

# TENANT AND LEASEHOLDER SATISFACTION SURVEY 2020



## Foreword from the Resident Board:

The Resident Board took a particular interest in this year's satisfaction survey as this is an area of particular interest to us. We paid attention to the way that M•E•L were commissioned, the questions included in the survey and how your feedback was analysed and presented. We wanted to hear all feedback, whether good or bad, so we know where things are ok and where more attention is needed. We will take what you have told us and use this to prioritise our work moving forwards to improve things. This is the only way things will change. The council is currently going through a transformation process that will see a significant change in the way that services are delivered. Your feedback will be critical in helping us to make sure that the changes deliver what you expect and need from your Housing Service.

Thank you to everyone who took the time to complete the survey. If you did not and you want to add anything to the feedback shown below, you can contact the Resident Board via Anita Jan: [anita.jan@slough.gov.uk](mailto:anita.jan@slough.gov.uk).

All **7,164** residents were invited to take part.

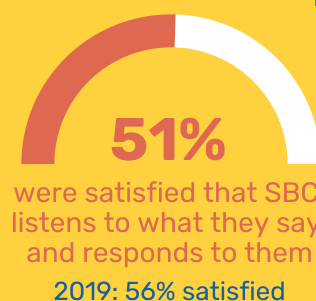
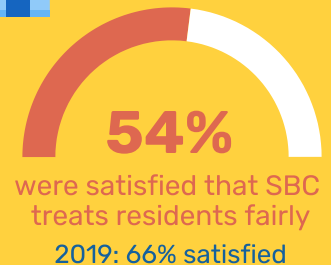
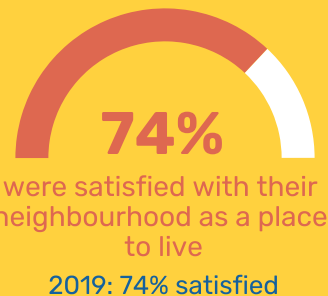
**2,113** completed questionnaires were returned.  
A 29% response rate.



# 59%

were satisfied with the overall service provided by Slough's Housing Service

2019: 70% satisfied

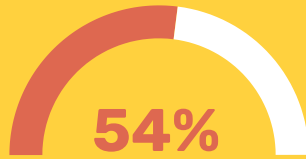




# THE REPAIRS SERVICE



were satisfied with the repairs and maintenance service delivered by Osborne Property Services  
2019: 60% satisfied



were satisfied with Osborne's customer services  
2019: 64% satisfied

## Improvements for the repairs service

Quicker/ more responsive

Improved communication

Better customer service

Better quality work

## Residents were most satisfied with...

The operative **68%**

Contacting the call centre **64%**

The call handler understanding their issue **64%**

The overall quality of work **63%**

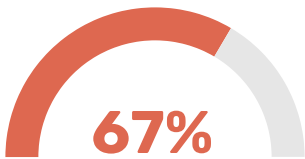


**94%** of residents reported their last repair by telephone - **64%** got through first time, **30%** were unable to get through

**70%** of those unable to get through called back later

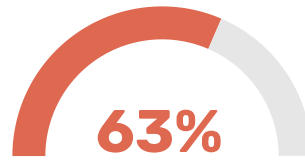
**19%** used the call back service

# NEIGHBOURHOOD AND ESTATE SERVICES

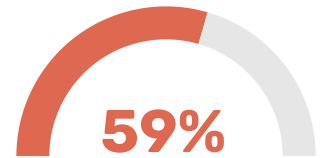


were satisfied with the overall appearance of their neighbourhood  
2019: 65% satisfied

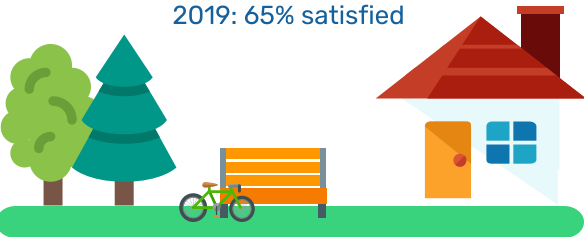
**45%** of residents had a caretaking and cleaning service



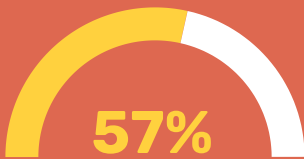
were satisfied with how often their block is cleaned  
2019: 67% satisfied



were satisfied with the standard of cleaning  
2019: 64% satisfied



# CONTACT AND COMMUNICATION



were satisfied with Slough keeping them informed about things that might affect them as a resident  
2019: 70% satisfied

**60%** of residents said they had contacted Housing Services in the last 12 months

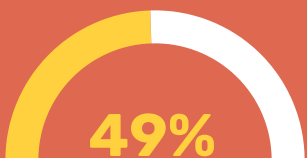
**62%** were satisfied with the helpfulness of staff

**54%** were satisfied with the ease of getting hold of the right person

**53%** were satisfied with the time taken to answer their query

**51%** were satisfied with the ability of staff to deal with their query quickly and efficiently

**51%** were satisfied with the final outcome of their query



were satisfied with Slough giving them a say in how services are managed