



BHT Sussex

TSM 2024 Report

Prepared by: Acuity Research & Practice



Key TSM Metrics

Overall Satisfaction

Good Repair

Building Safety

Neighbourhood

Engagement

Complaints

Care & Support

Damp & Mould

Improvements

Trends

Understanding Satisfaction

Summary

Demographics

Introduction

Acuity was commissioned to undertake a one-off independent satisfaction survey of the residents of BHT Sussex in 2024 to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory from April 2023 and were reported for the first time in 2024.

A census approach was taken, using a mixed methodology of telephone and online surveys. The survey was designed to collect the views of approximately 253 residents, proportionately sampled by scheme. This report presents an analysis of the results based on the 238 completed interviews, and 16 incomplete interviews as required by the regulator. 156 surveys were completed online (CAWI) and 82 were completed over the telephone (CATI).

The telephone survey is confidential, and the results are sent back to BHT Sussex anonymised unless tenants give their permission to be identified – 80% of tenants did give permission to share their responses with their details attached and 83% of these tenants are happy for BHT Sussex to contact them to discuss any information they provided.

The aim of this survey is to provide data on tenants' satisfaction, which will allow BHT Sussex to:

- Provide information on tenants' perceptions of current services
- Compare the results with the previous surveys completed
- Inform decisions regarding future service development
- Report to the regulator from April 2024 onwards.

For the overall results, Acuity, Housemark and the Regulator of Social Housing recommend that landlords with under 2,500 properties achieve a sampling error of at least $\pm 5\%$ at the 95% confidence level. For BHT Sussex, 238 responses were received this quarter. This response is high enough to conclude that the findings are accurate to within $\pm 5.2\%$ annually. The RSH understands that with such a small number of properties the requirement is unlikely achievable and, as such, a census approach is acceptable.

68% 

Overall Satisfaction

Satisfaction with the overall service provided by BHT Sussex is at 68%.

There are even higher levels of satisfaction for the repairs service in the last 12 months (76%), treating residents fairly and with respect (76%), the time taken to complete the last repair (74%), and the provision of a safe home (also 74%).

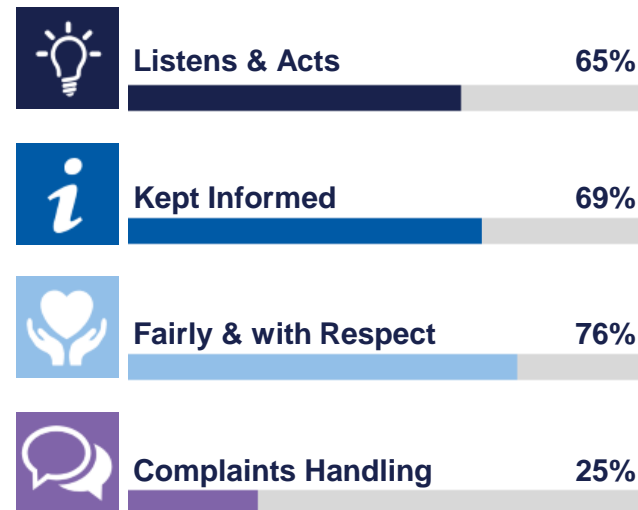
The lowest scoring measures are BHT Sussex's approach to complaints handling and ASB, at 25% and 54% respectively. The remaining measures are all above 60% satisfaction.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



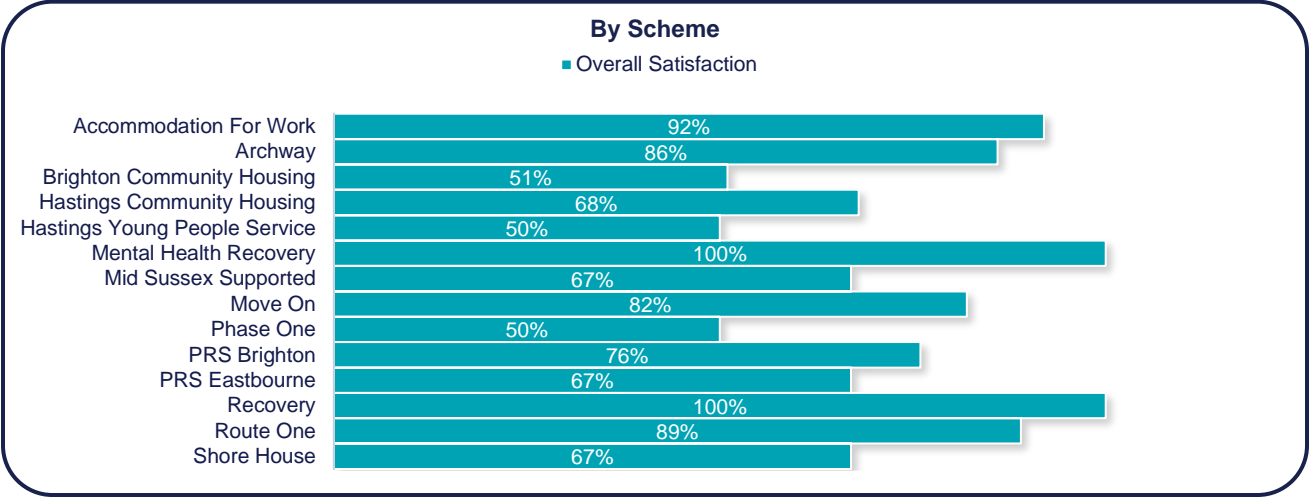
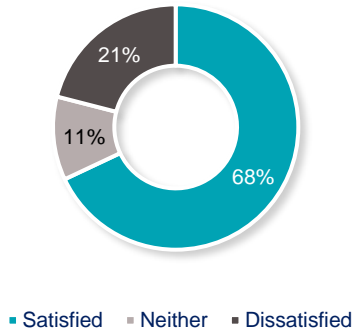
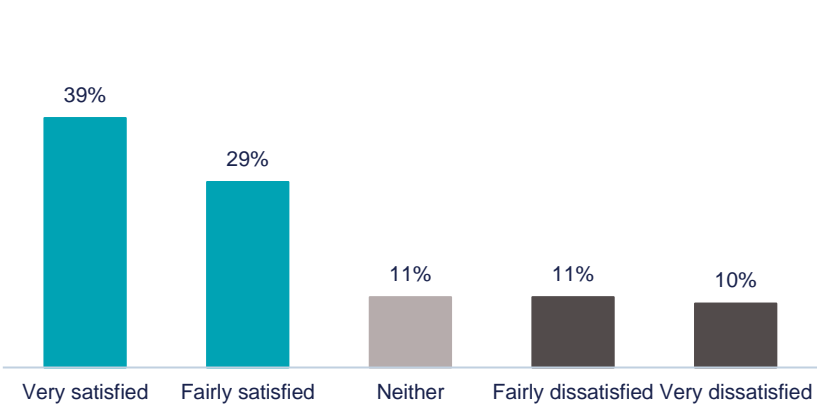
Residents were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by BHT Sussex?" This is the key metric in any tenant perception survey.

Overall satisfaction stands at 68%, with slightly more residents very satisfied (39%) than fairly satisfied (29%). Over a fifth of tenants (21%) are dissatisfied with the services provided and a further 11% are neither satisfied nor dissatisfied.

Understanding why a fifth of tenants are not satisfied (21%) needs further investigation; gaining insight into changes these residents would like made is crucial to improving satisfaction with overall service. This report will explore the feedback provided in the survey which should help provide useful insight to drive improvements.

Overall satisfaction is the highest in the Mental Health Recovery and Recovery schemes, and the lowest in the Hastings Young People Service and Phase One schemes.

Overall Satisfaction





Comments - Very Satisfied

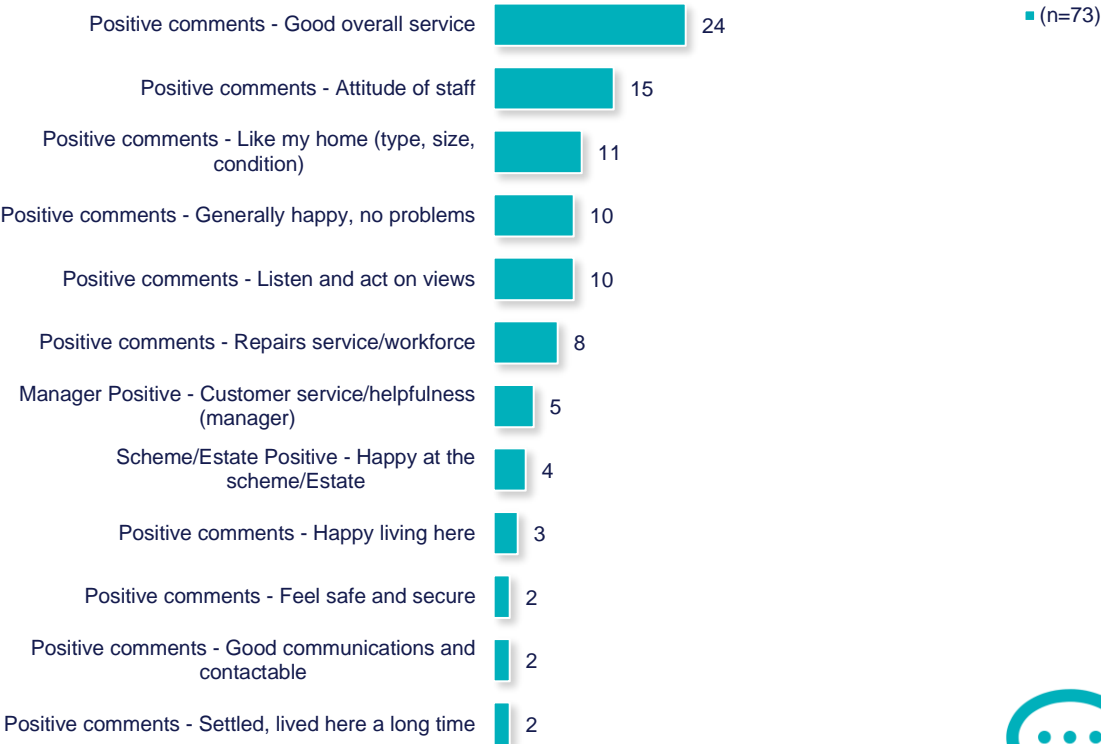


Residents who were very satisfied overall were asked why they felt this way, and 73 residents left comments.

The main reason given was a good overall service, with a further 10 comments mentioning being generally happy with no problems. Some 15 comments mentioned the positive attitude of staff and a further 11 mentioned liking their home.

Some more infrequent comments mentioned feeling safe and secure and BHT Sussex having good communication and being contactable.

On the next slide are some examples of comments left by residents.





Overall Satisfaction - Example Comments

Repairs Service	Communication	Staff	Other Comments
<p>"They have been very helpful and supportive and repairs have been dealt with promptly"</p> <p>"Very quick to sort out repairs. And problems."</p> <p>"No issues and everything been sorted out for him and repairs have all been done."</p> <p>"They are responsible, resolve issues, and organize individuals to maintain the front garden."</p> <p>Whenever I have problems they always help me with it and I have had new heaters put in to which I am very satisfied with."</p>	<p>"BHT have been supportive in helping me improve my wellbeing. They are easy to contact and have suggested options available when resolving problems."</p> <p>"Everyone is kind and supportive. I am satisfied with the service."</p> <p>"Very quick when I phone in regards to repairs or when I need assistance."</p> <p>"Whenever I have problems they always help me with it and I have had new heaters put in to which I am very satisfied with."</p> <p>"They come in time when I need them and I receive good service"</p>	<p>"Tenancy office is fantastic, efficient, professional and is there when we need her"</p> <p>"Staff Lovely, Nice tidy house, Lovely place to be."</p> <p>"Very satisfied with extra featured and kitchen appliances that have been added. Happy with regular supplies of toiletries. Service of staff in all aspects has been excellent."</p> <p>"House is alright. My keyworker is helpful"</p> <p>"Friendly staff, always willing to help"</p>	<p>"A brilliant service all round. The support I received and the quick and easy move in and out."</p> <p>"I've had no issues with any of the services and I've been with BHT for over a year and a half"</p> <p>"We have just just been taken on by BHT and they have shown to be resident is considered. Fixed a good many items in my flat. Very satisfied"</p> <p>"I have been here for 23 years and am happy with the service."</p> <p>"Everything seems to get done when needed."</p>



Comments - Neutral



Residents who were neither very satisfied nor very dissatisfied were asked to explain why they felt this way, and 84 left comments.

There was no standout reason with timescales to complete repairs, receiving 10 comments. This was closely followed by outstanding or forgotten repairs.

The rest of the categories received a very similar number of comments, including the quality of the cleaning service, the time taken to resolve enquiries, and the presence of damp/mould.

On the next slide are some examples of comments left by residents.



(n=84)





Overall Satisfaction - Example Comments

Repairs	Communication	Staff	Other comments
<p>"Repairs are slow and need to be done quicker"</p> <p>"They are pretty good at responding to things like repairs but not ASB complaints."</p> <p>"Better on repairs, sometimes nothing is done about it."</p> <p>"Improving maintenance for example has a washing machine issue thats long standing and leaking all over kitchen for a long time."</p> <p>"Well in terms of the house I'm living in it's constantly a mess and on top of that there's a lot of drugs and alcohol and loud music."</p>	<p>"More consultation needed over changes made to my home. I have a new front door which is badly fitted and reduces access to my home"</p> <p>"The housing officers aren't always available and you have to chase up repairs and any issues you have. Even if you have an emergency its difficult to get in touch with someone"</p> <p>"Better communication"</p> <p>"They don't respond very well to our requests and they are not very present in our block."</p>	<p>"Get new gardeners who know what they are doing ,like cutting grass properly and taking garden waist and also cutting weeds"</p> <p>"Happy with staff effort, cleanliness and engagement. Want BBQ,Salad hamburgers more."</p> <p>"Staff and residents need to understand each other more and give them training, sometimes seems unprofessional"</p>	<p>"More support with housing when not eligible for council housing."</p> <p>"Take into account what is going in whole building and not one person."</p> <p>"The heating isn't enough, it's cold, and the rent is too much for now, the govt has been paying, and I'll be paying it now, therefore it's too much."</p> <p>"The place where I am living is s bit rundown so maintenance on the block would be an improvement. There is often a smell so better ventilation."</p>



Comments - Very Dissatisfied

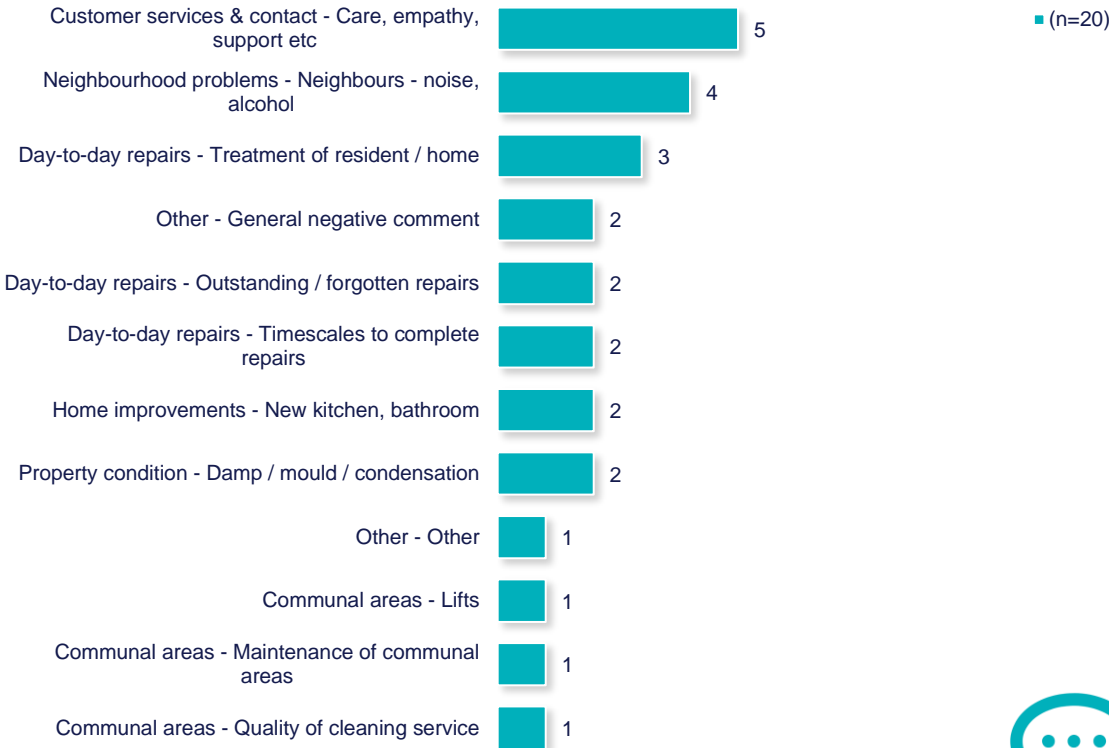


Residents who were very dissatisfied overall were asked to explain why they felt this way. Just 20 residents left comments, reflecting the low number of very dissatisfied residents.

With so few comments, none stand out. However, showing more care, empathy and support was the biggest reason for being very dissatisfied, followed by anti-social behaviour. Particularly noise and alcohol.

Other minor comments included lifts in communal areas and the maintenance of communal areas.

On the next slide are some examples of comments left by residents.





Overall Satisfaction - Example Comments

Repairs	Communication	Support	Other
<p>"The corridor, lift and the stairs derelict and dirty . Also Rainwater is entering the living room through the balcony door."</p> <p>"I have mould in home, My doors are not fire safe"</p> <p>"They don't provide regular maintained of properties and are often ignored. There has been same problems for 9 years since before he moved in."</p> <p>"I came home from work to no ceilings in my bathroom, bedroom. No electricity it was the coldest day of the year."</p>	<p>"BHT Sussex isn't dealing with anti social behaviour"</p> <p>"I was evicted for no reason because my neighbour ripped me off my money and I reported it to the police. Since then, he has been making up a lot of nasty things about me, and I am being evicted as a result of this, and they refuse to listen."</p> <p>"I have problems with my heating and this has been going on for over a year. My kitchen needs improving. I have been trying to get this done for two years."</p>	<p>"Been a lack of support from there since he been with them."</p> <p>"The lack of support given when children are in danger of being seriously hurt or killed! Don't just fix half the solution and then leave the situation as it is."</p> <p>"having issues with neighbours for many years and it's not been addressed, they say they will but they don't do anything."</p>	<p>"Security on the door, does not feel safe, client interactions are dangerous, some clients should be split up, but they are not. client dissatisfied with the functioning of the service."</p> <p>"15 years as a tennant, any reasonable request for updating such as wanting a shower or my water pressure adjusted and nothing . Damp caused by broken drainpipe for 3 years . Poor communication around things like neighbours drug dealing or windows being smashed i.e. no communication or follow up . Repeated requests to facilitate a move as my work makes me unsafe around certain neighbours totally ignored ."</p>



Keeping Properties in Good Repair



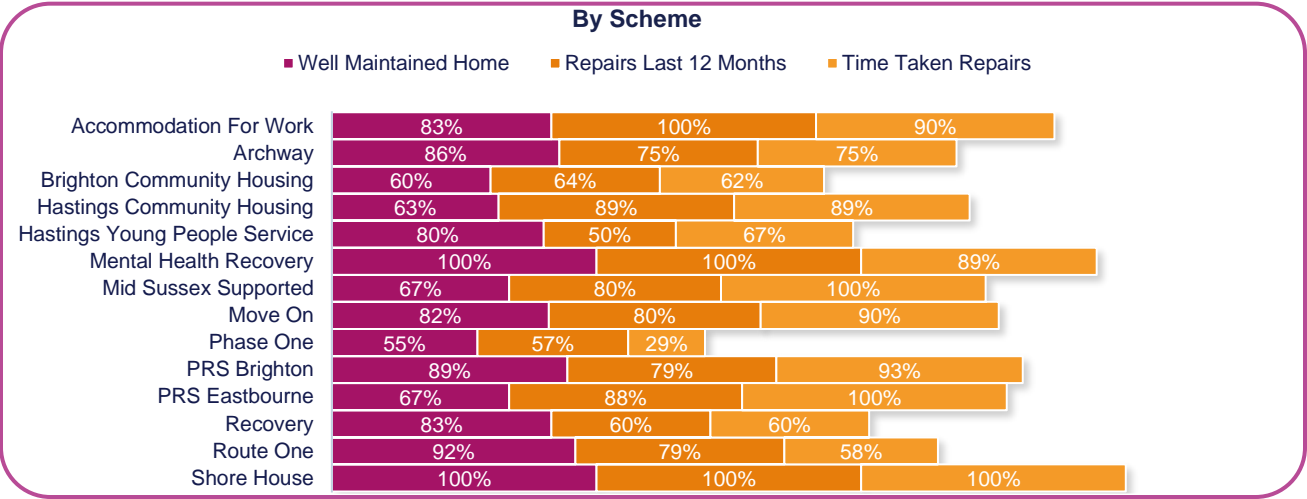
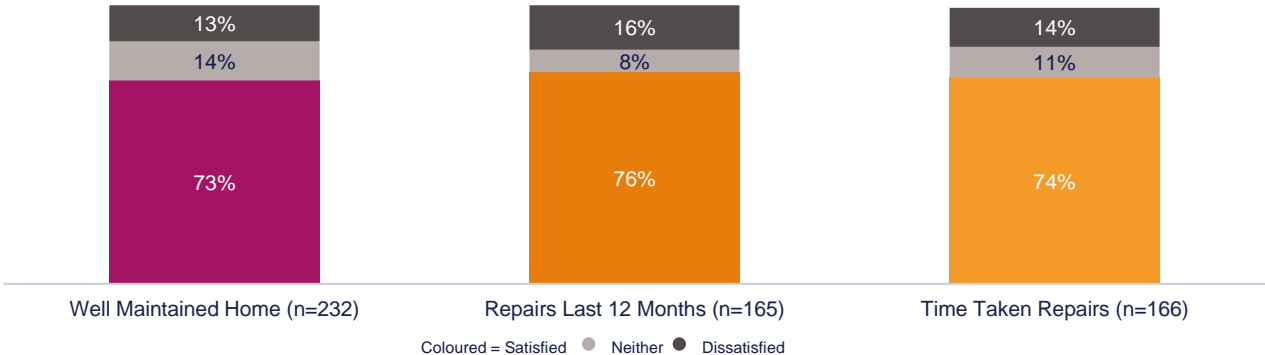
Keeping Properties in Good Repair

Almost three-quarters (73%) of residents feel that their homes are well maintained.

Just under two-thirds of residents stated that they had a repair carried out to their home in the last 12 months (65%). Of these residents, 76% are satisfied with the repairs service during this period, with marginally less satisfied with the time taken to complete their last repair (74%).

Satisfaction with the maintenance of the home is highest amongst the Mental Health Recovery scheme, where residents also have the highest satisfaction with the repairs service in the last 12 months.

Again, the lowest satisfaction is for residents in the Phase One scheme. Just 29% of these residents are satisfied with the time taken to complete their last repair.





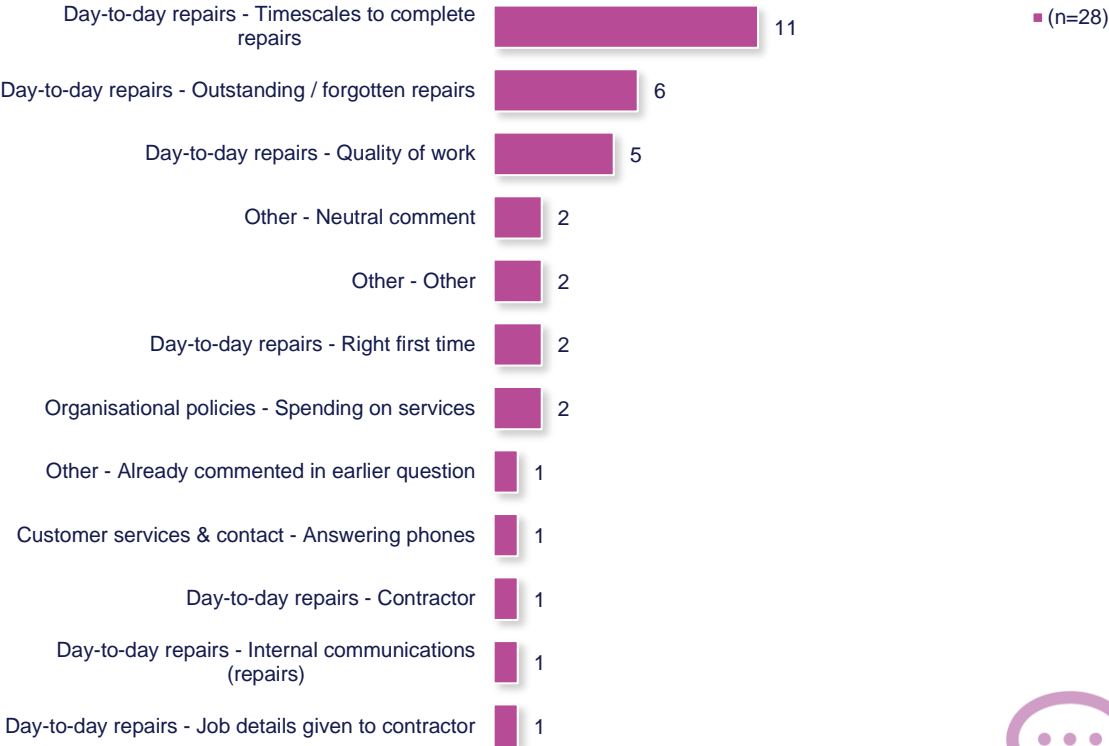
Comments - Dissatisfaction with Repairs

Residents dissatisfied with repairs were asked to explain why they felt this way, and 28 left comments.

The comments reveal that dissatisfaction was mainly caused by the timescales to complete repairs, followed by outstanding or forgotten repairs. These are common and persistent issues among landlords, so this is unsurprising. This was closely followed by the quality of work.

The remaining categories received far fewer comments, with two being neutral and an equal number mentioning the repairs not being done right the first time.

On the next slide are some examples of comments left by residents.





Repairs - Example Comments

Timescales	Outstanding / forgotten	Communication	Other
<p>"I requested for two things needing repairs/maintenance in July, Completion date was end of September."</p> <p>"It took 8 months to give me a new front door and a garden gate. The front door is missing the number and the back gate was never painted."</p> <p>"Bathroom door handle took far too long to get fixed. The contractor 'forgot' that I had it booked in."</p> <p>"It took them longer than I thought to fix my shower."</p>	<p>"The last repair I reported was the fence, and I am still waiting nearly 4 years later."</p> <p>"My plumbing is still broken."</p> <p>"I have had someone come round to fix the problem twice now and still having the same problem, so it just doesn't seem to get fixed."</p> <p>"I had a water leak from the toilet, and it took 3 weeks to repair, causing me lots of stress."</p>	<p>"I had real problems contacting staff for several months."</p> <p>"When tenants swap all repairs should be done before tenant moves in. An inspection of property so new tenant doesn't have to report repairs that haven't been done once moved in"</p> <p>"It took ages of constantly bringing up I didn't have a bathroom sink plug, and that was only fixed recently."</p> <p>"The people they send out are very good, but I feel like they don't have enough budget to do high-quality repairs."</p>	<p>"Just seeing people in odd hours when there was no staff."</p> <p>"Due to funding issues, the building's exterior issues haven't been investigated, and now we are back to autumnal conditions the damp and leaks will worsen."</p> <p>"Repairs should not be done as cheaply as possible, as the problem returns within months and worsens."</p> <p>"The people they send out are very good but feel like they don't have enough budget to do a high quality repairs."</p>



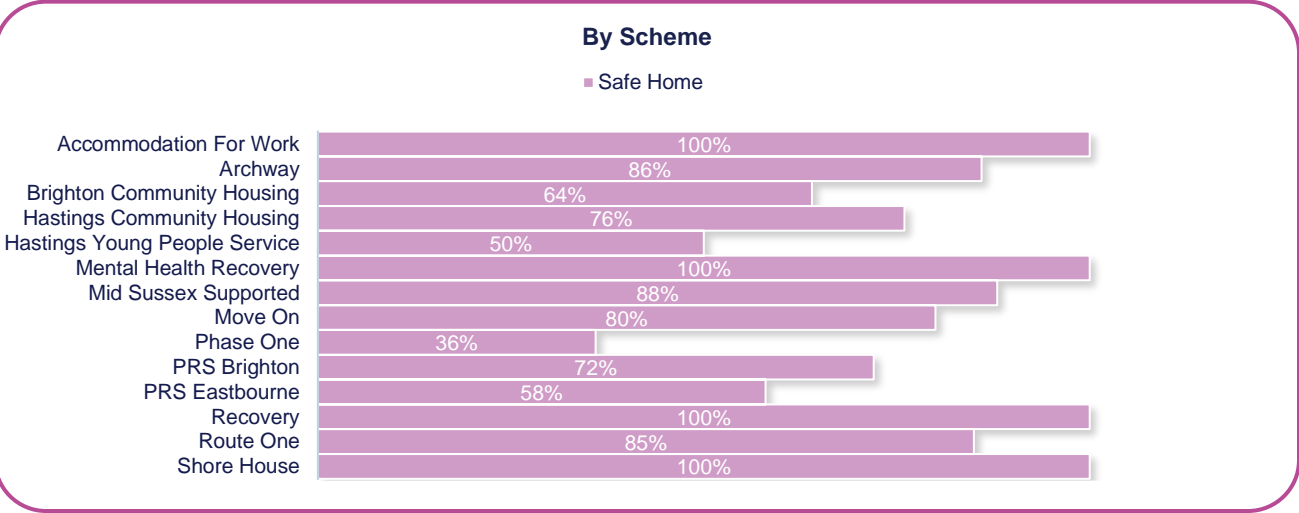
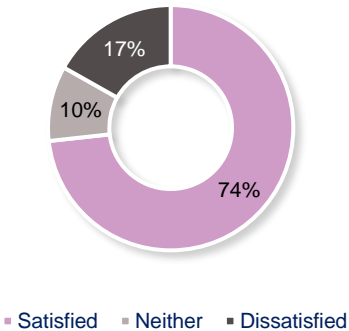
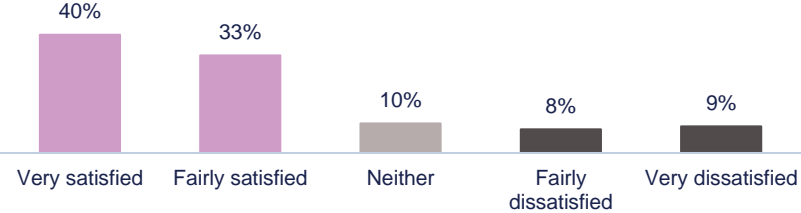
Maintaining Building Safety



Maintaining Building Safety

Almost three-quarters of residents are satisfied that BHT Sussex provides them with a home that is safe (74%). Slightly more are very satisfied (40%) than fairly satisfied (33%), with 17% dissatisfied.

The lowest levels of satisfaction are in the Phase One scheme (36%) and Hastings Young People Service (50%), with the highest being in Mental Health Recovery and Accommodation for Work. It may be worth including additional probing questions to establish why residents in Phase One and PRS Eastbourne feel that their home is unsafe.





Responsible Neighbourhood Management

Responsible Neighbourhood Management

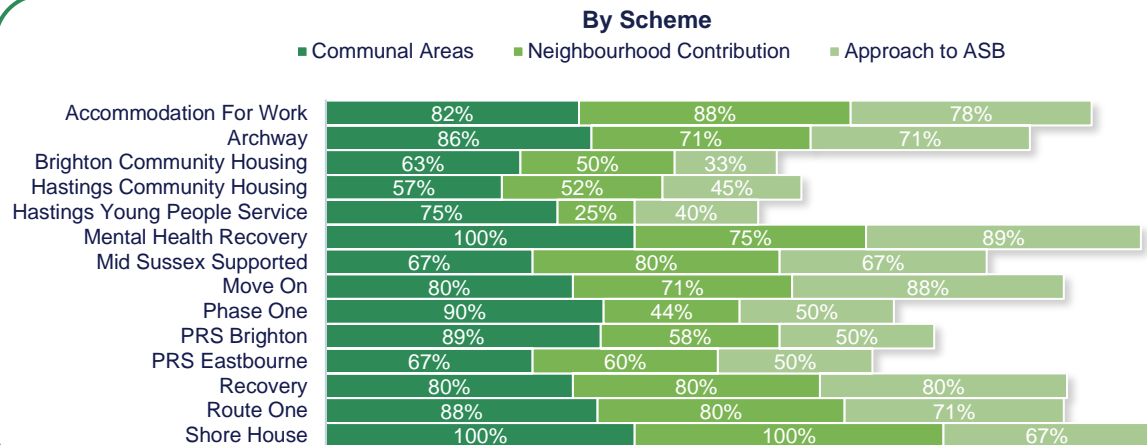
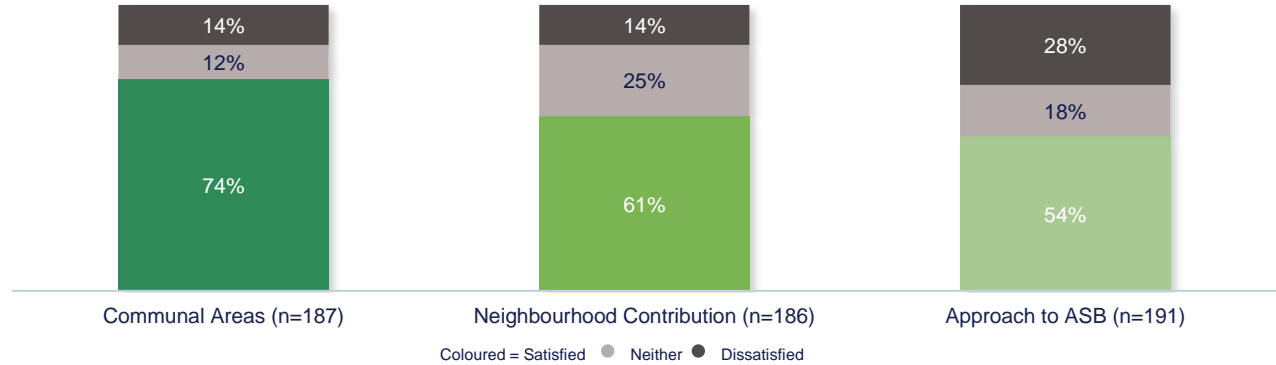


Three-quarters of residents stated that they live in a building with communal areas that BHT Sussex is responsible for maintaining (74%). Three-quarters of these residents are satisfied that BHT Sussex keeps their communal areas clean and well maintained (74%), with 14% dissatisfied.

Some 61% of residents are satisfied that BHT Sussex makes a positive contribution to their neighbourhood. Despite this relatively low satisfaction, just 14% are dissatisfied and a quarter are neither satisfied nor dissatisfied. Residents may be unaware of the contributions BHT Sussex makes; there is potential for satisfaction to improve with this metric if BHT Sussex communicated with residents about the contribution they make.

Satisfaction with ASB handling is 54% with over a quarter (28%) dissatisfied with this measure.

Again, residents in the Mental Health Recovery scheme are the most satisfied generally. Positively, 90% of Phase One residents are satisfied with the maintenance of communal areas.





Respectful & Helpful Engagement

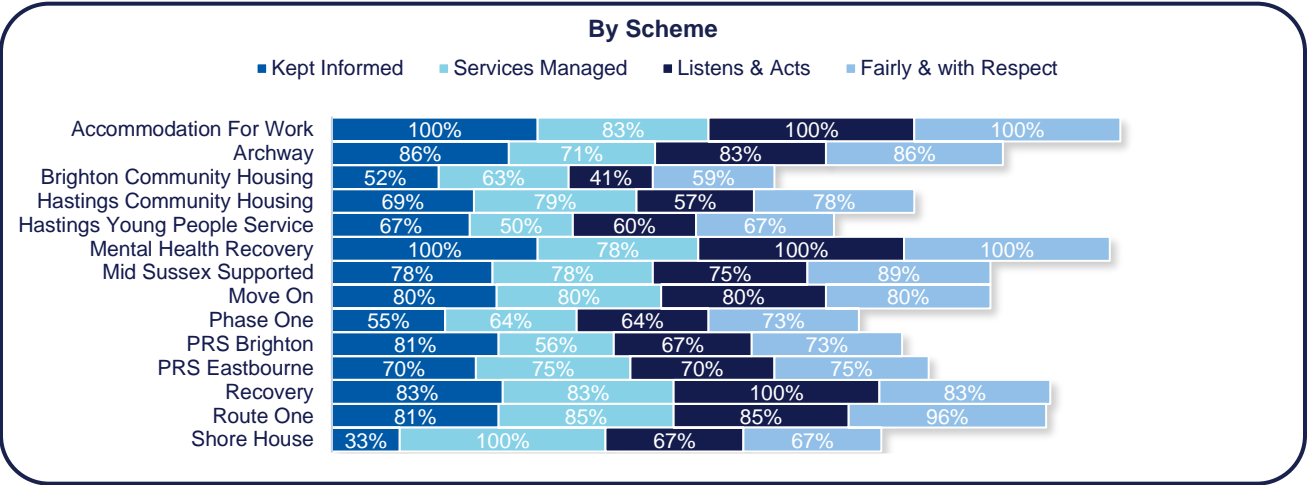
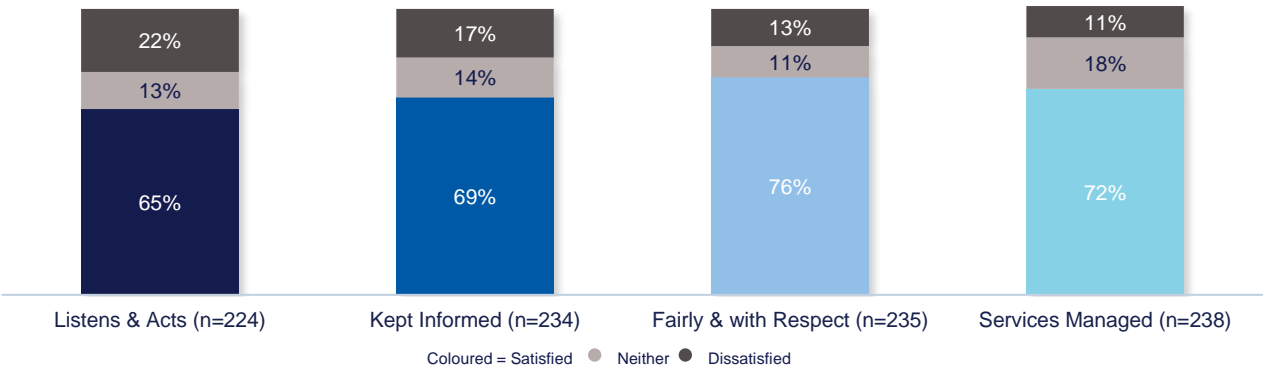


Respectful & Helpful Engagement

Over three-quarters of residents are satisfied that they are treated fairly and with respect (76%), with slightly fewer satisfied that they have a say in how their services are managed (72%). Though almost a fifth (18%) of residents are neither satisfied nor dissatisfied, meaning there is potential for increased levels of satisfaction.

Satisfaction is slightly lower with how residents are kept informed (69%), and that BHT Sussex listens to and acts on their views (65%).

Satisfaction is the lowest for residents in the Brighton Community Housing scheme and the highest in Accommodation for Work and Mental Health Recovery.





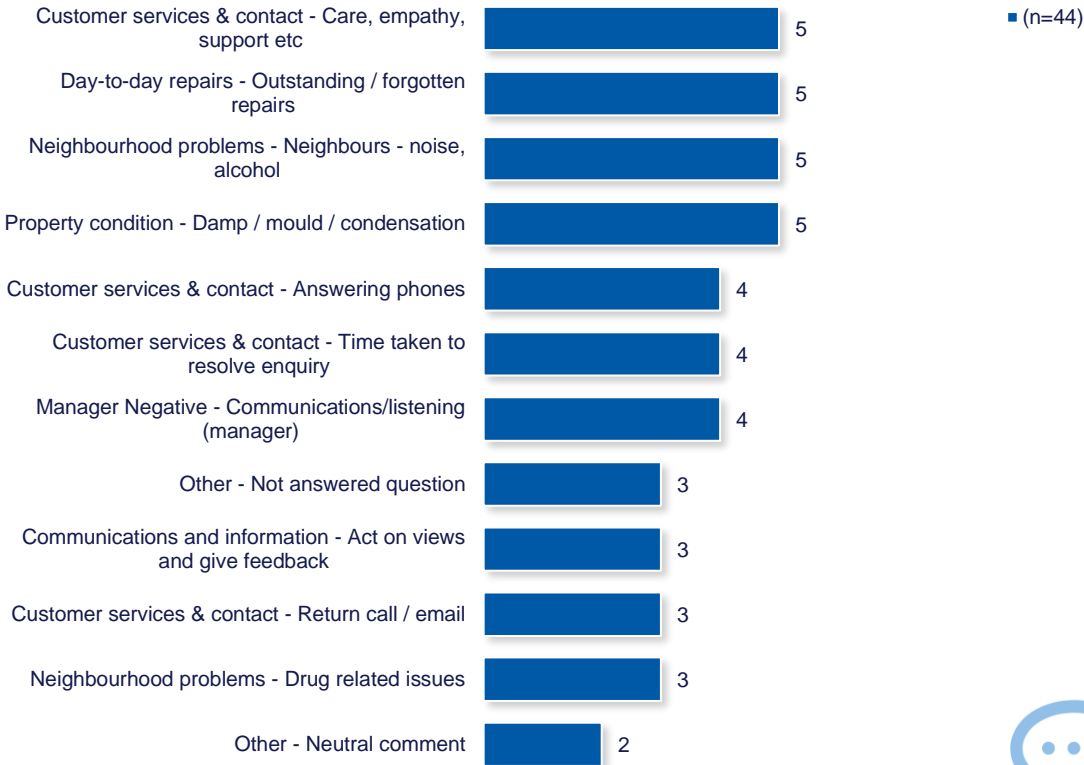
Comments - Customer Service

Residents who were dissatisfied that they were kept informed, treated fairly and with respect or their views listened to and acted upon were asked to explain why they felt this way; 44 residents left comments.

There was no standout issue, with four categories receiving five comments each; including care, empathy and support, outstanding or forgotten repairs, noise and alcohol, and damp and mould.

Particularly relevant to customer service was answering phones, the time taken to resolve enquiries, and returning calls and emails.

On the next slide are some examples of comments left by residents.





Customer Service - Example Comments

Delays

"You ask for things to be fixed and it's either a very long time or they just don't do it. And it's very old-fashioned; the heating needs updating."

"Problems that should have been dealt with over a year ago are only beginning to be dealt with."

"The walk around we had years ago has never been addressed. There are lots of repairs and updating that need doing."

"I feel like some things have taken a long time to get done, or I haven't heard from them."

Communication

"Told things would be done at meeting and over 6 months later still not done. No replies to emails from management. Never putting anything in writing when I've requested it."

"Not being able to contact staff despite phoning different times or days. Staff saying they will get back to me but don't, or that I could expect a phone call but I was left waiting for months."

"If I don't contact BHT directly, I don't hear from them at all."

"Can never get hold of housing officer, never answers phone, never calls back when I leave a message."

Unresolved Issues

"I have mould, and it is all over my belongings. I am in a 1-bedroom with a baby and no cooker or storage room. We are crowded, but they are telling me that I am adequately housed."

"Has not addressed tenants' concerns about neighbor behavior."

"I have lived here for 20 years and have suffered with violent drunks living next door. Smoking crack in the corridor, all kinds of problems, and the housing did nothing."

Repairs

"Nobody at BHT could give me information on storage heating. I had to discover how it works for myself."

"BHT seems to be strapped for cash and deals with long-term maintenance problems, such as damp, haphazardly. Jobs have to be re-done regularly."

"Like I said before. Shoddy work topped up with a couldn't-care-less attitude from BHT staff! You tell me that I have mould everywhere because I don't have the windows open and put the heating on."



Effective Handling of Complaints



Effective Handling of Complaints

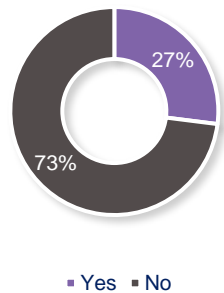
Just over a quarter (27%) of residents said they had made a complaint to BHT Sussex in the last 12 months, although it is not clear how many are genuine complaints or service requests yet to be fully actioned.

Of those who had made a complaint only a quarter of residents are satisfied with this service, with slightly more fairly satisfied (14%) than very satisfied (11%). Almost two-fifths of residents are very dissatisfied (38%).

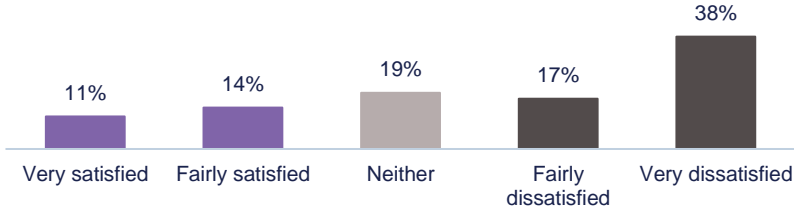
When analysed by Scheme, residents in PRS Brighton are the most satisfied, closely followed by Route One. Satisfaction is the lowest for Brighton Community Housing.

It may be that residents are more dissatisfied with the outcome of their complaint rather than the complaints process itself. This can explain some of the high levels of dissatisfaction seen with complaints handling across landlords. A number of HA's have started to include additional probing questions into the complaints process which is something BHT Sussex may wish to consider.

Complaint in last 12 months

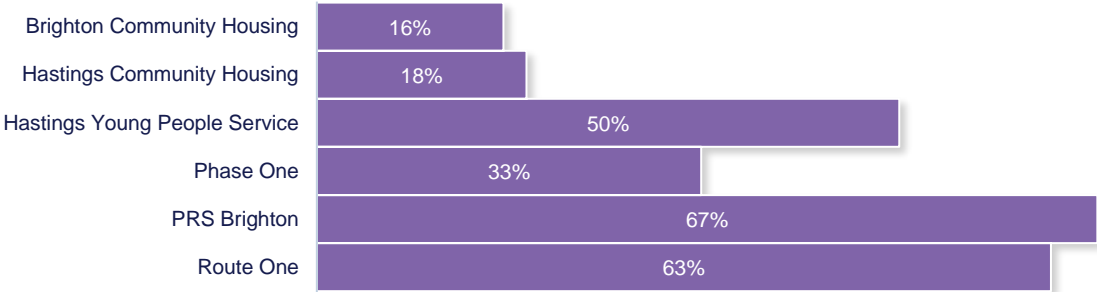


Satisfaction with Complaints Handling



By Scheme

Complaints Handling





Care & Support

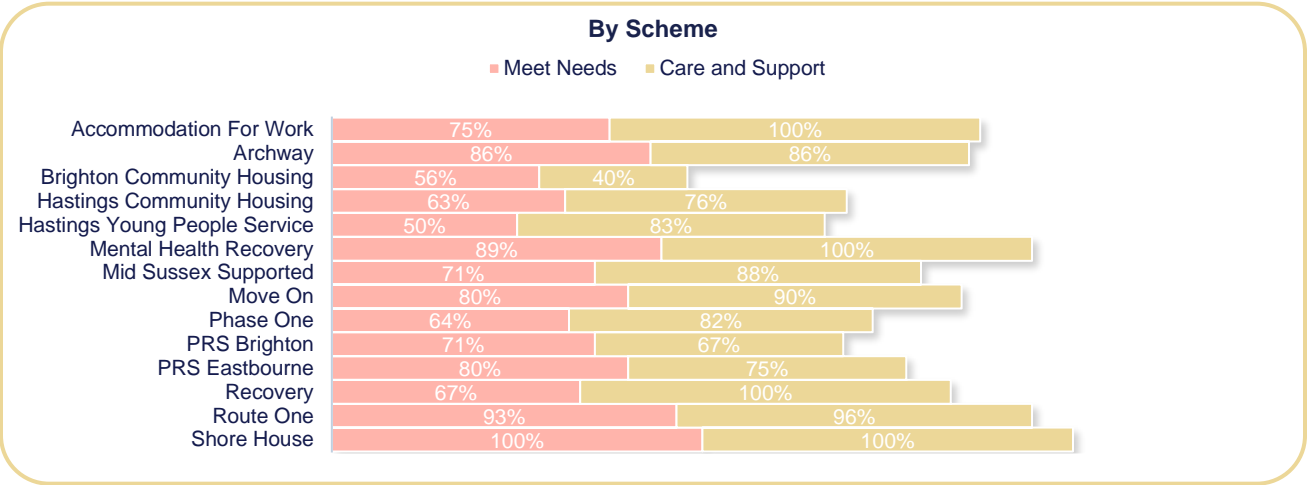
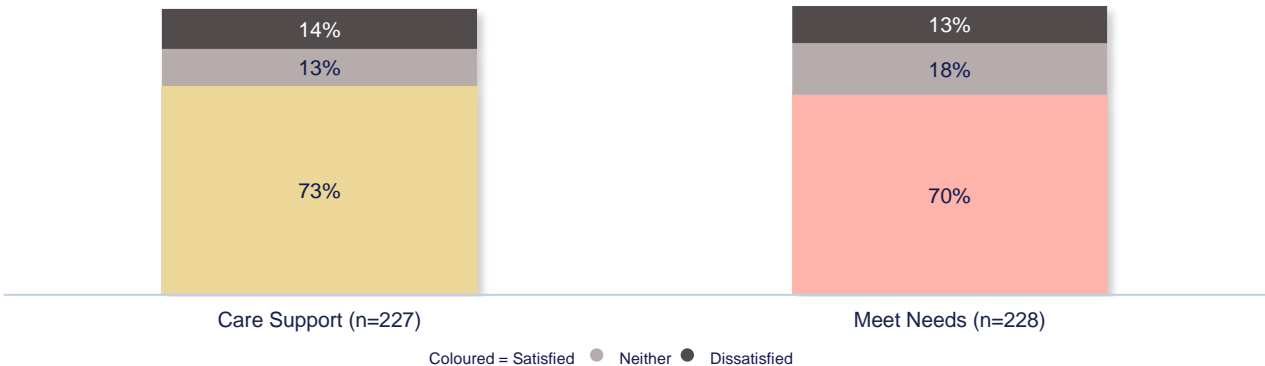


Respectful & Helpful Engagement

Residents were asked: "How satisfied or dissatisfied are you with the care and support you receive from your support worker/housing worker?" Almost three-quarters of residents are satisfied with the care and support they receive, with just 14% dissatisfied.

Residents were also asked: "How satisfied or dissatisfied are you that BHT Sussex meets your needs regarding disability, gender, age, marital status, sexual orientation, culture, religion, or as a parent?" Seven out of ten residents are satisfied that BHT meets their needs, 3 percentage points (p.p) fewer than satisfied with the support received.

Amongst Schemes, satisfaction is generally higher for care and support received, though there are four exceptions: PRS Eastbourne, PRS Brighton, PRS Eastbourne and Brighton Community Housing.





Damp & Mould

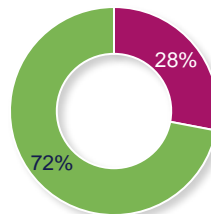
Damp and Mould

Over a quarter of residents (28%) say they are currently suffering from damp and mould in their homes. Of these residents, 59% have reported it and 41% have not.

Residents in Brighton Community Housing and Hastings Community Housing suffer from damp and mould the most, while residents of the Move On scheme have the least amount of damp and mould.

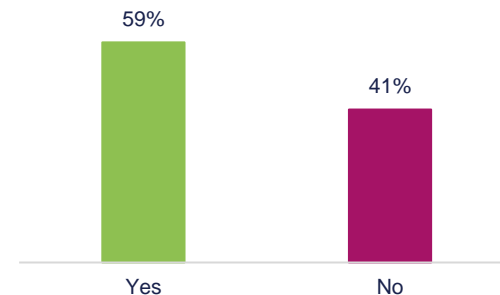
BHT Sussex needs to ensure that damp & mould reports are treated as a matter of priority, as it can pose a risk to health if left untreated.

Currently Suffer from Damp & Mould



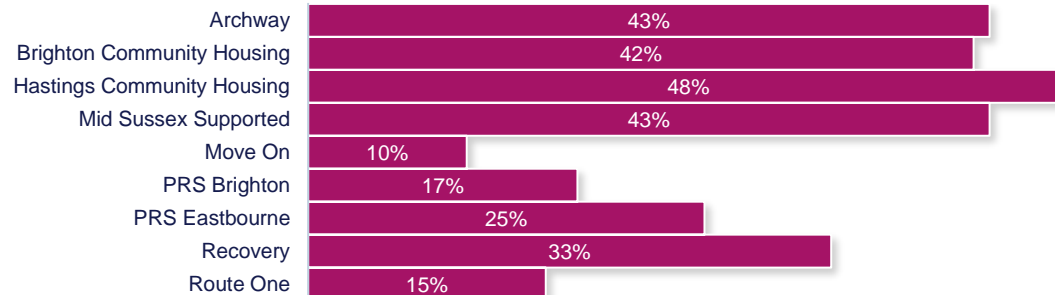
■ Yes ■ No

Reported Damp & Mould



By Scheme

■ Damp





Improvements



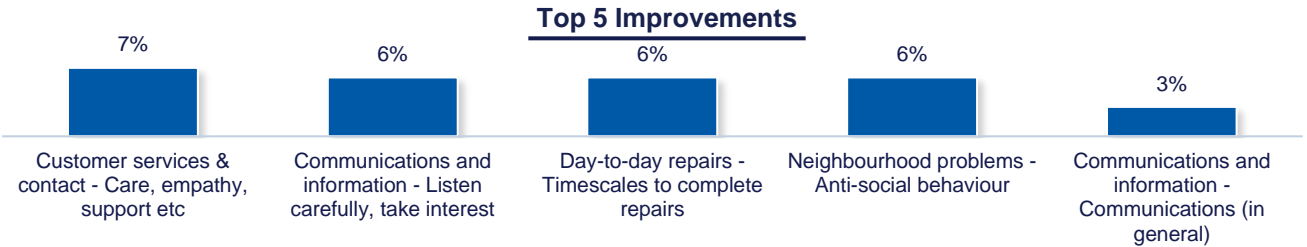
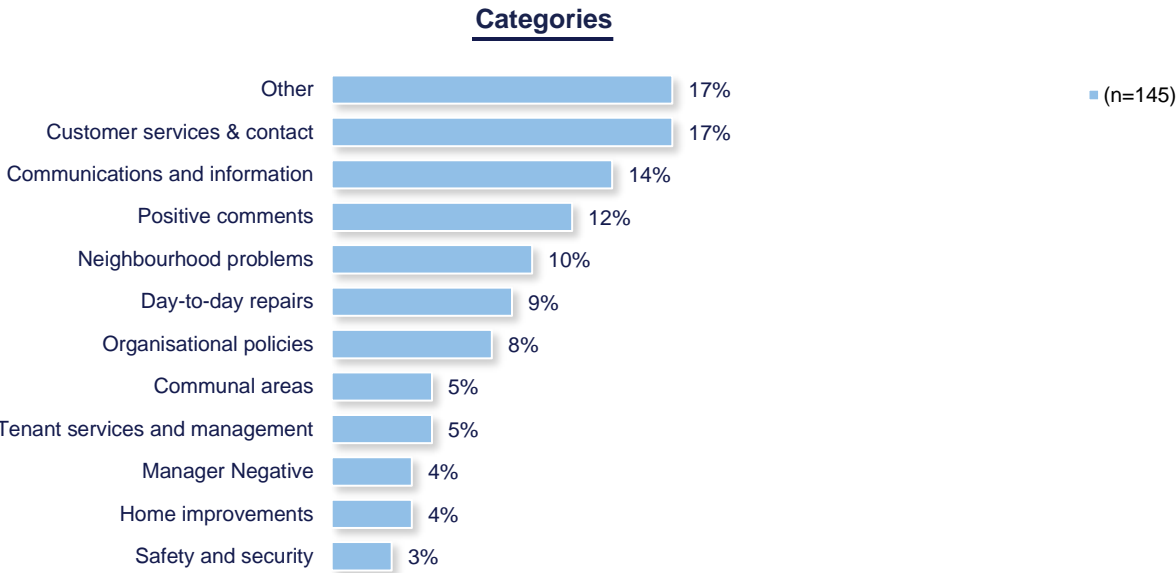
Improvement Suggestions

Residents were asked if there was one thing BHT Sussex could do to improve its services, and 145 residents gave comments.

Of the specific comments, the primary area for improvement is in the closely related areas of customer and contact and communications and information. Specifically, listening carefully and taking an interest in residents' views, and showing more care, empathy, and support.

As mentioned in previous comments, neighbourhood problems, particularly problems with noise and alcohol are areas for improvement.

Once again, these comments will help BHT Sussex target those areas where improvements are needed.





Improvements - Example Comments

Repairs

"Update the homes."

"Fix my kitchen and bathroom, modernize."

"Maintenance within the building needs repainting, holes in walls filled, CCTV."

"Follow up the standard of completed repairs."

"Put more money into maintenance of properties, kitchens, windows, bathrooms."

Communication

"Better communication and be more prompt on some of the repairs."

"Communication, I have to communicate to my support worker, and then she speaks to BHT. I want a situation where I can speak to BHT directly."

"More visits, come and actually see people. I find it difficult to go out, and sometimes you want to talk about things."

"Answer the phone. I think the housing officer has to look after three properties, and it's hard to get into contact."

Safety

"Deal with anti-social behaviour."

"Protect all residents and give those who are going harm harsher warnings about breaching contracts."

"To deal with ASB better. There are issues with one tenant that has mental health issues that we have to experience."

"Crack down on the drugs and alcohol in the housing."

"Act quicker on tenants who cause ASB."

Other requests

"Allow dogs and cats."

"Provide a bike rack at the front and an outside area to sit."

"Reinstate sending us Xmas cards."

"Install stronger Wi-Fi."

"Somewhere to store motorbikes safely that isn't the car park."

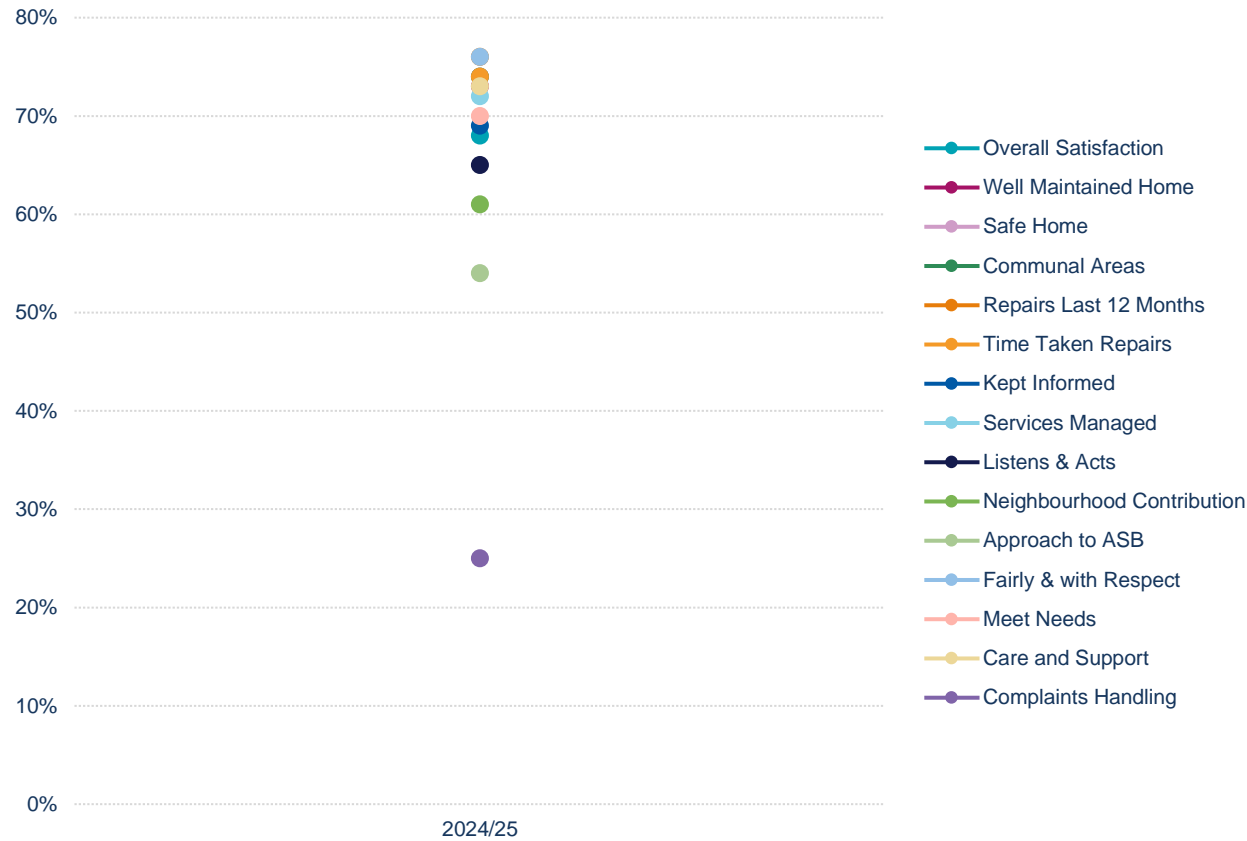


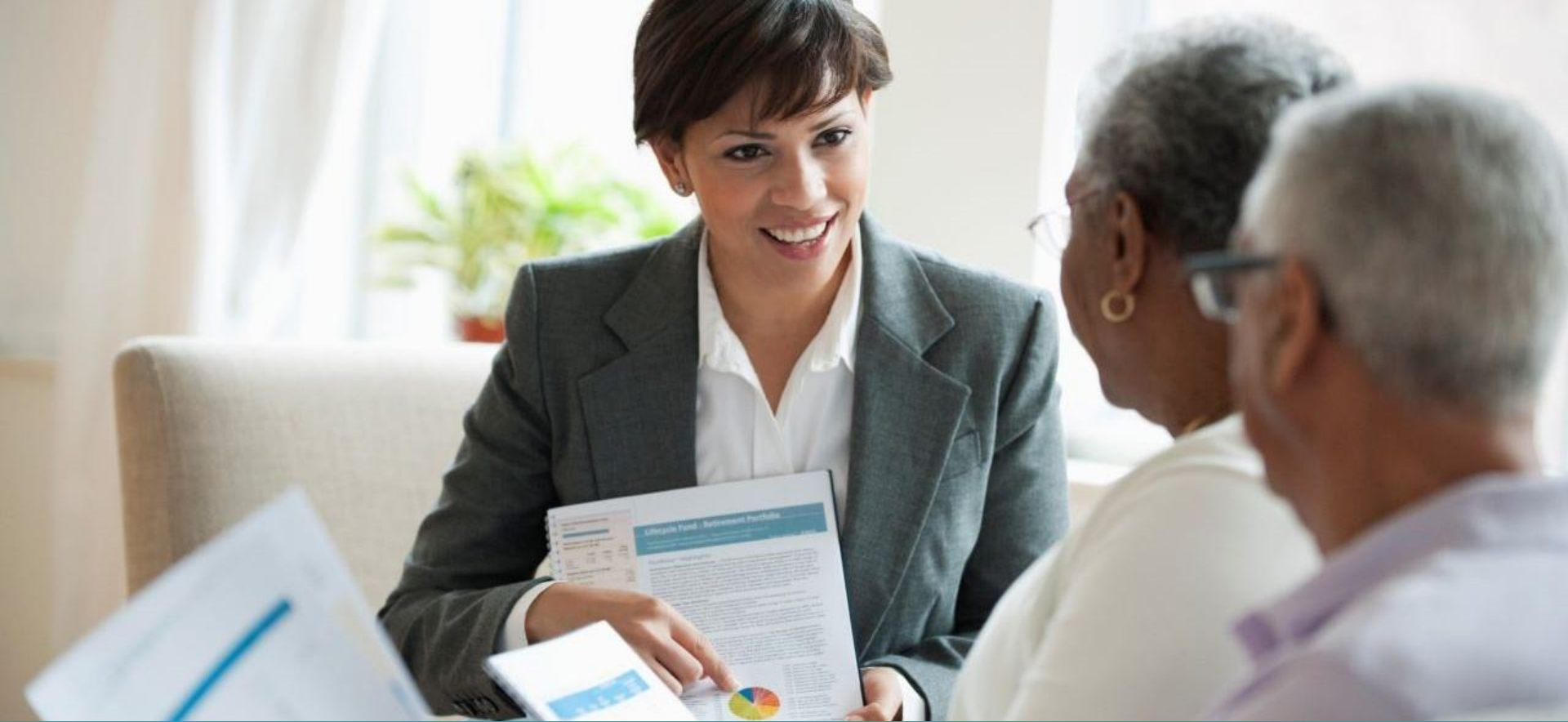
Trends



Trends Over Time

There is currently no data to compare this data to, but if more surveys are undertaken a trend will emerge. Helping to inform BHT Sussex about areas of success and areas that need improvement.





Understanding Satisfaction



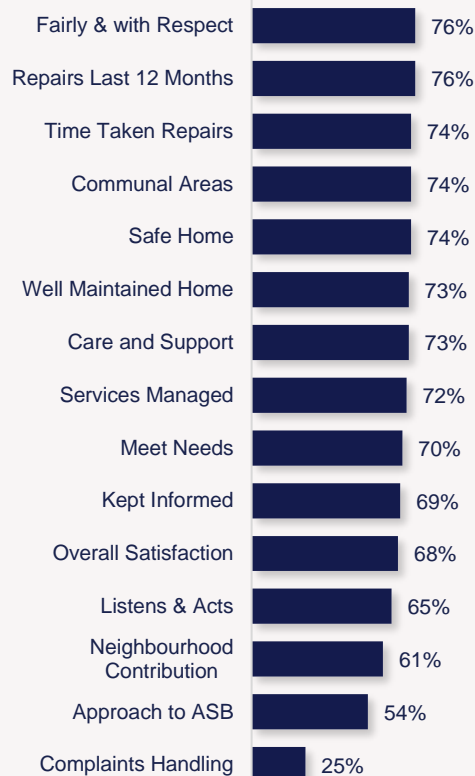
Satisfaction & Dissatisfaction

Sometimes where satisfaction is low, the remaining residents can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where residents do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

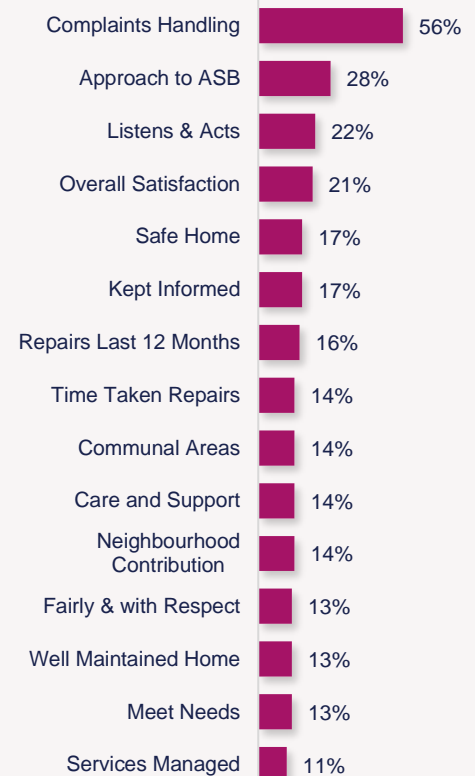
For BHT Sussex it generally follows that measures with high satisfaction also have low dissatisfaction, and vice versa.

There are some slight exceptions, with meeting needs having satisfaction that puts it around the middle of the measures, but having the second lowest dissatisfaction.

Satisfaction with Measures 2024/25



Dissatisfaction with Measures 2024/25





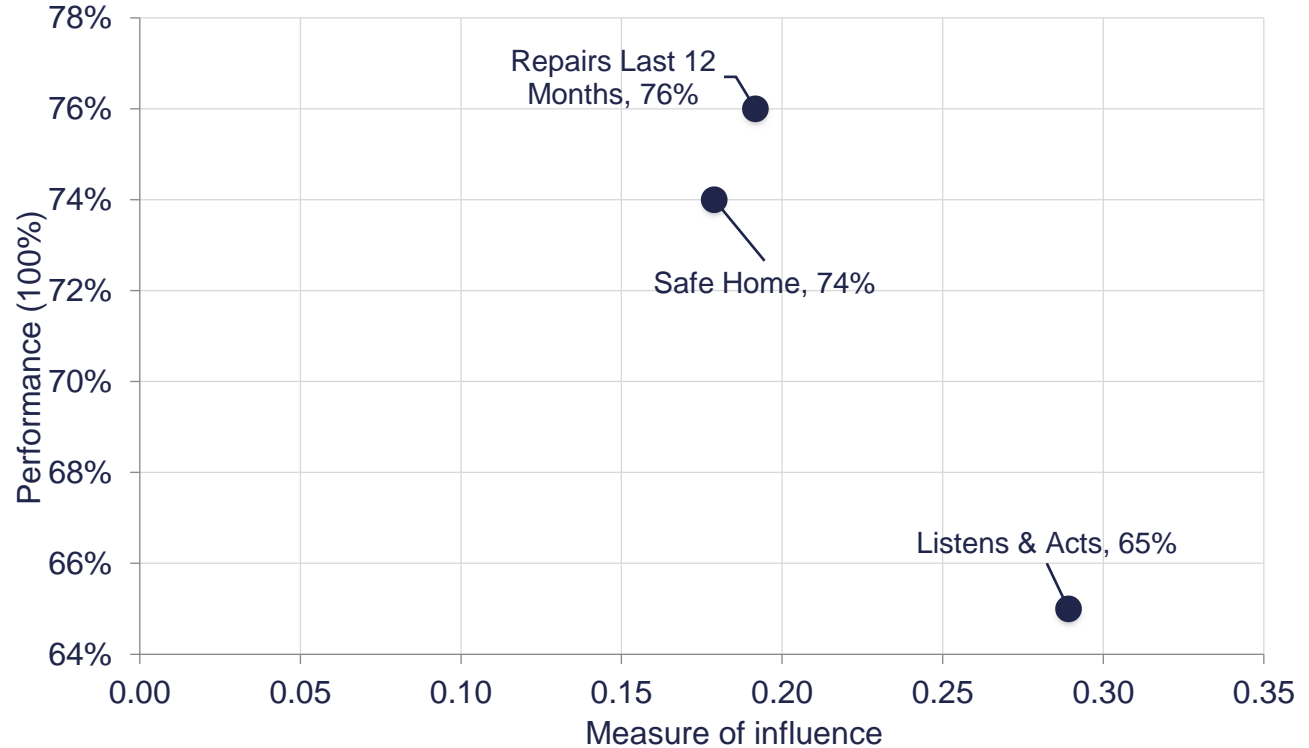
Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

Each landlord has its own unique pattern of influence, and when considering the results for 2024, the most important driver for tenants' satisfaction with the overall services is that BHT Sussex listens to and acts on residents' views. This is closely followed by the standard of the repairs service in the last 12 months and the safety of the home.

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.

Annual Key Driver Analysis – Overall Satisfaction





Benchmarking – RSH Metrics (LCRA)

The Regulator of Social Housing (RSH) recently published TSM perception data from 2023/24 for all landlords who were required to report results. The chart opposite shows how BHT Sussex's 2024/25 results compare against this.

The results from BHT Sussex compare well against other LCRA landlords in some measures, but more poorly in others. Four of the measures are in the second quartile, five are in the third quartile with complaints satisfaction and ASB handling in the fourth quartile.

The best performing measure is satisfaction with the cleanliness and maintenance of communal areas which is the only measure in top quartile.

This cohort of landlords varies in type, size, and location, with smaller as well as larger housing associations.





National Context

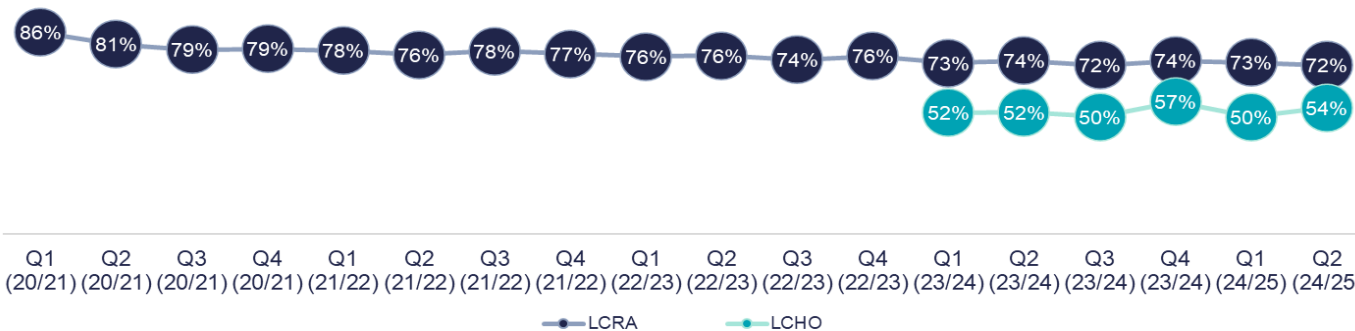
When considering the survey results, it is important that the national context and external factors impacting on both landlords and tenants are taken into account. For example:

- The cost of living crisis
- Availability of skilled workers
- Supply-chain issues
- Government, regulatory and political changes
- Economic instability

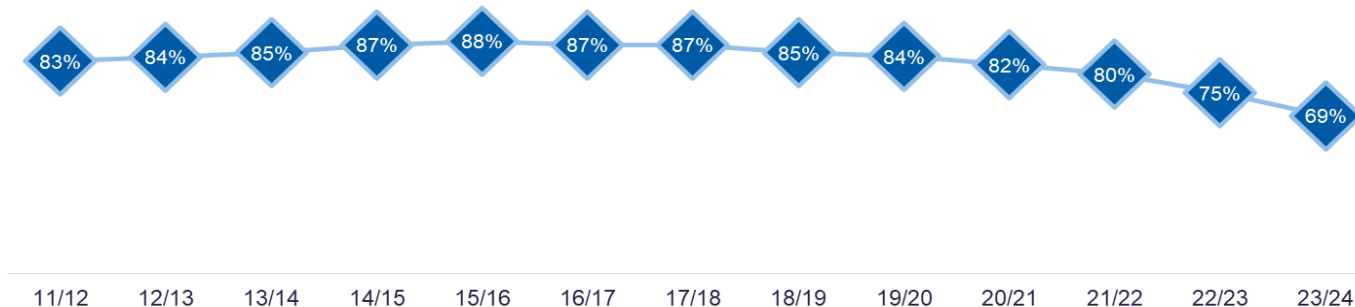
Satisfaction is based on perception rather than specific values so can be affected by how positive tenants feel about their lives in general. Factors such as the pandemic also altered the way landlords operate, possibly making them less accessible and responsive to their tenants than they may have been in the past.

The top graph to the right shows how overall satisfaction has changed for Acuity's clients (tracker only) since Q1 2020/21. The lower chart shows the results from NHF members, with satisfaction peaking in 2015/16, but a steady decline since.

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF median - general needs)

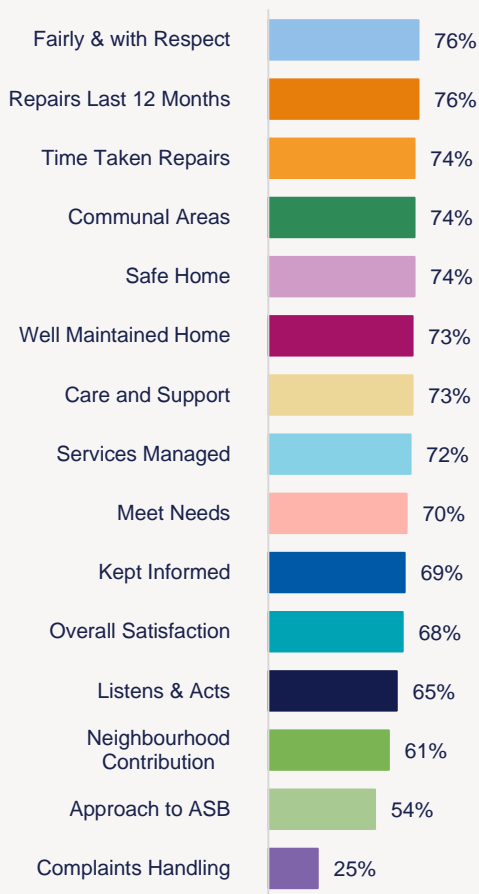


*LCRA only onwards



Summary

Satisfaction with Measures



Summary

This was the first survey undertaken for BHT Sussex, with this report presenting an analysis of the results based on the 238 completed interviews and 16 incomplete interviews as required by the regulator. Some high levels of satisfaction were found with some metrics, whilst others have room for improvement.

Satisfaction with the overall service provided by BHT Sussex sits towards the lower end of the range of satisfaction, at 68%. The highest levels of satisfaction are with residents being treated fairly and with respect and the repairs service in the last 12 months (both 76%).

However, there are six measures that have ratings below 70%: keeping residents informed about things that matter to them (69%), overall satisfaction (68%), listening to and acting on views (65%), the contribution made to the neighbourhood (61%), the approach to ASB (54%), and complaints handling (25%). Correspondingly, dissatisfaction is the highest with complaints handling and approach to ASB.

Key driver analysis found that listening to and acting on residents' views is the main predictor of overall satisfaction, followed by the repairs service in the last 12 months and the provision of a safe home. The main positive to take away from this survey is that the repairs service in the last 12 months is the joint highest scoring measure in the survey. However, listening to and acting on views is towards the bottom of the measures, and failings in this area may be one of the reasons overall satisfaction is towards the bottom of satisfaction ratings.

Residents were given the opportunity to leave comments, giving the reasons for why they chose those answers, as well as any improvement suggestions. The biggest improvement suggestions are related to customer services and contact and communication and information. Residents want to be listened to and an interest taken in their views, as well as be shown more care, empathy and support. This is supported by the low levels of satisfaction, compared to other measures, in these areas. Neighbourhood problems, particularly anti-social behaviour related to drugs and alcohol are also mentioned frequently.

When satisfaction is analysed by response method, it is clear that residents responding by CATI are more satisfied than their CAWI counterparts. Despite overall satisfaction being largely the same (1p.p difference), CATI respondents are more satisfied in all measures except for complaints handling.





Recommendations

BHT Sussex provides essential services across Brighton & Hove, Eastbourne, and Hastings, as well as elsewhere in Sussex. With the goal of challenging the causes of homelessness, poverty, and marginalisation, through, amongst others, the use of housing services and support, addiction services, and support for mental health and wellbeing.

A survey of this type can not address or provide evidence of all of these aims, but the level of satisfaction does suggest BHT Sussex is performing well.

However, there are always areas that can be improved and the recommendations opposite give some suggestions that BHT Sussex may wish to follow up on.

Approach to ASB

Other than complaints handling, which is typically the lowest performing area amongst landlords, ASB handling has the lowest levels of satisfaction at just 54%. Additionally, residents mentioned noise and alcohol as a reason for being very dissatisfied overall. BHT Sussex must ensure that residents' ASB reports are taken seriously and dealt with as quickly as possible. Improving customer service, particularly residents feeling listened to will improve satisfaction in this area. Communicating with residents about the work being done to address the ASB issue may also lead to improved satisfaction, as some residents may be unaware of the work being done.

Handling of complaints

The handling of complaints is the lowest-performing metric in the survey. Whilst this is something seen by most landlords across the sector, there is still room for improvement. Nonetheless, it is important that residents feel confident any complaint they make will be taken seriously and dealt with effectively and in good time. Clear communication around what constitutes a complaint is also required. Again, it is important that residents are kept updated about the progress of their complaints, so that they feel listened to and that their complaint was acknowledged.

Communication and information

Satisfaction with listening to and acting on views is one of the lowest in the survey, along with keeping residents informed about things that matter to them. With the former being one of the key drivers of overall satisfaction it is especially important that improvements are made in this area. Additionally, a key improvement suggestion made by residents was being treated with more care and empathy. To ensure residents feel like they are being heard, it may be important for BHT Sussex to focus on how it demonstrates to residents how they are being heard through the actions it has taken. Improving communication will potentially lead to improvements in other areas, particularly the repairs service and complaints handling, which are the main reasons residents will contact BHT Sussex.



Demographics



Response Method

The table on the right breaks down satisfaction by response method: CAWI means the survey was completed online and CATI means the survey was completed over the telephone.

Overall satisfaction varied by just 1p.p between response methods. Complaints handling saw almost equally low variation. The biggest difference is between the time taken to complete the last repair where 27p.p more CATI respondents are satisfied.

CATI respondents are generally more satisfied than their CAWI counterparts, with the only exception between the small difference in complaints handling.

	All Residents	CAWI	CATI
Overall Satisfaction	68%	68%	69%
Well Maintained Home	73%	70%	78%
Safe Home	74%	67%	85%
Repairs Last 12 Months	76%	70%	88%
Time Taken Repairs	74%	65%	92%
Communal Areas	74%	72%	76%
Neighbourhood Contribution	61%	55%	76%
Approach to ASB	54%	51%	61%
Listens & Acts	65%	64%	68%
Kept Informed	69%	65%	76%
Fairly & with Respect	76%	75%	78%
Services Managed	72%	69%	76%
Complaints Handling	25%	26%	24%
Care Support	73%	70%	78%
Meet Needs	70%	68%	73%



Scheme

The table on the right breaks down satisfaction by scheme. Satisfaction is generally the highest for residents in the Accommodation For Work scheme. Here, 100% of residents are satisfied with the safety of the home, listening to and acting on views, being kept informed, treated fairly and with respect, and the amount of care and support received.

The lowest satisfaction is generally found for residents in the Brighton Community Housing scheme. Residents here are the least satisfied with 10 of the measures, including being treated fairly and with respect.

	All Residents	Accommodation For Work	Brighton Community Housing	Hastings Community Housing	Mental Health Recovery	Move On	Phase One	PRS Brighton	PRS Eastbourne	Route One
Overall Satisfaction	68%	92%	51%	68%	100%	82%	50%	76%	67%	89%
Well Maintained Home	73%	83%	60%	63%	100%	82%	55%	89%	67% *	92%
Safe Home	74%	100%	64%	76%	100%	80%	36%	72%	58%	85%
Repairs Last 12 Months	76%	100% *	64%	89%	100% *	80%	57% *	79%	88% *	79%
Time Taken Repairs	74%	90%	62%	89%	89% *	90%	29% *	93%	100% *	58%
Communal Areas	74%	82%	63%	57%	100% *	80%	90%	89% *	67% *	88%
Neighbourhood Contribution	61%	88% *	50%	52%	75% *	71% *	44% *	58%	60%	80%
Approach to ASB	54%	78% *	33%	45%	89% *	88% *	50%	50%	50%	71%
Listens & Acts	65%	100%	41%	57%	100% *	80%	64%	67%	70%	85%
Kept Informed	69%	100%	52%	69%	100% *	80%	55%	81%	70%	81%
Fairly & with Respect	76%	100%	59%	78%	100%	80%	73%	73%	75%	96%
Services Managed	72%	83%	63%	79%	78% *	80%	64%	56%	75%	85%
Complaints Handling	25%	0% *	16%	18%	- *	0% *	33% *	67% *	0% *	63% *
Care Support	73%	100%	40%	76%	100%	90%	82%	67%	75%	96%
Meet Needs	70%	75%	56%	63%	89% *	80%	64%	71%	80%	93%

*Base below 10



Scheme

The Schemes here contain fewer than 10 responses each, so care should be taken when analysing the results.

Satisfaction is generally the highest for those in the Recovery Scheme, followed closely by the Archway Scheme. Satisfaction is the lowest for residents in the Hastings Young People Service Scheme.

All respondents from Shore House are satisfied with both aspects of the repairs service, as well as the maintenance of their home.

	All Residents	Archway	Hastings Young People Service	Mid Sussex Supported	Recovery	Shore House
Overall Satisfaction	68%	86% *	50% *	67% *	100% *	67% *
Well Maintained Home	73%	86% *	80% *	67% *	83% *	100% *
Safe Home	74%	86% *	50% *	88% *	100% *	100% *
Repairs Last 12 Months	76%	75% *	50% *	80% *	60% *	100% *
Time Taken Repairs	74%	75% *	67% *	100% *	60% *	100% *
Communal Areas	74%	86% *	75% *	67% *	80% *	100% *
Neighbourhood Contribution	61%	71% *	25% *	80% *	80% *	100% *
Approach to ASB	54%	71% *	40% *	67% *	80% *	67% *
Listens & Acts	65%	83% *	60% *	75% *	100% *	67% *
Kept Informed	69%	86% *	67% *	78% *	83% *	33% *
Fairly & with Respect	76%	86% *	67% *	89% *	83% *	67% *
Services Managed	72%	71% *	50% *	78% *	83% *	100% *
Complaints Handling	25%	0% *	50% *	0% *	- *	0% *
Care Support	73%	86% *	83% *	88% *	100% *	100% *
Meet Needs	70%	86% *	50% *	71% *	67% *	100% *

*Base below 10



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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