



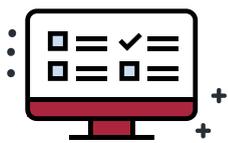
# Resident Satisfaction Survey

## How many residents participated



**732**

Residents interviewed by telephone



**2501**

Surveys were completed online

## We interviewed residents who live in...



Housing for families, singles and couples



Over 50's accommodation



Supported housing for older people

## Top three important factors



Overall quality of your home

**8.9 / 10**



Being treated fairly as a resident

**8.8 / 10**



Your rent provides value for money

**8.8 / 10**

## How we scored

SATISFACTION INDEX

**69.3%**



## Residents are most satisfied with



Your rent provides value for money

**8.1 / 10**



Being treated fairly as a resident

**7.5 / 10**



Overall quality of your home

**7.3 / 10**

## Residents are least satisfied with



Our visibility within your local area

**5.3 / 10**



We listen to your views and act upon them

**6.0 / 10**



Dealing with anti-social behaviour

**6.1 / 10**

## Where the biggest gaps in our service are



**1**

Dealing with anti-social behaviour



**2**

We listen to your views and act upon them



**3**

Our visibility within your local area

## Top three customer service requirements



**1**

We listen to your views and act upon them



**2**

Being treated fairly as a resident



**3**

Staff keeping their promises and commitments

## Where do residents give high scores?

### Your rent provides value for money



"I have always found them very helpful. The rent where I am is reasonable and as a tenant there is opportunity for me to put forward requests and complaints."

CUSTOMER

**8.1 / 10**

### Being treated fairly as a resident



"I have been a tenant of Bristol City Council a number of years and find all staff very efficient whenever I have had any dealings with them. My building is kept very clean and tidy and I am happy to live in this block"

CUSTOMER

**7.5 / 10**

## Where the biggest gaps in our service are:

### Dealing with anti-social behaviour



"Anti-social behaviour has been a problem here for the last few years, and there doesn't seem to be much being done about it. The area in general has gone downhill over these past few years. People have had their cars broken into and some of the residents here behave as though they have no respect for the local area."

CUSTOMER

**6.1 / 10**

### We listen to your views & act upon them



"I am 75 and am about to retire from work. I spoke to BCC who said they would get someone to ring me, someone who can help me deal with my finances and benefits. The person was supposed to call me but they kept calling during working hours, I missed the calls and have been told they will not call me again."

CUSTOMER

**6.0 / 10**

## Why are customers likely to recommend BCC H&L Services?

"The rents are reasonable and the repairs are very good. The staff and contractors are friendly and helpful."

"I would be very likely to recommend BCC because over the many years we've been tenants, we've had no problems with them or their service."

## Our priorities for improvement

The results are clear and show that our residents' top priorities for our housing services are:



Being more visible & having a local presence



Listening to what residents say



Making it easier to contact us



Keeping our promises



Tackling crime & anti-social behaviour



Improving the security & appearance of our homes/estates

**Moving Forward Together - From January 2020 we'll be working together with residents and colleagues across the council to "co-design" new ways to deliver housing services based around these six priorities.**