

Horton Housing Association



Tenant Feedback on 'How well we do as a landlord and an introduction to the new Tenant Satisfaction Measures'

1. We explained the new Regulator of Social Housing's Tenant Satisfaction Measures and how these are collected and used for inside and outside of Horton Housing.
2. We asked people to tell us what's good about your accommodation and the service from us as a landlord.
3. We asked what could we do differently.

Date: 15th December 2022

Consultation with: Tenants of Horton Accommodation Services

		
<p>1. Our staff are very supportive, helpful, available and very good at their jobs.</p>	<p>We are pleased to hear that our staff are delivering a helpful and quality service</p>	
<p>2. You benefit from the many other opportunities and services that are available where you live. You said these include occupational therapists, doctors, physiotherapists, games nights, cook and eat sessions and allotments.</p>	<p>We strive to offer a wide range of activities and services that help to improve our tenants' wellbeing, accommodation and quality of life. We are pleased to hear that you are benefiting from these activities</p>	
<p>3. Your accommodation is nice, clean, and safe.</p>	<p>We are pleased to hear that your accommodation is nice, clean and safe. We pride ourselves on the high quality of our Horton Standard so it's great to hear that this is working.</p>	
<p>4. You wanted to be able to have visitors at different times during the day and night.</p>	<p>Visitors Rules are consulted upon and agreed locally with tenants within each service. We understand that visitor restrictions can sometimes cause frustrations for tenants and appreciate the benefit from more contact with friends and family however, our approach is based on how we can ensure the safety of everyone within the scheme. Please discuss any concerns and suggestions you have with</p>	

	your Scheme Manager who will be able to provide more clarification about the specific visitor rules within your service and reasons why and to explore new ideas on the topic.	
5. Sometimes you are waiting too long for repairs to be done.	<p>Each repair is given a category of repair either Emergency - 1 day, Urgent - 3 day or Routine - 28 day. This depends on the nature of the repair.</p> <p>We are sorry to hear that you have had to wait too long for a repair to be done. We aim to stick to the timescale given on a first time repair and to let you know if there is a reason why this might be delayed. Occasionally follow on works may be required. This may go beyond what the in-house team can do so we may have to bring in a specific contractor or we may need to order specific parts or fittings which can sometimes cause delay.</p> <p>We provide information in Here at Horton Newsletter to tell you how well we are doing in terms of meeting our repair targets. If you have any concerns about the timescale of a specific repair, please let us know.</p>	
6. The client survey is too long and some questions are too long.	<p>We are sorry to hear that you find the survey too long. We do review our survey questions every year however there are some questions that are essential for us to include so that we can measure our performance around peoples satisfaction with our services.</p> <p>This year we will be making the survey shorter by separating out the questions about accommodation and doing a separate Tenant Satisfaction Survey.</p> <p>All of the questions are optional so if you feel that a question is too personal and prefer not to answer this, then this is okay and you can just miss this question out from your answers.</p>	



We can do this or we've already done it.



We're not sure yet, we will discuss it a bit more.



We need to ask someone about this.



We're sorry we can't do this but we'll explain why.