

# Customer Feedback Report

1 April 2007 – 30 September 2007

a member of  
**adactus**  
housing group Ltd.



## Introduction

Obtaining customer feedback is an essential requirement in order to achieve Adactus' objective to "Listen and respond to the views of our customers in seeking continuous improvement in our activities". Adactus has had a number of different feedback gathering initiatives in place for a considerable amount of time and the feedback has been used to improve services.

This report is different because it incorporates all the customer feedback we have received across all our services. It has been generated so that service managers can view their performance within the context of what is happening across the organisation as a whole. By considering the information in this way, we are able to determine whether there are similar trends occurring across our services, whether there are areas that particularly excel, or whether there are areas that require closer examination. This also makes it easier to identify any issues that need to be considered on a corporate basis.

## Key Findings

- I. Satisfaction levels are high with the day to day repairs service overall at 96%. Good results were achieved across all offices with particularly high results being achieved by North office where 98% satisfaction was achieved. The overall score is higher than the results received in the 2006 tenant satisfaction survey where 74% overall satisfaction was achieved.
- II. Satisfaction with the service for new-build properties and refurbished properties were also high at 89% and 80% respectively, however these figures need to be treated with caution due to the low number of returns.
- III. High levels of satisfaction were also recorded in planned maintenance for the speed and efficiency of workmen (81%) and the friendliness and general manner of the workmen (88%).
- IV. In the main, satisfaction with the way we handle complaints is low. This must however be viewed with a health warning as the satisfaction questionnaire includes the facility for residents to notify us that they wish to continue their complaint by proceeding to the next stage. Therefore residents wishing to complain further tend to fill in the questionnaire but residents that are satisfied with the outcome tend not to do so. This arrangement is due to be changed shortly to remove this bias.
- V. The major cause of complaint is failure to undertake repairs in time which accounted for 30% of all complaints.

This report has been put together using a small range of services. It has been limited by the availability of data and some low response rates. These issues have contributed towards the creation of a standard suite of feedback surveys that will be implemented for priority services from December.

## Section 1: Satisfaction Results

### Complaints

Performance Indicator	Head Office	North	South	West	Miles Platting	Supported	Overall
Percentage of complaints understood	50%	n/av	n/av	n/av	50%	n/av	n/av
Percentage of complainants kept informed	100%	n/av	n/av	n/av	50%	n/av	n/av
Percentage of responses answering complaint	50%	n/av	n/av	n/av	50%	n/av	n/av
Satisfaction with response to complaint	0%	n/av	n/av	n/av	50%	n/av	n/av
Percentage of complainants wishing to continue complaint	50%	n/av	n/av	n/av	100% (1 out of 1)	n/av	n/av
Percentage getting good service now	0%	n/av	n/av	n/av	50%	n/av	n/av
Total number of questionnaires received	2/5	3	7	20	2/15	7	57

Head office comprises: 3 Central maintenance, 1 Regeneration and 1 Sheltered. Results are for the 1 sheltered and 1 Regeneration cases.

All of the percentages are calculated on the basis of the number ticking "yes" from a choice of "yes / no" tick boxes

### Day to day repairs

Performance Indicator	North	South	West	Miles Platting	Overall
Percentage of repairs completed on time	n/av	91%	n/av	97%	n/av
Percentage satisfied with contractor / friendliness	n/av	n/av	n/av	97%	n/av
Percentage satisfied with the quality of the work	n/av	n/av	n/av	96%	n/av
Percentage satisfied with how the work area was left / cleanliness	n/av	n/av	n/av	97%	n/av
Percentage of appointments kept	n/av	n/av	n/av	95%	n/av
Identification badge shown	n/a	n/a	n/a	97%	n/a
Percentage satisfied with speed and efficiency	n/a	n/a	n/a	97%	n/a
Percentage satisfied with the quality of the materials	n/a	n/a	n/a	92%	n/a
Percentage satisfied overall	98%	94%	95%	96%	96%
Total number of questionnaires returned	53	122	285	1298	1758

All of the percentages are calculated on the basis of the number ticking "yes" from a choice of "yes / no" tick boxes

## Planned maintenance

Performance Indicator	Stock Condition Survey	Other contracts	Overall
Percentage completed on time	89%	87%	88%
Percentage satisfied with design and style	33%	61%	59%
Percentage satisfied with materials used	34%	65%	63%
Percentage satisfied with speed and efficiency of workmen	100%	78%	81%
Percentage satisfied with cleanliness	66%	71%	71%
Percentage satisfied with friendliness and general manner	100%	86%	88%
Percentage satisfied with quality of materials used	66%	69%	69%
Percentage satisfied with contractor overall	100%	73%	78%
Total number of questionnaires returned	7 / 19 = 37%	140 / 406 = 34%	147 / 425 = 35%

Percentage completed on time is calculated from the No. ticking "yes" from a choice of "yes / no" tick boxes.  
Percentage satisfied is calculated from the No. ticking boxes 4 or 5 to denote "good" and "excellent" from a range also including boxes 1 to 3 to denote "very poor", "poor" and "average".

## Development

### Refurbished properties

Performance Indicator	Adactus	Beech	Overall
Percentage satisfied with the accommodation overall	66%	100%	80%
Percentage satisfied with the service overall	66%	100%	80%
Total number of questionnaires returned	3	1	4

Percentage satisfied is based on the No. of respondents ticking "very satisfied" or "fairly satisfied" from a 5 point scale which also includes "neither satisfied nor dissatisfied", "fairly dissatisfied" and "very dissatisfied".

### New-build properties

Performance Indicator	Adactus	Beech	Overall
Percentage satisfied with the accommodation overall	100%	N/A	100%
Percentage satisfied with the service overall	89%	N/A	89%
Total number of questionnaires returned	9	0	9

Percentage satisfied is based on the No. of respondents ticking "very satisfied" or "fairly satisfied" from a 5 point scale which also includes "neither satisfied nor dissatisfied", "fairly dissatisfied" and "very dissatisfied".

## Section 2: Further Analysis

### Complaints

(This information is taken from the complaints database)

#### a) Categories of complaint

Categories	No.	%
Poor standard of service	52	81%
Poor standard of repair	10	16%
Other	2	3%
Total	64	100%

#### b) Poor Standard of Service (81%)

Nature of Complaint	No.	%
Failure to undertake repairs "in time"	16	31%
Staff / contractor conduct	10	19%
Staff not returning phone calls / Failure to visit tenant as promised / follow-up item as promised	8	15%
Home left in poor/unclean/untidy state after repair	6	11%
Poor communication with tenant over various issues	4	8%
Poor staff care /attention	4	8%
Poor dealing with housing mgt issue	2	4%
Poor gardening service	1	2%
Failure to follow company procedure	1	2%
Total	52	100%

Of the above, 46% of the cases were upheld, 15% were partly upheld, 11% were not upheld and in 28% of the cases (mostly more recent ones) there was no data recorded.

#### c) Poor Staff / Contractor Conduct (19%)

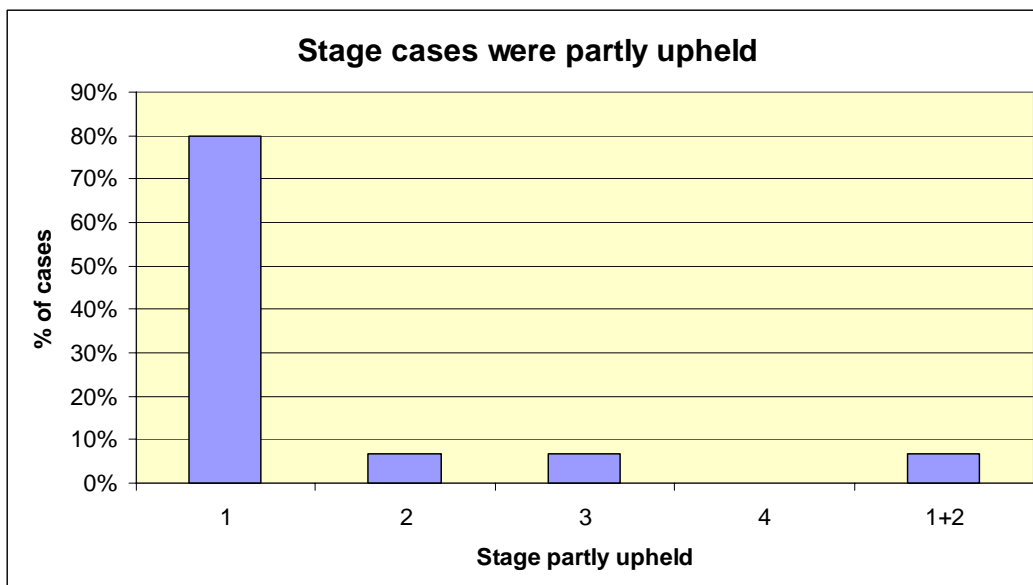
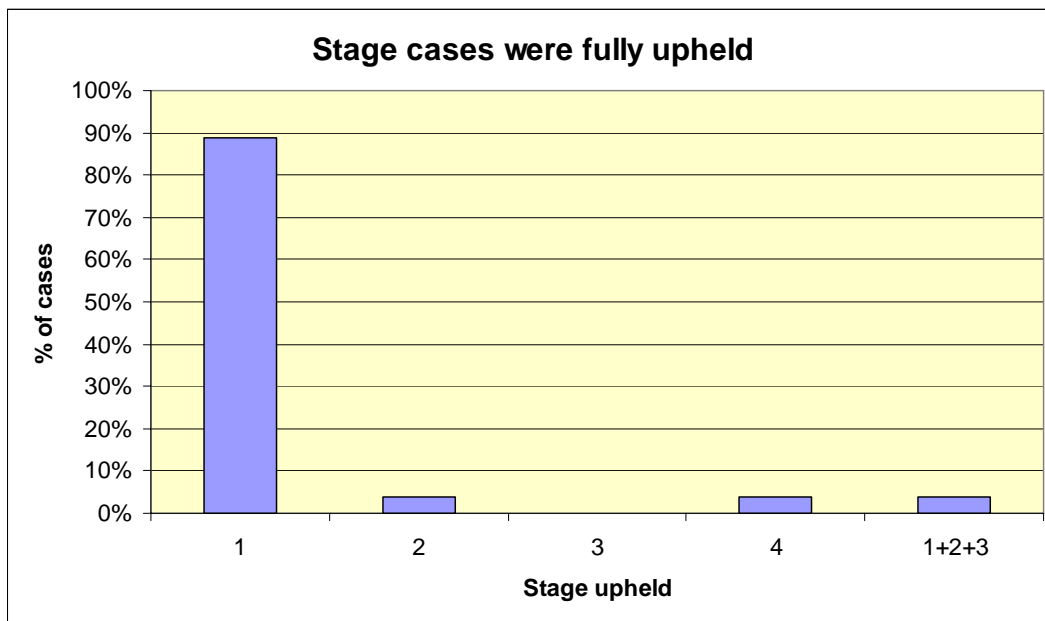
Nature of Complaint
Dishonest record keeping / covering tracks, staff acting in a rude manner / lying to tenant
Complaint about the way the tenant was spoken to
Failure to apologise for poor service
Poor staff attitude
Contractors entered neighbouring garden without permission
Threatening letter sent
Poor staff attitude
Poor staff conduct
Rude and unhelpful staff
Workmen unplugged the freezer and forgot to plug it back in
Total 10

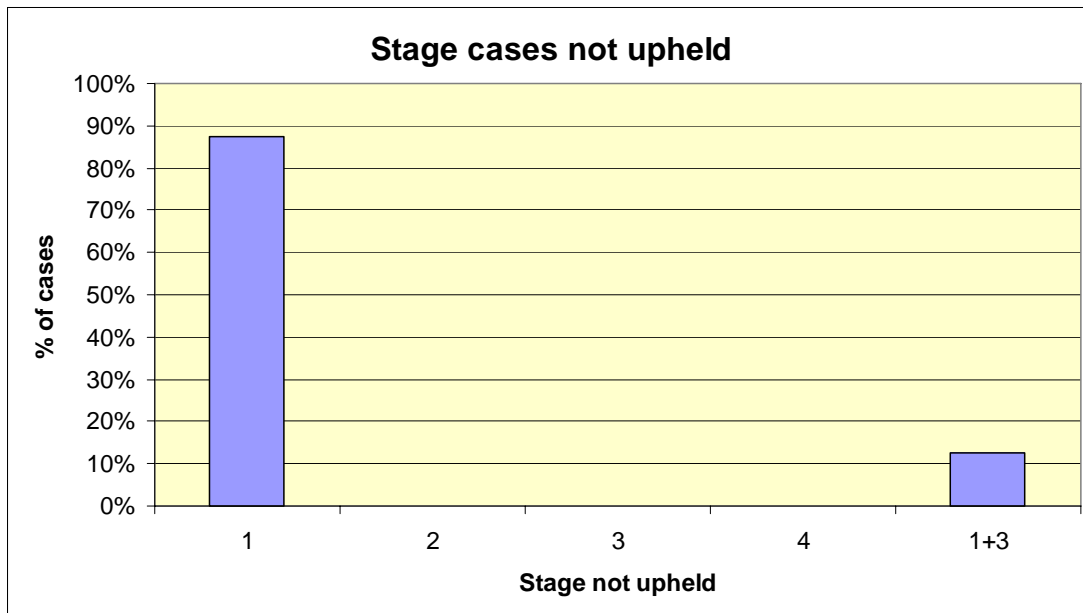
Of the above cases, 60% were upheld, 10% were partly upheld (1 case), 20% were not upheld and the outcome was not recorded for 10% (1 case).

### d) When complaints were resolved

	No of cases	% of cases	Stage 1	Stage 2	Stage 3	Stage 4	Combination of stages
Upheld	27	41%	88.9%	3.7%	0	3.7%	1,2&3 = 3.7%
Partly upheld	15	23%	80%	6.7%	6.7%	0	1&2 = 6.7%
Not upheld	8	12.5%	87.5%	0	0	0	1&3 = 12.5%

(The percentage of cases doesn't add up to 100% as more recent cases that haven't been resolved and cases where the information is missing, haven't been included)





## Development

### Refurbished Property

One resident was neither satisfied nor dissatisfied with the property and did not complete the question on satisfaction with the service. The following points of dissatisfaction were given:

The size of the home, kitchen, lounge and Bed 2. Not enough storage space overall nor in the bedrooms. Poor floor finish and bath panel in the bathroom. The heating is very expensive and noise inside the house is often a problem.

### New build property

One resident was fairly dissatisfied with the service they had received overall. There were no additional comments to explain why, but the following points of dissatisfaction were given:

Not enough work surfaces in the kitchen, the TV aerial point should have been located on the other side. No window in the main bathroom, internal doors don't remain shut after closing them. Not satisfied with the local area or the garden fencing as it is not very private – people can see through the slats.