

1. The survey

The census survey was conducted internally in early September 2023, with a deadline for responses of 1st October. The survey was carried out on owned properties only, as per the TSM requirements the surveys for managed properties was carried out by the owning organisation. We conducted separate surveys for rented and shared ownership tenure.

We used a blended survey approach:

- Stage One – digital (email with links) and postal if no email address held. Promoted to completed by all staff and automated welcome message.
- Stage Two – booster email with link
- Stage Three – targeted under representation, i.e., shared owners by telephone

The response rates were as follows: -

Rented: - 349 surveys were sent and 123 responded = 35.24% (17.43% in 2022)

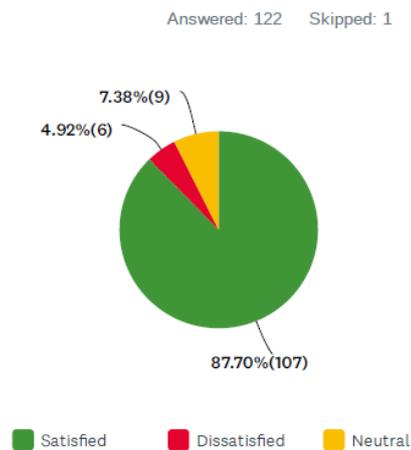
- Rent: 117 (95.1%) surveys were completed via email and 6 (4.9%) surveys were completed via a postal return.

Shared Ownership: - 50 surveys were sent and 14 responded = 28% (11.6% in 2022)

- Shared owners: 8 (100%) surveys were completed via email

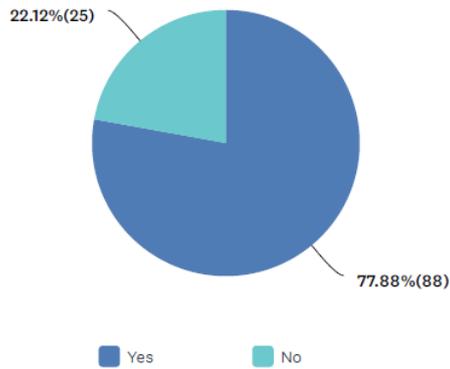
RESULTS FOR RENTED PROPERTIES

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Northamptonshire Rural Housing Association? (TP01)



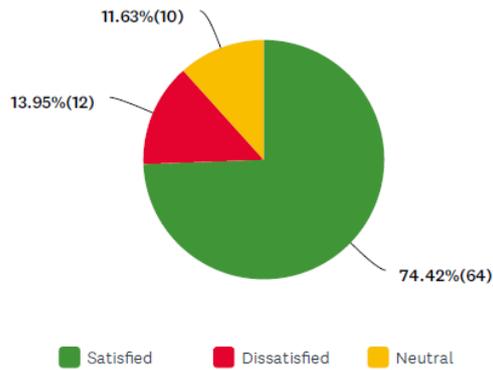
Has Northamptonshire Rural Housing Association carried out a repair to your home in the last 12 months?

Answered: 113 Skipped: 10



How satisfied or dissatisfied are you with the overall repairs service from Northamptonshire Rural Housing Association over the last 12 months? (TP02)

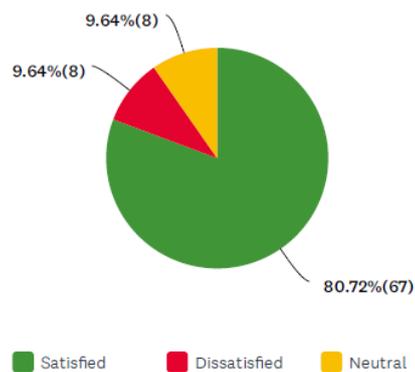
Answered: 86 Skipped: 37



TP02 and TP03 were only asked to customers who responded 'Yes to the qualifying question asking if we've carried out a repair in the last 12 months)

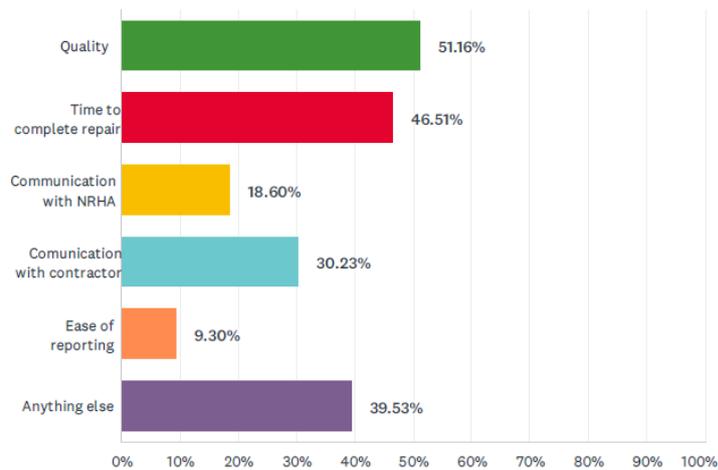
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? (TP03)

Answered: 83 Skipped: 40



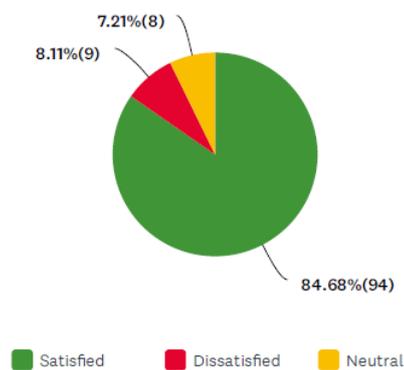
Q8 If you answered 'Fairly dissatisfied', 'Very dissatisfied' or 'Neither Satisfied nor dissatisfied' to the overall repairs service question, please can you let us know why. Was this due to any of the following?
Please tick all that apply.

Answered: 43 Skipped: 80



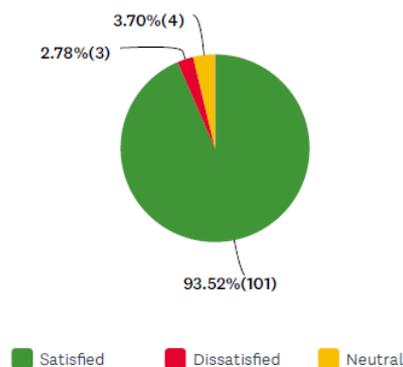
How satisfied or dissatisfied are you that Northamptonshire Rural Housing Association provides a home that is well maintained? (TP04)

Answered: 111 Skipped: 12



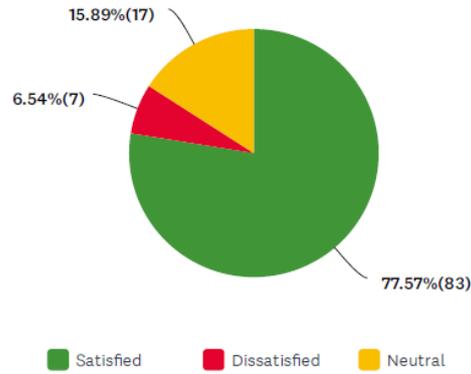
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Northamptonshire Rural Housing Association provides a home that is safe? (TP05)

Answered: 109 Skipped: 14



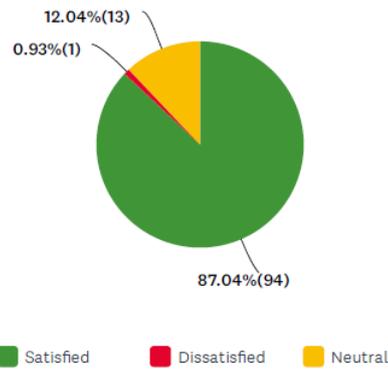
How satisfied or dissatisfied are you that Northamptonshire Rural Housing Association listens to your views and acts upon them? (TP06)

Answered: 110 Skipped: 13



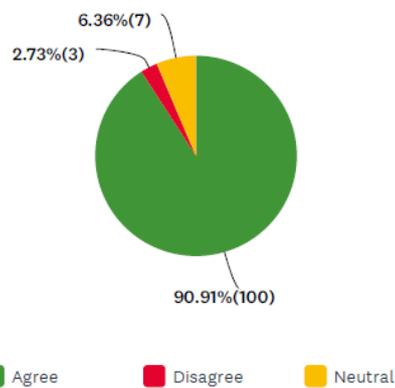
How satisfied or dissatisfied are you that Northamptonshire Rural Housing Association keeps you informed about things that matter to you? (TP07)

Answered: 110 Skipped: 13



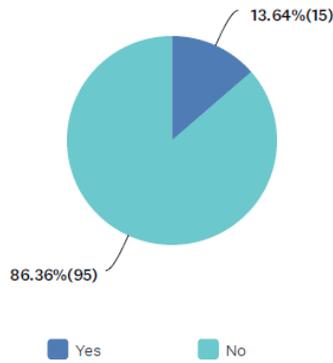
To what extent do you agree or disagree with the following "Northamptonshire Rural Housing Association treats me fairly and with respect"? (TP08)

Answered: 110 Skipped: 13



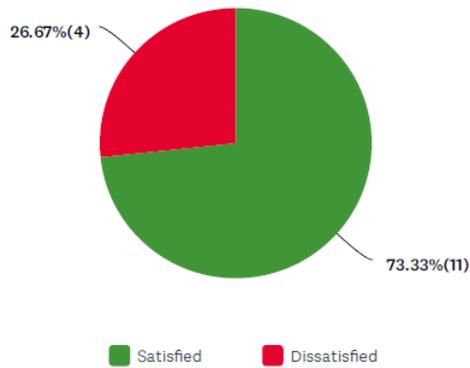
Have you made a complaint to Northamptonshire Rural Housing Association in the last 12 months?

Answered: 110 Skipped: 13



How satisfied or dissatisfied are you with Northamptonshire Rural Housing Association's approach to complaints handling? (TP09)

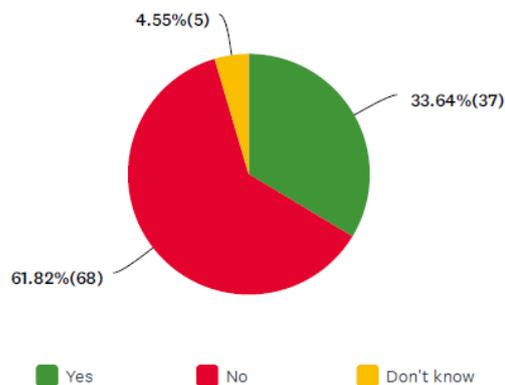
Answered: 15 Skipped: 108



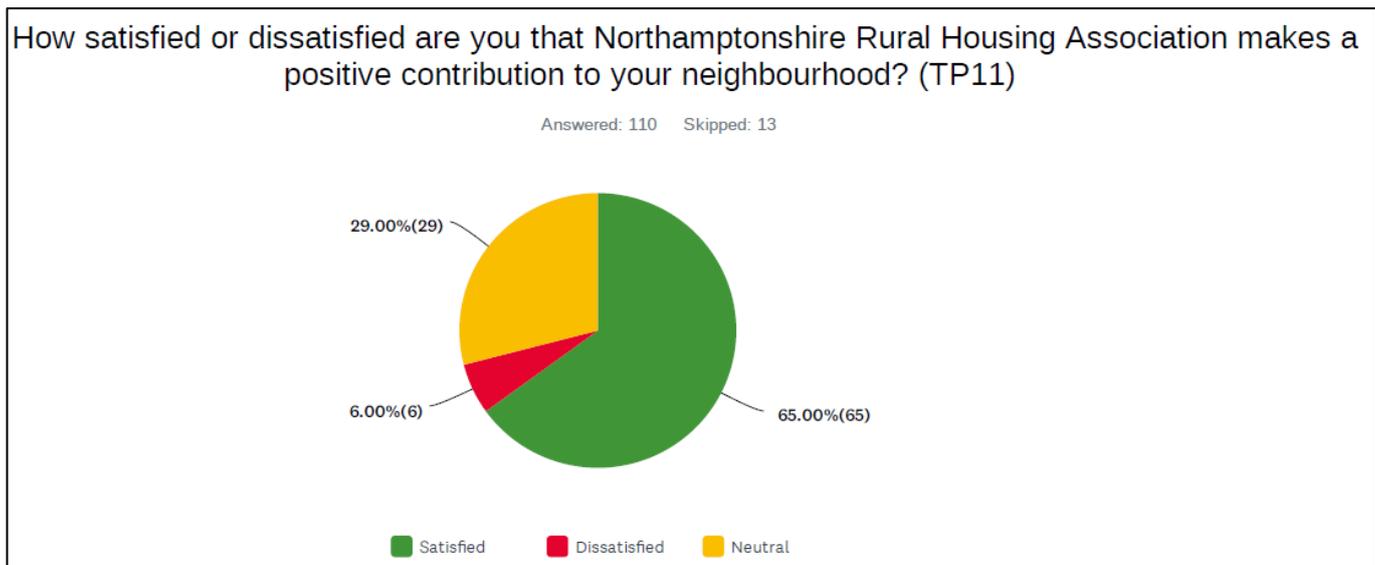
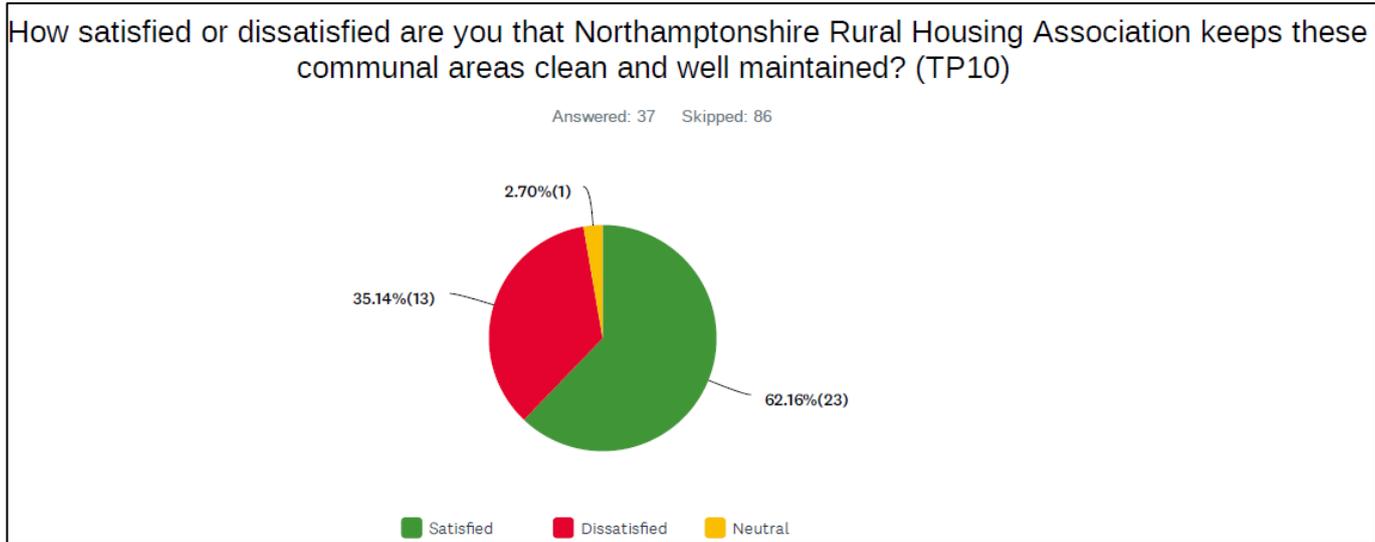
TP09 was only asked to customers who responded 'Yes to the qualifying question asking if they've made a complaint to us in the last 12 months)

Do you live in a building with communal areas, either inside or outside, that Northamptonshire Rural Housing Association is responsible for maintaining?

Answered: 110 Skipped: 13

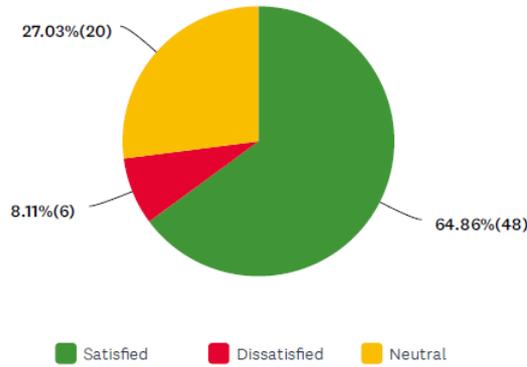


TP10 was only asked to customers who responded 'Yes to the qualifying question asking if they live in a building with communal areas



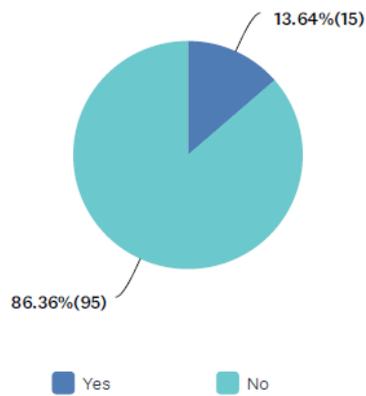
How satisfied or dissatisfied are you with Northamptonshire Rural Housing Association's approach to handling anti-social behaviour? (TP12)

Answered: 109 Skipped: 14



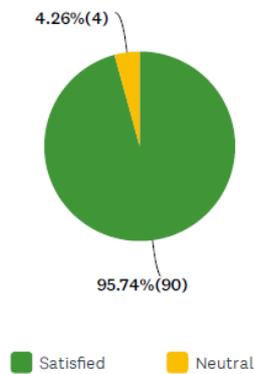
Have you ever reported a case of anti-social behaviour to Northamptonshire Rural Housing Association?

Answered: 110 Skipped: 13



How satisfied or dissatisfied are you with how the Customer Care Team – Alayne, Jackie, Leonie and Maxine – deal with your query?

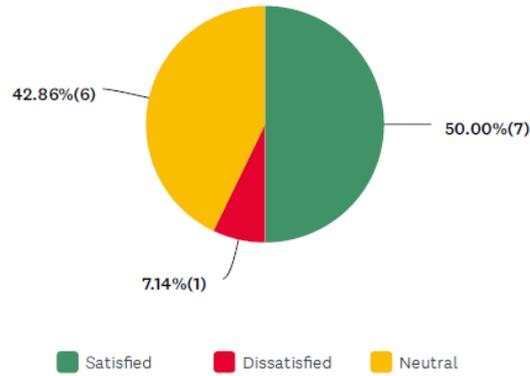
Answered: 110 Skipped: 13



RESULTS FOR SHARED OWNERSHIP PROPERTIES

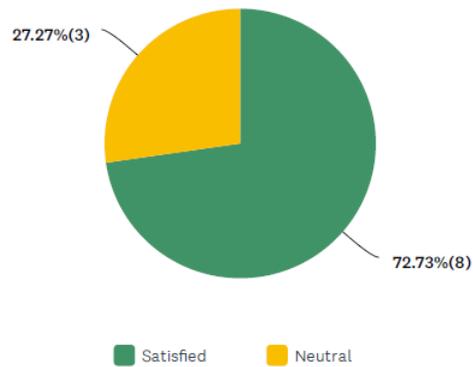
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Northamptonshire Rural Housing Association? (TP01)

Answered: 14 Skipped: 0



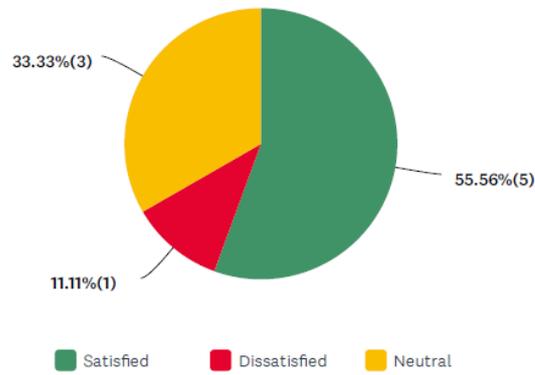
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Northamptonshire Rural Housing Association provides a home that is safe? (TP05)

Answered: 12 Skipped: 2



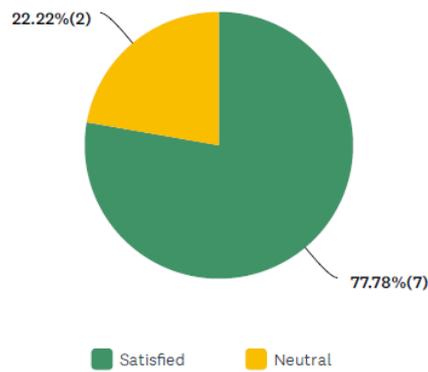
How satisfied or dissatisfied are you that Northamptonshire Rural Housing Association listens to your views and acts upon them? (TP06)

Answered: 11 Skipped: 3



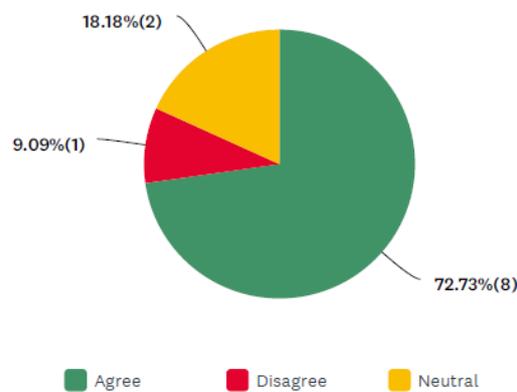
How satisfied or dissatisfied are you that Northamptonshire Rural Housing Association keeps you informed about things that matter to you? (TP07)

Answered: 11 Skipped: 3



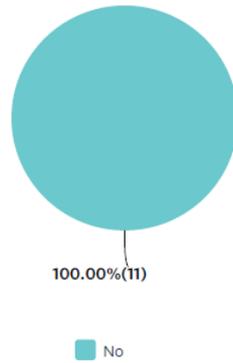
To what extent do you agree or disagree with the following "Northamptonshire Rural Housing Association treats me fairly and with respect"? (TP08)

Answered: 11 Skipped: 3



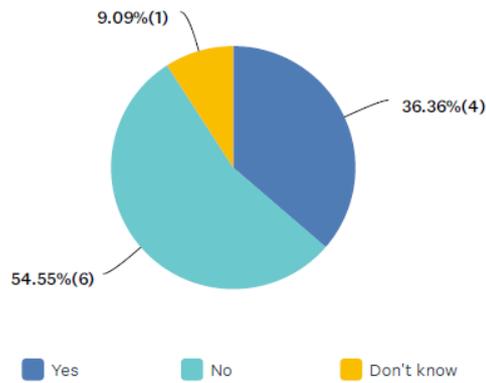
Have you made a complaint to Northamptonshire Rural Housing Association in the last 12 months?

Answered: 11 Skipped: 3



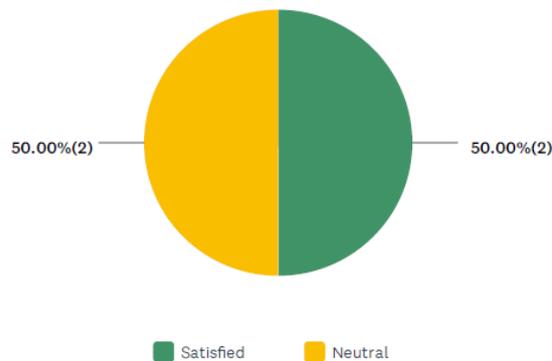
Do you live in a building with communal areas, either inside or outside, that Northamptonshire Rural Housing Association is responsible for maintaining?

Answered: 11 Skipped: 3



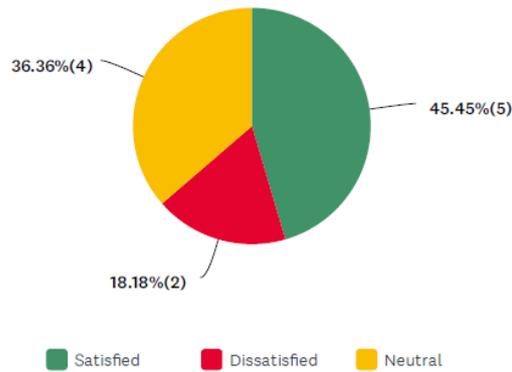
How satisfied or dissatisfied are you that Northamptonshire Rural Housing Association keeps these communal areas clean and well maintained? (TP10)

Answered: 4 Skipped: 10



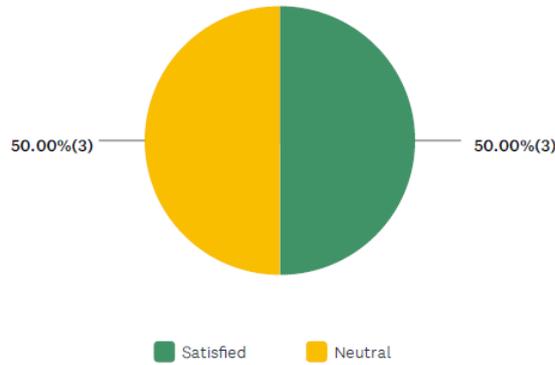
How satisfied or dissatisfied are you that Northamptonshire Rural Housing Association makes a positive contribution to your neighbourhood? (TP11)

Answered: 11 Skipped: 3



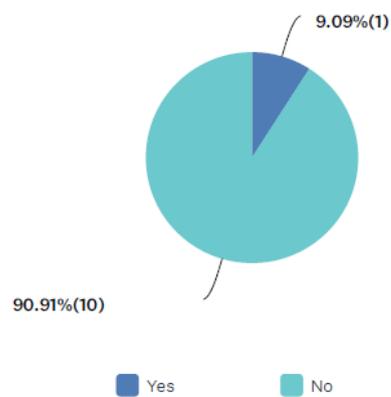
How satisfied or dissatisfied are you with Northamptonshire Rural Housing Association's approach to handling anti-social behaviour? (TP12)

Answered: 11 Skipped: 3



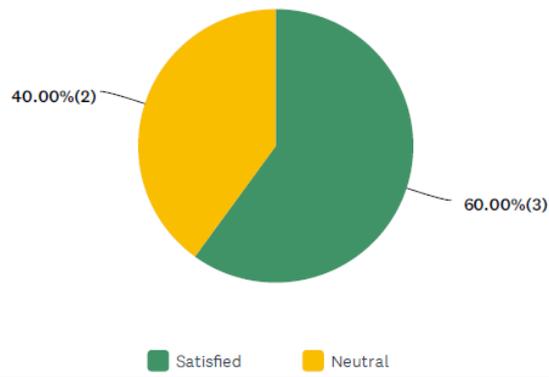
Have you ever reported a case of anti-social behaviour to Northamptonshire Rural Housing Association?

Answered: 11 Skipped: 3



How satisfied or dissatisfied are you with how the Customer Care Team – Alayne, Jackie, Leonie and Maxine – deal with your query?

Answered: 11 Skipped: 3



MANAGEMENT INFORMATION

Rented

	Management Data comparison data	2022/2023
RP01	Homes that do not meet the Decent Homes Standard	0%
RP02	Repairs completed within target timescale – Non emergency	60%
RP02	Repairs completed within target timescale – emergency	52%
BS01	Gas safety checks	100%
BS02	Fire safety checks (fire risk assessments)	100%
BS03	Asbestos safety checks (management surveys or reinspection have been carried out)	85%
BS04	Water safety checks (legionella risk assessments)	N/A
BS05	Lift safety checks	N/A
CH01	Complaints relative to the size of the landlord - based on the number of complaints the landlord receives for each 1000 homes they own – STAGE 1	42
CH01	Complaints relative to the size of the landlord - based on the number of complaints the landlord receives for each 1000 homes they own – STAGE 2	0
CH02	Complaints responded to within Complaint Handling Code timescales – STAGE 1	100%
CH02	Complaints responded to within Complaint Handling Code timescales – STAGE 2	100%
NM01	Anti-social behaviour cases relative to the size of the landlord - based on the number of ASB cases opened for each 1000 homes they own – ASB CASES	28
NM01	Anti-social behaviour cases relative to the size of the landlord - based on the number of ASB cases opened for each 1000 homes they own – HATE INCIDENTS	0

Shared Ownership

	Management Data comparison data	2022/2023
CH01	Complaints relative to the size of the landlord - based on the number of complaints the landlord receives for each 1000 homes they own – STAGE 1	0
CH01	Complaints relative to the size of the landlord - based on the number of complaints the landlord receives for each 1000 homes they own – STAGE 2	0
CH02	Complaints responded to within Complaint Handling Code timescales – STAGE 1	N/A
CH02	Complaints responded to within Complaint Handling Code timescales – STAGE 2	N/A
NM01	Anti-social behaviour cases relative to the size of the landlord - based on the number of ASB cases opened for each 1000 homes they own – ASB CASES	0
NM01	Anti-social behaviour cases relative to the size of the landlord - based on the number of ASB cases opened for each 1000 homes they own – HATE INCIDENTS	0

** the calculation for this metric requires the results expressed per 1,000 homes. The result is that the formula scales up the actual number of complaints to reach a pro-rata amount set at 1,000 stock. Smaller associations will be familiar with the way low volumes can significantly skew results on certain metrics. This is such a metric and should be viewed with its limitations in mind.

(COMPLAINTS - 15 Stage 1; 0 Stage 2 - 357 properties)

(ASB - 10 cases; 0 hate crime case - 357 properties)