

Tenant Satisfaction Survey 2023/24



Introduction



Hi, I'm Anne-Marie, Managing Director of Keelman Homes. I want to say a big thank you to all our customers who engaged in our recent satisfaction survey.

The insights we've gathered from your feedback are incredibly valuable, providing us with an in-depth understanding of our performance, and they are crucial for shaping the direction of our housing service in the future.

At Keelman we put our customers at the heart of decision making. We carried out this exercise because we wanted to understand how you feel about us as your Landlord and the homes we offer. Please take some time to read through the survey results - we want to

show you how we listen to your feedback and will use this to shape improvements such as creating a tenant panel to give us further insight into what we do well and what we could do better.

Based on the feedback provided we will be creating a new Tenant Engagement and Communication Plan and home improvements program.

Over the last year, the management of your tenancy services was transferred to Karbon Homes.



This collaboration has positively impacted our survey feedback but our aspirations go beyond that. We are committed to continuous improvement, striving to provide homes that are not only affordable but also something our residents can take pride in. Providing quality homes is a core value and is critical for our ongoing success.

We want to keep in touch with you so please visit our website and Facebook page for regular updates

on our progress. If you would like to get involved in joining a new tenant committee group, please email our inbox at **enquiries@keelmanhomes.org** and write a short summary of why you would like to be involved and a member of our team will be in touch.



Survey findings

The first 12 questions of this report present the data we collected directly from customers who participated in our survey in December 2023. 21% of Keelman tenants and leaseholders took part in the survey.

As a thank you, £50 gift vouchers were awarded to 10 of our customers who filled in the survey and chose to share their contact details with us.

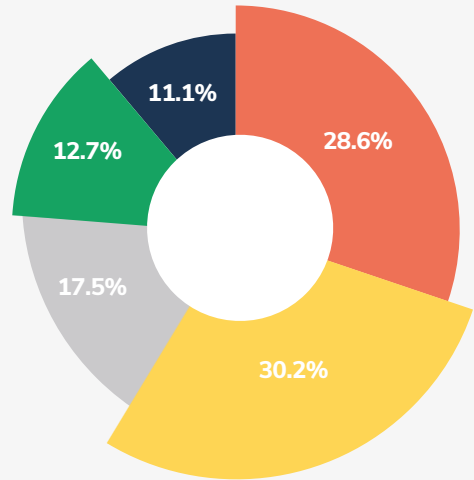
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Question

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Keelman Homes?

Answer

Overall 58.8% of tenants are very or fairly satisfied with the services provided by Keelman Homes.



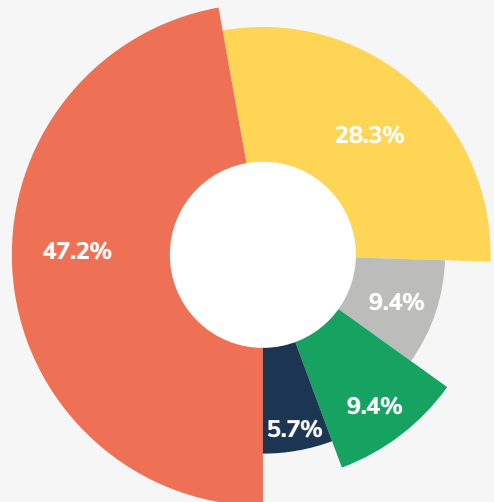
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Question

Have Karbon Homes carried out a repair in your home in the past 5 months and if so how satisfied were you with the repair?

Answer

76.2% of respondents had a repair carried out and 75.5% of those who received a repair were very or fairly satisfied.



- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

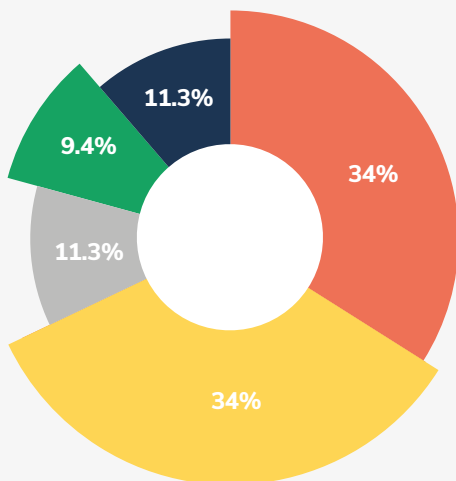
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Question

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Answer

68% of tenants who received a repair were very or fairly satisfied.



4

Question

How satisfied or dissatisfied are you that Keelman Homes provides a home that is well-maintained?

Answer

52.4% of tenants are very or fairly satisfied.

5

Question

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Keelman Homes provides a home that is safe?

Answer

58.7% of tenants are very or fairly satisfied.

Survey findings

■ Disagree ■ Strongly disagree ■ Neither agree or disagree
■ Strongly agree ■ Agree

6

Question

How satisfied or dissatisfied are you that Keelman Homes listens to your views and acts upon them?

Answer

50.8% of tenants are very or fairly satisfied.

7

Question

How satisfied or dissatisfied are you that Keelman Homes keeps you informed about things that matter to you?

Answer

50.8% of tenants are very or fairly satisfied.

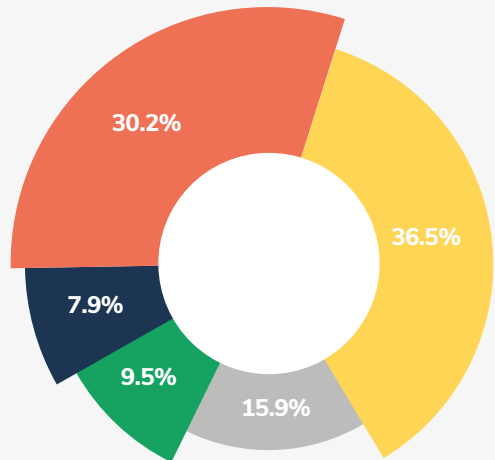
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Question

To what extent do you agree or disagree with the following: Keelman Homes treats me fairly and with respect

Answer

66.7% of tenants strongly agree or agree.





09 38.1% of participants in the survey said they had made a complaint and 44% of those reported they were very or fairly satisfied with Keelman's approach to complaint handling.

10 Keelman owns homes within blocks of flats which are maintained by Gateshead Council. 7.9% of participants in the survey reported that they live in a building with communal areas (either inside or outside). 42.9%

of those are satisfied that those communal areas are clean and well maintained.

11 41.2% of tenants are very or fairly satisfied that Keelman makes a positive contribution to their neighbourhood.

12 55.7% of tenants are very or fairly satisfied at Keelman's approach to tackling anti-social behaviour.

Management Information

This section shares management information collected by Keelman over the past 12 months. We review this information regularly to ensure our homes are kept safe and decent. It also helps us to continually improve the services we provide to our customers.

We frequently monitor our performance standards, making sure customers feel happy and safe in their homes and neighbourhoods, and when we don't get it right, we aim to make sure complaints are effectively dealt with. We frequently meet with our partner Karbon Homes to discuss any issues our customers have with their homes, and we monitor a full suite of key performance indicators to check that the services being delivered to our customers are of the highest standard.

At the end of our last reporting period, our management repairs data showed 90% of customers who had a repair by Karbon were satisfied overall with the service, and over 90% were satisfied with the quality of the repair. Over 96%

of repair appointments were kept, and since Karbon took over our repairs service in July 2023, 100% of emergencies were attended to within 24 hours.

We also carry out checks that our homes meet the Decent Homes Standard set out by the Government which ensures that homes are in good condition, warm and energy efficient, safe and weatherproof and have reasonably modern facilities. We also plan any works needed to improve homes. Ensuring all homes have a valid 12 month gas safety certificate and receive a 5 year electrical safety test is also crucial to make sure our homes are safe

The points in the following pages summarise our management data for reporting to the Regulator.



Complaints – measuring the number of complaints received and how they were dealt with.

Complaints per 1000 homes (stage 1) = 55 investigations

Complaints per 1000 homes (stage 2) = 12 appeals and reviews.

100% of complaints handled were responded to within the Housing Ombudsman Complaint Code timescales.

Decent Homes Standard and Safety – measuring the quality of our homes.

2.6% of homes do not meet the Decent Homes Standard.

In the full years reporting period, 95% of emergency repairs were attended to within 24 hours and 81% of routine repairs were carried out within 20 working days.

100% of homes had received a 12-month gas safety check.

14 of our homes are located within buildings which have communal spaces, and these areas are managed and maintained by our Local Authority, Gateshead Council. This means the fire safety

checks, asbestos management, legionella risk assessments or servicing to communal passenger lifts (where applicable) for those areas is reported to the Regulator by Gateshead Council. However, at Keelman we recognise how those areas impact our customers, so we seek regular updates from the Council to ensure these spaces are safe and well maintained. If you are concerned about any aspect of the communal spaces around your home please get in touch with us, and we will do what we can to help.

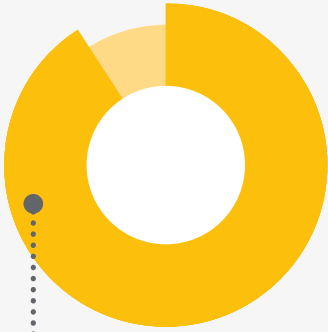
Anti-social behaviour – measuring the number of reported cases.

Per 1000 homes, there were 58 reported cases of anti-social behaviour in our neighbourhoods.



Management Information

1



95% of reported emergency repairs were attended to within 24 hours.

2



81% of routine repairs were carried out within 20 working days.

3

100%

100% of Keelman Homes had the necessary gas safety checks.



Summary



Your feedback makes a difference

Your feedback is invaluable to us. Thanks to everyone who shared their thoughts. You can contact us any time to give your feedback. It helps us get to the heart of issues and understand what we can do to improve. There's lots of ways you can contribute - please get in touch if you'd like to know more or visit www.keelmanhomes.org Thank you again to everybody who took part in the 2023/24 Tenant Satisfaction Survey.

Next steps

Next steps based on the Tenant Satisfaction Survey 23/24 and our key objectives, Keelman will focus on:

- Continuing our mission to offer great support to customers
- Developing a new customer engagement and communication plan, to make sure you are updated about the things that matter to you
- Developing a new home improvement program for planned works to your home
- Ensuring that complaints are handled effectively within 10 working days, or 20 working days for an appeal
- Ensuring that repairs are responded to quickly and carried out to a high standard
- Identify new ways to listen, capture and act on your views

We will carry out this survey again later in the year, and we hope that you can engage with us, as your views really matter and make a difference towards building a better Gateshead.

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