

Your Views



Resident Satisfaction Survey 2023/24

About the Survey

Between October 2023 and January 2024, many of you took part in an important survey. All residents were invited to participate in the survey via online and postal questionnaires.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Squared maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing. Residents that took part were entered into a prize draw, with five winning a £100 shopping voucher.



The findings will provide a view of the main drivers behind satisfaction levels and the issues residents are most concerned about, informing Squared's future strategic and operational planning.

This report contains key survey results regarding residents' opinions about their homes and the services received.

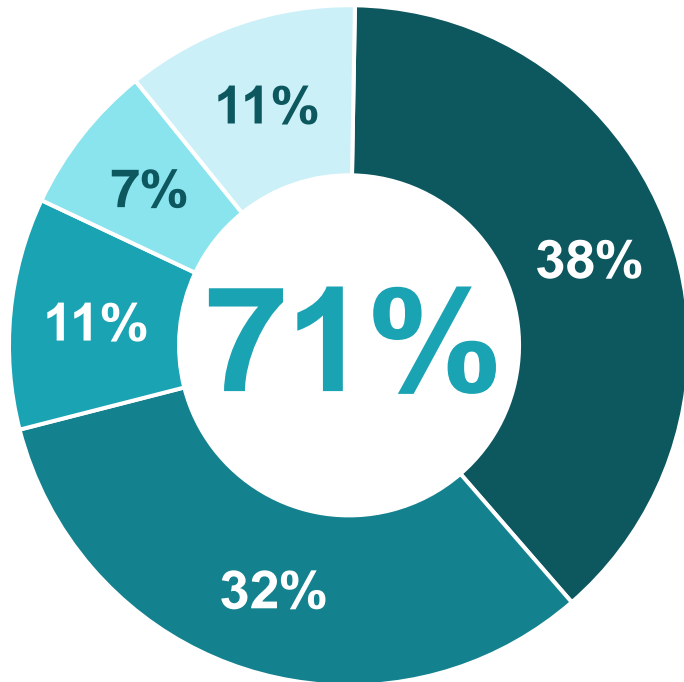
221
residents took
part out of a total
of 711 (143
online & 78 by
post)

A big thank you to everyone who took part!

Overall Service



Seven out of ten residents are satisfied with the overall service provided by Squared (71%).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



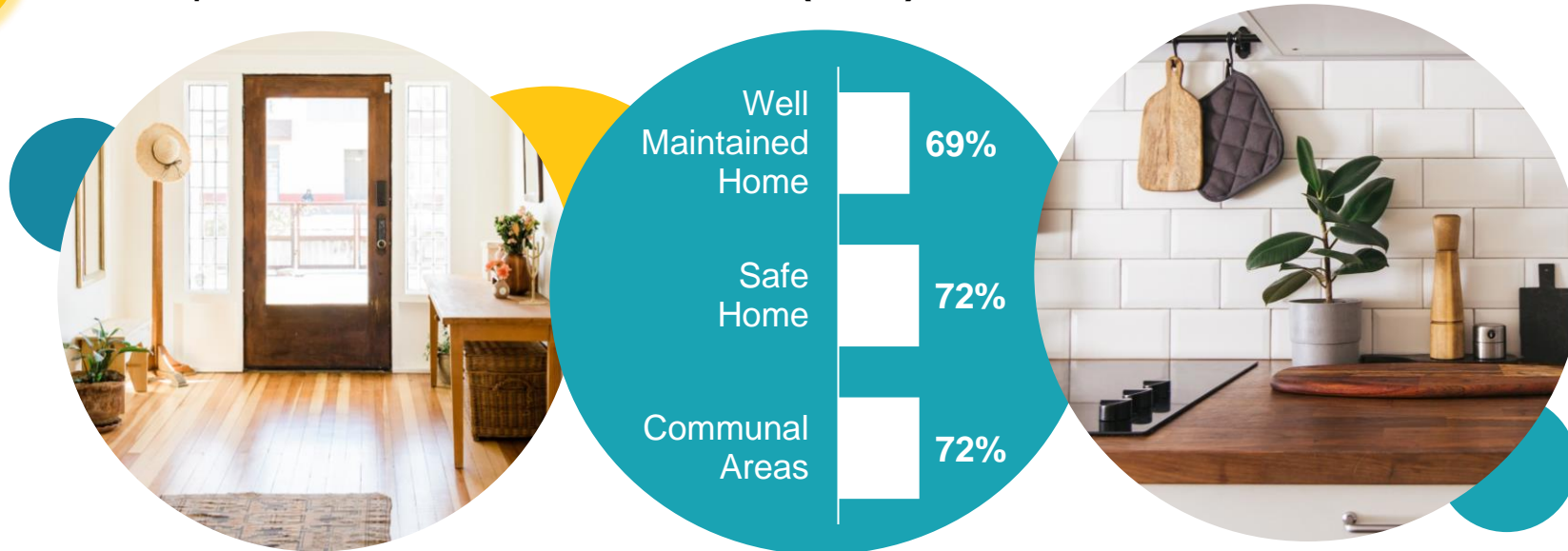
Seven out of ten residents are satisfied that they are provided with a home that is well maintained (**69%**).



Slightly more residents are satisfied that Squared provides them with a home that is safe (**72%**).



Around three-quarters of residents with communal areas are satisfied that they are kept clean and well maintained (**72%**).



Repairs Service



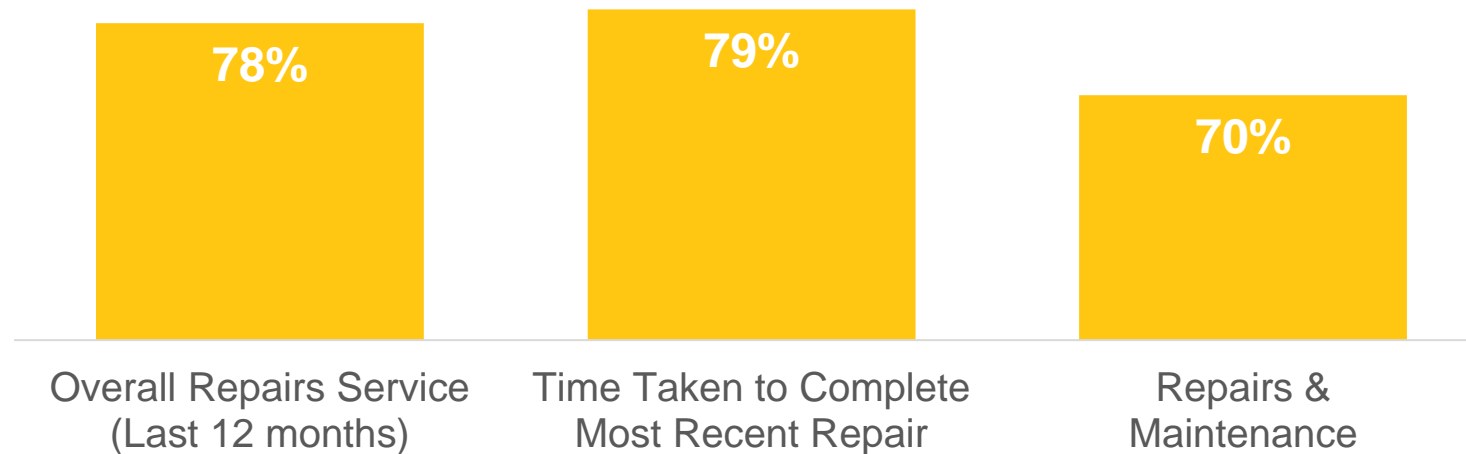
Around eight out of ten residents that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(78%)**.



Residents are similarly satisfied with the time taken to complete their most recent repair after they reported it **(79%)**.



Seven out of ten residents are satisfied with the way Squared deals with repairs and maintenance generally **(70%)**.



69%
of residents had a repair carried out in the last 12 months

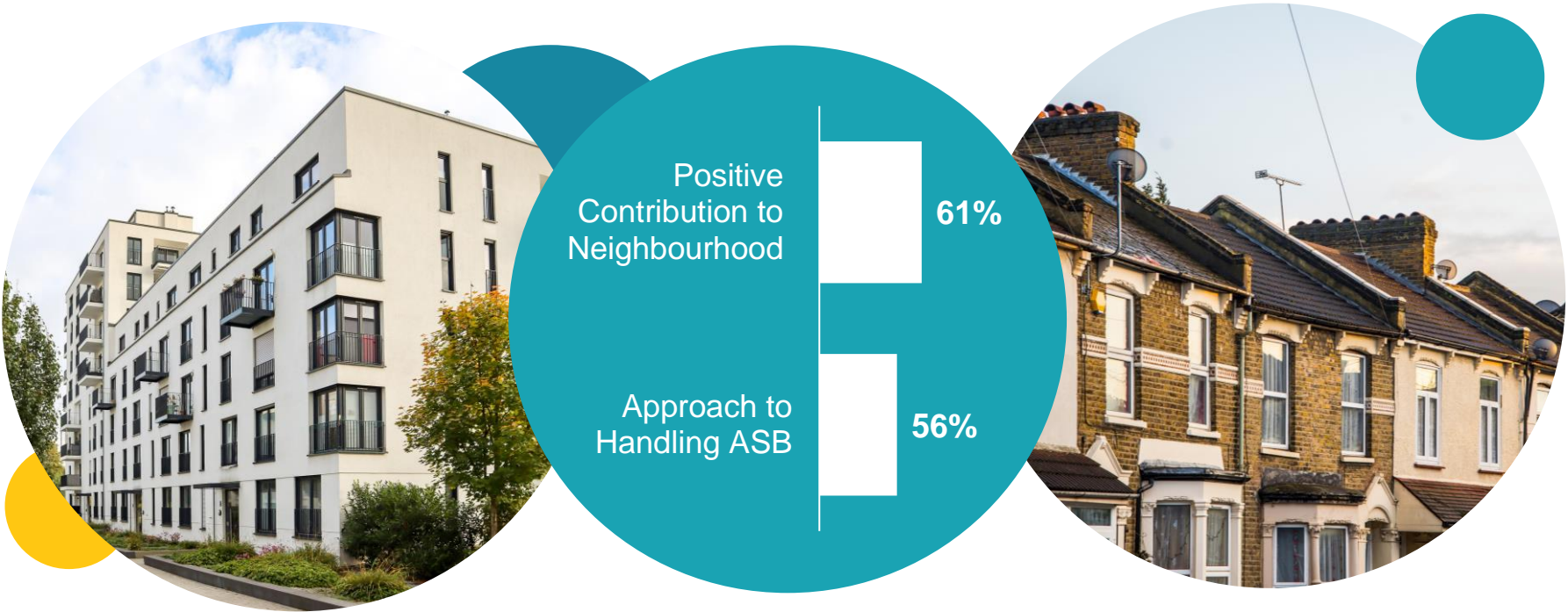
The Neighbourhood



Six out of ten residents are satisfied that Squared makes a positive contribution to their neighbourhood **(61%)**.



Slightly fewer residents are satisfied with Squared's approach to handling anti-social behaviour **(56%)**.



Communications and Resident Engagement



Six out of ten residents are satisfied that Squared listens to their views and acts upon them **(59%)**.



Over three-fifths of residents are satisfied that they are kept informed about things that matter to them **(63%)**.



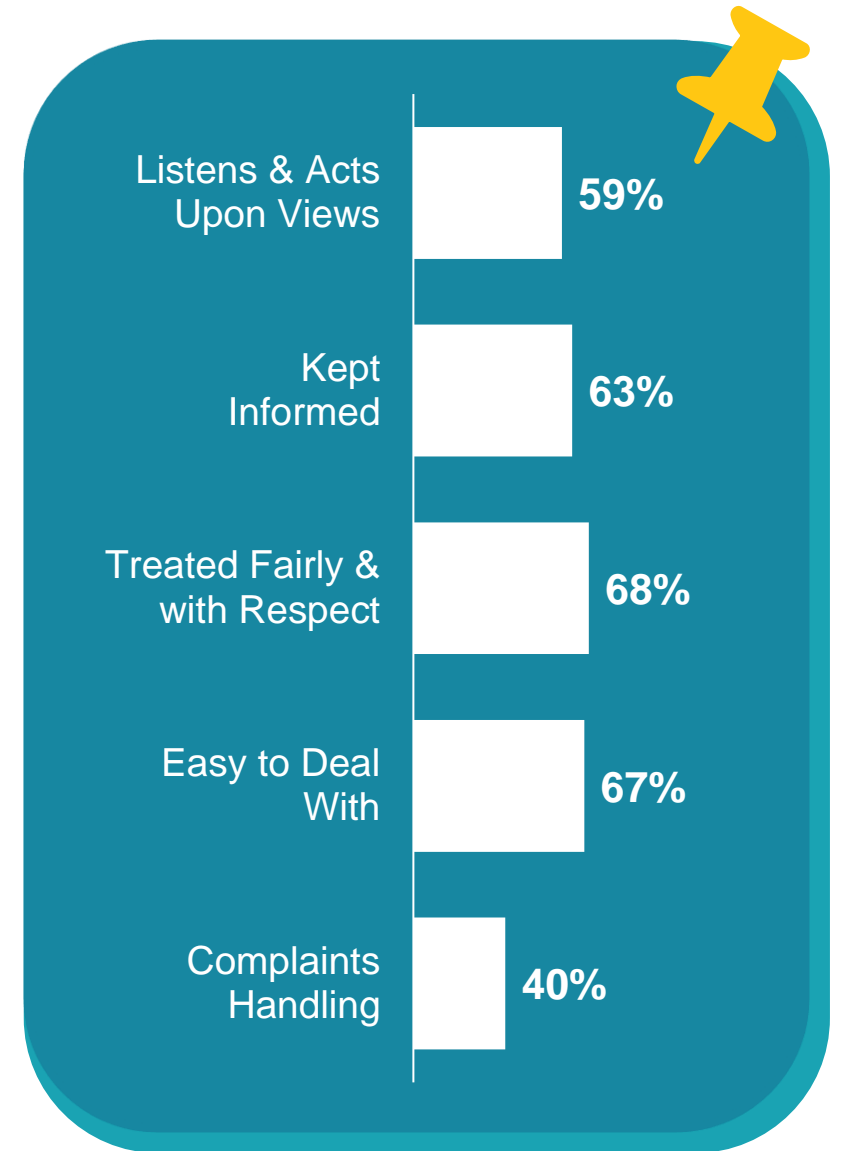
Around seven out of ten residents agree that they are treated fairly and with respect by Squared **(68%)**.



Two-thirds of residents are satisfied that Squared is easy to deal with **(67%)**.



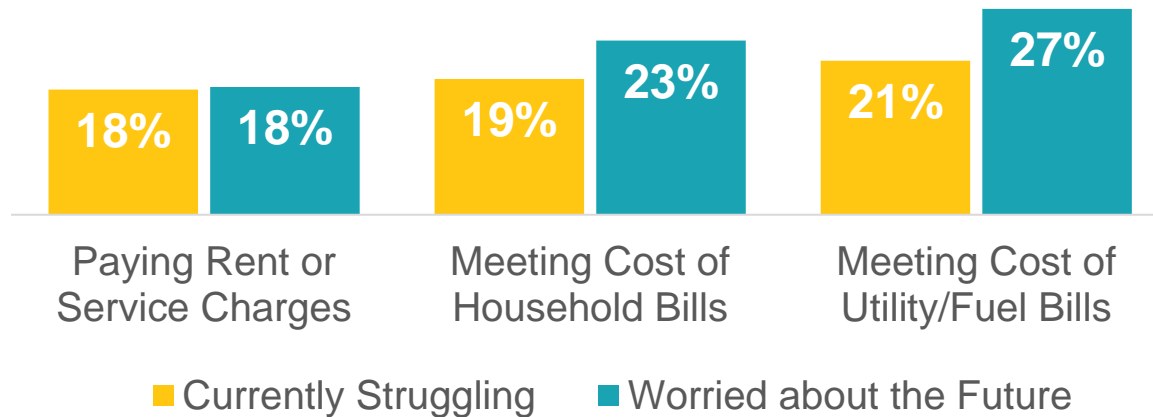
Four out of ten residents who made a complaint in the last 12 months are satisfied with complaints handling **(40%)**.



Wellbeing



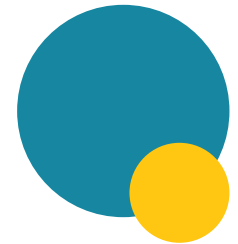
Some residents are currently struggling to pay their rent or service charges (**18%**) and to meet the costs of household bills (**19%**) and utility/fuel bills (**21%**). Other residents are worried about meeting these different payments in the future (between **18%** and **27%**).



Around six out of ten residents are satisfied with the energy efficiency of their homes (**62%**).



One third of residents said they currently have damp or mould issues in their homes (**33%**). Of these residents, **74%** have reported the problem to Squared.



Recommending Squared



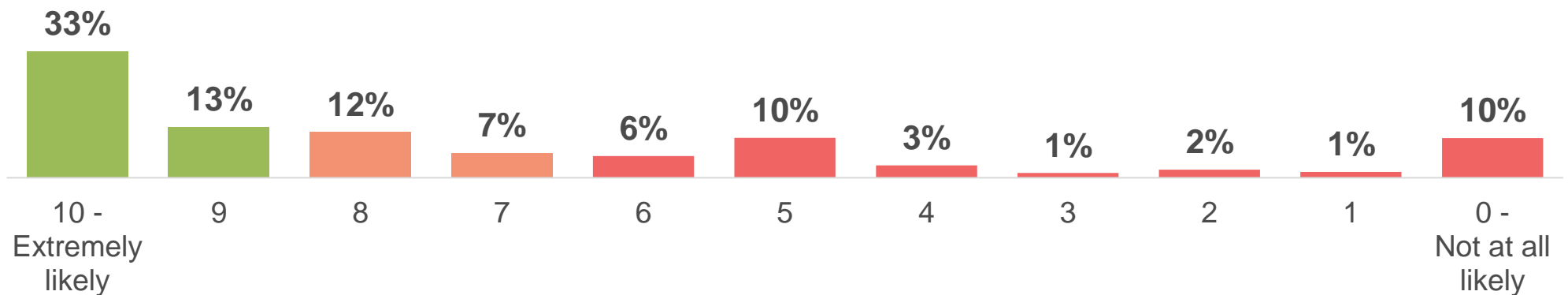
Residents were also asked how likely they would be to recommend Squared to other people. This is a 0-10 point rating. Those who would recommend Squared score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Around half of residents are very loyal and happy to recommend Squared to other people (**47%**). However, **19%** of residents are unsure and **35%** would not recommend them, feeling rather more negative about the organisation.



The 'Net Promoter Score' for Squared (the percentage of those who would recommend Squared minus the percentage of those who would not) is **+12**.



Residents' Comments

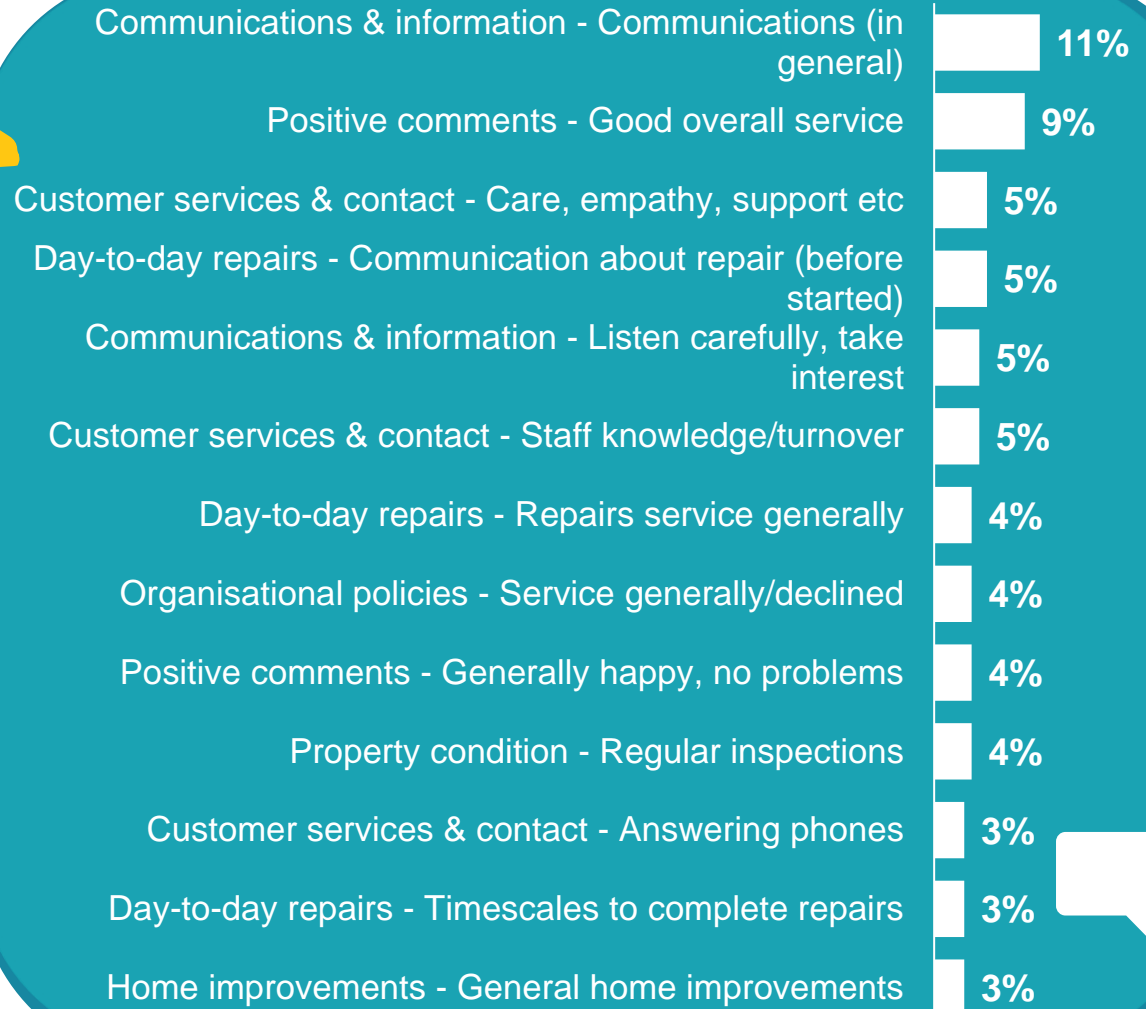
Finally, residents were asked what one thing Squared could improve, and 128 residents gave comments.

Residents most frequently mentioned communications and customer service, such as communications in general, how they are listened to, and the care and support provided by staff.

Residents would also like improvements to the repairs service, including the communication around repairs and the time taken to complete repairs.

Other residents are happy with the services currently provided and had no improvement suggestions, instead giving positive comments.

Top comments



Your Views



Squared appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Squared does to involve you in developing services. As well as publishing the results of the survey, Squared plans to put the findings to good use by working with residents to further improve the services provided.

