

## AHCL / Platinum Skies Customer Annual Survey

RSH – Tenant Satisfaction Measures Result



Regulator of  
Social Housing

### SUMMARY OF APPROACH

#### A. Sample Size

No. Eligible Households	No. Participating Households	% Participating Households
451	151	33.48%

#### B. Timing of Survey

Survey issued to Homeowners	Survey Close Date
29 <sup>th</sup> February 2024	31 <sup>st</sup> March 2024

#### C. Collection Method

- Paper based survey hand posted to all households
- Survey included other questions to gauge a wider understanding of customer feedback.
- Responses collected in a secure central collection box
- Results entered into 'Survey Monkey' tool to aid digital collation
- Data exported for review

#### D. Sample Method

- A census approach – where all households were invited to participate in the survey

#### E. Summary of the assessment of representativeness of the sample

Housing Type	Relevant Tenant Population
Older Person Shared Ownership	451 (100%)

- We consider all households to be substantially similar in nature
- Therefore, our sample is representative of the relevant tenant population

#### F. Weighting Method

- No weighting has been applied to the reported perception measures

#### G. External contractors used in the collecting, generating or validating the reported perception measures

- Our Property Managing Agent – FirstPort, assisted in the collection of survey responses from homeowners

**H. The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances**

- No households have been excluded from this survey

**I. Reasons for any failure to meet the required sample size requirements**

- Although the sample size is low, as a census approach was adopted, we consider this condition met

**J. Type and amount of incentives offered to tenants to encourage survey completion**

- No incentives were offered for this survey cycle

**K. Methodological issues likely to have a material impact on the tenant perception measures reported**

- No methodological issues to report

	Measure	Score	VS. Total Market Sample	VS. Shared Ownership Sample
TP01	Overall Satisfaction	44.9	<i>in-line</i>	<b>ABOVE</b>
TP05	Satisfaction that the home is safe	62.6	<i>in-line</i>	<b>IN-LINE</b>
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	32.7	<i>below</i>	<b>IN-LINE</b>
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	40.8	<i>below</i>	<b>IN-LINE</b>
TP08	Agreement that the landlord treats tenants fairly and with respect	36.1	<i>below</i>	<b>IN-LINE</b>
TP09	Satisfaction with the landlord's approach to handling complaints	21.9	<i>in-line</i>	<b>ABOVE</b>
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	78.4	<i>above</i>	<b>SIGNIFICANTLY ABOVE</b>
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	25.2	<i>below</i>	<b>IN-LINE</b>
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	33.6	<i>below</i>	<b>IN-LINE</b>

**Notes to survey**

**70% Satisfaction with on-site team members**

**85% Positive welcome to our Communities**

**94% Have made new friends since moving into our Communities**

Sample size low due to same survey issued to same residents each year

LY = 66% TY = 33%

Retirement Living benchmark below national average

Shared Ownership benchmark below national average

All sectors are trending downwards and AHCL is in line with this trend

Our sector is niche - RL + SO but encouraging to see above SO Sector

Feedback further validates our strategic plan to outsource to services to a dedicated PM agent  
FirstPort will prepare detailed action plan to address points raised and improve

**IN-LINE = +/- 10% - SIGNIFICANT = +/- 30%**

#### **Tenant Satisfaction Measures from Management Information**

CH01	Complaints relative to the size of the landlord	Stage 1	22.2	10x stage 1
		Stage 2	6.7	3x stage 2
CH02	Complaints responded to within Complaint Handling Code timescales	Stage 1	100.0	
		Stage 2	100.0	
NM01	Anti-social behaviour cases relative to the size of the landlord		20.0	9x cases
	Anti-social behaviour cases that involve hate incidents		0.0	
BS01	Gas safety checks		100.0	
BS02	Fire safety checks		100.0	
BS03	Asbestos safety checks		n/a	
BS04	Water safety checks		100.0	
BS05	Lift safety checks		100.0	