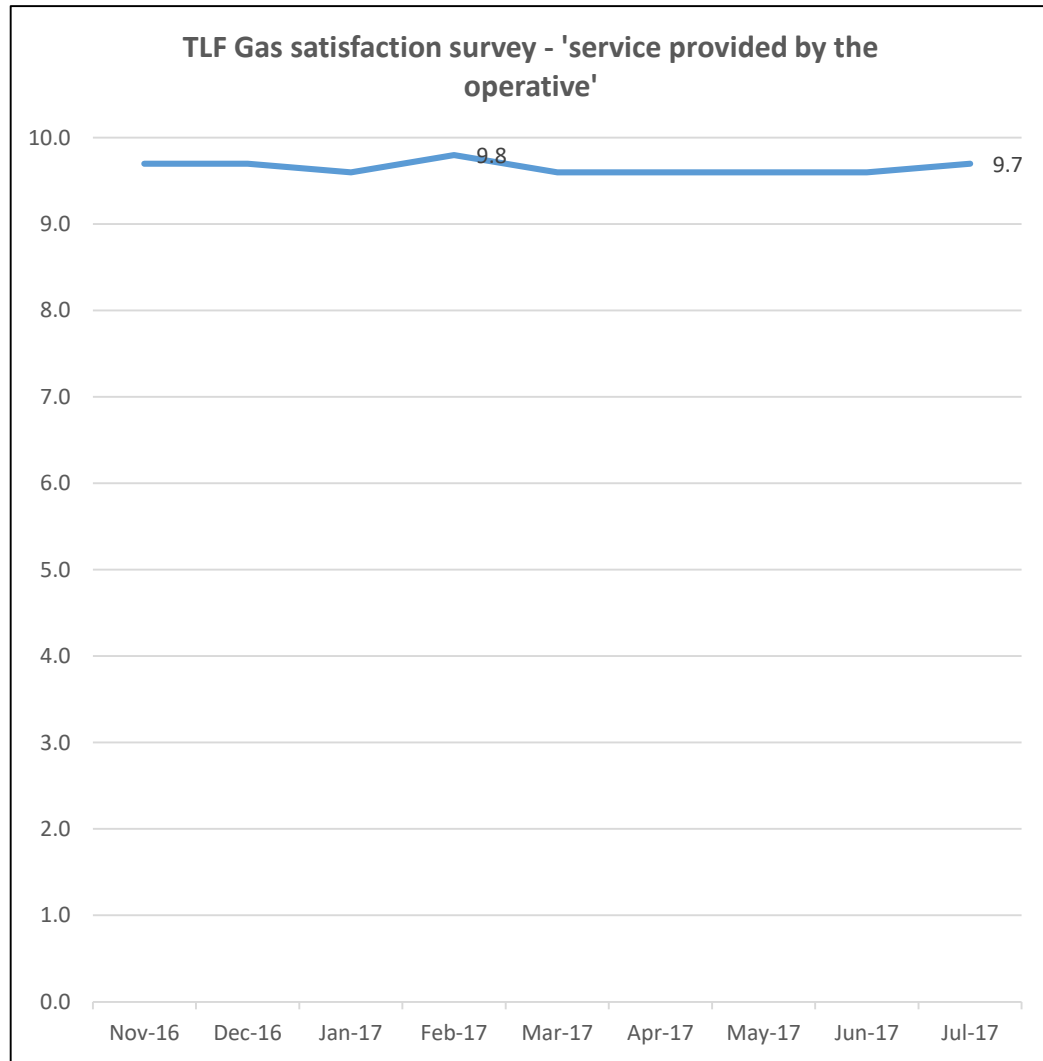
Average satisfaction scores ASB satisfaction survey July 2017



Comments:

- Currently unable to provide comparison to previous month(s) – responses have only been collected in July.
- Have inputted an extra field into survey to enable us to break results down into local authority in future.
- ‘Overall standard of service’ has highest average satisfaction score.
- ‘Outcome of ASB complaint’ has the lowest average satisfaction score.

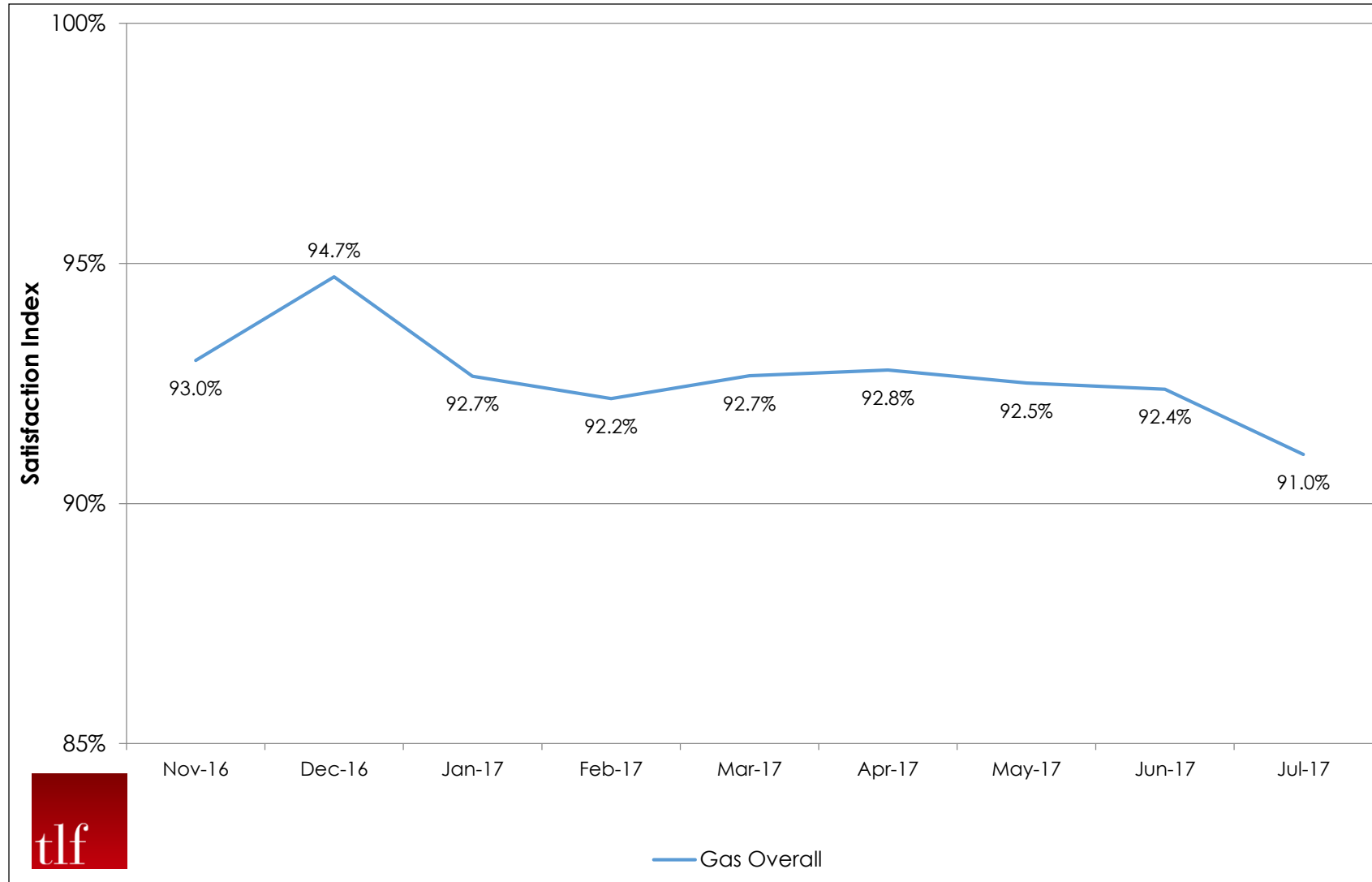
TLF. Gas and Repair satisfaction surveys. November 2016 – July 2017



Repairs and Gas. TLF Satisfaction Index

- TLF conduct satisfaction surveys on behalf of Thirteen, focusing on repairs and gas
- Satisfaction index is an overall measure of an organisation's success in satisfying its customers
- It uses importance scores to weight satisfaction scores
- Gives a weighted average score for each customer, expressed as a percentage
- Is statistically accurate.
- It should not be confused with the Star results i.e. 'percentage of people satisfied or very satisfied with service'.

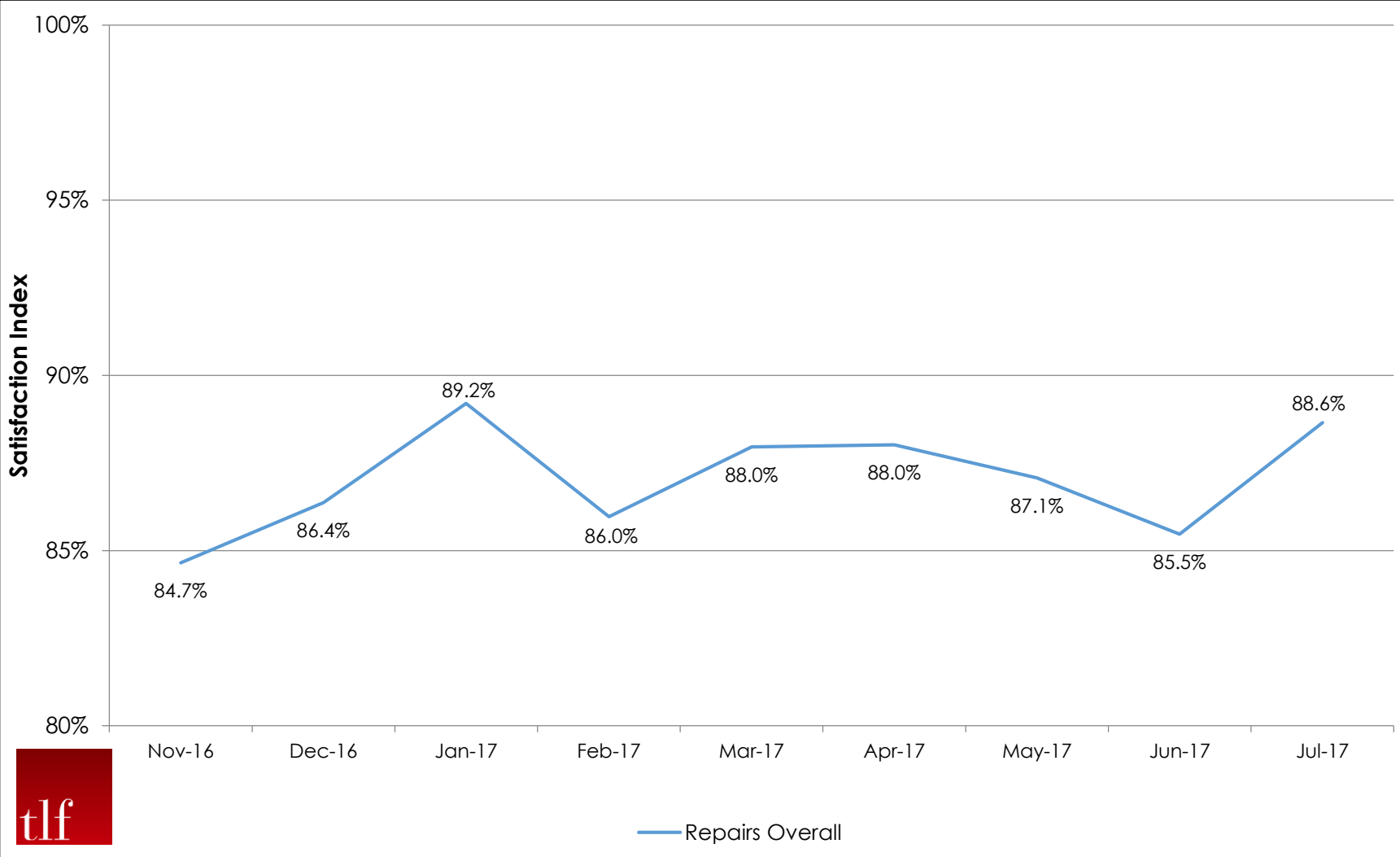
TLF Satisfaction Index over time - Gas



Comments:

- The satisfaction index has decreased from June to July 2017, by 1.4%.
- The lowest satisfaction index between November 2016 – July 2017 was July 2017.
- The highest recorded satisfaction index was December 2016.

TLF Satisfaction Index over time - Repairs



- Comments:
- The satisfaction index has increased from June to July 2017, by 3.1%.
 - The lowest satisfaction index between November 2016 – July 2017 was November 2016.
 - The highest recorded satisfaction index was January 2017.